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

TIP
4800 NE 122nd Avenue
Portland, OR 97230
Office 503.823.3937

To Donate Online, Visit us at www.tipnw.org and Click “Donate”.

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COMMUNITY SERVICES

**ADOLESCENTS**

Angels In The Outfield ................. 503-313-8122
Helping 18 and younger impacted by crime or abuse
https://theangelsintheoutfield.org

Children’s Home Society of Washington/Vancouver
Family Resource Center .............. 206-695-3200

Clackamas County Juvenile Department .... 503-655-8342
www.clackamas.us/juvenile

Clark County Juvenile Department ........ 360-397-2201
www.clark.wa.gov/juvenile-court/juvenile-court-contact-information

Harry’s Mother ........ 503-233-8111/800-914-9706
Shelter for 9-17 year olds and Crisis Intervention
janusyouth.org

Insights Teen Parent Program .... 503-239-6996
insightstpp.org/programs

Janus Youth Program ........ 503-236-9185
janusyouth.org

Multnomah County Juvenile Department .... 503-988-3460
National Runaway Safeline ........ 800-786-7292
1800runaway.org

Porch Light Street
Light Youth Services ........ 503-432-3986

SMYRC - Sexual & Gender Minority
Youth Resource Center ........ 503-872-9664
pdxqcenter.org and www.smyrcc.org

Trevor Project - Teen Suicide Prevention .... 866-488-7386
thetrevorproject.org

Youthera - Clackamas County Drop ........ 971-334-9295
www.youthera.org

Youthline (Lines for Life) .... 877-YOUTH-911
or text “teen2teen” to 839863
Call for information. Online chat is available at OregonYouthline.org

**ANIMAL ASSISTANCE**

Animal Aid ........................................ 503-292-6628
animalaidpdx.biz

Bonnie L. Hays Animal Shelter .......... 503-846-7041
co.washington.or.us/HHS/AnimalServices/

Clackamas County Animal Control .......... 503-655-8628
clackamas.us/dogs/

Critter Gitter ....................................... 503-253-5584

Dignified Pet Services ........ 503-885-2211
dignifiedpetservices.com

Dove Lewis Emergency
Animal Hospital ......................... 503-228-7281
dovelewis.org

House Of Dreams - No Kill Cat Shelter .......... 503-262-0763
kittydreams.org

Meowhaus Cat Boarding and Assistance .......... 503-281-0222
meowhaus.biz

Multnomah County Animal Services .......... 503-988-7387
multcopets.org

Oregon Humane Society .............. 503-285-7722
oregonhumane.org

Dove Lewis (24-hours/ Pet Loss Groups) .......... 503-234-2061
dovelewis.org

Second Chance Companions .......... 360-687-4569
sccppets.com

SW Wash. Humane Society .......... 360-693-4746
southwesthumane.org

**BEREAVEMENT**

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

Community Home Health and Hospice ........ 360-253-4626
chhh.org

Brief Encounters
Message Phone.............................. 503-699-8006
Miscarriage, stillborn and newborn death
bienencounters.org

Brief Moments ...................................... 360-696-5120
Miscarriage, stillborn and newborn death
peacehealth.org/sites/default/files/Documents/Bereavement-Brochure.pdf

Compassionate Friends .................. 877-969-0010
For parents who have lost a child of any age,
for any reason
compassionatefriends.org

Dougy Center for Grieving Children .......... 503-775-5683
Bereavement support and counseling for children
dougy.org

First Candle ................................. 800-221-7437
Support group for parents who have lost a child to SIDS
firstcandle.org

Now I Lay Me Down to Sleep ........ 877-834-5667
Remembrance Photography
nowilaymedowntosleep.org

Parents of Murdered Children .......... 503-655-8039
Bereavement support and counseling for children
pomc.org

Sesame Street Bereavement
www.sesamestreet.org/grief

Stepping Stones/Hope
Bereavement Services ........ 360-696-5120
Support and counseling
peacehealth.org/southwest/services/hospice/bereavement-services/

Survivors of Suicide Support Group Portland .......... 503-200-0382
www.sbsnw.org

victimsupportservices.org

**BOARD UP/RESTORATION**

1-800-Board-Up ......................... 800-262-7387
BELFOR ......................... 503-408-8880
24/7 Emergency Number ........ 866-409-8880
belfor.com

Cornerstone Disaster Repair .......... 503-295-0108

F.I.R.E - Fire Industry
Restoration Experts ........ 503-305-7285
firexerts.net

ServPro of Clark County .......... 360-254-0049
servprovancouvertclarkeo.com

ServPro of Gresham .......... 503-665-7752
servprogresham.com

ServPro of Oregon City/Sandy .......... 503-655-7735
servprooregioncitysandy.com

**BODY & ANATOMICAL DONATION**

OHSU Body Donation Program .......... 503-494-8302

Medcure - Body Donation for Medical Research .......... 866-560-2525
medcure.org

Science Care - Whole Body Donation .......... 800-417-3747
sciencecare.com
CHILDREN/YOUTH RESOURCES

CARES NW ........................................... 503-276-9000
caresnsw.org
Child Abuse Hotline ......................... 800-4ACHILD
Child Protective Services - Oregon ........ 503-731-3100
Child Protective Services - Washington ... 888-713-6115
Dougy Center for Grieving Children ........ 503-775-5683
dougy.org
Oregon Youthline ................................ 877-968-8491 or text "teen2teen" to 839863
OregonYouthline.org
Stepping Stones/Hope Bereavement Services ........ 360-696-5100
Support and counseling
peacehealth.org/southwest/services/hospice/
bereavement-services/
Youth Hotline ..................................... 503-224-4339
Support and resources for foster, at-risk, and homeless youth aged 14-24
newavenues.org

CLEAN UP/BIO-HAZARD

BioManagement NW ............................. 800-211-4579
bioww.com
Critical Care BioRecovery ..................... 503-698-4415
Heartbeat Medical & Safety ................. 503-544-2650
Rapid Response Bioclean ..................... 503-421-5148
rapidresponsebioclean.com
ServPro of Clark County ...................... 360-254-0049
servprovancouverclarkco.com
ServPro of Gresham ......................... 503-665-7752
servprograham.com
ServPro of Oregon City/Sandy ............. 503-655-7735
servprooregioncitysandy.com
STOP Oregon ...................................... 503-966-4131
stoprestoration.com/portland

COMMUNITY RESOURCES

Catholic Charities .............................. 503-231-4866
catholiccharitiesoregon.org/
Clackamas County Urgent Mental Health Walk-in Clinic ........ 503-655-8585
clackamas.us/behavioralhealth/urgentmentalhealth
Clackamas County Community Services ...... 360-567-2211
Resources and support for sheltering, housing and homelessness; families and youth services; immigrants and refugees; seniors; mental health and addiction and recovery
ccswww.org
Oregon Dept. of Human Services
oregon.gov/dhs
Friendly House .................................... 503-228-4391
friendlyhouseinc.org

COMMUNITY SUPPORT

CaringBridge ................................. caringbridge.org
Catholic Community Services .............. 360-567-2211
ccssww.org
Household Item Pick Up
www.pickupplease.org
Lotsa Helping Hands
Email ................ info@lotsahelpinghands.com
lotsahelpinghands.com/about-us/
Meal Train ........................................ mealtrain.com
Spoonful of Comfort - Get Well Packages
spoonfulofcomfort.com

CRIME VICTIM SERVICES, ASSISTANCE & RESTRAINING ORDER INFORMATION

Clackamas County Victim Assistance Program ................................ 503-655-8616
clackamas.us/da/victimassist.html
Clack County Victim Assistance .............................. 360-397-2008
clarkwa.gov/prosecuting-attorney/victim-assistance
Legal Aid/Family Law ............................. 503-224-4086
Lutheran Community Services NW (Portland/Vancouver - Crime Victim Advocates)
Portland ............................................. 503-924-2448
Vancouver .......................................... 503-694-5624

CRISIS SERVICES

Adult Mobile Crisis Intervention -
Clark County (Community Services NW) .......................... 800-626-8137
calltosafety.org
Child Protective Services - Oregon ........ 503-731-3100
Child Protective Services - Washington .... 888-713-6115
Clackamas County Mental Health Crisis Line ......................... 503-655-8585
Clackamas County Urgent Mental Health Walk-in Clinic ........ 503-655-8585
clackamas.us/behavioralhealth/urgentmentalhealth
Clark County Crisis Line ...................... 800-626-8137
La Linea de Crisis ................................ 503-232-4448
Additional Portland Line ..................... 503-291-9111

DOMESTIC VIOLENCE

Adult Protective Services ...................... 800-846-9165
24 hours per day; 7 days per week
Clackamas Women's Services ................ 888-654-2288
cwsor.org
Gateway Center (Domestic Violence) ........ 503-988-6400
portlandoregon.gov/gatewaycenter/
Men's Resource Center ....................... 503-235-3433
portlandmrc.com
National Domestic Violence Hotline ........ 800-799-SAFE
theseline.org
Call to Safety Crisis Line ..................... 888-235-5333
calltosafety.org
Raphael House (collect calls ok) .......... 503-222-6222
raphaelhouse.com
SafeChoice Women's Shelter (YWCA Vancouver) ............... 360-695-0501
Toll Free ............................................. 800-695-0167
Washington County Domestic Violence Resource Center .... 503-640-5352
dvcr-or.org
Washington State Coalition Against Domestic Violence
WSCADV ........................................ 206-389-2515
wscadv.org
West Women & Children's Shelter (Salvation Army) ............ 503-731-3900
westwomens.salvationarmy.org
Yolanda Project-Women's Shelter (YWCA Portland) ........... 503-977-7930
ywcapdx.org/what-we-do/domestic-violence-services/
YWCA Vancouver ............................... 360-696-0167
ywcaclarkcounty.org
YWCA Portland ................................ 503-294-7400
ywcapdx.org

EMERGENCY SUPPLIES

American Red Cross - Portland .......... 503-284-1234
American Red Cross -
Vancouver ....................................... 360-693-5821
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
COMMUNITY SERVICES

Mainspring Portland
(Fish Emergency Services........503-233-5533
mainspringpdx.org

Neighborhood House.............503-246-1663
nphpdx.org

St. Vincent DePaul
Portland............................503-235-8341
svdpdx.org
Vancouver.........................360-694-5388
svdpvancouverusa.com

Salvation Army
Portland..........................503-493-3925
portland.salvationarmy.org
Vancouver.........................360-892-9050
vancouver.salvationarmywm.org

SnowCap..........................503-674-8785
Provides clothing and emergency food.
Fire - Support Services
snowcap.org

HIV/AIDS

Cascade AIDS Project
(Portland)..........................503-223-5907
cascadeaids.org

Cascade AIDS Project
(Clark County).........................360-750-7964
cascadeaids.org

Partnership Project...............503-230-1202

HOSPITALS

Doernbecher
Children's Hospital................503-494-8311
700 SW Campus Drive, Portland

Emanuel and Randall
Children's Hospital...............503-276-6500
2801 N. Gantenbein Street, Portland

Kaiser Sunnyside....................503-256-0556
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 Center.....................503-692-1212
19300 SW 65th, Tualatin

Legacy Mt. Hood
Medical Center.....................503-674-1122
24800 SE Stark Street, Gresham

Oregon Health Sciences
University/Doernbecher.............503-494-8311
3181 Sam Jackson Park Road, Portland

Peacehealth Southwest
Washington Medical Center........360-256-2000
400 NE Mother Joseph Place, Vancouver

Portland Adventist
Medical Center....................503-257-2500
10123 SE Market, Portland

Providence Portland
Medical Center....................503-215-1111
4805 NE Glisan, Portland

Providence Milwaukie.............503-513-8300
10150 SE 32nd Avenue, Milwaukie

Providence St. Vincent
Medical Center.....................503-216-1234
9205 SW Barnes Road, Portland

Providence Willamette Falls.....503-656-1631
1500 Division Street, Oregon City

LEGAL

Clackamas County Legal Aid
Services of Oregon...............503-655-2518

Clark County Volunteer
Lawyers Program.....................360-695-5313
cclvp.org

Disability Rights Oregon........503-243-2081
droregon.org

Legal Aid Services of Oregon....503-224-4086
Serving both Multnomah and Clackamas County

Oregon Elder Law...............503-284-6778
oregonelderlaw.com

Oregon Law Center...............503-981-0336
oregonlawcenter.org

LGBTQ

Friendly House......................503-228-4391
friendlyhouseinc.org

Metropolitan Community Church
(MCC).................................503-281-8868
mccportland.com

Q Center.............................503-234-7837
pxqcenter.org

SAFE (Services and Advocacy
for LGBT Elders)...............503-224-2640

Sexual and Gender Minority
Youth Resource Center (SMYRC)........503-872-9664
smycr.org

MEDICAL EXAMINER

Clackamas County ME Office.....503-655-8380

Clark County ME Office..........360-397-8405

Multnomah County ME Office...971-673-8220

Washington County ME Office...503-846-3575

MENTAL HEALTH

Emergency................................911

Adapt Behavioral Health
Day Hospital Program.............360-696-5300

cascadia@bhc.org

Clackamas County Behavioral
Crisis Line.........................503-655-8585

Clackamas County Urgent
Mental Health Walk-in Clinic....503-655-8585
clackamas.us/behavioralhealth/urgentmentalhealth

Clark County Crisis Line........360-696-9560

Clark County NAMI
(Vancouver).........................360-695-2823
namiswva.org

Columbia River Mental
Health Services.....................360-993-3000
crmhs.org

Human Services Council............360-694-6577
hscc-wa.org

Multnomah County
NAMI (Portland)....................503-228-5692

Multnomah County
Crisis Line........................503-988-4888

National Alliance for the Mentally IL
(NAMI)...............................503-228-5692
namimultnomah.org

Oregon Psychological
Association Referral..............800-541-9798
opac.org

Providence Behavioral
Health Services....................503-215-7080

Riverstone Crisis & Urgent Services...503-655-8585
clockamas.us/behavioralhealth/rivestone.html

Unity Center
for Behavioral Health...............503-944-8000

unityhealthcenter.org

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

Gresham Police Department.......503-618-2318

Lake Oswego.........................503-635-0238

Multnomah County
Sheriff’s Office....................503-988-4300

Portland Police
Central Precinct....................503-823-0000

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

IRCO.org

El Programa Hispano
Portland...............................503-231-4866

Gresham..............................503-669-8350

Native American Youth and
Family Center.......................503-288-8177

nayapdx.org

Russian Oregon Social
Services (ROSS).....................503-777-3437
emoregon.org/ross.php
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.
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 has locations in Portland, Canby, and Hillsboro, Oregon. Call for more information and location hours.
DEALING WITH STRESS

CRITICAL INCIDENT STRESS INFORMATION

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
- twitching
- 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.*

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 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:

1. **Reassure your child that he/she will be taken care of, loved and cherished just as they were before the traumatic event.**
2. **Nurture your child.** Children who have been traumatized need physical contact. Cuddling, rocking, massaging and reading quietly help relieve stress and anxiety.
3. **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.
4. **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.
5. **Provide physical outlets.** Your child may have pent up anger/energy in their body. Provide appropriate, fun and physical activities for your child.
6. **Give your child choices and help him/her develop a sense of control.**
7. **Provide consistent, predictable patterns for your child.** If something new is about to happen, explain to your child before hand what they can expect.
8. **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.
9. **Protect your child from repeated news coverage.**
10. **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.

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**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 “grievers” 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
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
Professional Cleanup for:
- Trauma Scenes
- Chemical Spill
- Infectious Disease
- Hoarding

24 Hour Emergency Service
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OSHA Certified Haz-Mat Specialists
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1-800-408-2226

www.BioNW.com

Southwest Washington CRISIS LINE

Having an urgent mental health or substance use need? Give us a call. Free and available 24/7.

(800) 626-8137  |  TTY: (866) 835-2755

wa.beaconhealthoptions.com

Text HOME to 741741 to access the National Crisis Text Line.

(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.)
Your Restoration Experts
24 HOUR
EMERGENCY RESPONSE

<table>
<thead>
<tr>
<th>24 Hour Services</th>
<th>24 Hour Emergency Contacts</th>
</tr>
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<tbody>
<tr>
<td>Board Up</td>
<td>Greg Philo</td>
</tr>
<tr>
<td>Shoring/Stabilization</td>
<td>Clayton Bond</td>
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<tr>
<td>Tree Removal</td>
<td>Office</td>
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<td>Temp Fence</td>
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<td>Electrical Safe Off</td>
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<td>Fire Scene Protection</td>
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Find us on Facebook • www.facebook.com/pages/fire-restoration

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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.*

<table>
<thead>
<tr>
<th>AGE</th>
<th>TRAUMA RESPONSES</th>
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| Infant to 2 years | - Sleeping/eating disturbance
                        - Fussiness, whining
                        - Clinginess
                        - Sense of change |
| 2 to 5 years   | - Sleeping/eating disturbance
                        - Regressive behaviors
                        - Death/traumatic experience seen as reversible, not permanent
                        - Brief, intense responses
                        - Fearful
                        - Clinginess |
| 5 to 8 years   | - 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  | - 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 | - 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…”


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?”)

☐ Have I identified everyone affected by the event?
**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](http://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](http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm)
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.
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?

(Dwight & Amy Terry
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EvergreenMemorialGardens.com

(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.)
REQUIRED INFORMATION FOR A DEATH CERTIFICATE

Arrangements for: ______________________________________________________

First Name   Middle Name     Last Name

Date of Birth: ____________________ Birthplace: ____________________________ Sex: ______________________

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 Name     Middle Name     Last Name

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

INTERNET
For both Oregon and Washington:
www.VitalCheck.com

TEL-E-SHOP

For Oregon only:
503.234.8417. Please include complete record information, return address, credit card number, expiration date and your daytime telephone number.

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.

TIP of Portland/Vancouver CITIZEN RESOURCE GUIDE 26

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

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.

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.

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
<table>
<thead>
<tr>
<th>Affordabile Funeral Alternatives</th>
<th>135 NW 1st Street #2</th>
<th>Gresham</th>
<th>97030</th>
<th>503-618-9396</th>
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</thead>
<tbody>
<tr>
<td>Advantage Funeral &amp; Cremation Services - Gateway</td>
<td><a href="http://www.advantagefunerals.com">www.advantagefunerals.com</a></td>
<td>1515 NE 106th Avenue</td>
<td>Portland</td>
<td>97220</td>
</tr>
<tr>
<td>Alternative Burial and Cremation of Oregon</td>
<td><a href="http://www.alternativeburialandcremationoforegon.com">www.alternativeburialandcremationoforegon.com</a></td>
<td>8970 SW Tualatin-Sherwood Road</td>
<td>Tualatin</td>
<td>97062</td>
</tr>
<tr>
<td>Attrell's Newberg Funeral Chapel</td>
<td><a href="http://www.attrells.com">www.attrells.com</a></td>
<td>207 Villa Road</td>
<td>Newberg</td>
<td>97132</td>
</tr>
<tr>
<td>Attrell's Sherwood Funeral Chapel</td>
<td><a href="http://www.attrells.com">www.attrells.com</a></td>
<td>16195 SW 1st Street</td>
<td>Sherwood</td>
<td>97140</td>
</tr>
<tr>
<td>Autumn Funerals &amp; Cremation</td>
<td><a href="http://www.autumncares.com">www.autumncares.com</a></td>
<td>12995 SW Pacific Hwy</td>
<td>Tigard</td>
<td>97223</td>
</tr>
<tr>
<td>Canby Funeral Chapel</td>
<td><a href="http://www.canbyfuneralchapel.com">www.canbyfuneralchapel.com</a></td>
<td>160 South Grant Street</td>
<td>Canby</td>
<td>97013</td>
</tr>
<tr>
<td>Care Cremation Service (By Appointment Only)</td>
<td><a href="http://www.cremationbycare.com">www.cremationbycare.com</a></td>
<td>10754 SE Hwy 212</td>
<td>Clackamas</td>
<td>97015</td>
</tr>
<tr>
<td>Cornerstone Funeral Services &amp; Cremation</td>
<td><a href="http://www.cornerstonefuneral.com">www.cornerstonefuneral.com</a></td>
<td>18625 SE Bakers Ferry Road</td>
<td>Boring</td>
<td>97009</td>
</tr>
<tr>
<td>Cornwell Wilsonville Funeral Chapel &amp; Cremation</td>
<td><a href="http://www.cornwellcolonial.com">www.cornwellcolonial.com</a></td>
<td>29222 SW Town Ctr. Loop E</td>
<td>Wilsonville</td>
<td>97070</td>
</tr>
<tr>
<td>Crown Memorial Center - Portland</td>
<td><a href="http://www.anewtradition.com">www.anewtradition.com</a></td>
<td>832 NE Broadway</td>
<td>Portland</td>
<td>97232</td>
</tr>
<tr>
<td>Crown Memorial Center - Salem</td>
<td><a href="http://www.anewtradition.com">www.anewtradition.com</a></td>
<td>412 Lancaster Dr. NE</td>
<td>Salem</td>
<td>97301</td>
</tr>
<tr>
<td>Crown Memorial Center - Tigard</td>
<td><a href="http://www.anewtradition.com">www.anewtradition.com</a></td>
<td>12995 SW Pacific Hwy</td>
<td>Tigard</td>
<td>97223</td>
</tr>
<tr>
<td>Crown Memorial Center - Tualatin</td>
<td><a href="http://www.anewtradition.com">www.anewtradition.com</a></td>
<td>8970 SW Tualatin-Sherwood Road</td>
<td>Tualatin</td>
<td>97062</td>
</tr>
<tr>
<td>Crown Memorial Center - Eastside</td>
<td><a href="http://www.anewtradition.com">www.anewtradition.com</a></td>
<td>1433 SE 122nd Avenue</td>
<td>Portland</td>
<td>97233</td>
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<tr>
<td>Donelson Funeral Chapel &amp; Cremation Services</td>
<td><a href="http://www.firlawnfh.com">www.firlawnfh.com</a></td>
<td>1070 W. Main St.</td>
<td>Hillsboro</td>
<td>97123</td>
</tr>
<tr>
<td>Estacada Funeral Chapel</td>
<td><a href="http://www.estacadafuneralchapel.com">www.estacadafuneralchapel.com</a></td>
<td>110 West 1st Avenue</td>
<td>Estacada</td>
<td>97023</td>
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<tr>
<td>Family Memorial Mortuary</td>
<td><a href="http://www.familymemoriaiservices.com">www.familymemoriaiservices.com</a></td>
<td>1304 E. Powell Blvd.</td>
<td>Gresham</td>
<td>97030</td>
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<tr>
<td>Finley Sunset Hills Mortuary</td>
<td><a href="http://www.finleysunsethills.com">www.finleysunsethills.com</a></td>
<td>6801 SW Sunset Highway</td>
<td>Portland</td>
<td>97225</td>
</tr>
<tr>
<td>Gethsemani Funeral Home &amp; Catholic Cemetery</td>
<td><a href="http://www.ccpdxor.com">www.ccpdxor.com</a></td>
<td>11666 SE Stevens Road</td>
<td>Happy Valley</td>
<td>97086</td>
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<tr>
<td>Gresham Memorial Chapel</td>
<td><a href="http://www.greshamfuneral.com">www.greshamfuneral.com</a></td>
<td>257 SE Roberts</td>
<td>Gresham</td>
<td>97080</td>
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<tr>
<td>Heritage Memorial Cremation Service</td>
<td><a href="http://www.heritagecremation.com">www.heritagecremation.com</a></td>
<td>6705 SE 14th Avenue</td>
<td>Portland</td>
<td>97202</td>
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<tr>
<td>Hillside Chapel</td>
<td><a href="http://www.hillsidechapelfh.com">www.hillsidechapelfh.com</a></td>
<td>1306 Seventh Street</td>
<td>Oregon City</td>
<td>97045</td>
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<tr>
<td>Holman-Hankins-Bowker &amp; Waud Chapel</td>
<td><a href="http://www.waudfuneralservice.com">www.waudfuneralservice.com</a></td>
<td>715 7th Street</td>
<td>Oregon City</td>
<td>97045</td>
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<thead>
<tr>
<th>Business Name</th>
<th>Address</th>
<th>City</th>
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<tbody>
<tr>
<td>Hustad Funeral Home</td>
<td>7232 N. Richmond</td>
<td>Portland</td>
<td>97203 503-286-9663</td>
</tr>
<tr>
<td>Lincoln Memorial Park &amp; Funeral Home</td>
<td>11801 SE. Mt. Scott Blvd.</td>
<td>Portland</td>
<td>97086 503-771-1117</td>
</tr>
<tr>
<td>Macy &amp; Son Funeral Home</td>
<td>135 NE Evans Street</td>
<td>McMinnville</td>
<td>97128 503-472-6151</td>
</tr>
<tr>
<td>Molalla Funeral Chapel</td>
<td>220 E. Main Street</td>
<td>Molalla</td>
<td>97038 503-829-2379</td>
</tr>
<tr>
<td>Mt. Scott Funeral Home</td>
<td>4205 SE 59th Avenue</td>
<td>Portland</td>
<td>97206 503-771-1171</td>
</tr>
<tr>
<td>National Cremation Service</td>
<td>9800 SW Shady Lane</td>
<td>Tigard</td>
<td>97223 503-598-9002</td>
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<tr>
<td>Neptune Cremation Services</td>
<td>17819 NE Riverside Parkway</td>
<td>Portland</td>
<td>97230 971-206-5000</td>
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<tr>
<td>OMEGA Funeral &amp; Cremation Services</td>
<td>223 SE 122nd Avenue</td>
<td>Portland</td>
<td>97233 503-231-6030</td>
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<tr>
<td>Oregon Cremation Company</td>
<td>11667 SE Stevens Rd.</td>
<td>Happy Valley</td>
<td>97086 503-235-3104</td>
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<tr>
<td>Peake Funeral Chapel and Cremation Services</td>
<td>1925 SE Scott Street</td>
<td>Milwaukie</td>
<td>97222 503-654-7755</td>
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<tr>
<td>Pegg, Paxson &amp; Springer Funeral Chapel</td>
<td>4675 SW Watson Street</td>
<td>Beaverton</td>
<td>97005 503-644-1176</td>
</tr>
<tr>
<td>River View Cemetery Funeral Home</td>
<td>8421 SW Macadam Avenue</td>
<td>Portland</td>
<td>97219 503-246-6488</td>
</tr>
<tr>
<td>Riverview Abbey Funeral Home</td>
<td>0319 SW Taylors Ferry Road</td>
<td>Portland</td>
<td>97219 503-244-7577</td>
</tr>
<tr>
<td>Rose City Cemetery &amp; Funeral Home</td>
<td>5625 NE Fremont Street</td>
<td>Portland</td>
<td>97213 503-281-3821</td>
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<tr>
<td>Ross Hollywood Chapel and Killingsworth</td>
<td>4733 NE Thompson Street</td>
<td>Portland</td>
<td>97213 503-281-1800</td>
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<tr>
<td>St. Johns Lombard Little Chapel of the Chimes</td>
<td><a href="http://www.roszhollywoodfuneralchapel.com">www.roszhollywoodfuneralchapel.com</a></td>
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<tr>
<td>Sandy Funeral Home</td>
<td>39551 Pleasant</td>
<td>Sandy</td>
<td>97055 503-668-6015</td>
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<tr>
<td>Skyline Memorial Garden Funeral Home and Cemetery</td>
<td>4101 NW Skyline Blvd.</td>
<td>Portland</td>
<td>97229 503-292-6611</td>
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<tr>
<td>Springer &amp; Son Aloha Funeral Home</td>
<td>4150 SW 185th Ave</td>
<td>Beaverton</td>
<td>97007 503-356-1000</td>
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<tr>
<td>Stehn’s Family Chapels- Milwaukie Tribute Center</td>
<td>2906 SE Harrison Street</td>
<td>Milwaukie</td>
<td>97222 503-654-7717</td>
</tr>
<tr>
<td>Sunnyside Little Chapel of the Chimes</td>
<td><a href="http://www.sunnysidechimes.com">www.sunnysidechimes.com</a></td>
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<tr>
<td>Terry Family Funeral Home</td>
<td>2337 N Williams Ave</td>
<td>Portland</td>
<td>97227 503-249-1788</td>
</tr>
<tr>
<td>Valley Memorial Park and Valley Park Funeral Home</td>
<td>3929 SE Tualatin Valley Hwy</td>
<td>Hillsboro</td>
<td>97123 503-648-5444</td>
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<tr>
<td>Wilhelm’s Portland Memorial Funeral Home</td>
<td>6705 SE 14th Avenue</td>
<td>Portland</td>
<td>97202 503-236-3101</td>
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<tr>
<td>Willamette National Cemetery</td>
<td>11800 SE Mt. Scott Blvd</td>
<td>Portland</td>
<td>97202 503-273-5250</td>
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<tr>
<td>Young’s Funeral Home</td>
<td>11831 SW Pacific Highway</td>
<td>Tigard</td>
<td>97223 503-639-1206</td>
</tr>
<tr>
<td>Zeller Chapel of the Roses</td>
<td>2107 NE Broadway</td>
<td>Portland</td>
<td>97232 503-287-1155</td>
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**CLARK COUNTY & SURROUNDING AREA FUNERAL HOMES**

<table>
<thead>
<tr>
<th>Business Name</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
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<tbody>
<tr>
<td>All County Cremation and Burial Services</td>
<td>605 E Barnes Street #206</td>
<td>Vancouver</td>
<td>98661 360-718-7948</td>
</tr>
<tr>
<td>Brown’s Funeral Home and Cremation Services</td>
<td>410 NE Garfield Street</td>
<td>Camas</td>
<td>98607 360-834-3692</td>
</tr>
<tr>
<td>Cascadia Cremation and Burial Services</td>
<td>6303 E. 18th Street, Ste A</td>
<td>Vancouver</td>
<td>98668 360-213-2060</td>
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</tbody>
</table>

(Continued on next page)
FUNERAL HOMES

Davies Cremation and Burial
www.daviescremationandburial.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

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

Northwood Park Funeral Home & Cemetery
www.northwoodparkfh.com
16407 NE 15th Avenue          Ridgefield 98642 360-574-4252

Peaceful Paws Cremations (Pets)
www.peacefulpaws.com
6303 E 18th Street, Ste A          Vancouver 98661 360-213-0323

Straub's Funeral Home Columbia River Cremation
www.straubfuneralhome.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

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Traditional Funeral with Burial $2,965

PORTLAND
832 NE Broadway
503-783-3393

EASTSIDE
1433 SE 122nd Ave.
503-783-6865

MILWAUKIE
17064 SE McLoughlin Blvd.
503-653-7076

TUALATIN
8970 SW Tualatin Sherwood Rd.
503-885-7800

TIGARD
12995 SW Pacific Hwy.
503-783-6869

SALEM
412 Lancaster Dr. NE
503-581-6265

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ANewTradition.com

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Celebrate a Life
Let us Help

OMEGA is one of Portland’s only family-owned and operated funeral homes, serving you since 1990.

OMEGA Staff from left to right: Carina Keller, Kathy Wentz Phelps, Erin Phelps, Toni White-Vorst and Chelsea Phelps.
Not in photo, David LaFollette and Steve Gleason.

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- Spacious Chapel, Reception & Viewing Rooms
- Serving Families of Many Faiths & Ethnicities
- On-Site Crematory
- Pre-Planning Available

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Consultant

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Re-Entry Center

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TIP of Portland/Vancouver

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Clackamas County
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Sheriff - Clark County
Sheriff’s Office

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Portland Cremation Center
& Mortuary Services

Craig Funk
Fire Chief – Port of Portland
Fire Department

Erin Patrick
Multnomah County
Medical Examiner’s Office

Fred Charlton
Fire Chief – Clackamas
County Fire District

Greg Matthews
Fire Chief – Gresham
Fire Department

Greg Philo
F.I.R.E. Restoration

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Commander – Multnomah
County Sheriff’s Office

Jason Wallis
Police Chief – Port of Portland
Police Department

Jay Getsfrid
EMS Administrator –
Vancouver Fire Department

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John Ingram
Gresham Fire Department

John Nohr
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Fire & Rescue

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Lindsay Fisher
Evergreen Funeral & Memorial Gardens

Lorianne Fiedler
Vice President - Lewis and Clark Bank

Marcus Mendoza
Clackamas County Sheriff’s Office

Mike Myers
Fire Chief – Portland Fire and Rescue

Mike Reese
Sheriff – Multnomah County
Sheriff’s Office

Robin Sells
Police Chief – Gresham
Police Department

Wendy Silverthorne
ESD 112/SMART Team