



**Citizens Helping
Citizens in Crisis**

503.940.7997

24 Hour Number

Citizen Resource Guide



2015 - 2016
Volume 9

4800 NE 122nd Avenue
Portland, OR 97230
Office 503.823.3937

www.tipnw.org

IMPORTANT INFORMATION

tip

**TRAUMA
INTERVENTION
PROGRAM**

of Portland/
Vancouver, Inc.

**24-Hour Number
503.940.7997**

Key in your return phone number or leave a
voice message for an immediate call back.

► TIP Volunteer(s) _____

► Agencies Involved _____

► Important Phone Numbers _____

► Notes _____

What is TIP?

Trauma Intervention Program (TIP) is a group of specially trained and thoroughly-screened citizen volunteers who provide emotional and practical support to survivors of traumatic events and their families in the first few hours following a tragedy. TIP Volunteers are called through the emergency response system — by police, firefighters and hospital personnel.

TIP is a national non-profit, tax-exempt organization. Services are provided to survivors and their families free of charge and are made possible by donations from local government, businesses and individuals.

Trauma Intervention Program of Portland/Vancouver, Inc. was founded in 1991. 180 local volunteers are available to respond immediately to crisis situations on a 24-hour, 365 days-a-year basis.

You Matter to Us

We'd like to hear from you.

Please visit us online to give
feedback, ask questions
or get more resources.

www.tipnw.org



TIP of Portland/Vancouver



TIPNW

IMPORTANT INFORMATION

**Donations in Memory of a
Loved One may be sent to:**

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**TRAUMA
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4800 NE 122nd Avenue
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**To Donate Online, Visit us at
www.tipnw.org and Click "Donate".**

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COMMUNITY SERVICES

ADOLESCENTS

Angels In The Outfield503-313-8122
(Helping 18 and younger impacted by crime or abuse)

Children's Home Society
of Washington360-695-1325
Vancouver Family Resource Center

Clackamas County
Juvenile Department503-655-8342

Clark County
Juvenile Department360-397-2201

Harry's Mother 503-233-8111/800-914-9706
Shelter for 9-17 year olds and Crisis Intervention
Open 24 Hours

Insights Teen Parent Program503-239-6996

Janus Youth Program503-233-6090

Multnomah County
Juvenile Department503-988-3460

National Runaway Safeline1-800-786-2929

SMYRC - Sexual & Gender Minority
Youth Resource Center503-872-9664

Trevor Project -
Teen Suicide Prevention866-488-7386

ALCOHOL/DRUGS

Alanon Information Service360-693-5781

Alanon/Alateen
Information Service503-292-1333

Alcohol and Drug Hotline503-244-1312

Alcoholics Anonymous
24-hour Vancouver360-694-3870
24-hour Portland503-223-8569

Cocaine Anonymous503-256-1666

Families Anonymous800-736-9805

Narcotics Anonymous 24-hour ..503-345-9839

Lifeline Connections
for Clark County360-397-8246

Lines for Life -
Alcohol and Drug Help800-923-4357

Women with Children's
Recovery Center503-235-3368

ANIMAL ASSISTANCE

Animal Aid503-292-6628

Clackamas County
Animal Control503-655-8628

Critter Gitter503-253-5584

Dignified Pet Services503-885-2211

Dove Lewis Emergency
Animal Hospital503-228-7281

House Of Dreams503-262-0763
No Kill Cat Shelter

Meowhaus Cat Boarding
and Assistance 503-281-0222

Multnomah County
Animal Services503-988-7387

Oregon Humane Society503-285-7722

Pet Loss Support Group503-234-2061

Second Chance Companions360-687-4569

SW Wash. Humane Society360-693-4746

Washington County
Animal Services503-846-7041

BEREAVEMENT

Many bereavement groups can be found at local churches and hospitals.

Community Home Health
and Hospice360-253-4626

Brief Encounters503-284-7426
Miscarriage, stillborn and newborn death

Brief Moments360-696-5120
Miscarriage, stillborn and newborn death

Compassionate Friends503-248-0102
For parents who have lost a child of any age, for
any reason. www.compassionatefriends.org

Dougy Center for
Grieving Children503-775-5683
Bereavement support and counseling for children

First Candle800-221-7437
Support group for parents who have lost a child to
SIDS. www.firstcandle.org

Parents of Murdered Children503-656-8039
Bereavement support and counseling for children
www.pomc.org

Pathways Adult Grief and
Bereavement Group360-696-5100

Photos Of Deceased877-834-5667

Sesame Street Bereavement
www.sesamestreet.org/grief

Stepping Stones360-696-5100
Bereavement support and counseling for children

Survivors of Suicide Support Group
Portland503-200-0382
www.sbsnw.org

Victims of Violent Crime
and their Families & Friends800-346-7555

BOARD UP/RESTORATION

1-800-Board-Up800-262-7387

BELFOR503-408-8880

Cornerstone Disaster Repair503-295-0108

F.I.R.E - Fire Industry
Restoration Experts503-317-3295

SERVPRO of Gresham503-665-7752

SERVPRO of Tigard/Tualatin503-684-5829

BODY AND ANATOMICAL DONATION

OHSU Body
Donation Program503-494-8302

Medcure - Body Donation
for Medical Research866-560-2525

Science Care -
Whole Body Donation800-417-3747

CHILDREN/YOUTH RESOURCES

CARES NW503-276-9000

Child Abuse Hotline 800-4ACHILD

Child Protective
Services - Oregon503-731-3100

Child Protective
Services - Washington1-888-713-6115

Community Human Services503-731-4293
Counseling for children who have experienced a death

Dougy Center for
Grieving Children503-775-5683
East Multnomah Branch of Services to Children
and Families

Oregon Youthline 877-553-TEEN

Stepping Stones360-696-5100

Youth Hotline800-995-7936

CLEAN UP/BIO-HAZARD

BioManagement NW877-524-6411

Critical Care BioRecovery503-698-4415

Heartbeat Medical & Safety503-544-2650

Serv Pro of Gresham503-665-7752

Serv Pro of Tigard/Tualatin503-684-5829

COMMUNITY RESOURCES

Catholic Community Services503-517-8663

Community Human Services503-731-4293
Counseling for children who have experienced a death

Eastwind Center (Troutdale)503-491-3300

Family Support Services503-988-3189

Neighborhood House Youth
and Family Services503-246-1663
County youth and family service center,
serves all of West Multnomah County.

COMMUNITY SUPPORT

Lotsa Helping Hands
www.lotsahelpinghands.com

Caring Bridge
www.caringbridge.org

Spoonful of Comfort - Get Well Packages
www.spoonfulofcomfort.com

COMMUNITY SERVICES

CRIME VICTIM SERVICES, ASSISTANCE & RESTRAINING ORDER INFORMATION

Clackamas County Victim Assistance Program503-655-8616
 Clark County Victim Assistance Division360-487-8530
 Legal Aid/Family Law Center.....503-224-4086
 Multnomah County Phone503-988-3222

CRISIS SERVICES

Bradley Angle House Crisis Line.....503-281-2442
 Child Protective Services - Oregon503-731-3100
 Child Protective Services - Washington360-993-7901
 Clackamas County Mental Health Crisis Line503-655-8401
 Clark County Crisis Line.....360-696-9560
 La Linea de Crisis503-232-4448
 Mental Health Hot Line800-343-6264
 Multnomah County Crisis Line ...503-988-4888
 Project Respond.....503-988-4888
 Suicide Crisis Line in Portland.....503-988-4888
 Suicide Crisis Line of Clark County.....360-696-9560
 Wash. County Crisis Line.....503-291-9111

DOMESTIC VIOLENCE

Adult Protective Services.....800-451-5155
 24 hours per day; 7 days per week
 Clackamas Women's Services.....503-654-2288
 Gateway Center.....503-988-6400
 Men's Resource Center503-235-3433
 National Domestic Violence Hotline..... 1-800-799-SAFE
 Portland Women's Crisis Line888-235-5333
 Raphael House (collect calls ok).....503-222-6222
 SafeChoice Women's Shelter360-695-0501
 West Women & Children's Shelter503-224-7718
 Yolanda House Women's Shelter503-977-7930
 YWCA of Vancouver360-696-0167

EMERGENCY SUPPLIES

American Red Cross - Portland...503-284-1234
 American Red Cross - Vancouver360-693-5821
 Francis Center 503-775-6784
 Serves area north of Powell from 60th to 82nd and south of Powell from 39th to 136th. Provides emergency clothing and food
 Main Spring 503-233-5533
 Serves area of 92nd Avenue to the Columbia River on the East Side of Portland and serves the West sides of Portland and Clackamas County. Emergency clothing, food, diapers, toilet paper etc.
 Neighborhood House503-246-1663
 Serves SW Portland, West of I-405. Emergency food, transitional housing and referrals.
 St. Vincent DePaul
 Portland.....503-235-8431
 Vancouver.....360-694-5388
 Salvation Army
 Portland.....503-493-3925
 Vancouver.....360-892-9050
 SnowCap503-674-8785
 Provides clothing and emergency food.
 Fire - Support Services

HIV/AIDS

Cascade AIDS Project503-223-5907
 Clark County Public Health (HIV/AIDS Resource)360-397-8060
 Partnership Project503-230-1202

HOSPITALS

Emanuel and Randall Children's Hospital503-413-2200
 2801 N. Gantenbein Street, Portland
 Kaiser Sunnyside.....503-652-2880
 10180 SE Sunnyside Road, Clackamas
 Legacy Good Samaritan.....503-413-7711
 1015 NW 22nd, Portland
 Legacy Salmon Creek.....360-487-1000
 2211 NE 139th St., Vancouver
 Legacy Meridian Park Medical Center503-692-1212
 19300 SW 65th, Tualatin
 Legacy Mt. Hood Medical Center503-674-1122
 24800 SE Stark Street, Gresham
 Oregon Health Sciences University/Doernbecher503-494-8311
 3181 Sam Jackson Park Road, Portland
 Portland Adventist Medical Center503-257-2500
 10123 SE Market, Portland
 Providence Portland Medical Center503-215-1111
 4805 NE Glisan, Portland

Providence Milwaukie503-513-8300
 10150 SE 32nd Avenue, Milwaukie
 Peacehealth Southwest Washington Medical Center360-256-2000
 400 NE Mother Joseph Place, Vancouver
 Providence St. Vincent Medical Center503-216-1234
 9205 SW Barnes Road, Portland
 Providence Willamette Falls503-656-1631
 1500 Division Street, Oregon City

LEGAL

AARP Legal Network Services.....866-330-0753
 Clackamas County Legal Aid Services of Oregon.....503-655-2518
 Clark County Volunteer Lawyers Program360-695-5313
 Disability Rights Oregon.....503-243-2081
 Legal Aid/Family Law Center.....503-224-4086
 Oregon Elder Law.....503-284-6778
 Oregon Law Center.....503-640-4115

MEDICAL EXAMINER

Clackamas County ME Office503-655-8380
 Clark County ME Office.....360-397-8405
 Multnomah County ME Office971-673-8220
 Washington County ME Office ..503-846-3575

MENTAL HEALTH

Emergency.....911
 Adapt Behavioral Health Day Hospital Program.....360-696-5300
 Cascadia503-674-7777
 Centerstone Clinic for Clackamas County503-722-6200
 Clackamas County Behavioral Crisis Line.....503-655-8585
 Clark County Crisis Line.....360-696-9560
 Clark County NAMI.....360-695-2823
 Columbia River Mental Health Services.....360-993-3003
 Human Services Council.....360-694-6577
 Mental Health Resource Referral (NAMI)503-228-5692
 Multnomah County Crisis Line.....503-988-4888
 National Alliance for the Mentally Ill (NAMI).....503-228-5692
 Oregon Psychological Association Referral.....800-541-9798
 Providence Behavioral Health Services.....503-215-7080

COMMUNITY SERVICES

POLICE

Emergency.....	911
Camas Police Department	360-834-4151
Clackamas County Sheriff's Office.....	503-655-8211
Clark County Sheriff's Office.....	360-397-2211
Fairview Police Department.....	503-674-6200
Gresham Police Department.....	503-823-3333
Lake Oswego.....	503-635-0250
Multnomah County Sheriff's Office.....	503-255-3600
Portland Police Central Precinct.....	503-823-0097
Portland Police East Precinct.....	503-823-4800
Portland Police North Precinct....	503-823-5700
Troutdale Police	503-665-6129
Vancouver Police East Precinct....	360-487-7500
Vancouver Police West Precinct	360-487-7355

POPULATION SPECIFIC SERVICES

IRCO - Immigrant and Refugee Community Organization.....	503-234-1541
El Programa Hispano.....	503-669-8350
La Linea de Ayuda para la Mujer	503-232-4448
Native American Youth and Family Center	503-288-8177
Russian Oregon Social Services (ROSS).....	503-777-3437
www.emoregon.org/ross.php	

SENIORS

Aging & Disability Services	360-397-9500
Alzheimer's Association - Oregon Chapter	800-272-3900
Clackamas County Senior Services.....	503-650-5622
Elder Care Locator	800-677-1116
Elderfriends - Vancouver, WA	360-816-0927
(A volunteer visitation program)	
Oregon Elder Law	503-284-6778
Multnomah County Aging and Disability Helpline	503-988-3646
(Gatekeepers)	
Southwest Washington Aging and Long-Term Support.....	360-735-5720

SEXUAL ASSAULT/RAPE

Portland Women's Crisis Line	503-235-5333
Rape Victims Advocate/ Victim Assistance Program.....	503-988-3222

SHELTERS

Bradley Angle House for Women and Children.....	503-281-2442
Emergency Shelter.....	360-695-9677
Immediate Shelter Inquiries	211
www.211info.org	
Porchlight/Streetlight Youth Shelter	503-432-3986
Overnight shelter for youth under 21	
Portland Women's Crisis Line.....	503-235-5333

SIDS - SUDDEN INFANT DEATH SYNDROME

Brief Encounters.....	503-699-8006
www.briefencounters.org	
First Candle	800-221-7437
Support group for parents who have lost a child to SIDS. www.firstcandle.org	
Now I Lay Me Down To Sleep	877-834-5667

SUICIDE

Lines for Life	503-972-3456
24-hour hot line - suicide hotline, military help line, and youthline	
Emergency.....	911
Clackamas County Behavioral Health	503-655-8585
Clark County Crisis Line.....	360-696-9560
Clark County Mental Health Ombudsman.....	866-66-5070
Multnomah County/Portland Crisis Line	503-988-4888
National Hope Line Network.....	800-442-4673
National Suicide Prevention Hotline	800-273-8255
Survivors of Suicide Support Group	503-200-0382
www.sbsnw.org	
Teen Line	800-852-8336
Trevor Project - Teen Suicide Prevention	866-488-7386

VETERANS/MILITARY

Military Help Line	888-457-4838
militaryhelpline.org	
VA Mental Health Services/ Vet Combat Call Center	877-927-8387

DEALING WITH THE MEDIA

If you have been involved in an incident of public interest, you may encounter the media. It is important that you know your rights and know that you have a choice regarding sharing the details and/or feelings with the general public. You do not have an obligation to speak with the media, however if you do, you may find the following information helpful.

YOU HAVE THE RIGHT TO:

- Say "NO" to an interview.
- Select the spokesperson or advocate of your choice.
- Select the time and location for media interviews.
- Request a specific reporter.
- Refuse an interview with a specific reporter even though you have granted interviews to other reporters.
- Say "NO" to an interview even though you previously granted interviews.
- Release a written statement through a spokesperson in lieu of an interview.
- Exclude children from interviews.
- Refrain from answering any questions with which you are uncomfortable or feel are inappropriate.
- Know in advance what direction the story about your victimization is going to take.
- Ask for a review of your quotations in a story line prior to publication.
- Avoid a press conference atmosphere and speak to only one reporter at a time.
- Demand a retraction when inaccurate information is reported.
- Ask that offensive photographs or visuals be omitted from airing or publication.
- Conduct a television interview using a silhouette or a newspaper interview without having your photograph taken.
- Give your complete side of the story related to your victimization.
- Refrain from answering reporter's questions during trial.
- File a formal complaint against a reporter.
- Grieve in privacy.
- Suggest training about media and victims for print and electronic media in your community.
- Be treated with dignity and respect by the media.

(Trauma Intervention Program of Portland/Vancouver, Inc. cannot recommend nor endorse any business. Without their advertising support, this Citizen Resource Guide would not be possible.)



SUPPORT IN A SAFE PLACE.

OUR MISSION

The mission of The Dougy Center for Grieving Children & Families is to provide support in a safe place where grieving children, teens, young adults and their families can share their experiences.

TRAINING

Through our National Center for Grieving Children & Families, we provide training locally, nationally and internationally to individuals and organizations seeking to assist children in grief.

SUPPORT AT NO FINANCIAL COST

The Dougy Center's peer support groups are offered free of charge. As a non-profit organization, we are financed entirely by tax-deductible contributions and we receive no government funds. We are able to provide our services through the generous support of community members, companies and foundations.

INTERVENTION

In addition to our peer-support group program, The Dougy Center provides community-based interventions in schools, workplaces and homes—wherever a group of people are impacted by a death from an accident, illness, suicide or homicide.

CONTACT US TODAY 503.775.5683 | 866-775-5683 | HELP@DOUGY.ORG



The Dougy Center

The National Center for Grieving Children & Families

P.O. Box 86852 Portland, Oregon 97286 | www.dougy.org

The Dougy Center has locations in Portland, Canby, and Hillsboro, Oregon.

Call for more information and location hours.

DEALING WITH STRESS

CRITICAL INCIDENT STRESS INFORMATION SHEETS

You have experienced a traumatic event or a critical incident (any event that causes unusually strong emotional reactions that have the potential to interfere with the ability to function normally). Even though the event may be over, you may now be experiencing or may experience later, some strong emotional or physical reactions. It is very common, in fact quite normal, for people to experience emotional aftershocks when they have passed through a horrible event.

Sometimes the emotional aftershocks (or stress reactions) appear immediately after the traumatic event. Sometimes they may appear a few hours or a few days later. And, in some cases, weeks or months may pass before the stress reactions appear.

The signs and symptoms of a stress reaction may last a few days, a few weeks, a few months, or longer, depending on the severity of the traumatic event. The understanding and the support of loved ones usually causes the stress reactions to pass more quickly. Occasionally, the traumatic event is so painful that professional assistance may be necessary. This does not imply craziness or weakness. It simply indicates that the particular event was just too powerful for the person to manage by himself/herself.

Here are some common signs and signals of a stress reaction:

Physical*

chills
thirst
fatigue
nausea
fainting
twitches
vomiting
dizziness
weakness
chest pain
headaches
elevated bp
rapid heart rate
muscle tremors
shock symptoms
grinding of teeth
visual difficulties
profuse sweating
difficulty breathing
etc...

Cognitive

confusion
nightmares
uncertainty
hyper-vigilance
suspiciousness
intrusive images
blaming someone
poor problem solving
poor abstract thinking
poor attention/decisions
poor concentration/
memory
disorientation of time,
place or person
difficulty identifying
objects or people
heightened or
lowered alertness
increased or
decreased awareness
of surroundings
etc...

Emotional

fear
guilt
grief
panic
denial
anxiety
agitation
irritability
depression
intense anger
apprehension
emotional shock
emotional outbursts
feeling overwhelmed
loss of emotional
control
inappropriate emotional
response
etc...

Behavioral

withdrawal
antisocial acts
inability to rest
intensified pacing
erratic movements
change in social
activity
change in speech
patterns
loss or increase of
appetite
hyper-alert to
environment
increased alcohol
consumption
change in usual
communications
etc...

***Any of these symptoms may indicate the need for medical evaluation.
When in doubt, contact a physician.**

Critical Incident Stress Management (CISM): Group Crisis Intervention, 4th Edition,
June 2006, International Critical Incident Stress Foundation, Inc.

THINGS TO TRY

- **WITHIN THE FIRST 24-48 HOURS** — periods of appropriate physical exercise, alternated with relaxation will alleviate some of the physical reactions.
- Structure your time; keep busy.
- You're normal and having normal reactions; don't label yourself crazy.
- Talk to people; talk is the most healing medicine.
- Be aware of *numbing* the pain with overuse of drugs or alcohol, you don't need to complicate this with a substance abuse problem.
- Reach out; people do care.
- Maintain as normal a schedule as possible.
- Spend time with others.
- Help your co-workers as much as possible by sharing feelings and checking out how they are doing.
- Give yourself permission to feel rotten and share your feelings with others.
- Keep a journal; write your way through those sleepless hours.
- Do things that feel good to you.
- Realize those around you are under stress.
- Don't make any big life changes.
- Do make as many daily decisions as possible that will give you a feeling of control over your life, i.e., if someone asks you what you want to eat, answer them even if you're not sure.
- Get plenty of rest.
- Don't try to fight reoccurring thoughts, dreams or flashbacks — they are normal and will decrease over time and become less painful.
- Eat well-balanced and regular meals (even if you don't feel like it).

FOR FAMILY MEMBERS & FRIENDS

- Listen carefully.
- Spend time with the traumatized person.
- Offer your assistance and a listening ear if they have not asked for help.
- Reassure them that they are safe.
- Help them with everyday tasks like cleaning, cooking, caring for the family, minding children.
- Give them some private time.
- Don't take their anger or other feelings personally.
- Don't tell them that they are "lucky it wasn't worse;" a traumatized person is not consoled by those statements. Instead, tell them that you are sorry such an event has occurred and you want to understand and assist them.

CHILDREN & TRAUMA: SUGGESTIONS FOR PARENTS

by Wayne Fortin, Founder and CEO,
Trauma Intervention Programs, Inc.

CHILDREN ARE TRAUMATIZED BY A WIDE variety of events which include but are not limited to: natural disasters, crime, auto accidents, serious illness, community violence, hostage situations, violence in the home and the death of a parent or loved one.

Parents play a vital role in their child's successful recovery from a traumatic event. Following are ways parents can help their child following a traumatic event:

- Reassure your child that he/she will be taken care of, loved and cherished just as they were before the traumatic event.
- Nurture your child. Children who have been traumatized need physical contact. Cuddling, rocking, massaging and reading quietly help relieve stress and anxiety.
- Pay special attention at bedtime. Nighttime is particularly difficult for traumatized children. It may help to read to your child, rub their back, play music and leave a light on.
- Encourage your child to tell his/her story. Your child may need to tell their story repeatedly. Listen attentively and allow your child to talk about the traumatic experience at his/her own pace.
- Provide physical outlets. Your child may have pent up anger/energy in their body. Provide appropriate, fun and physical activities for your child.
- Give your child choices and help him/her develop a sense of control.
- Provide consistent, predictable patterns for your child. If something new is about to happen, explain to your child before hand what they can expect.
- Be tolerant and patient. No set timetable exists for the recovery of children. Some recover quickly and others may take more time. Don't compare your child to other children who have experienced the same event.

- Protect your child from repeated news coverage.
- Make it clear to your child that you are "in control". It is very frightening and confusing for a child to sense that parents themselves are disorganized, confused and anxious. If your own response to the event interferes with your ability to care for your child, ask for help! Professionals who specialize in working with traumatized children can be very helpful.

**For more assistance,
please call 503-823-3937.**

EFFECTIVE WAYS OF COPING AFTER A TRAUMATIC EVENT

1. Accept the fact that you have been a victim and accept the feelings that result. Remember: others may not validate your feelings. In fact, they may minimize your experience: "You were only a witness", or "You were really lucky", or "It has been two weeks! Why are you still bothered?"
2. Accept all the feelings you are having as normal reactions to an extraordinary event. You are not "crazy". You are reacting normally to a "crazy" event. Be patient with yourself. It takes time to recover emotionally from a traumatic event.
3. Combat any guilt you might have by:
 - Accepting it as normal.
 - Talking to others about your role or their role in the event. You are probably not alone in your reaction to this event.
 - Realizing you were a victim and are not a trained rescuer.
 - Recognizing what you "did right"!
 - Recognizing the extenuating circumstances related to the event — the suddenness, the dangers, etc.
4. Don't revert to "bad habits" (alcohol, drugs, overeating) to cope. They will only make matters worse.

EFFECTIVE WAYS OF COPING continued...

5. Maintain normalcy. Go about your daily routines and "take care of business."
6. Attempt to understand what happened by getting the facts.
7. Ventilate. TALK and write about the event.
8. Thank those who helped you and apologize to those you hurt during and since the tragic event.
9. Help each other.
 - Reach out to those who are particularly traumatized.
 - Respect each other's ways of coping.
 - Don't victimize each other by judging other's individual coping style. Let the "grievors" grieve and allow the "doers" to do.
10. Decide as a group how you want to help:
 - The victim
 - The family
 - Each other
10. If a death has occurred:
 - Implement or participate in a "saying goodbye" ritual
 - Attend services
 - Contribute to a memorial fund
 - Establish a memorial on scene
 - Wear a symbol on clothing

HELPFUL HINTS

Some of the following ideas might help you or others alleviate some of the aftershocks of a traumatic event.

FOR YOURSELF

- Try to rest a bit more
- Contact a friend
- Have someone stay with you for at least a few hours or periods of time for a day or two.
- Recurring thoughts, nightmares and flashbacks are normal — don't try and fight them. They will decrease over time and become less painful.

- Maintain as normal a schedule as possible.
- Eat well-balanced and regular meals. (Even if you don't feel like it!)
- Try to keep a reasonable level of activity.
- Fight against boredom.
- Physical activity is often helpful.
- Reestablish a normal schedule as soon as possible.
- Express your feelings as they arise.
- Talk to people who love you.
- Find a good counselor if the feelings become prolonged or too intense.

FOR FRIENDS AND FAMILY

- Listen carefully!
- Spend time with the traumatized person.
- Offer your assistance and a listening ear even if they have not asked for your help.
- Reassure them that they are safe.
- Help with everyday tasks like cleaning, cooking, caring for the family and minding the children.
- Give them some private time.
- Don't take their anger or other feelings personally.
- Don't tell them that they are "lucky it wasn't worse" — traumatized people are not consoled by those kinds of statements. Instead, tell them that you are so sorry this event has occurred and you would like to understand and assist them.

If you find that you are still suffering severe symptoms (sufficient to disrupt any of your normal functioning) after six weeks, professional counseling may be indicated.

Contact your employee assistance program, physician, or a mental health professional in your community for a referral to a therapist who specializes in this kind of work.

Additional Resources can be obtained at www.sesamestreet.org/grief

WHEN TRAGEDY STRIKES

10 THINGS TO DO AND NOT TO DO

All of us face dilemmas when something bad happens to someone we know. Many times we inadvertently say the wrong thing and increase the hurt they're already feeling. Or, we don't do or say anything for fear that we'll be in the way. So here's a practical list of 10 do's and don'ts when it comes to helping someone who's just experienced a death or trauma.

1. DO listen. As a rule, if you're talking more than they are, you're not being helpful.
2. DON'T tell your story. It's not about you. "When my father died ..." language isn't helpful. Don't try and relate your pain - that's essentially emotional theft. No matter how similar your story is, it's not theirs. Their experience is different and happening right now. Let the focus be on them.
3. DO send a note. It may seem insignificant to you, but a thoughtful, short, handwritten note can mean the world to someone in a particular kind of hell. Even if it's months after the death, that note will mean a lot.
4. DON'T use platitudes like, "It was God's will," or "She's in God's hands now," or "At least he had a good life," or "You can have other children," Such loss is devastating and so are the mental wounds from such mindless platitudes. Discounting statements like "at least ..." hurt because nothing is going to make this situation okay. Instead, simply acknowledge the loss and express your sadness at the pain they are going through.
5. DON'T be vague. "Call me if there's anything I can do" is practically useless. They're not going to call; they're too overwhelmed and too upset to even remember the offer. To someone in the immediacy of a trauma, the phone weighs 2,000 pounds and is simply too heavy to pick up for any reason, including asking for help.
6. DO be specific. Tell your friend; "I'm cooking dinner at your house on Thursday at 6 p.m." The smells of cooking can be extremely comforting and calming. Offer to pick up friends or relatives from the airport. Take the kids to school or babysit after school. Vacuum their house. Take their trash to the curb on trash day. Imagine what you would least like to do in their situation — then volunteer to do it for them.
7. DON'T bring by a lasagna. People under extreme duress do not eat meals, they snack. Bring fresh fruit, vegetables, cheese and crackers - foods that you can eat with your fingers that don't require cooking or clean up. Stress shuts down the digestive system. Heavy meals that require prep and clean up just add to the stress.
8. DO bring essentials. The three things that people most need immediately after a death or trauma are tissues, bottled water, and toilet paper. As family members, friends, and neighbors arrive they all need tissues and water. Water bottles eliminate the need for cups and clean up. More people means more bathroom visits so the need for more toilet paper becomes essential.
9. DO be human. If you see this person at the grocery store, don't duck behind the soup display because you can't think of anything to say. This just makes the person feel alienated and lonely. Acknowledge what happened by saying something like, "I'm so sorry this happened." You don't have to save them or provide a counseling session. They might want to talk, they might not. Your lack of comfort will only make them feel more alienated. A simple hug goes a long way.
10. DON'T judge. No matter what your feelings about the situation, use neutral language, "I remember Mike's smile. He was also so helpful to us. I'm sorry. How are you doing?" In fact, a simple "How are you doing?" can go a long way. These situations are uncomfortable — for everyone. But with a little thought we can avoid increasing the hurt and even help when the worst happens to people we know.

For more information on how to help visit www.whentragedystrikes.org

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TRAINING ACADEMIES

Someone needs **YOU.**



Trauma Intervention Programs of Portland/Vancouver, Inc. (TIP) is recruiting for volunteers in the Multnomah, Clackamas and Clark Counties to serve on our team.

WHAT IS A TIP VOLUNTEER?

TIP Volunteers are called by local police, fire, medical and hospital personnel to respond to scenes of sudden or unexpected death (natural, homicide, suicide, accidental, infant), industrial accidents, sexual assaults, violent crimes and other traumatic incidents to provide immediate emotional and practical support to families, friends, witnesses and victims.

WHAT ARE THE REQUIREMENTS?

- ▶ Clean Driving Record
- ▶ Background Check & Fingerprinting with TIP
- ▶ **ATTEND ALL TRAINING SESSIONS**
- ▶ Driver's License & Vehicle
- ▶ Cell Phone and Internet Access
- ▶ GPS Navigation System
- ▶ Three 12-hour Shifts Per Month
- ▶ Attend Monthly CE Meetings
- ▶ Complete 3-Month Field Training
- ▶ 1-year Volunteer Contract

teen TRAINING

Are you caring, compassionate and feel a great need to make a difference while you're still in school?

TIPTeens are called out by schools when a teacher or student has died or when something sad has happened.

TIPTeens are also called out by Police, Fire and Medical when a crisis occurs — a **TIPTeen** is needed on scene to “just be there” for a child or a teen.

Being a **TIPTeen** provides teens with great community service hours and a dedication to improving the lives of those in their community.

TIP Training Academy typically takes place 2 times a year. If you would like more information about TIP or the Training Academy, please contact us by phone at 503.823.3937, or visit our site.

WANT TO JOIN TIP?

Online at www.tipnw.org
OR call 503.823.3937



tipnw.org

COPING WITH SUICIDE AS A FAMILY

It is important to sit down together to talk, cry, feel rage, guilt and even be silent.

Communication is the key to survival in the aftermath of suicide. At the same time, there should be respect for each person's individual way of handling grief. Some family members will grieve privately, others openly, and others a combination of these two styles. In many ways, each family member must grieve alone. Here are some suggestions to help with family grief.

Pay attention to your family members when you are with them. Let them know that you love them. Be sensitive to how other family members feel. Listen to what is meant as well as what is being said. Accept the other person and what they say.

Don't give each other the silent treatment. This has many negative effects. Sit back and listen. Let other family members have an opportunity to talk. Be sure to hug and touch each other at every opportunity. Recognize that anniversaries, birthdays, and holidays will be difficult for each member of the family.

Remember, you can't help anyone if you're falling apart. Do what you can do for yourself – and get help for what you can't do. If depression, grief, or problems in your family are getting out of control, seek the advice of a counselor.

Studies show that a bereaved person's self-esteem is extremely low. Survivors should work on their image of themselves, and to help each family member to think and feel good about them.

If there is a suicide note, discuss as a family what to do with it. If you think it will only bring you pain, then have a private burning and commit its contents to God or a higher power.

www.sbsnw.com

CLICHES – WHAT NOT TO SAY

Well-meaning people who don't know what to say often use cliches. Sometimes they cause more aggravation than comfort. Here are a few that shouldn't be said in time of grief:

- I know how you feel
- Calm down
- It will be better tomorrow
- It's God's will
- They are better off
- They're happier in heaven
- You will get married again
- Time heals all wounds
- It was part of God's plan
- I just don't know how you are so strong
- I don't know what I would have done if it had been me
- Don't cry, it's ok
- You don't want to do that
- Don't feel
- They will never hurt again
- Had they lived, they would never be the same
- You will/can have another child
- You have other children
- It's time to get on with your life
- Life goes on
- It is divine to forgive
- Call me if you need me

UNDERSTANDING AND COPING WITH YOUR GRIEF

Most people find the loss of a loved one the most intense and difficult experience of their lives. To lose someone is a universal experience. To mourn is a universal emotion, yet many people, both members in the helping profession and the bereaved themselves, are confused about the nature of mourning. Many of those who grieve try to hide their sorrow. Many in our culture believe that mourning should be suppressed. We now know that to suppress our sorrow; to thwart the mourning process, further disorients us and makes us more at risk for both emotional and physical illness.

If you are newly bereaved, you may find it very difficult to concentrate on what you are reading, and that is perfectly normal. We will discuss specific topics in depth to be used when it's not so difficult to think. Let me mention some errors many mourners make.

THE MOST COMMON ERRORS

The most common errors made by mourners usually begin with the people believing that mourning should be over in a short period. We know, on the basis of specific polls, for example, that a majority of the people believe mourning should be over in 48 hours to two weeks. THIS ASSUMPTION IS FALSE. Loss of your loved one will have a measurable and visible impact on you well beyond a year's time.

A second common error is that many people believe that they can suppress their sorrows, at least to other people's eyes. They try to use alcohol or tranquilizing drugs or magical thinking to suppress their emotions. They inevitably fail. Our emotions and their expressions are the only means we have to reorient ourselves after major change in our lives. It is important for your emotional, physical health to express emotions in

non-destructive ways. One of the most effective ways of recovering from sorrow is to cry. Whether you are a man or a woman, to cry seems to be necessary for your health. To cry with others who grieve makes the task of reorientation easier.

A third common error of mourners is to try to make their sorrow a private matter. A famous poet, John Donne, was quite correct when he wrote, "No man is an island unto himself." No matter how overwhelmed, lonely or impotent you feel, your loss is other's loss also. It is very important that you include, not exclude, others in mourning your loss.

A fourth common error is an attempt to escape the pain of loss by making even more changes in their lives; selling the house, changing jobs, going on long trips. All of these may be appropriate in time; not when we mourn. Like our shadows, our feelings of sorrow cannot be run away from. Buying binges...radical changes in living habits...taking flight from our routines of care...these are but a few examples of how we can erroneously try to avoid sorrow. What is important for you is to make as few changes in your circumstances of living as possible. While there will be many changes you cannot avoid, postpone as many as you can.

A fifth common error of mourners is to ignore their own health. For some, it seems to be going to the extreme of feeling the best way of honoring the dead is to die with them. For others, it is to abandon self-esteem. Whatever your reason, you need to care for your own health.

Taken from video tapes by Dr. Glen Davidson, Ph.D., and produced by Twenty-Twenty media, a subsidiary of Dodge Chemical Company, Cambridge, Massachusetts.

DEVELOPMENTAL STAGES OF TRAUMATIZED CHILDREN

When talking to your child, please consider their age, maturity, personality and cognitive ability.

AGE	TRAUMA RESPONSES
Infant to 2 years	<ul style="list-style-type: none">▪ Sleeping/eating disturbance▪ Fussiness, whining▪ Clinginess▪ Sense of change
2 to 5 years	<ul style="list-style-type: none">▪ Sleeping/eating disturbance▪ Regressive behaviors▪ Death/traumatic experience seen as reversible, not permanent▪ Brief, intense responses▪ Fearful▪ Clinginess
5 to 8 years	<ul style="list-style-type: none">▪ Magical thinking – child’s words or actions caused the traumatic event▪ Death seen as reversible, not permanent▪ Repetitive questioning▪ Nightmares▪ Aggressive behaviors▪ The child worries who will take care of him or her
9 to 12 years	<ul style="list-style-type: none">▪ Understand the finality of death▪ Joking inappropriately about death/traumatic event▪ Want complete details – morbid curiosity▪ Aggressive behaviors▪ Problems in school – changes in grades and/or behaviors
13 to 18 years	<ul style="list-style-type: none">▪ Similar to adults, but fewer coping skills▪ Risk-taking behavior – behaves impulsively▪ Delayed grief work▪ May prefer to talk with people outside the family▪ Depression, anger, guilt▪ Problems in school – changes in grades and/or behaviors▪ May assume the role of the deceased

TALKING WITH TRAUMATIZED CHILDREN

COMMON QUESTIONS

Children must be told the truth. Start by saying: "A very sad thing has happened..." "I have some very sad news I need to share with you..."

Be straightforward. Use correct words: "Died" instead of "passed away": Killed in a car accident. Died from Cancer.

ANSWER CHILDREN'S QUESTIONS HONESTLY AND OPENLY

What does dead mean? Dead means your body has stopped working. It is not breathing, it doesn't need to sleep or eat.

What is cremation? The dead body is placed in a room with a high temperature that turns the body into ashes (cremains). These ashes can be put in a special container called an urn. They can also be scattered in a favorite location.

Why is their body cold or hard? The body is warm when it is working correctly. The person has died so the body doesn't need to stay warm anymore.

Why did my loved one die? That is a hard question to answer, just say honestly - "I don't know."

Will this happen to you? (addressed to parent/guardian) "I am hoping to live a long time; we just don't know when we will die."

Who will take care of me if this happens to you too? Share with them a relative or friend will take care of them, but you are hoping to live a long time.

Children may ask questions regarding their safety. Listen to your child, reassure them, provide a daily routine, and let them express their fears.

BEHAVIORS THAT SUGGEST A CHILD IS ANXIOUS OR STRUGGLING

- Quiet and withdrawn
- Acting out
- Overachieving
- Refusing to go to school or child care
- Changes in eating and sleeping habits (depression)
- More active and restless
- Unrealistic fear for personal safety
- Any significant changes in personality

**This information provided by Jodi Wicks, MS.,
Bereavement Manager Hospice SW/ "Stepping Stones"**

CHECKLIST FOLLOWING A DEATH

- ☐ Decide on type of Service.
- ☐ Check Pricing. Make appointment to meet with a funeral director. Make funeral or memorial service arrangements.
- ☐ Decide on a time and place for the funeral and/or memorial service.
- ☐ Make a list of immediate family, close friends, and employer or business colleagues. Notify each by phone.
- ☐ If flowers are to be omitted, decide on appropriate memorial to which gifts may be given (a church, library, school, or charity).
- ☐ Write an obituary. Normally, the mortuary does this, but you may wish to consult with them. Include age, place of birth, occupation, college degrees, membership(s) held, military service, outstanding work, list of survivors in immediate family. Give time and place of services. Fax a copy to deceased's hometown.
- ☐ Purchase a Guest Book.
- ☐ Notify insurance companies (including automobile insurance) of immediate cancellation and request any refund.
- ☐ Check carefully all life and casualty insurance and death benefits, including Social Security, credit union, trade union, fraternal, military, etc.
- ☐ Check also on income for survivors from these sources.
- ☐ Arrange for family members or close friends to take turns answering the door or phone, keeping careful record of calls.
- ☐ Arrange hospitality for visiting relatives and friends.
- ☐ Arrange appropriate childcare.
- ☐ Coordinate special needs of the household, e.g. cleaning, grocery shopping, etc., which might be done by friends.
- ☐ Select who will conduct the service, give the eulogy, speakers, music, and reception, if any.
- ☐ Select pall bearers and notify them (avoid men with heart or back difficulties, or make them honorary pall bearers).
- ☐ Notify the lawyer and Executor of the Will. Get several copies of the death certificate.
- ☐ Plan for disposition of flowers after the funeral (can be given to a hospital or rest home).
- ☐ Prepare a list of distant persons to be notified by letter and/or printed notice and decide which to send each.
- ☐ Prepare a list of persons to receive acknowledgements of flowers, calls, etc. Send appropriate acknowledgements (can be either written notes or printed acknowledgements).
- ☐ Check promptly on all debts and installment payments. Some may carry insurance clauses that will cancel them. If there is to be a delay in meeting payments, consult with creditors and ask for more time before payments are due.
- ☐ If the deceased was living alone, notify utilities and landlord and tell the post office where to send mail. Take precautions against thieves.

DEALING WITH TRAGEDY IN THE WORKPLACE

A Supervisor's Checklist

- ☐ Have I identified everyone affected by the event?
 - ☐ Co-workers
 - ☐ Family members
 - ☐ Witnesses
 - ☐ Clean-up workers
- ☐ Have I sent supervisors to all the sites where the survivors are?
- ☐ Have I set-up and staffed a "safe room" where employees can support one another and receive the information they need?

Is the "safe room" equipped with:

 - ☐ Tissue
 - ☐ Water
 - ☐ Writing Materials
- ☐ Have I acknowledged to employees the difficulty of the event?
- ☐ Have I obtained accurate information about the incident and presented it to all employees?
- ☐ Have I ensured that employees will be protected from the media through the aftermath?
- ☐ Have I distributed "How to Cope" resources to employees and given them resources for follow up care?
- ☐ Have I given employees information on how other survivors are coping, i.e. *"The family has lots of support."*?
- ☐ Have I given the family members information about how employees care?
- ☐ Have I taken concrete steps if necessary to make employees feel safe?
(locks, lighting, etc.,)
- ☐ Have I given employees information about upcoming viewings and memorial services?
- ☐ Have I initiated a planning process for how employees will honor the victim(s)?
- ☐ Have I gotten the company back to "normal"?
(Cleaned up, back to daily routines?)
- ☐ Have I followed up on an individual basis with those most affected?
("How are you doing _____?" It's been _____ weeks since the tragedy. I know it was very difficult for you. Are you ok?")

INFORMATION

HOW TO DISPOSE OF UNUSED AND UNWANTED MEDICATIONS

Follow Instructions on the Bottle/Packaging

- Look for drug disposal instructions on the bottle.
- The label may say you can throw the medicines in the trash, crush the medicines and combine and mix them in a substance or you can flush them down the toilet.

Medicine Take-Back Programs

- Contact your city or county government's household trash and recycling service to see if there is a medicine take-back program in your city.
- Go to **www.deadiversion.usdoj.gov** to find a National Prescription Drug Take Back Days in your area.
- Call your pharmacist to see if they have or know of a medicine disposal program.

Crushing Prescriptions to Throw-Away

- Take the medicines out of their original container – crush them and then mix them with coffee grounds or kitty litter.
- Put this in a sealable bag, empty can or another container to prevent leaking or breaking of a garbage bag.
- Scratch off all identifying information on the medication bottles for your own privacy and health information.

Additional Questions and Information

- Call 1-888-INFO-FDA (1-888-463-6332)
- Visit **<http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>**

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DISPOSITION CHOICES AT THE TIME OF DEATH

ABC's - Anatomical Donation, Burial and Cremation

At the time of death, a family has one of three disposition choices, either anatomical donation, burial or cremation.

There is no right or wrong to these choices, only what best suits the wishes of the deceased or the next of kin. It is important to note that the Power of Attorney (POA) ceases at the time of death. Thus, the POA does not have the authority to make decisions regarding human remains.

ANATOMICAL DONATION

Time sensitive decision at the time of death. A person may donate their body or the body of a loved one to an organization who accepts these gifts. Facilities and organizations accept human remains on a case by case basis and have specific procedures and an extensive questioning process to determine if a donation is possible. Depending on the institution, there may be costs to the family associated with an anatomical donation.

BURIAL

Burial usually takes place within a week of the death but in some cases later. (Refrigeration is required by law after 24 hours of the death). Embalming is not required by law but is determined by the type of funeral service the family chooses. It is required when a body is transported via airlines, or burial in an above ground mausoleum (or crypt). There are two types of burial – direct and traditional. Direct burial does not include any viewing, services or family present at the cemetery. The funeral home caskets the body and delivers it to the cemetery. Traditional burial usually includes the following: dressing, viewing, funeral or graveside service. Some funeral establishments are limited by their license as to what services they can provide.

CREMATION

Families or individuals choose cremation for various reasons, but there are still options that can be made within this choice. The most minimal is a direct cremation where there is no viewing or service involving the funeral home. A family can also choose a cremation with a funeral service which takes place at a funeral home. This may include a viewing, dressing, and casketing, either in a rental or cremation casket. Families may also choose a cremation with a memorial service, which may or may not use the funeral home facilities. The cremated remains may or may not be present at the service.

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INFORMATION

THINGS TO CONSIDER WHEN CHOOSING A SERVICE PROVIDER

It's okay to not know what you want. Thinking about the items below can help direct you to the proper funeral service provider. Here are a few initial questions you may want to ask.

FIRST THOUGHTS

- What type of service do you need (or want)?
 - Burial or Cremation
- Do you want to have a visitation?
- Are there charges for viewing?
- Is the location of the viewing at the funeral home?
- Do you want to have a service? Is there a place for the service?

LOCATION

- This is important. Consider that you may have to go to the funeral home several times.
- What is the distance to the funeral home?
- Are there charges for transportation of the body? After hours?

CREMATION

- What does your cremation package include?
- What is the cost of the cremation container?
- Are Death Certificates included?

BURIAL

- What does the burial package include?
- What is the price range of caskets?
- Are Death Certificates included?

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DEATH CERTIFICATE

REQUIRED INFORMATION FOR A DEATH CERTIFICATE

Arrangements for: _____
First Name Middle Name Last Name

Date of Birth: _____ **Birthplace:** _____ **Sex:** _____
M/F

US Veteran: _____ **Served in a Combat Zone?** _____ **Social Security #:** _____
Y/N Y/N

Marital Status: _____ **Spouse's Name:** _____
Married, Divorced, Widowed, Never Married If Married/Widowed, include Maiden Name

Race: _____
White or Caucasian Black or African American American Indian/Alaska Native-Tribe _____
Asian Indian Chinese Filipino
Japanese Korean Vietnamese
Other Asian (specify) Native Hawaiian Guamanian or Chamorro
Samoan Other Pacific Islander (specify) Other (specify)

Hispanic Origin: _____
Not Hispanic Mexican, Mexican American, Chicano Puerto Rican
Cuban Other Spanish/Hispanic/Latino (Specify)

Education: _____
8th grade or less 9th-12th grade, no diploma High School Graduate or GED Some college credit, no degree
Associate's degree Bachelor's degree Master's degree Doctorate degree

Usual Occupation: _____ **Industry:** _____

Residence Address: _____
Street Address

City County State Zip Code Inside City Limits?

Father's Full Name: _____
First Middle Last

Mother's Full Name: _____ **Mother's Maiden Name:** _____

Next of Kin/Responsible Party Name: _____

Address: _____

Phone Number: _____ **Relationship:** _____

Method of Disposition: _____
Burial Cremation Whole Body Donation Removal from State

DEATH CERTIFICATE

Name and Relationship of Family Members:

Name:

Relationship:

Address & Phone:

Names of Organizations/Lodges etc. to be contacted:

Place and Type of Service:

Some families choose to have no service. Your funeral service provider should honor and respect all of your wishes. A service can be an important time for those who are left to grieve. A service doesn't have to be formal or expensive, but a time to commemorate a life well lived.

Service at: ☐ Funeral Home ☐ Church ☐ Private Home ☐ Lodge ☐ Other

Memorial Service: _____ **Funeral Service:** _____ **Celebration of Life:** _____

Viewing: Yes: _____ No: _____ **Viewing at Service:** _____ **Private Viewing Only:** _____

Details of service: (speaker, special music selections, musician(s), etc.)

Memorial Contributions To: _____

Obituary (List which papers in which obituary(s) is to be placed:

Note: Some papers will charge for this service. Your funeral service provider should advise you if there is a fee.

If available, would you like an obituary on the Funeral Home's website for no fee? ☐ Yes ☐ No

GENERAL INFORMATION GUIDE

Includes information for Oregon and Washington State

Please note: The information listed below is being provided as a courtesy to you.

All of the information may not apply to your individual situation.

DEATH CERTIFICATES

There is always a fee for the death certificate. Fees vary by state. Certified copies are suggested for insurance, insured loans, stocks and bonds, and any joint ownership, real property in joint ownership, etc. If copies are needed within 10 days of the date of death, please check with your funeral director. After 10 days please use the following:

IN PERSON

Identification such as a current driver's license or I.D. card will be required for all record orders.

Oregon: Vital Records Office

800 NE Oregon Street, Room 205
971.673.1190

Washington: Vital Records Office

2000 Fort Vancouver Way
360.236.4313

US MAIL

Oregon

PO Box 14050
Portland, OR 97293-0050

Washington

2000 Fort Vancouver Way
Vancouver, WA 98661

FAX

Oregon only: You may send a fax directly to **503.234.8417**. Please include complete record information, return address, credit card number, expiration date and your daytime telephone number.

INTERNET

For both Oregon and Washington:
www.VitalCheck.com

TELEPHONE

Oregon

971.673.1190

Washington

360.236.4313

You will always need to provide the following information about the deceased:

- Full name of person on the record
- Spouse's name (if applicable)
- Date of death, marriage or divorce (or the time period to search)
- Place of death, county which issued marriage license, or county granting divorce
- Your name and relationship to the person on the record, or
- Your reason for needing the record

SOCIAL SECURITY

Your funeral director will file for SSA-721 "Statement of Death." You must also contact a local Social Security Office to file the lump sum death benefit, if applicable. You can reach them at **1.800.722.1213** or on the web at **www.ssa.gov**.

VETERANS ADMINISTRATION

Your funeral director will secure the flag for you at the time of death for an honorably discharged veteran. Additional benefits apply if the death occurred in a VA facility or of the veteran is under special VA care. The funeral home will assist you in the completion of the burial benefits claim. You will need a copy of the deceased's "DD-214". If you have further questions, contact the Veterans Administration at **1.800.827.1000**.

INSURANCE

If the deceased is a Veteran, contact the Veterans Administration at **1.800.827.1000** for individual insurance coverage. Notify other personal insurance companies or local agents of same on those policies held by the deceased. Also, check for coverage, health and accident insurance, life insurance, savings and checking accounts, and department store and credit card accounts that may have death insurance coverage. If the deceased was a homeowner, check for the possibility of mortgage insurance. A certified copy of the death certificate is usually needed for each policy.

BANKS

Notify the bank of person's death and inquire about checking accounts, government bonds, time saving certificate, etc. If joint account, consider transferring all money accounts to your name and adding additional names to bank accounts and safety deposit boxes for protection.

DEPARTMENT OF MOTOR VEHICLES

Certified copies of the death certificates are required to change a car title. Take one original certified copy of the death certificate and the DMV will make a photocopy. If you can't get a copy of the death certificate, an obituary will suffice.

UNION BENEFITS

Employment could include benefits through a labor organization. Since membership benefits are so varied, it is advisable to check with the individual organizations. A certified copy of the death certificate may be needed for application of benefits.

DEPARTMENT OF REVENUE

For assistance on necessary forms:

Oregon

1.800.356.4222

Washington

1.800.647.7706

INTERNAL REVENUE SERVICE

Contact the office of the IRS by calling **1.800.829.1040** or by going to their office.

Oregon

1220 SW Third, Suite 272
Portland, OR 97204

Washington

500 SW 12th Street, Suite 200
Vancouver, WA 98660

YOUR HOME AND REAL PROPERTY

Contact the County Assessor's office in the county where your home is located. Be sure to have a certified copy of the death certificate available if needed.

Multnomah County ... 503.988.3326

Clark County 360.397.2391

Clackamas County 503.655.8551

Washington County .. 503.846.8741

PUBLIC EMPLOYEES RETIREMENT SYSTEM (PERS)

If the deceased is or was a member of PERS by being a public, county, state, or public school employee, notify PERS at **888.320.7377**.

WASHINGTON STATE DEPARTMENT OF RETIREMENT SYSTEMS (DRS) 800.547.6657

FUNERAL HOMES

PORTLAND AREA FUNERAL HOMES

Affordable Funeral Alternatives <i>By Appointment Only</i>	135 NW 1st Street #2	Gresham	97030	503-618-9396
Aftercare Cremation & Burial www.aftercarecremationandburial.com	1304 E. Powell Blvd.	Gresham	97030	503-760-3600
Alternative Burial and Cremation of Oregon www.alternativeburialandcremationoforegon.com	8970 SW Tualatin-Sherwood Road	Sherwood	97062	503-925-8685
Attrell's Newberg Funeral Chapel www.attrells.com	207 Villa Road	Newberg	97132	503-538-2191
Attrell's Sherwood Funeral Chapel www.attrells.com	16195 SW 1st Street	Sherwood	97140	503-625-6515
Autumn Funerals & Cremation www.autumncares.com	12995 SW Pacific Hwy	Portland	97223	503-443-4900
Bateman Carroll Funeral Home www.batemancarrollfunerals.com	520 W Powell Blvd.	Gresham	97030	503-665-2128
Caldwell's, Hennessey, Goetsch & McGee www.caldwellsfuneralhome.com	20 NE 14th Avenue	Portland	97232	503-232-4111
Canby Funeral Chapel www.canbyfuneralchapel.com	160 South Grant Street	Canby	97013	503-266-1144
Care Cremation Service (By Appointment Only) www.cremationbycare.com	10754 SE Hwy 212	Clackamas	97015	503-656-9177
Columbia Funeral Home & Cremation Services www.columbiafh.com	681 Columbia Blvd.	St. Helens	97051	503-397-1154
Cornerstone Funeral Services & Cremation www.cornerstonefuneral.com	18625 SE Bakers Ferry Road	Boring	97009	503-637-5020
Cornwell Colonial Chapel www.cornwellcolonial.com	PO Box 753	Wilsonville	97070	503-682-1177
Crown Memorial Center - Portland www.anewtradition.com	832 NE Broadway	Portland	97232	503-783-3393
Crown Memorial Center- Milwaukie www.anewtradition.com	17064 SE McLoughlin Blvd.	Milwaukie	97267	503-653-7076
Crown Memorial Center- Tualatin www.anewtradition.com	8970 SW Tualatin-Sherwood Road	Tualatin	97062	503-885-7805
Dignified Pet Services www.dignifiedpetservices.com	8976 SW Tualatin Sherwood Rd	Tualatin	97062	503-885-2211
Donelson Funeral Chapel & Cremation Services www.firlawnfh.com	1070 W. Main St.	Hillsboro	97123	503-640-2277
Emily's Cremation and Burial Service, Inc. www.emilyscremation.com	17064 SE McLoughlin Blvd.	Milwaukie	97267	503-652-3357
Estacada Funeral Chapel www.estacadafuneralchapel.com	110 West 1st Avenue	Estacada	97023	503-630-3829
Family Memorial Mortuary www.familymemorialservices.com	1304 E. Powell Blvd.	Gresham	97030	503-736-0102
Finley Sunset Hills Mortuary www.finleysunsethills.com	6801 SW Sunset Highway	Portland	97225	503-292-6654
Gable Funeral Chapel & Cremation Services gablefh.com	225 NE 80th Avenue	Portland	97213	503-253-7569
Gateway Little Chapel of the Chimes www.gatewaylittlechapel.com	1515 NE 106th Avenue	Portland	97220	503-256-0606
Gresham Memorial Chapel www.greshamfuneral.com	257 SE Roberts	Gresham	97080	503-618-8176
Heritage Memorial Cremation Service www.heritagememorial.net	6705 SE 14th Avenue	Portland	97202	503-231-1400
Hillside Chapel www.hillsidechapelhf.com	1306 Seventh Street	Oregon City	97045	503-656-4285
Holman-Hankins-Bowker & Waud Chapel www.waudsfuneralservice.com	715 7th Street	Oregon City	97045	503-656-266
Holman's Funeral Service www.holmansfuneralservice.com	2610 SE Hawthorne Blvd.	Portland	97214	503-232-5131
Hustad Funeral Home www.hustadfuneralhome.com	7232 N. Richmond	Portland	97203	503-286-9663

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FUNERAL HOMES

Lincoln Memorial Park & Funeral Home www.lincolnmemorialpk.com	11801 SE. Mt. Scott Blvd.	Portland	97086	503-771-1117
Molalla Funeral Chapel www.molallafuneralchapel.com	220 E. Main Street	Molalla	97038	503-829-2379
Mt. Scott Funeral Home www.mtscottfuneralhome.com	4205 SE 59th Avenue	Portland	97206	503-771-1171
National Cremation Service www.nationalcremation.com	9800 SW Shady Lane	Tigard	97223	503-598-9002
Neptune Cremation Services www.neptunecremationservice.com	17819 NE Riverside Parkway	Portland	97230	971-206-5000
North Valley Funeral Alternatives www.northvalleycremationservices.com	PO Box 753	Wilsonville	97070	503-682-1177
OMEGA Funeral & Cremation Services www.omegaservices.com	223 SE 122nd Avenue	Portland	97233	503-231-6030
Oregon Cremation Company www.oregoncremation.com	11667 SE Stevens Rd.	Happy Valley	97086	503-235-3104
Peake Funeral Chapel and Cremation Services www.peakefh.com	1925 SE Scott Street	Milwaukie	97222	503-654-7755
Pegg, Paxson & Springer Funeral Chapel www.peggpaxsonspringerfuneralhome.com	4675 SW Watson Street	Beaverton	97005	503-644-1176
River View Cemetery Funeral Home www.riverviewcemeteryfuneralhome.com	8421 SW Macadam Avenue	Portland	97219	503-246-6488
Riverview Abbey Funeral Home www.riverviewabbey.com	0319 SW Taylors Ferry Road	Portland	97219	503-244-7577
Rose City Cemetery & Funeral Home www.rosecityfuneralhome.com	5625 NE Fremont Street	Portland	97213	503-281-3821
Ross Hollywood Chapel and Killingsworth St. Johns Lombard Little Chapel of the Chimes www.rosshollywoodfuneralchapel.com	4733 NE Thompson Street	Portland	97213	503-281-1800
Sandy Funeral Home www.sandyfuneralhome.com	39551 Pleasant	Sandy	97055	503-668-6015
Skyline Memorial Garden Funeral Home and Cemetery www.skylinememorialgardens.com	4101 NW Skyline Blvd.	Portland	97229	503-292-6611
Springer & Son Aloha Funeral Home www.springerandson.com	PO Box 5308	Aloha	97006	503-356-1000
Stehn's Family Chapels- Milwaukie Tribute Center www.stehnfamilialhomes.com	2906 SE Harrison Street	Milwaukie	97222	503-654-7717
Sunnyside Little Chapel of the Chimes www.sunnysidechimes.com	11667 SE Stevens Rd.	Happy Valley	97086	503-659-1184
Terry Family Funeral Home www.terryfamilyfuneralhome.com	2337 N Williams Ave	Portland	97227	503-249-1788
Valley Memorial Park and Valley Park Funeral Home www.valleymemorialoregon.com	3929 SE Tualatin Valley Hwy	Hillsboro	97123	503-648-5444
Wilhelm's Portland Memorial Funeral Home www.wilhelmportlandmemorial.com	6705 SE 14th Avenue	Portland	97202	503-236-3101
Young's Funeral Home www.youngsfuneralhome.org	11831 SW Pacific Highway	Tigard	97223	503-639-1206
Zeller Chapel of the Roses www.zellerchapeloftheroses.com	2107 NE Broadway	Portland	97232	503-287-1155

VANCOUVER AREA FUNERAL HOMES

All County Cremation and Burial Services www.allcountyfunerals.com	605 E Barnes Street #206	Vancouver	98661	360-718-7948
Brown's Funeral Home and Cremation Services www.brownsfh.com	410 NE Garfield Street	Camas	98607	360-834-3692
Cascadia Cremation and Burial Services www.cascadiacremation.com	PO Box 1649	Vancouver	98668	360-213-2060
Davies Cremation and Burial www.daviescremationburial.com	309 E. 15th Street #E	Vancouver	98663	360-693-1036
Evergreen Memorial Gardens Cemetery, Funeral Chapel & Crematory www.evergreenmemorialgardens.com	1101 NE 112th Avenue	Vancouver	98684	360-892-6060

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FUNERAL HOMES

Evergreen Staples Funeral Chapel www.evergreenstaples.com	3414 NE 52nd Street, Suite 101	Vancouver	98661	360-693-3649
Funeral and Cremation Care - Vancouver Branch www.funeralandcremationcare.com	4400 NE 77th Ave.	Vancouver	98662	800-764-0895
Hamilton-Mylan Funeral Home, Inc. www.hamiltonmylan.com	302 West 11th Street	Vancouver	98660	360-694-2537
Layne's Battle Ground Funeral Home www.laynesfuneralhome.com	NE 1st & NE Clark	Battle Ground	98604	360-687-3143
Northwood Park Funeral Home & Cemetery www.northwoodparkfh.com	16407 NE 15th Avenue	Ridgefield	98642	360-574-4252
Straub's Funeral Home Columbia River Cremation www.straubsfuneralhome.com	325 NE 3rd Avenue	Camas	98607	360-834-4563
Vancouver Funeral Chapel www.vancouverfuneralchapel.com	110 E. 12th Street	Vancouver	98660	360-693-3633

OTHER

Anderson's Tribute Center www.andersontributecenter.com	1401 Belmont Avenue	Hood River	97031	541-386-1000
Bateman Funeral Home www.batemanpacificview.com	915 NE Yaquina Heights Drive	Newport	97365	541-265-2751
Belcrest Memorial Park www.belcrestmemorialpark.com	1295 Browning Avenue South	Salem	97302	503-581-8451
Crown Memorial Center - Salem www.anewtradition.com	412 Lancaster Dr. NE	Salem	97301	503-581-6265
Howell, Edwards, Doerksen with Rigdon-Ransom Funeral Directors www.hed-fh.com	1350 Commercial St., SE	Salem	97302	503-581-3911
Macy & Son Funeral Home www.macyandson.com	135 NE Evans Street	McMinnville	97128	503-472-6151
Pacific View Memorial Chapel www.batemanpacificview.com	2164 NE East Devils Lake Rd.	Lincoln City	97368	541-994-4662
Prineville Funeral Home www.prinevillefuneralhome.com	99 NE 10th St.	Prineville	97754	541-447-6459



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Portland, OR 97232
(503) 783-3393

MILWAUKIE

17064 SE McLoughlin Blvd
Milwaukie, OR 97267
(503) 653-7076

TUALATIN

8970 SW Tualatin Sherwood Rd
Tualatin, OR 97062
(503) 885-7800

SALEM

412 Lancaster Drive NE
Salem, OR 97301
(503) 581-6265

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Citizens Helping Citizens in Crisis



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