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 NW was founded in 1992. 200 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

24-Hour Number
503.940.7997
Key in your return phone number or leave a voice message for an immediate call back.
The biggest funeral regret

Mom’s funeral was generic and ordinary, not at all a true reflection of her life. We all felt empty afterwards.

It’s hard enough losing someone you love. It’s worse if the way you say goodbye is ordinary. Generic.

That’s not how you want it to go, but there seem so few options for creative expression and personal touches. Everything seems done to a template.

But your mom isn’t a template.

Nor is your son. Or husband. Friend. Wife. Mate. Uncle... They are one-of-a-kind people and should be farewelled in a way that reflects that truth.

It should be different, and with Great Goodbyes, it can be.

A new way to arrange a funeral

Great Goodbyes is here to inspire the creation of one-of-a-kind funerals, and to equip people with the knowledge and skills to plan unique farewells for the people they love.

Great Goodbyes is an online resource

• To help you find the funeral home that suits you best.
• To give you the tools to create a unique funeral on any budget
• To connect with a wide range of venues, caterers, florists, casket and urn suppliers
• To set up an honoring page for tributes and memories
• To read other funeral stories for ideas and inspiration

Don’t let your goodbye be ordinary

We get one chance to say goodbye. Great Goodbyes can help make that farewell as unique as the ones we love.

Go to greatgoodbyes.com

(Trauma Intervention Program NW cannot recommend nor endorse any business. Without their advertising support, this Citizen Resource Guide would not be possible.)
In our community, 1 in 17 children will have a parent or sibling die before they turn 18. Dougy Center serves these children, teens, young adults, and their adult family members through peer grief support groups in the Portland Metro area, including through virtual groups during the pandemic.

Dougy Center also provides resources and training world-wide to schools, organizations, and individuals seeking to assist children in grief.

Dougy Center’s services are completely free for families. We rely on the generosity of individuals, businesses, and foundations to support our programs.
COMMUNITY SERVICES

ALCOHOL/DRUGS

- Al-anon Information (Portland) 503-292-1333
- Al-anon Information (Vancouver) 360-693-5781
- Al-anon/Al-ateen Information Service 888-425-2666
al-anonportland@al-ateen.org
- Alcohol and Drug Hotline 503-244-1312
- Toll Free 800-923-4357
- Alcoholics Anonymous
  - Portland 503-233-8569
  - Vancouver 360-694-3870
  - aa.org
- Cocaine Anonymous 503-256-1666
cocainena.org
- Families Anonymous 800-736-9805
  - familiesanonymouos.org
- Narcotics Anonymous 503-345-9839
  - na.org
- Lifeline Connections for Clark County 360-397-8246
  - lifelineconnections.org
- Lines for Life - Alcohol and Drug Help 800-273-8255
  - or text “273TALK” to 839863
  - linesforlife.org
- National Helpline 800-662-HELP (4357)

ANIMAL ASSISTANCE

- Animal Aid 503-292-6628
  - animalaidpx.org
- Bonnie L. Hays Animal Shelter 503-846-7041
  - co.washington.or.us/HHS/AnimalServices/
- Clackamas County Animal Control 503-655-8628
  - clackamas.us/dogs/
- Dignified Pet Services/Tigard 503-885-2211
- Milwaukie 503-783-6115
dignifiedpetservices.com
- Dove Lewis Emergency Animal Hospital 24/7 & Pet Bereavement Groups 503-234-2061
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
  - multco.us/dcj-juvenile
- Oregon Humane Society 503-285-7722
  - oregonhumane.org
- Second Chance Companions 360-687-4569
  - sc pets.com
- SW Wash. Humane Society 360-693-4746
  - southwahumane.org

BEREAVEMENT

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

- Community Home Health and Hospice 360-425-8510
- Grief Support Services 360-703-0300
  - chhh.org
- Brief Encounters Message Phone 503-334-2564
  - Miscarriage, stillborn and newborn death
  - briefencounters.org
- Compassionate Friends 877-969-0010
  - and 503-307-8450
  - For parents who have lost a child of any age,
  - for any reason
  - compassionatefriends.org
- Douggy Center for Grieving Children 503-775-5683
  - Toll-free 866-775-5683
  - Bereavement support and counseling for children
  - dougy.org
- First Candle Grief Support Line 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
  - and 720-283-3339
  - Remembrance Photography
  - nowilaymedowntosleep.org

Parents of Murdered Children 503-656-8039
  - Bereavement support and counseling for children
  - pomc.org
- Sesame Street Bereavement
  - sesamestreet.communities.org/topics/grief
- Stepping Stones/Help 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.sbsonw.org
- Victims of Violent Crime and their Families & Friends 855-484-2846
  - victimsupportservices.org

BOARD UP/RESTORATION

- 1-800-Board-Up 800-262-7387
  - 1-800boardup.com
- BELFOR 503-408-8880
  - 24/7 Emergency Number 800-856-3333
  - belfor.com
- Cornerstone Disaster Repair 503-295-0108
  - cornerstone-repair.com
- F.I.R.E - Fire Industry Restoration Experts 503-305-7285
  - fi.rexperts.net
- ServPro of Gresham, Oregon City and Sandy 503-665-7752
  - servpro.com
- ServPro of NW Portland 971-234-0189
  - servpronwportland.com

BODY & ANATOMICAL DONATION

- Educational Body Donation 503-404-4114
  - educationalbodydonation.org
- OHSU Body Donation Program 503-494-8302
  - ohsu.edu/body-donation
- 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
  - Multidisciplinary prevention, medical evaluation,
  - and ongoing treatment of child abuse and neglect
  - caresnw.org
- Child Abuse Hotline 800-422-4453
  - childhelp.org
- Child Protective Services - Oregon 855-503-7233
- Child Protective Services - Washington 888-713-6115
- Douggy Center for Grieving Children 503-775-5683
dougy.org

- Meowhaus Cat Boarding and Assistance 503-281-0222
  - meowhaus.biz
- Oregon Humane Society 503-285-7722
  - oregonhumane.org
- Second Chance Companions 360-687-4569
  - secondchancecompanions.com
- SW Wash. Humane Society 360-693-4746
  - southwahumane.org

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- ohsu.edu/body-donation
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- Child Protective Services - Washington 888-713-6115
- Douggy Center for Grieving Children 503-775-5683
dougy.org

- Douggy Center for Grieving Children 503-775-5683
dougy.org
COMMUNITY SERVICES

Oregon Younline .................. 877-968-8491 or text “teen2teen” to 839863 OregonYouthline.org

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

Youth Hotline ................. 503-224-4339 Support and resources for foster, at-risk, and homeless youth aged 14-24 newavenues.org

COMMUNITY SUPPORT

CaringBridge caringbridge.org

Catholic Community Services 360-567-2211 ccssww.org

Household Item Pick Up ........ 855-503-7233 www.pickupplease.com

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

Clark County Victim Assistance ................ 564-397-2261 clark.wa.gov/prosecuting-attorney/victim-assistance

Legal Aid/Family Law ............... 503-224-4086 OregonLawHelp.org or LawHelp.org

Lutheran Community Services NW (Portland/Vancouver - Crime Victim Advocates) Portland ............. 503-924-2448 Vancouver .......... 360-694-5624

LCSNW.org

CRISIS SERVICES

Adult Mobile Crisis Intervention - Clark County (Community Services NW) .................. 800-626-8137
calltosafety.org

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

Rainiersprings.org

Washington State Coalition Against Domestic Violence WSCADV ...... 206-389-2515

Washington County Domestic Violence Resource Center/ Crisis Line .......... 503-469-8062 dvrc.or.org

West Women & Children’s Shelter (Salvation Army) ........ 503-731-3900 westwomens.salvationarmy.org

YWCA Vancouver .................. 360-696-0167 ywcaclarkcounty.org

YWCA Portland .................. 503-294-7400 ywcapdx.org

DOMESTIC VIOLENCE

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 (7233) thehotline.org

Call to Safety Crisis Line .......... 888-235-5333 calltosafety.org

Raphael House (collect calls ok) .......... 503-222-6222 raphaelhouse.com

SafeChoice Shelter (YWCA Vancouver) ........... 360-695-0501 Toll-free ............ 800-695-0167

Serves all genders

Washington County Domestic Violence Resource Center/ Crisis Line .......... 503-469-8062 dvrc.or.org

Washington State Coalition Against Domestic Violence WSCADV ...... 206-389-2515 wscadv.org

COMMUNITY RESOURCES

Catholic Charities .............. 503-231-4866 catholiccharitiesoregon.org/

Catholic 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 ccssww.org

City of Portland’s Community Safety Program ........ 503-823-4064 Helps organize support, advocates for community safety and resources

Clackamas County Urgent Mental Health Walk-in Clinic .......... 503-655-8585 Clackamas County, regardless of ability to pay or insurance plan 11211 SE 82nd Ave, Suite D, Happy Valley, OR clackamas.us/behavioralhealth/urgentmentalhealth

Oregon Dept. of Human Services ........ 503-945-5600 oregon.gov/dhs

Friendly House .............. 503-228-4391

Non-profit community center and social services agency friendlyhouse.orc

The Grief House .............. griefhouse.org Resources and community-building gatherings in which grief can be experienced

Neighborhood House .......... 503-246-1663

County youth and family service center, serves all of West Multnomah County nhpdx.org

Oregon Dept. of Mental Health Walk-in Clinic .......... 503-655-8585 Oregon Youthline ............. 503-968-8491 or text “teen2teen” to 839863 OregonYouthline.org

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

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CaringBridge caringbridge.org

Catholic Community Services 360-567-2211 ccssww.org

Household Item Pick Up ........ 855-503-7233 www.pickupplease.com

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

Clark County Victim Assistance ................ 564-397-2261 clark.wa.gov/prosecuting-attorney/victim-assistance

Legal Aid/Family Law ............... 503-224-4086 OregonLawHelp.org or LawHelp.org

Lutheran Community Services NW (Portland/Vancouver - Crime Victim Advocates) Portland ............. 503-924-2448 Vancouver .......... 360-694-5624

LCSNW.org

CRISIS SERVICES

Adult Mobile Crisis Intervention - Clark County (Community Services NW) .................. 800-626-8137
calltosafety.org

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 .............. 503-232-4444 Additional Portland Line ........ 503-291-9111

LifeLine Connections Wellness Center ............. 360-205-1222 lifelineconnections.org

DOMESTIC VIOLENCE

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 (7233) thehotline.org

Call to Safety Crisis Line .......... 888-235-5333 calltosafety.org

Raphael House (collect calls ok) .......... 503-222-6222 raphaelhouse.com

SafeChoice Shelter (YWCA Vancouver) ........... 360-695-0501 Toll-free ............ 800-695-0167

Serves all genders

Washington County Domestic Violence Resource Center/ Crisis Line .......... 503-469-8062 dvrc.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

YWCA Vancouver .................. 360-696-0167 ywcaclarkcounty.org

YWCA Portland .................. 503-294-7400 ywcapdx.org
**COMMUNITY SERVICES**

**EMERGENCY SUPPLIES**

American Red Cross - Portland .......................... 503-284-1234
American Red Cross - SW Washington .................... 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
www.franciscenterpdx.org

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

St. Vincent DePaul
Portland ........................................ 503-235-8431
svdpdx.org
Vancouver ........................................ 360-694-5388
svdpvancouverusa.com

Salvation Army
Portland .................................................. 971-340-4010
portland.salvationarmy.org
Vancouver ............................................... 360-892-9050
vancouver.salvationarmy.org

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

**HIV/AIDS**

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

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

Partnership Project ......................................... 503-230-1202
ohsu.edu/partnership-project

**HOSPITALS**

Doernbecher
Children’s Hospital ........................................ 503-346-0640
700 SW Campus Drive, Portland

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

Kaiser Sunnyside ........................................... 503-813-2000
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**

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

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

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

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

Oregon Law Center .......................................... 800-672-4919
oregonlawcenter.org

**LGBTQIA**

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

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

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

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

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

**MEDICAL EXAMINER**

Clackamas County ME Office ................................ 503-655-8380
Clackamas County ME Office ................................ 564-397-8405
Multnomah County ME Office ................................ 503-988-0055
Washington County ME Office ................................ 503-846-3575

**MENTAL HEALTH**

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

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

Casadcia ..................................................... 503-674-7777
casadciaabhc.org

Clackamas Crisis Line and
Urgent Walk-in Clinic ........................................ 503-655-8585
clackamas.us/behavioralhealth/urgentmentalhealth

Clark County Crisis Line .................................... 503-988-9560

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

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

**SENIORS**

Area Agency on Aging & Disabilities
Of Southwest Washington .......................... 888-637-6060
helpingelders.org

Alzheimer’s Association .................................. 800-272-3900
alz.org

**ONLINE FUNERAL SERVICES**

Great Goodbyes
greatgoodbyes.com

**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 ............................................. 503-823-0097

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
irco.org

El Programa Hispano
Catolico ....................................................... 503-669-8350
www.elprograma.org

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

Russian Oregon Social
Services (ROSS) ........................................... 503-777-3437
emoregon.org/ross/

**TRAUMA INTERVENTION PROGRAM NW**

CITIZEN RESOURCE GUIDE 7
COMMUNITY SERVICES

Clackamas County Aging and Disability Resources Collective ..........................503-650-5622
Elder Care .........................................800-677-1116 eldercare.acl.gov
Family Caregiver Support Program ......................................................503-988-3646
The Family Caregiver Support Program offers services that can take some of the burdens off of unpaid caregivers caring for someone
Oregon Elder Law ..................................503-284-6778 oregonelderlaw.com
Lutheran Community Services NW
Portland ...........................................503-231-7480
Vancouver .......................................360-694-5624
Multnomah County Aging and Disability Helpline (Gatekeepers) ......................503-988-3646 multco.us/ads/gatekeeper-program
Salvation Army / Silvercrest Senior Housing ........................................503-236-2320 portlandsilvercrest.salvationarmy.org
Senior Loneliness Line .................................................................503-200-1633 seniorlonelinessline.org

SEXUAL ASSAULT/RAPE

Call to Safety Crisis Line ........................................503-380-7200
Immediate Shelter Inquiries ................211 24 hr shelter line for MultCo, Mon-Fri, 8-6 for all other counties 211info.org
Youth Shelter Service Line ..........................503-380-7200 Overnight shelter for youth age 16-24
Ticket Home ........................................211 Resource for transportation back to family for homeless individuals, 211 does the screening process 211info.org
Vancouver Emergency Shelter ..........360-695-9677 councilforthehomeless.org

SIDS - SUDDEN INFANT DEATH SYNDROME

Brief Encounters ........................................503-334-2564 Support for Bereaved Parents of Pregnancy/Infant Loss briefencounters.org
First Candle ........................................503-200-7437 Support group for parents who have lost a child to SIDS firstcandle.org
Hayden’s Helping Hands Support/Funds for Stillborn Baby Hospital Bills haydenshelpinghands.com
Now I Lay Me Down To Sleep ..........877-834-5667 Remembrance Photography nowilaymedowntosleep.org

SHELTERS

Bradley Angle House for Women and Children ........................................503-281-2442 bradleyangle.org
Clackamas County Crisis Line and Urgent Walk-in Clinic .........................503-655-8585 clackamas.us/behavioralhealth/urgentmentalhealth
Clark County Crisis Line ........................................503-626-8137 clark.wa.gov/community-services/ clark-county-crisis-services

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.
- 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.
**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:

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<tr>
<th>Physical*</th>
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<tbody>
<tr>
<td>chills</td>
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<td>thirst</td>
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<td>grinding of teeth</td>
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<td>visual difficulties</td>
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<td>profuse sweating</td>
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<td>difficulty breathing</td>
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<td>confusion</td>
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<td>nightmares</td>
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<tr>
<td>uncertainty</td>
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<tr>
<td>hyper-vigilance</td>
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<tr>
<td>suspiciousness</td>
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<tr>
<td>intrusive images</td>
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<tr>
<td>blaming someone</td>
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<tr>
<td>poor problem solving</td>
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<tr>
<td>poor abstract thinking</td>
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<tr>
<td>poor attention/decisions</td>
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<tr>
<td>poor concentration/ memory</td>
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<tr>
<td>disorientation of time, place or person</td>
</tr>
<tr>
<td>difficulty identifying objects or people</td>
</tr>
<tr>
<td>heightened or lowered alertness</td>
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<tr>
<td>increased or decreased awareness of surroundings</td>
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<tr>
<th>Emotional</th>
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<tbody>
<tr>
<td>fear</td>
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<td>guilt</td>
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<td>grief</td>
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<td>panic</td>
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<td>denial</td>
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<td>anxiety</td>
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<td>agitation</td>
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<td>irritability</td>
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<td>depression</td>
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<td>intense anger</td>
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<td>apprehension</td>
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<td>emotional shock</td>
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<td>emotional outbursts</td>
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<tr>
<td>feeling overwhelmed</td>
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<tr>
<td>loss of emotional control</td>
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<tr>
<td>inappropriate emotional response</td>
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<tr>
<td>withdrawal</td>
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<tr>
<td>antisocial acts</td>
</tr>
<tr>
<td>inability to rest</td>
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<tr>
<td>intensified pacing</td>
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<tr>
<td>erratic movements</td>
</tr>
<tr>
<td>change in social activity</td>
</tr>
<tr>
<td>change in speech patterns</td>
</tr>
<tr>
<td>loss or increase of appetite</td>
</tr>
<tr>
<td>hyper-alert to environment</td>
</tr>
<tr>
<td>increased alcohol consumption</td>
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<tr>
<td>change in usual communications</td>
</tr>
</tbody>
</table>

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

DEALING WITH STRESS

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

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 “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
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 NW cannot recommend nor endorse any business. Without their advertising support, this Citizen Resource Guide would not be possible.)
OUR SERVICES:
Trauma Services
After Death Cleanup
Biohazard Cleanup
Suicide Cleanup
Homicide Cleanup
Unattended Death / Decomposition
Hoardig Cleanup
Reconstruction Services

Veteran Owned and Operated
We work with all insurance companies

971-232-3199
We cover all of Oregon and Washington

(Trauma Intervention Program NW cannot recommend nor endorse any business. Without their advertising support, this Citizen Resource Guide would not be possible.)
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.afsp.org

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.*

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<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 |
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?”)
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

When it’s important, we plan for it ahead of time.
Planning and paying for your life celebration in advance will give you and your family valuable peace of mind.

FREE planning guide: DignityMemorial.com

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Crime & Trauma Scene Cleaning

503-277-8763

24 / 7 Emergency Response
We can work with your insurance. We are here to help.

Bio-One Can Help
Bio-One is a local family-owned and operated business. Our crews are caring, experienced, and professional teams available when you need them most.

Services
- Biohazard
- Blood Cleanup
- Feces / Urine
- Undiscovered Death
- Suicide / Homicide
- Odor Removal
- Hoarding
- Virus Disinfection
- Sewage Backups

BioOnePDX.com
Info@BioOnePDX.com

(DignityMemorial.com cannot recommend nor endorse any business. Without their advertising support, this Citizen Resource Guide would not be possible.)
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.
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?

(Trauma Intervention Program NW cannot recommend nor endorse any business. Without their advertising support, this Citizen Resource Guide would not be possible.)
## DEATH CERTIFICATE

### REQUIRED INFORMATION FOR A DEATH CERTIFICATE

<table>
<thead>
<tr>
<th>Arrangements for:</th>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
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<tr>
<td>Date of Birth:</td>
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<td>Next of Kin/Responsible Party Name:</td>
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<tr>
<td>Method of Disposition:</td>
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</table>

### 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

### 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:  _______________


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.
**Office currently not open for in-person requests

Oregon: Vital Records Office
800 NE Oregon Records Street, Room 205
888-896-4988
Fax 971-673-1203

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 971-673-1203. 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 1.800.772.1213 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 the death of the deceased. The bank 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
800.356.4222

Washington
360.705.6705

INTERNAL REVENUE SERVICE
Contact the office of the IRS by calling 1.800.829.1040 or by going to their office or on the web at irs.gov
Oregon
1220 SW Third, Suite 272
Portland, OR 97204

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

Appointments (Ore./Wa.)..844.545.5640

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 .............. 564.397.2391
- Clackamas County ..... 503.655.8671
- Washington County .... 503.846.8741

OREGON PUBLIC EMPLOYEES RETIREMENT SYSTEM (PERS)
If the deceased 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

#### MULTNOMAH/CLACKAMAS COUNTY FUNERAL HOMES & SURROUNDING AREAS

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Advantage Funeral &amp; Cremation Services - Gateway</td>
<td>1515 NE 106th Avenue</td>
<td>Portland</td>
<td>97220 503-256-0606</td>
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<tr>
<td>Affordable Funeral Alternatives</td>
<td>135 NW 1st Street #2</td>
<td>Gresham</td>
<td>97030 503-618-9396</td>
</tr>
<tr>
<td>Aftercare Cremation &amp; Burial</td>
<td>1304 E. Powell Blvd.</td>
<td>Gresham</td>
<td>97030 503-760-3600</td>
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<tr>
<td>Alternative Burial and Cremation of Oregon</td>
<td>8970 SW Tualatin-Sherwood Road</td>
<td>Tualatin</td>
<td>97062 503-925-8685</td>
</tr>
<tr>
<td>Attrell's Newberg Funeral Chapel</td>
<td>207 Villa Road</td>
<td>Newberg</td>
<td>97132 503-538-2191</td>
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<tr>
<td>Attrell's Sherwood Funeral Chapel</td>
<td>16195 SW 1st Street</td>
<td>Sherwood</td>
<td>97140 503-625-6515</td>
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<tr>
<td>Bateman Carroll Funeral Home</td>
<td>520 W Powell Blvd.</td>
<td>Gresham</td>
<td>97030 503-665-2128</td>
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<tr>
<td>Canby Funeral Chapel</td>
<td>160 South Grant Street</td>
<td>Canby</td>
<td>97013 503-266-1144</td>
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<tr>
<td>Care Cremation Service (By Appointment Only)</td>
<td>10754 SE Hwy 212</td>
<td>Clackamas</td>
<td>97015 503-656-9177</td>
</tr>
<tr>
<td>Columbia Funeral Home &amp; Cremation Services</td>
<td>681 Columbia Blvd.</td>
<td>St. Helens</td>
<td>97051 503-397-1154</td>
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<tr>
<td>Cornerstone Funeral Services &amp; Cremation</td>
<td>18625 SE Bakers Ferry Road</td>
<td>Boring</td>
<td>97009 503-637-5020</td>
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<tr>
<td>Cornwell Wilsonville Funeral Chapel &amp; Cremation</td>
<td>29222 SW Town Ctr. Loop E</td>
<td>Wilsonville</td>
<td>97070 503-682-1177</td>
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<tr>
<td>Crown Memorial Center - Milwaukie</td>
<td>16475 SE McLoughlin Blvd.</td>
<td>Milwaukie</td>
<td>97267 503-653-7076</td>
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<tr>
<td>Crown Memorial Center - Portland</td>
<td>832 NE Broadway</td>
<td>Portland</td>
<td>97232 503-783-3393</td>
</tr>
<tr>
<td>Crown Memorial Center - Salem</td>
<td>275 Lancaster Dr. SE</td>
<td>Salem</td>
<td>97301 503-581-6265</td>
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<tr>
<td>Crown Memorial Center - Tigard</td>
<td>12995 SW Pacific Hwy</td>
<td>Tigard</td>
<td>97223 503-783-6869</td>
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<tr>
<td>Crown Memorial Center - Tualatin</td>
<td>8970 SW Tualatin-Sherwood Road</td>
<td>Tualatin</td>
<td>97062 503-885-7800</td>
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<td>Crown Memorial Center - Eastside</td>
<td>1433 SE 122nd Avenue</td>
<td>Portland</td>
<td>97233 503-783-6865</td>
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<tr>
<td>Donelson Funeral Chapel &amp; Cremation Services</td>
<td>1070 W Main St.</td>
<td>Hillsboro</td>
<td>97123 503-640-2277</td>
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<td>Duyck &amp; VanDeHey Funeral Home - Forest Grove</td>
<td>9456 NW Roy Rd.</td>
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<td>97116 503-357-8749</td>
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<tr>
<td>Duyck &amp; VanDeHey Funeral Home - Hillsboro</td>
<td>3615 NE John Olsen Pl.</td>
<td>Hillsboro</td>
<td>97124 503-645-2040</td>
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<td>Emily's Cremation &amp; Burial Services</td>
<td>16475 SE McLoughlin Blvd</td>
<td>Milwaukie</td>
<td>97267 503-652-3357</td>
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<td>Estacada Funeral Chapel</td>
<td>110 West 1st Avenue</td>
<td>Estacada</td>
<td>97023 503-630-3829</td>
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<td>Family Memorial Mortuary</td>
<td>1304 E Powell Blvd.</td>
<td>Gresham</td>
<td>97030 503-736-0102</td>
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<td>Finley Sunset Hills Mortuary</td>
<td>6801 SW Sunset Highway</td>
<td>Portland</td>
<td>97225 503-292-6654</td>
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<td>Fuiten, Rose &amp; Hoyt Funeral Home - Forest Grove</td>
<td>2308 Pacific Avenue</td>
<td>Forest Grove</td>
<td>97116 503-357-2161</td>
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<td>Gethsemani Funeral Home &amp; Catholic Cemetery</td>
<td>11666 SE Stevens Road</td>
<td>Happy Valley</td>
<td>97086 503-659-1350</td>
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<td>Gresham Memorial Chapel</td>
<td>257 SE Roberts</td>
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<td>97080 503-618-8176</td>
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<td>Heritage Memorial Cremation Service</td>
<td>6705 SE 14th Avenue</td>
<td>Portland</td>
<td>97202 503-231-1400</td>
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<tr>
<td>Hillside Chapel</td>
<td>1306 Seventh Street</td>
<td>Oregon City</td>
<td>97045 503-656-4285</td>
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<td>Holman-Hankins-Bowker &amp; Waud Chapel</td>
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<td>Holman's Funeral Service</td>
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<td>Hustad Funeral Home</td>
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<td>Portland</td>
<td>97086</td>
<td>503-771-1117</td>
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<td>Macy &amp; Son Funeral Home</td>
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<td>McMinnville</td>
<td>97128</td>
<td>503-472-6151</td>
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<td>Molalla</td>
<td>97038</td>
<td>503-829-2379</td>
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<td>Mt. Scott Funeral Home</td>
<td>4205 SE 59th Avenue</td>
<td>Portland</td>
<td>97206</td>
<td>503-771-1117</td>
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<td>National Cremation Service</td>
<td>9800 SW Shady Lane</td>
<td>Tigard</td>
<td>97223</td>
<td>503-598-9002</td>
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<td>Neptune Cremation Services</td>
<td>11211 SE 82nd, Ave, Suite N</td>
<td>Happy Valley</td>
<td>97086</td>
<td>971-206-5000</td>
</tr>
<tr>
<td>OMEGA Funeral &amp; Cremation Services</td>
<td>223 SE 122nd Avenue</td>
<td>Portland</td>
<td>97233</td>
<td>503-231-6030</td>
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<td>Oregon Cremation Company</td>
<td>11667 SE Stevens Rd.</td>
<td>Happy Valley</td>
<td>97086</td>
<td>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</td>
<td>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</td>
<td>503-644-1176</td>
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<tr>
<td>River View Cemetery Funeral Home</td>
<td>8421 S Macadam Avenue</td>
<td>Portland</td>
<td>97219</td>
<td>503-246-6488</td>
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<tr>
<td>Riverview Abbey Funeral Home</td>
<td>0319 SW Taylors Ferry Road</td>
<td>Portland</td>
<td>97219</td>
<td>503-244-7577</td>
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<tr>
<td>Rose City Cemetery &amp; Funeral Home</td>
<td>5625 NE Fremont Street</td>
<td>Portland</td>
<td>97213</td>
<td>503-281-3821</td>
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<tr>
<td>Sandy Funeral Home</td>
<td>39551 Pleasant Street</td>
<td>Sandy</td>
<td>97055</td>
<td>503-668-6015</td>
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<td>Skyline Memorial Garden Funeral Home and Cemetery</td>
<td>4101 NW Skyline Blvd.</td>
<td>Portland</td>
<td>97229</td>
<td>503-292-6611</td>
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<tr>
<td>Solace Cremation</td>
<td>909 NW 19th Ave, Suite E</td>
<td>Portland</td>
<td>97209</td>
<td>503-549-4900</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</td>
<td>503-356-1000</td>
</tr>
<tr>
<td>Stehn's Family Chapels- Milwaukie Tribute Center</td>
<td>2906 SE Harrison Street</td>
<td>Milwaukie</td>
<td>97222</td>
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<tr>
<td>Sunnyside Little Chapel of the Chimes</td>
<td>11667 SE Stevens Rd.</td>
<td>Happy Valley</td>
<td>97086</td>
<td>503-659-1184</td>
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<tr>
<td>Terry Family Funeral Home</td>
<td>2337 N Williams Ave</td>
<td>Portland</td>
<td>97227</td>
<td>503-249-1788</td>
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<tr>
<td>Threadgill's Memorial Services</td>
<td>4815 SW Jamieson Road</td>
<td>Beaverton</td>
<td>97005</td>
<td>503-526-3952</td>
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<tr>
<td>Valley Memorial Park and Valley Park Funeral Home</td>
<td>3929 SE Tualatin Valley Hwy</td>
<td>Hillsboro</td>
<td>97123</td>
<td>503-648-5444</td>
</tr>
<tr>
<td>Westside Cremation</td>
<td>12725 SW Millikan Way Ste 300</td>
<td>Beaverton</td>
<td>97005</td>
<td>503-640-9045</td>
</tr>
<tr>
<td>Wilhelm's Portland Memorial Funeral Home</td>
<td>6705 SE 14th Ave.</td>
<td>Portland</td>
<td>97202</td>
<td>503-236-4141</td>
</tr>
<tr>
<td>Willamette National Cemetary</td>
<td>11800 SE Mt. Scott Blvd</td>
<td>Portland</td>
<td>97202</td>
<td>503-273-5250</td>
</tr>
<tr>
<td>Young's Funeral Home</td>
<td>11831 SW Pacific Highway</td>
<td>Tigard</td>
<td>97223</td>
<td>503-639-1206</td>
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FUNERAL HOMES

Zeller Chapel of the Roses
2107 NE Broadway
Portland 97232 503-287-1155
www.zellerchapeloftheroses.com

CLARK COUNTY & SURROUNDING AREA FUNERAL HOMES

All County Cremation and Burial Services
605 E Barnes Street #206
Vancouver 98661 360-718-7948
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www.cascadiacremation.com

Davies Cremation and Burial
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Vancouver 98663 360-693-1036
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Evergreen Memorial Gardens Cemetery,
Funeral Chapel & Crematory
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Vancouver 98684 360-892-6060
www.evergreenmemorialgardens.com

Evergreen Staples Funeral Chapel
3414 NE 52nd Street, Suite 101
Vancouver 98661 360-693-3649
www.evergreenstaples.com

Hamilton-Mylan Funeral Home, Inc.
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Vancouver 98660 360-694-2537
www.hamiltonmylan.com

Layne’s Battle Ground Funeral Home
16 NE Clark Avenue
Battle Ground 98604 360-687-3143
www.laynesfuneralhome.com

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

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

Straub’s Funeral Home Columbia River Cremation
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