

Trauma Intervention Programs, Inc.

Compassion in Action



Lane County

Resource Guide

[www.TIPLane County.org](http://www.TIPLaneCounty.org)

(541) 286-6416

Lane County Chapter



24-Hour **Non-Emergency** Assistance
(541) 286-6416

Please give us feedback at:

www.tiplanecounty.org/feedback.php



To learn more about helping others after a tragedy, go to:

www.whentragedystrikes.org

www.TIPNational.org



TIP Founded in 2023, Trauma Intervention Program of Lane County is a group of local specially trained, screened, and certified volunteers who provide emotional first aid and practical support in the first few hours following a tragedy or traumatic event. Volunteers are called to the scene by first responders and hospitals. TIP Volunteers are available 24 hours a day 365 days a year.

Trauma Intervention Programs, Inc. is a national non-profit organization. **Services are provided free of charge** and made possible by donations from local governments, hospitals, businesses, and individuals.

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COPING AFTER A TRAGEDY

DEALING WITH LOSS

Loss from a tragedy or traumatic event can take many forms. It might involve the loss of a loved one, a home, or a pet. It could involve a life-changing injury or illness. It might involve the loss of a sense of safety and security when a crime has been committed. Although our information generally reflects the death of a loved one, your emotional responses and the recommendations regarding your health and wellbeing can apply to all categories of traumatic loss.

- **The first response to your loss may be emotional shock.** You may feel numb and like the situation is unreal. You may have moments of disbelief that your loved one is really gone. Others may want you to quickly “accept reality and get on with your life.” Don’t be hurried. There is no timetable. Accepting the reality of your loss is usually a slow and gradual process.
- **Be involved in burial and funeral planning.** Take the time to explore the many options available to you. Plan a service that is meaningful and special to you and your family. There are no hard and fast rules.
- **Delay major decisions.** Until you have recovered from the initial turmoil following a death, major decisions should be delayed.
- **Accept your feelings.** You may find yourself experiencing a “roller coaster” of feelings for weeks and months after the loss. Don’t try to escape these feelings. They are normal. Going through these emotions is a part of the healing process. These emotions might include:
 - ✓ Anger: You may blame yourself, a family member, the deceased, or God for the loss (“Why me?!”)
 - ✓ Guilt: “If only I had done...”
 - ✓ Depression: You may feel unable to perform even basic daily tasks. You may feel “Why bother?”
- **Keep a journal.** It may help to write down how you are feeling. Re-reading it can help you see the healing that is taking place.
- **Maintain a healthy lifestyle.** Try to maintain a quiet and safe routine. Eat regular healthy meals, take your medications, and make sure to get enough exercise and sleep.

- **Seek Help from Others.**
 - ✓ **Friends and Family.** Talking to those outside of the immediate family may help you express your feelings without blaming those closest to you.
 - ✓ **Professional Help:** Seek professional help if despair and worthlessness persist, if your family relationships are deteriorating, or if you continue to blame yourself for what happened.
 - ✓ **Support Groups:** There are support groups where you can receive support from others who have lost a loved one in similar circumstances.
- **Nurture Yourself.** On a daily basis, do something good for yourself. Exercise can be very helpful. Maintain simple routines.
- **Hope and Healing:** It may take time and work, but you can survive a terrible loss. You will always have memories of the loss of a loved one, but you can live your life in the future with joy and perhaps with a new understanding and purpose.

COMMON REACTIONS FOLLOWING A TRAUMATIC EVENT

It is common for people who have been closely involved in a crisis or traumatic situation to experience unusual emotional detachment in order to cope and function. Some other typical reactions might include:

- ◆ Irritability/anger
- ◆ Preoccupation with the event and one's role in it
- ◆ Depression
- ◆ Guilt
- ◆ Anxiety
- ◆ Emotional "numbness"
- ◆ Silence/withdrawal
- ◆ Sleep disturbances/nightmares
- ◆ Change in personal work habits
- ◆ Poor concentration
- ◆ Difficulty in making decisions
- ◆ Memory problems
- ◆ Difficulty with details.

DEALING WITH YOUR EMOTIONS – RESOLVING GRIEF

- 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.
- Accept the fact that you have been an unwilling participant in a traumatic event and accept the feelings that result. Remember, others may not validate your feelings. In fact, they may minimize your experience by saying things like, “You were only a witness,” or “You were really lucky,” or “It’s been two weeks. Why are you still bothered?”
- Avoid alcohol, drugs, or overeating as ways to cope. These behaviors will only make matters worse.
- Maintain normalcy. Go about your daily routines and take care of business.
- Attempt to understand what happened by getting the facts.
- Talk about the event and write about it.
- Combat any guilt you might have by:
 - ✓ Accepting your sense of guilt as normal.
 - ✓ Talking to others about your role and their role during the event; you are probably not alone in your reaction to this event.
 - ✓ Realize you experienced trauma and are not a trained rescuer.
 - ✓ Recognize what you “did right.”
 - ✓ Recognize the extenuating circumstances related to the event, such as the suddenness or the danger.
- Help others in your family or group.
- Reach out to support those who are particularly traumatized. Take time to talk, and to reminisce.
- Respect each other’s way of coping. Don’t criticize them by judging their individual coping style. Let the “grievers” grieve and allow the “doers” to do.
- Bereavement groups provide an opportunity to share grief with others who have experienced a similar loss.
- **If the healing process becomes too overwhelming, seek professional help.**

HELPING CHILDREN GRIEVE

- **Tell children the truth about what happened**, in a language they can understand for their age. Answer their questions in a straightforward manner. They often sense when you are not telling them important information. Let children participate in the family sorrow and in grieving rituals. It is an important learning process. Protect the child from imagined guilt, such as, “I was bad – it was my fault.” Provide much love and reassurance, especially that you and others will still protect and love them.
- Reassure the child that he/she will be taken care of, loved, and cherished as before. The greatest fear of the bereaved child is that of being abandoned and deserted.
- Touch, hold and hug the child. Non-verbal communication is the most powerful and direct way of telling the child that you care.
- Explain to the child that the parent did not intend to die nor did the parent want to die. The child needs to be assured that his or her parent did not intentionally desert the child.
- Explain that it was not the child's fault that the parent died. Young children often believe they possess magic power, and through the power of such thought the child actually brought about their parent's death. The child may need help to relieve this burden of guilt.
- Encourage the child to ask questions about anything that is on his or her mind. Do this on many occasions.
- Answer the child's questions simply, directly, and honestly. Children are quick to sense deceptions and may come to distrust adults.
- Allow the child the option of participating in the funeral. Describe the proceedings in detail beforehand. The funeral has an important cultural, religious, and therapeutic function for the family, and the child is a member of that family. Excluding them may make them feel abandoned.
- Be tolerant. It is normal for a child confronting a major crisis to regress to levels below his or her present level of maturity.
- Encourage the child to express his or her feelings and thoughts.
- It is OK to let children see your tears and cry with them in a shared experience.

Tips, activities and videos to help you and your child deal with grief:

<https://sesamestreetincommunities.org/topics/grief/>

HELPING CHILDREN DEAL WITH SUICIDE

In dealing with children when the trauma involves suicide, the following suggestions may be helpful:

- It is important to be honest with your children. Give the correct information in a loving, compassionate way.
- The explanation should be clear and direct. **Be careful not to over explain.**
- **Listen carefully.** Answer their questions truthfully and be consistent in telling the truth about suicide.
- Talk about the deceased family member.
- Discuss better ways than suicide to handle problems.
- Tell all your children – even the younger ones.
- Encourage children to share their grief with those at home and with trusted persons outside the family.
- Teach your children to be selective about who they tell the story of suicide.
- You can help your children grieve by letting them see your tears, by crying with them, and by letting them know that it's okay to be upset.
- Have a positive attitude toward your children.
- Be aware of your children's possible feelings of guilt. Assure them that it wasn't their fault.
- Children need to know that suicide is an individual matter. Even if family members do it, they can still choose not to.
- Children may experience all of the many emotions and phases of grief.

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HOPE FOR BEREAVED, INC.
4500 Onondaga Blvd.
Syracuse, NY 13219

SUGGESTIONS FOR FAMILIES DEALING WITH SUICIDE

It is important to sit down together to talk, cry, rage, feel guilty and even to 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're 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 actively listen. Let other family members have an opportunity to talk.
- Be sure to hug and touch each other at every opportunity.
- If depression, grief, or problems in your family are getting out of control, seek the advice of a counselor.
- Recognize that anniversaries, birthdays, and special holidays will be difficult for the family and each member of the family.
- Remember you can't help anyone if you are falling apart. Do what you can do, get help for what you can't do, and trust that your life will improve.
- Studies show that a bereaved person's self-esteem is extremely low. Survivors should work on their image of themselves and help each family member to think and feel good about themselves.

EMOTIONAL FIRST AID

HELPING THE EMOTIONALLY INJURED AFTER A TRAGEDY

Reach Out Physically

- Position yourself at the client's side and at his level.
- Touch – unless the client pulls away.
- Use a soft voice.
- Use the client's name.

Reach Out Emotionally

- Ask the client how he/she is feeling.
- Acknowledge the client's experience.
- Don't minimize the client's experience (i.e., "You'll be OK").

Don't overlook the quiet clients. Many clients after a tragic event are stunned and may appear unaffected. Remember that many people can be affected by a tragic event, such as witnesses, rescuers, children, or friends who come later.

- Don't overlook these "invisible" clients.
- When you suspect someone is affected by a tragic event, reach out with caring and curiosity – "How are you?"

Protect the client from making impulsive decisions. Most major decisions can wait until the client is thinking clearly.

- Protect the client from being victimized by others who may not have the best interest of the client in mind.
- Provide for the client's physical needs – food, medicine, water, warmth, a safe place.

Reassure. Many clients have an urgent need for information after a tragic event – "What happened?"; "Why?" – Assist the client in getting the information he needs. The client may need an Information Advocate.

- Clients often blame themselves for the crisis event. Help a guilty client gain perspective by asking him to tell you the "whole story."
- Try to gently point out to the client what he did correctly before, during or after the tragic event.

Organize. Clients are often paralyzed after a tragic event and often lose their capacity to deal with all of the new demands created by the tragedy. Assist the client in developing a simple plan. Suggest – “Let’s focus on what needs to be done now.”

Reinforce the actions which the client is taking or wants to take to emotionally survive the tragic event. The client will struggle to find something or someone to hold onto in the first few hours. You may need to “clear the way” so that what the client wants to do he is able to do.

Summary: In the first few hours after a tragic event, the client is often surrounded by people who have “a job to do” or who have opinions about what the client should or shouldn’t do. The primary goal of the person providing Emotional First Aid is to enable the client to act according to his wishes, values, and beliefs and not according to what others think should be done.

- Do not “over care” or do too much for the client. Remember that the primary psychological challenge for the client is to be encouraged to make decisions and take action in his own behalf.
- Finally, a broken heart cannot be “fixed.” Don’t try! A caring presence is what you can offer someone who is emotionally devastated. Just being there is very powerful and will be experienced by the client as very helpful.

WHAT SHOULD I SAY AND NOT SAY?

IT IS USUALLY HELPFUL TO SAY:

- I'm so sorry.
- What happened?
- This must be very difficult for you.
- Can you share with me how you are feeling?
- It's OK to feel ...

Often, people are uncomfortable with the client's emotional pain, and they try to use clichés to make things better. In fact, these statements can often make people feel even worse.

IT IS NOT USUALLY HELPFUL TO SAY:

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

HOW YOU CAN HELP LATER

There is much you can do to help in the days and weeks that follow a traumatic loss. The following suggestions demonstrate the kinds of attitudes, words, and acts that are truly helpful.

The importance of such help can hardly be overstated. Bereavement can be a life-threatening condition, and your support may make a vital difference in the mourner's eventual recovery.

Perhaps you do not feel qualified to help. You may feel uncomfortable and awkward. Such feelings are normal – don't let them keep you away. If you really care for your sorrowing friend or relative, if you can enter a little into his or her grief, then you are qualified to help. In fact, the simple communication of the feeling of caring is probably the most important and helpful thing anyone can do.

- Get in touch. Place a phone call and speak either to the mourner or to someone close and ask when you can visit and how you might help. Even if much time has passed, it's never too late to express your concern.
- Say little on an early visit. In the initial period (before burial), your brief embrace, your press of the hand, your few words of affection and feeling, may be all that is needed.
- Avoid clichés and easy answers, "*He is out of pain*" and "*Aren't you lucky that...*" are not likely to help. A simple "*I'm sorry*" is better.
- Be yourself. Show your natural concern and sorrow in your own way and in your own words.
- Keep in touch. Be available. Be there. If you are a close friend or relative, your presence might be needed from the beginning. Later, when close family may be less available, a friend's visit and phone call can be very helpful.
- Attend to practical matters. Find out if you are needed to answer the phone, usher in callers, prepare meals, clean the house, care for the children, etc. This kind of help lifts burdens and creates a bond. It might be needed well beyond the initial period, especially for the surviving spouses.
- Encourage others to visit or help. Usually, one visit will overcome a friend's discomfort and allow him or her to contribute further support. You might even be able to schedule some visitors so that everyone does not come at once in the beginning and fails to come at all later.



- Accept silence. If the mourner doesn't feel like talking, don't force conversation. Silence is better than aimless chatter. The mourner should be allowed to lead.
- Be a good listener. When suffering spills over into words, you can do the one thing the bereaved needs above all else at that time – you can listen. Is she emotional? Accept that. Does he cry? Accept that too. Is she angry at God? God will manage without your defending him. Accept whatever feelings are expressed. Do not rebuke. Do not change the subject. Be as understanding as you can be.
- Do not attempt to tell the bereaved how he or she feels. You can ask (without probing), but you cannot know, except as you are told. Everyone, bereaved or not, resents an attempt to describe his feelings. To say, for example, "You must feel relieved now that he is out of pain," is presumptuous. Even to say, "I know just how you feel," is questionable. Learn from the mourner, do not instruct.
- Do not probe for details about the death. If the survivor offers information, listen with understanding.
- Comfort children in the family. Do not assume that a seemingly calm child is not sorrowing. If you can, be a friend to whom feelings can be confided and with whom tears can be shed. In most cases, incidentally, children should be left in the home and not shielded from the grieving of others.
- Avoid talking to others about trivia in the presence of the recently bereaved. Prolonged discussion of sports, weather, or stock market, for example, is resented, even if done purposely to distract the mourner.
- Allow the "working through" of grief. Do not whisk away clothing or hide pictures. Do not criticize seemingly morbid behavior. Young people may repeatedly visit the site of the fatal accident. A widow may sleep with her husband's pajamas as a pillow. A young child may wear his dead sibling's clothing.
- Personal letters or notes can be very helpful. If you find an appropriate sympathy card, you might add a personal note that shares your love for and memories of the one who died. Your note or letter might be read and cherished many times.
- Encourage the postponement of major decisions. Whatever can wait should wait until after the period of intense grief.
- In time, gently draw the mourner into quiet outside activity. He may lose the initiative to go out on his own.

- When the mourner returns to social activity, treat him or her as a normal person. Avoid pity – it destroys self-respect. Simple understanding is enough.
- Acknowledge the loss, the change in the mourner's life, but don't dwell on it.
- Be aware of needed progress through grief. If the mourner seems unable to resolve anger or guilt, for example, you might suggest a consultation with a member of the clergy or other trained counselor.

A final thought: Helping must be more than following a few rules. Especially if the bereavement is devastating and you are close to the bereaved, you may have to give more time, more care, more of yourself than you imagined. And you will have to perceive the special needs of your friend and creatively attempt to meet those needs. Such commitment and effort may even save a life. At the least, you will know the satisfaction of being truly and deeply helpful.

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FOR ADDITIONAL SUPPORT MATERIALS PLEASE VISIT:

WWW.WHENTRAGEDYSTRIKES.ORG

LANE COUNTY DEATH INVESTIGATIONS

A Division of the Lane County District Attorney's Office

125 E 8th Avenue, Room 400, Eugene, OR 97401

(541) 682-4261

What is the role of the Medical Examiner and why is the Death Investigation Division's office involved in my loved one's death?

Pursuant to ORS 146.090, the Death Investigations Division shall investigate and certify the cause and manner of death in circumstances such as apparent homicide, suicide, accident or after an injury, suspicious or unknown circumstances, unlawful use of a controlled substance, or while not under the care of a physician.

Is an autopsy necessary?

The State medical examiner determines if an autopsy or external exam is warranted.

What is an autopsy?

An autopsy is an examination of the deceased performed by a medical doctor. This examination is a surgical procedure that is carried out with the utmost professionalism and within the standards of competent medical practice.

Are there any Medical Examiner fees?

Public funds cover examination costs.

What do I do now?

Contact the funeral home of your choice. Funeral directors are familiar with the operation of the Death Investigation Division and can assist you in making all arrangements.

When can I have the funeral?

The Death Investigation examination should not delay your funeral plans. The Medical Examiner will complete their investigation as soon as possible (typically with 24-48 hours).

What is required for the Medical Examiner to release the remains & personal property?

The mortuary must provide the Medical Examiner with a release form signed by the "legal next of kin".

Will we know the “cause of death” soon after the autopsy?

Absolutely. If you contact the Death Investigations Division a day or two following the examination, preliminary results should be available.

Will I be able to get copies of the Death Investigations Division reports?

Copies of examination and investigation reports are available through the State Medical Examiner’s Office in Portland at (971) 673-8200 once the investigation is complete and the death certificate is signed.

How can I obtain a certified copy of the death certificate?

Death Certificates are available by mail or in person through Lane County Vital Records from date of death until 6 months, for deaths which occurred in Lane County. After 6 months, Death Certificates must be ordered from Oregon State Vital Records, in Portland.

LANE COUNTY VITAL RECORDS

151 W 7th Ave., Room 520, Eugene OR 97401

Phone (541) 682-4045

Email: vitalrecords@lanecountyor.gov

Requests should include: a complete order form, (available on www.lanecounty.org website) a copy of photo identification, and payment in the form of money order or check. Valid photo ID must include current address. If photo ID does not include correct address, further proof of address must be included.

Requests submitted by mail should be sent to:

Lane County Vital Records, 151 W. 7th Avenue #520, Eugene, OR 97401

Orders can be emailed to: vitalrecords@lanecountyor.gov

These requests should include: a complete order form, a copy of photo identification, and a valid phone number. Valid photo ID must include current address. Payment will be processed by telephone.

Requests made in person:

Monday by appointment only, and Tuesday-Friday 10am - noon open for walk-ins. Call for appointments (541) 682-4045.

CONTACTING HOSPITALS, POLICE AND FIRE HOSPITALS

McKenzie-Willamette Medical Center
.....(541) 726-4400
1460 G Street, Springfield, OR 97477

PeaceHealth Sacred Heart Medical Center at Riverbend
.....(541) 222-7300
3333 RiverBend Drive, Springfield, OR 97477

PeaceHealth Sacred Heart Medical Center University District
.....(541) 686-7300
1255 Hilyard Street, Eugene, OR 97401

PeaceHealth Peace Harbor Medical Center
.....(541) 997-8412
400 Ninth Street, Florence, OR 97439

PeaceHealth Cottage Grove Medical Center
.....(541) 767-5500
1515 Village Drive, Cottage Grove, OR 97424

POLICE / SHERIFF / FIRE

EMERGENCY

911

NON-EMERGENCY

Lane County Sheriff's Office.....(541) 682-4150

TTY(541) 682-4150 Option 1

Eugene Police Department.....(541) 682-5111

Springfield Police Department(541) 726-3714

TDD(514) 726-2286

Oregon Relay Service(800) 676-4290

<https://www.oregonrelay.com/>

Providing clear communication and simple phone connections between people who are deaf, deaf-blind, hard-of-hearing, speech-disabled, or hearing.

FIRE – SUPPORT SERVICES

Lane County Emergency Manager(541) 682-6999

Eugene Springfield Fire EMS(541) 682-7104

Eugene Springfield Fire Department(541) 682-7100

Lane Fire Authority.....(541) 935-2226

Oakridge Fire Department(541) 782-2416

South Lane County Fire and Rescue(541) 942-4493

Western Lane Ambulance Service(541) 997-9614

TAKING CARE OF DETAILS AFTER A FIRE

WHAT TO DO:

- **CONTACT YOUR INSURANCE COMPANY IMMEDIATELY TO REPORT YOUR LOSS. THEY WILL SEND AN ADJUSTER TO DISCUSS YOUR SITUATION.**
- Protect your property from further damage, weather, vandalism, and theft.
- Arrange for board-up if necessary to prevent entry of intruders or rain. Lock outside doors.
- Contact your local Disaster Relief Services (American Red Cross (541) 344-5244) for immediate help for any essential needs. Emergency relief is provided regardless of income.
- Remove your pets (especially birds) to a cleaner and safer environment.
- Remove any valuables remaining in the building if you plan to leave the site of the fire. Try to locate and take the following items:
 - Identification
 - Medication subject to smoke, heat or water should be replaced.
 - Eyeglasses, hearing aids, prosthetic devices and other personal aids.
 - Insurance policies, check books, credit cards, savings account records, money and jewelry, etc.
- Contact your local police. They will keep an eye on your property during your absence.
- Notify the following parties of your situation and where you are locating:
 - Insurance agent or adjuster
 - Family and friends
 - Mortgage company
 - Employer
 - Children's school
 - Post Office
 - Newspaper
 - Local Fire Department
 - Utilities
 - DMV
 - Banks
 - Credit Card Companies

- If you are the tenant, contact the manager, the owner or the owner's insurance agent. It is their responsibility to prevent further damage. Make sure your personal belongings are secure, either in building or have them moved to another location.
- Begin collecting receipts whether you are insured or not.
- Make sure all utilities are turned off – water, at the valve, gas at the meter, and electricity at the meter. **DO NOT** use any utility until it has been inspected by the utility company or by a competent professional.

WHAT NOT TO DO:

- **Do Not** sign anything immediately after property damage to home or business. Take time to read thoroughly all forms or work orders.
 - **Do Not** give anyone carte blanche for any repairs or work to be done. Get an estimate.
 - **Do Not** leave the site until it is secured.
 - If you have a fire safe, **DO NOT open immediately**, even if there are important documents inside. The safe may explode or the contents ignite.
- Do not throw away any damaged property until inventoried.**

DEALING WITH THE MEDIA – YOUR RIGHTS

- **You have the right to say “No” to an interview.**

Never feel that because you have unwillingly been involved in an incident of public interest that you must personally share the details and/or your feelings with the general public. If you decide that you want the public to be aware of how traumatic and unfair your victimization was, you do not automatically have to give up your right to privacy. By knowing and requesting respect for your rights, you can be heard and yet not violated.

- **You have the right to select the spokesperson or advocate of your choice.**

Selecting one spokesperson – especially in multiple-client cases – eliminates confusion and contradictory statements. You also have the right to expect the media to respect your selection of a spokesperson or advocate.

- **You have the right to select the time and location for media interviews.**

Remember, the media is governed by deadlines. However, nobody should be subjected to a reporter arriving unannounced at the home of a client. When you are traumatized, your home becomes your refuge. If you wish to protect the privacy of your home, select another location such as a church, meeting hall, office setting, etc. It helps if you are familiar and comfortable with the surroundings.

- **You have the right to request a specific reporter.**

As a consumer of daily news, each of us identifies with or respects a reporter whom we may never have met. We often form personal opinions about reporters whom we feel are thorough, sensitive, compassionate, and objective. If a newspaper, radio station, or television station contacts you for an interview, don't hesitate to request the reporter you feel will provide accurate and fair coverage of your story.

- **You have the right to refuse an interview with a specific reporter even though you have granted interviews to other reporters.**

You may feel that certain reporters are callous, insensitive, uncaring, or judgmental. It is your right to avoid these journalists at all costs. By refusing to speak to such reporters, you may help them recognize their shortcomings in reporting victim-related stories. However, recognize that the reporter may write the story regardless of your participation.

- **You have the right to say “No” to an interview even though you have previously granted interviews.**

It's important to recognize that clients often ride an “emotional roller coaster.” You may be able one day to talk with a reporter and be physically or emotionally unable to do so the next. Clients should never feel “obliged” to grant interviews under any circumstances.

- **You have the right to release a written statement through a spokesperson in lieu of an interview.**

There may be times when you are emotionally incapable of speaking with the media, but you still wish to express your point of view. Writing and distributing your statement through a spokesperson allows you to express your views without personally granting interviews.

- **You have the right to exclude children from interviews.**

Children already suffering from the trauma of crime are often re-traumatized by exposure to the media. Children often lack the means to verbalize their emotions and may be misinterpreted by both the media and the public. You have a responsibility to protect the interest of children at all costs!

- **You have the right to refrain from answering any questions with which you are uncomfortable or that you feel are inappropriate.**

You should never feel you have to answer a question just because it's being asked.

- **You have the right to know in advance what direction the story about your victimization is going to take.**

You have the right to know what questions reporters will ask you, along with the right to veto any questions. This places you in a partnership with the reporter who is covering the story.

- **You have the right to ask for review of your quotations in a storyline prior to publication.**

Articles are reviewed and revised by editors who have neither seen nor spoken to you. All too often, victims' statements and the intended impact of their remarks are misinterpreted or inaccurate. To protect your interests and the message you wish to convey, you have the right to request for a review of direct quotations attributed to you in the storyline.

- **You have the right to avoid a press conference atmosphere and speak to only one reporter at time.**

At a time when you are in a state of shock, a press conference atmosphere with numerous reporters can be confusing and emotionally draining. If a press conference is absolutely unavoidable, you have the right to select one reporter to ask questions for the majority present.

- **You have the right to demand a retraction when inaccurate information is reported.**

All news mediums have methods of correcting inaccurate reporting or errors in stories. Use these means to correct any aspect of media coverage which you feel is inaccurate.

- **You have the right to ask that offensive photographs or visuals be omitted from airing or publication.**

If you feel that graphic photographs or visuals are not the best representation of you or your loved ones, you have the right to ask that they not be used.

- **You have the right to conduct a television interview using a silhouette or a newspaper interview without having your photograph taken.**

There are many ways for reporters to project your physical image without using your photograph or film footage of you, therefore protecting your identity.

- **You have the right to completely give your side of the story related to your victimization.**

If you feel that a reporter is not asking questions which need to be addressed, you have the right to give a personal statement. And if the alleged or convicted offender grants interviews which are inaccurate, you have the right to publicly express your point of view.

- **You have the right to refrain from answering reporters' questions during trial.**

If there is any chance of jeopardizing your case by interacting with the media during judicial proceedings, you have the right to remain silent.

- **You have the right to file a formal complaint against a reporter.**

A reporter's superior would appreciate knowing when his or her employee's behavior is unethical, inappropriate or abusive. By reporting such behavior, you will also protect the next unsuspecting victim who might fall prey to such offensive reporters or tactics.

- **You have the right to grieve in privacy.**

Grief is a highly personal experience. If you do not wish to share it publicly, you have the right to ask reporters to remove themselves during times of grief.

- **You have the right to suggest training about media and victims for print and electronic media in your community.**

Resources are available to educate media professionals about victims, how to deal with victims, and how to refrain from traumatizing victims. You will be suggesting a greatly needed public service to benefit not only victims and survivors, but all members of the community who interact with the media.

You have the right at all times to be treated with dignity and respect by the media.

HANDLING ESTATES

A GUIDE FOR SURVIVORS WHEN DEATH OCCURS

Practical Considerations

The death of a spouse or loved one is a very difficult time. Yet even during this period of grief and emotional readjustments, important financial arrangements must be made. Some attention may have been focused on these items prior to a death. This guide, however, was developed to help you prepare for and handle the many details which must be attended to, whether or not any prior arrangements were made. We hope the following information will help to guide you through the many decisions which need to be made and actions which need to be taken in the first few months after death.

Not all of the following items may be related to your situation. Also, whenever possible, do let other members of your family or family friends help and take over some of these tasks.

Practical Considerations for Funeral or Memorial Services

- Decide on the time and place.
- Make a list of immediate family, close friends, and employer or business colleagues. Notify each by phone.
- Write an obituary. Normally, the mortuary does this, but you may wish to consult with them. Include age, place of birth, occupation, college degrees, memberships held, military service, outstanding work, list of survivors in immediate family. Give the time and place of services.
- If flowers are to be omitted, decide on appropriate memorial to which gifts may be given (a church, library, school, or charity).
- Select pall bearers and notify them.
- Arrange for family members or close friends to:
 - Take turns answering the door or phone, keeping careful records of calls.
 - See to the needs of visiting relatives and friends.
 - Make appropriate plans for any childcare.
 - Coordinate special needs of the household (e.g., cleaning, grocery shopping, etc.) that might be done by friends.

Considerations for After Funeral or Memorial Services

- 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 written notes, printed acknowledgements, or some of each).
- If the deceased was living alone, notify utilities and landlord, cancel newspaper subscriptions, and tell the post office where to send mail. **Take precautions against thieves.**

PAPERS AND CERTIFICATES

Copies of the Death Certificate

You will need to give copies of the death certificate to many of the offices or agencies you contact. You can purchase certified copies of the death certificate through your funeral director or directly from the county Health Department. There will usually be a charge per certificate. You may save money by using a photocopy, when possible, but many companies will require a certified copy. For most circumstances, you initially will want 6-8 copies, but you may need more later.

Insurance Policies

The deceased may have had several types of insurance policies. These could include:

- Mortgage or loan insurance
- Life insurance
- Accident insurance (if applicable)
- Auto insurance (if applicable)
- Credit card insurance
- Various types of insurance provided by the employer of the deceased.

Notify insurance companies, including automobile insurance, of immediate cancellation and request any refund.

The proceeds from an insurance policy can generally be paid directly to the named beneficiary. These claims are usually processed quickly and can be an important source of money for the survivors.

You should file claims for insurance policies as soon as possible, especially if finances are a concern. It is also important to check on the possibility of income for survivors from these same sources.

You may need to make a decision regarding the type of payment plan you desire. Your options might include taking the money in a lump-sum payment or having the insurance company make fixed payments over a period of time. The decision depends on your financial situation. You may want smaller fixed payments in order to have a steady income and to pay less tax on the money. Or you may want the full amount immediately to pay bills or to invest. You should consider consulting a lawyer or financial advisor about this decision.

Social Security

The deceased is considered to be covered by Social Security if he/she paid into Social Security for at least 40 quarters. Check with your local Social Security office to determine if the deceased was eligible. If the deceased was eligible, there are two types of possible benefits.

1. A death benefit of \$255 [in 2023] toward burial expenses is usually available. You can complete the necessary form at your local Social Security office, or you can ask the funeral director to complete the application and apply the payment directly to the funeral bill. This payment is made only to eligible spouses or to a child entitled to survivor's benefits.
2. Certain family members may be eligible to receive monthly benefits, including a/an:
 - ✓ Surviving spouse age 60 or older (age 50 or older if they have a disability).
 - ✓ Surviving divorced spouse, under certain circumstances.
 - ✓ Surviving spouse at any age who is caring for the deceased's child who is under age 16 or has a disability and receiving child's benefits.
 - ✓ Unmarried child of the deceased who is one of the following:
 - Younger than age 18 (or up to age 19 if they are a full-time student in elementary or secondary school).
 - Age 18 or older with a disability that began before age 22.

When applying for Social Security benefits, you should have available the Social Security number, birth and death certificates of the deceased, marriage certificate and Social Security number of the spouse, birth certificates and Social Security numbers of any dependent children, and copies of the deceased's most recent federal income tax return.

Copies of a marriage certificate are available at the Office of the County Clerk where the marriage license was issued.

Copies of birth certificates are available at either the State or County Public Health offices where the child was born.

Veterans' Benefits

Burial benefits for Veterans, their spouses and dependents include a gravesite or niche in a national cemetery (with available space), perpetual care and military honors for the veteran, at no cost to the family. Some Veterans may also be eligible for lump sum burial allowances for private cemeteries if certain conditions are met. Additionally, Veterans are eligible for a headstone or marker, and a burial flag without charge. The funeral director can often help you arrange for these benefits, or you can contact the local Veterans Administration Office.

Write the Department of Defense's National Personnel Record Center, 9700 Page Boulevard, St. Louis, MO 63132, if you cannot find a copy of discharge documents.

The surviving spouse and dependent children of veterans receiving disability benefits may also be entitled to monthly payments. Check with the local Veterans Administration office.

Employee Benefits

If the deceased was employed at the time of death, you should contact the employer regarding any benefits for the survivors. The employer may have provided life, health, or accident insurance that will yield payments. The deceased may be due a final paycheck for vacation or sick leave. If the death was work-related, there may be worker's compensation benefits.

Also check with the employer to see if the deceased belonged to a union or professional organization. These groups may offer death benefits for their members.

You should contact all past employers, including federal, state, or local government, to determine if the survivors of the deceased are entitled to any payments from a pension plan.

If the deceased was already retired and received a pension, you should check with the employer to determine if survivors will continue to receive a pension payment and whether the payment will be reduced.

Wills

Hopefully a valid Will, signed by the deceased, is available. Try to locate a copy of it. Check with the lawyer, family, and friends of the deceased who might know where the Will is kept. It may be stored in a safe deposit box, which is sealed at the time of death in some states. (See the section on safe deposit boxes)

For purposes of the Will, state and federal taxes and probate, it is necessary to make a complete list of all property, including real estate, stocks, bonds, savings accounts, and personal property of the deceased. Land titles, stock certificates and other financial papers may be stored in a safe deposit box or other secure place.

If the deceased did not have a Will, this is referred to as dying “intestate” In this case, the estate, including property and assets belonging to the deceased, will be disbursed according to state law. This will not include property where the title is in the name of the deceased and another party, either as joint tenants or with a right of survivorship. This property will automatically pass on to the co-owner.

In Oregon if the deceased did not have a Will, the property of the deceased will generally be distributed according to this formula:

All of the community property is disbursed to the spouse. As to any other property, if there is only one child, one-half is disbursed to the spouse and one-half to the child. If there is more than one child, the disbursement is one-third to the spouse and two-thirds to the children. Other distribution laws will be followed if there is no spouse or no children. Contact the Probate Court for details.

Probate

Probate is a legal process whereby a court oversees the distribution of assets left by a deceased person according to the deceased person’s will or through intestate succession. Assets are anything a person owns with value, such as real estate and personal property. Probate clears the titles to stocks, bonds, other securities and cars; officially puts real estate into the name of the person who inherited it; and stops others, including creditors, from claiming any of the property after the probate ends.

Probate is not always necessary. If the deceased person owned bank accounts or property with another person, the surviving co-owner often will then own that property automatically. If a person dies leaving very few assets, such as personal belongings or household goods, these items can be distributed among the rightful beneficiaries without the supervision of the court. Estate planning, including Living Trusts, Payment on Death Accounts, and Transfer on Death Deeds, may help avoid Probate. For more information, please see the Oregon State Bar website at https://www.osbar.org/public/legalinfo/1117_Probate.htm or contact an attorney.

TAXES

Federal Estate Tax

Because of changes in recent years, very few estates now have to pay federal estate tax. Contact your local Internal Revenue Service office for form 706.

A federal estate tax return must be filed, and taxes paid within nine months of the date of death.

State Estate Tax

The Oregon estate tax threshold is \$1 million. Any estate exceeding that amount that is taxable, but the first \$1 million is still not taxed.

The estate tax rate for Oregon is graduated. It starts at 10% and goes up to 16%. The taxable estate is the value of the estate above the \$1 million exemption.

State Inheritance Tax

In Oregon there is no state inheritance tax. Beneficiaries who live in another state will follow inheritance tax requirements, if any, for that state.

Income Taxes

The federal and state income taxes of the deceased are due for the year of death. The taxes are due on the normal filing date of the following year unless an extension is requested.

The spouse of the deceased may file jointly for the year of death. A spouse with dependent children may file jointly for two additional years. The IRS offers a booklet, Publication #559, "Information for Survivors, Executors and Administrators", which may be helpful. You can obtain this booklet at www.irs.gov/uac/About-Publication-559 or by contacting your local IRS office. The phone number is listed under IRS Forms in the government section of your phone directory.

General Finances

Debts owned by the deceased will be the responsibility of the estate and should be forwarded to the personal representative or executor who is settling the estate. However, debts which are jointly owned, particularly mortgage payments and utility or phone bills, should be paid by the survivor in order to keep a good credit rating.

An extra word of caution to survivors: it is generally suggested that you do not immediately make permanent significant financial decisions, such as selling your home, moving, or changing jobs. You should take the time to consider your situation so you can make these decisions responsibly. If at all possible, don't rush into a decision you might later regret.

Credit and Debit Cards, Other Debits and Installment Payments

It is important to check on these as soon as practical. Some may carry insurance clauses that will cancel them. If there is to be a delay in meeting payments, consult with creditors and ask them for more time before payments are due.

Cancel credit cards held exclusively in the name of the deceased. Any payments due on these cards should be paid by the estate.

There may be credit cards in your and the deceased name, or you may have used cards which listed only the name of the deceased. In this situation, your own credit rating will be affected if you do not continue to make payments. You should begin to notify the credit card companies that your spouse is deceased, and that the card should list your name only. Some people may experience difficulties in getting a new card if they do not have their own credit rating. When applying for a card, inform the lender about credit cards you shared with your spouse, even if your name was not listed.

Changing Ownership or Title

You may need to transfer ownership or change title on property or revise documents after a death. Some items to check include:

- **Insurance Policies**

For policies held by the spouse of the deceased, beneficiaries may need to be changed. You may decide you no longer need to have the same amount of life insurance if you do not have dependents. Auto insurance and home insurance may also need revision. You may need to purchase your own medical insurance if you were covered under the deceased's work policy. Check with the employer to see if you can continue with their group health insurance plan, which may be less expensive. Contact the company issuing the policy to make any changes, or for more information.

- **Auto**

The title of the car owned by the deceased may need to be changed. Contact the Oregon State Department of Motor Vehicles.

- **Will**

Your Will may have passed property on to the deceased and should be updated. You may want to contact your attorney for assistance.

- **Bank Accounts, Stocks, Bonds**

If you had a joint bank account with the deceased, it would automatically pass to you. You should check with the bank representative to change the title and signature card of the account. To change stocks or bond titles, check with your stockbroker. If the bank account was held only in the name of the deceased, those assets will have to go through probate. An exception to this would be trust accounts.

- **Safe Deposit Box**

If the box was rented only in the name of the deceased, it will require a court order to open the box. Only the Will or any other materials pertaining to the death can be removed until the Will has been probated. In Oregon if the safe deposit box was rented in joint names, you will need a letter from the Superior Court Probate Division to get access into the box. Contact the Superior Court for details.

- **Professional Assistance**

You may need or desire the services of a professional, particularly a lawyer or a financial advisor. It may be easy initially to use the services of the lawyer who wrote the Will for the deceased or to work with the financial advisor of the deceased. Or you may wish to locate another professional with whom you feel more comfortable.

One good place to begin finding names of competent professionals is from friends or family members who have had successful dealings with the kind of advisors you are seeking. Professional organizations, such as the local Bar Association, may be able to provide referrals.

- **Forwarding Mail**

In the event the deceased was living alone at their residence, consider having the post office forward mail to a person responsible for estate matters.

- **Avoiding Fraud and Unwanted Pressure**

Remember, death statistics are public records. In the event the survivor might be vulnerable to pressure or fraudulent approaches, consider changing the mail delivery to the address of a family member or legal representative who can monitor potentially questionable situations. In some instances, it might also be advisable to change the survivor's phone number as well.

BURIALS, CREMATIONS & MEMORIAL SERVICES

TYPES OF FUNERAL ARRANGEMENTS

There are three basic types of funeral arrangements:

1. Traditional Service

- A viewing or visitation can be arranged.
- A hearse usually transports the body to the funeral and burial location(s).
- There is usually a choice between an open or closed casket.
- There is a choice as to the deceased's clothing and jewelry.
- A person is selected to conduct the service.
- Pallbearers should be chosen.
- People may be chosen to speak at the service.
- Live or recorded music selections can be presented.

2. Direct Burial

- The deceased is buried shortly after death.
- There is no viewing or visitation.
- The body is not embalmed.
- A memorial service may be held at the gravesite or elsewhere.

3. Direct Cremation

- The deceased is cremated shortly after death.
- The cremains are placed in a container.
- There is no viewing or visitation of the deceased before cremation.
- A memorial service may be held with or without the cremains.
- The cremains may be kept by a loved one, buried in a grave or mausoleum, or scattered at a favorite location.

What to Expect When You Arrive at the Funeral Home

The first thing the funeral director will do is to provide you with a general price list. He or she will then guide you through the entire arrangement process, explaining how to create a memorable personal celebration of your loved one's life. This is not a one-way conversation; please share your ideas and desires. They are the foundation of the arrangement process, including but not limited to:

- Preparing and filling out the official death certificate
- Scheduling the location, date, and time of services or events
- Selecting a casket or urn or other items
- Preparing the obituary notice
- Scheduling vehicles
- Selecting pallbearers

You may also sign necessary authorizations or make arrangements to have them signed by the appropriate family member.

Bring photos, a favorite song, or memorabilia so you and the funeral director can better discuss how you want your loved one remembered.

**COMPILING PERSONAL INFORMATION COULD BE HELPFUL IN
FUNERAL PLANNING AND HANDLING OF THE ESTATE**

Name of Deceased: _____

Gender: _____ Race: _____

Date of Birth: _____

Ethnicity: _____

Birthplace: _____

Name & Birthplace of Father: _____

Maiden Name and Birthplace of Mother: _____

Country of Citizenship: _____

Social Security Number: _____

Marital Status: _____

Name of Surviving Spouse (birth/given name) _____

Primary Occupation: _____

Number of years in this occupation: _____

Employer: _____

Kind of Business: _____

Highest level of education completed: _____

RECURSOS EN ESPAÑOL

[Resources in Spanish]

INVESTIGACIONES DE MUERTE DEL CONDADO DE LANE

Una división de la Oficina del Fiscal de Distrito del Condado de Lane

125 E 8th Avenue, Room 400, Eugene, OR 97401

(541) 682-4261

¿Cuál es el papel del médico forense y por qué la oficina de la División de Investigación de Muertes está involucrada en la muerte de mi ser querido?

De conformidad con ORS 146.090, la División de Investigaciones de Muerte investigará y certificará la causa y la forma de muerte en circunstancias tales como homicidio aparente, suicidio, accidente o después de una lesión, circunstancias sospechosas o desconocidas, uso ilegal de una sustancia controlada o mientras no esté bajo el cuidado de un médico.

¿Es necesaria una autopsia?

El médico forense del Estado determina si se justifica una autopsia o un examen externo.

¿Qué es una autopsia?

Una autopsia es un examen del difunto realizado por un médico. Este examen es un procedimiento quirúrgico hecho con el más alto grado de profesionalismo dentro de las normas médicas.

¿Hay alguna tarifa de médico forense?

Los fondos públicos cubren los costos de examen.

¿Qué hago ahora?

Póngase en contacto con la funeraria de su elección. Los directores de funerarias están familiarizados con la función de la División de Investigación de Muertes y pueden ayudarlo a hacer los arreglos.

¿Cuándo puedo tener el velorio?

El examen de investigación de muerte no debe retrasar sus planes. El médico forense completará su investigación lo antes posible (generalmente con 24-48 horas).

¿Qué se requiere para que el médico forense libere los restos y la propiedad personal?

La funeraria debe proveer un formulario de autorización al médico forense firmado por el "pariente legal más cercano."

¿Sabremos la “causa de la muerte” poco después de la autopsia?

Absolutamente. Si se comunica con la División de Investigaciones de Muertes uno o dos días después del examen, los resultados preliminares deberían estar disponibles.

¿Podré obtener copias de los informes de la División de Investigaciones de Muertes?

Las copias de los informes de examen e investigación están disponibles a través de la Oficina del Médico Forense del Estado en Portland al (971) 673-8200 una vez que se complete la investigación y se firme el certificado de defunción.

¿Cómo puedo obtener una copia certificada del certificado de defunción?

Desde la fecha de la muerte hasta los 6 meses, los certificados de defunción están disponibles por correo o en persona a través de el Registro Civil del Condado de Lane, para las muertes ocurridas en el condado de Lane. Después de 6 meses, los certificados de defunción deben solicitarse a Oregon State Vital Records, en Portland.

REGISTRO CIVIL DEL CONDADO DE LANE

151 W 7th Ave., Room 520, Eugene OR 97401

Teléfono (541) 682-4045

Correo electrónico: vitalrecords@lanecountyor.gov

Las solicitudes deben incluir: un formulario de pedido completo (disponible en www.lanecounty.org sitio web), una copia de una identificación con foto y el pago en forma de giro postal o cheque. La identificación con foto debe incluir la dirección actual. Si la identificación con foto no incluye la dirección correcta, se debe incluir un comprobante de domicilio adicional.

Las solicitudes enviadas por correo deben enviarse a:

El Registro Civil del Condado de Lane, 151 W. 7th Avenue #520, Eugene, OR 97401

Los pedidos se pueden enviar por correo electrónico a: vitalrecords@lanecountyor.gov

Estas solicitudes deben incluir: un formulario de pedido completo, una copia de una identificación con foto y un número de teléfono válido. La identificación válida con foto debe incluir la dirección actual. El pago se procesará por teléfono.

Solicitudes realizadas en persona:

Los lunes solo con una cita, y de martes a viernes de 10am -12pm esta disponible sin cita. Llama para hacer una cita (541) 682-4045.

INFORMACIÓN NECESARIA PARA EL DIRECTOR DE LA FUNERARIA

Si lo desea, complete este formulario que podrá asistirle cuando haga los preparativos del velorio. (Consulte la página 31)

SOBREVIVIENDO LA PERDIDA DE UN SER QUERIDO

[COPING WITH THE LOSS OF A LOVED ONE]

La primera respuesta a su pérdida podría ser de desconcierto: Se podría sentir adormecida y como si la situación no fuera real. Usted podría tener momentos en los que no va a creer que su ser querido se haya ido. Otros querrán *“que usted acepte la realidad y continúe con su vida”*. Pero no se apresure, no existe un determinado tiempo. Aceptar la pérdida de su ser querido podría ser un proceso lento y gradual.

Participe en los planes del funeral y entierro: Tome tiempo para explorar las muchas opciones disponibles para usted. Planee el funeral en una manera significativa y especial para usted y su familia. No hay reglas rígidas para llevar esto a cabo. Encárguese de convertir lo que decida en un planeamiento que refleje sus deseos y los de su familia.

Evite tomar decisiones mayores: Espere hasta que se haya recobrado del impacto inicial de lo acontecido.

Como preparar a los niños: Dígales la verdad sobre lo que ha pasado. Responda a sus preguntas en una manera directa. Deje que los niños también demuestren su melancolía y que sean parte de los ritos y costumbres que se lleven a cabo. Proteja a sus niños de cualquier culpa imaginaria, por ejemplo: *“Yo no me portaba bien - fue mi culpa”*. Muéstreles mucha confianza y amor.

Acepte sus propias emociones: Podría estar pasando por un periodo de sube y baja de emociones. Esto podría ser por semanas o meses después de la pérdida de su ser querido. No trate de eludir o escapar estos sentimientos, pues esto es normal. Usted tiene que pasar por esas emociones. Por ejemplo:

Ira: Podría culparse a usted mismo, a un miembro de su familia, al difunto, o a Dios por esta pérdida (¿por qué yo?).

Culpa: *“Sí tan solo yo hubiera...”*

Depresión: Usted podría sentirse incapaz de hacer hasta las labores más básicas. Usted podría decirse a sí mismo - *“¿Ya para qué?”* Mantenga un diario: Podría ayudarle escribir como se está sintiendo.

Busque la ayuda de otros:

Amigos y familia: El hablar con personas que no son de su propia familia podría ayudarle a expresar sus sentimientos sin culpar a aquellos cercanos a usted.

Ayuda profesional: Busque ayuda profesional si la desesperación y tristeza persisten, si las relaciones con su familia y amigos se están deteriorando o si usted continúa sintiéndose culpable por el fallecimiento de su ser querido.

Grupos de apoyo: Existen grupos de apoyo como “Compassionate Friends” (Amigos Compasivos). Este grupo y muchos similares a este están integrados por personas que brindan apoyo a los que como ellos, también han perdido a un ser querido.

Dese gustos: Diariamente, haga algo bueno para usted mismo.

Esperanza y Cura: Tomará tiempo y empeño, pero usted podrá superar su terrible pérdida. Tal vez nunca consiga hacerlo por completo. Pero eventualmente, usted podrá superarse y vivir su vida con alegría y quizás con un nuevo entendimiento y propósito.

PRIMEROS AUXILIOS EMOCIONALES

[EMOTIONAL FIRST AID]

Ayudando A Los Emocionalmente Heridos Después De Una Tragedia

Cómo Hacer Contacto Físico

- Siéntese a un lado de la víctima
- Toque, a menos que la víctima se sienta incomoda
- Use un tono de voz suave
- Use el nombre de la víctima

Cómo Conseguir Contacto Emocional

- Pregúntele a la víctima cómo se está sintiendo
- Reconozca el dolor de la víctima
- No subestime el dolor de la víctima

No Menosprecie A Las Víctimas Calladas. Después de un evento trágico muchas *víctimas* están desconcertadas y podrían aparentar que no han sido afectadas. Recuerde que muchas personas pueden ser afectadas después de un evento trágico - testigos, personal de rescate, niños, etc.

- No subestime a estas “víctimas invisibles”.
- Cuando usted sospeche que alguien está afectado por un evento trágico, haga contacto con prudencia y curiosidad - por ejemplo “¿Cómo se siente?”.

Proteja A La Víctima De Tomar Decisiones Impulsivas. La mayoría de decisiones pueden esperar hasta que la víctima esté pensando más claramente.

- Proteja a la víctima de ser victimizada por otros que tal vez no tengan la mejor intención para la víctima.
- Esté al tanto de las necesidades físicas de la víctima, por ejemplo: alimento, medicinas, y un lugar seguro.

Proporcione Seguridad. Muchas víctimas tienen la urgente necesidad de obtener información después de un evento traumático. Por ejemplo: “¿Qué pasó?”... “¿Por qué?” La víctima podría precisar de alguien de absoluta confianza que le ayude a obtener la información que requiera.

- Las víctimas por lo general se culpan a sí mismas por un suceso traumático. Usted puede ayudar a la víctima a recobrar su sensatez al pedirle que le cuente todos los acontecimientos.
- Trate sutilmente de decirle a la víctima las cosas que hizo bien, antes, durante o después de un evento trágico.

Organización. Por lo general, después de un suceso trágico las víctimas se sienten paralizadas y pierden su capacidad de ponerse al tanto de las cosas. Ayude a la víctima a desarrollar un plan nuevo. Sugiera – “*Vamos a enfocarnos en lo que se necesita hacer ahora*”.

Apoyo. Dé apoyo a las decisiones que la víctima quiera tomar o a lo que decida hacer para superar la tragedia. La víctima va a tratar de esforzarse para encontrar algo o alguien en quién apoyarse en las primeras horas. Usted, tal vez va a necesitar “abrir camino” para lo que la víctima desee hacer, y lo que se requiera sea hecho.

Resumen: Por lo general, en las primeras horas después de un trágico suceso, la víctima es rodeada de gente que tiene opiniones sobre lo que debería o no debería hacer. La meta principal de la persona que está proporcionando “Primeros Auxilios Emocionales” es de permitir que la víctima actúe de acuerdo a sus deseos, valores, y creencias y no de acuerdo a lo que otros piensen.

- No “proteja demás” o haga demasiado por la víctima. Recuerde que el primer desafío psicológico para la víctima es recuperar su sentido de control. Esto implica que la víctima debe ser alentada a tomar decisiones y usted tratará de llevar a cabo dichas decisiones.
- Finalmente, un corazón roto no puede “ser enmendado”. Así es que ni lo intente! Lo que usted puede proporcionarle a alguien que está destruido emocionalmente es una presencia atenta. El “solo estar ahí” es un vínculo de fuerza para la víctima, y lo recibirá con agradecimiento.

QUE DECIR

“¿Qué pasó?”
“Lo siento mucho”
“Esto ha de ser muy difícil para ti”
“Es normal sentirse...”

QUE NO DECIR

“Yo se como te sientes”
“¡Cálmate!”
“No llores”
“Podría ser peor”

REACCIONES TÍPICAS DESPUÉS DE UN SUCESO TRÁGICO

[COMMON REACTIONS FOLLOWING A TRAGIC EVENT]

Los que proveen servicios de emergencia al igual que vecinos podrían experimentar los siguientes síntomas después de un suceso trágico. En una situación de crisis, uno puede experimentar indiferencia emocional para así poder aguantar y funcionar como se requiera en ese momento. Las siguientes reacciones podrían ocurrir horas, días, semanas o meses después del suceso.

Efectos Físico

- Problemas estomacales/indigestión
- Dolores de cabeza
- Dolores de pecho
- Dificultad al respirar
- Alta presión sanguínea
- Sobresaltarse fácilmente/Hiperactivo
- Irritable/Enojado/a
- Preocupación con el suceso y su papel que usted debe desempeñar
- Depresión
- Culpabilidad
- Ansiedad
- Adormecida emocionalmente

Conducta

- Impulsivo/a
- Tomar muchos riesgos
- Callar/Apartarse
- No poder dormir
- Sufrir pesadillas
- Cambio en hábitos personales o de trabajo

Razonamiento Mental

- Poca concentración
- Dificultades en la toma de decisiones
- Problemas con su memoria
- Dificultades con detalles

MANERAS EFECTIVAS DE COMO SALIR ADELANTE DESPUES DE UN SUCESO TRAUMATICO

[EFFECTIVE WAYS OF COPING FOLLOWING A TRAUMATIC EVENT]

1. Acepte todas las emociones que usted esté sintiendo como algo normal hacia un suceso inesperado. Usted no está “enloqueciendo”. Usted sólo está reaccionando normalmente a un suceso inesperado. Sea paciente consigo mismo. Toma tiempo el poder recuperarse emocionalmente después de un suceso trágico.
2. Acepte el hecho de que usted ha sido una víctima y acepte las emociones que han surgido debido a ello. Recuerde: Quizás nadie le de el valor necesario a sus sentimientos. Es más, tal vez hasta le minimicen el cómo usted se siente y tal vez escuche cosas como - *“Pero tu sólo fuiste un testigo”* o *“Tuviste mucha suerte”* o *“Ya han pasado dos semanas, por qué aun sigues tan sensible?”*
3. No se ponga a beber bebidas alcohólicas, a tomar drogas o a comer demasiado para contrarrestar su tragedia. Todo eso sólo hará que su situación empeore.
4. Mantenga su rutina cotidiana. Siga con sus rutinas diarias, al igual que con sus asuntos pendientes.
5. Intente comprender qué pasó al tratar de recopilar hechos de lo acontecido.
6. Desahóguese, hable acerca de lo acontecido y también escriba al respecto.
7. Luche contra cualquier sentimiento de culpabilidad que pueda tener. Esto se puede llevar a cabo de la siguiente manera:
 - Aceptar que usted no tuvo nada que ver
 - Hablar con otros acerca del papel que desempeñó usted y el papel que ellos también desempeñaron durante la tragedia. Probablemente no sólo usted se sienta culpable sino también otras personas a su alrededor.
 - Ser realista al ver que usted fue una víctima y no una persona entrenada para salvar o rescatar.
 - Reconocer lo que usted hizo bien.
 - Reconocer los factores circunstanciales relacionados con lo acontecido: que fue inesperado, repentino, etc....
8. Ayudándose a sí mismo
 - Trate de ayudar a aquellos que están particularmente más traumatizados.
 - Respete la manera que cada quién manifiesta para hacerle frente a la situación. No haga una vez más víctimas a las víctimas al criticar la forma que cada persona adopta para hacer frente a la situación. Deje que se “lamenten” los que quieran lamentarse y deje a aquellos que opten por “seguir adelante” que sigan.

AYUDAR A NIÑOS EN SU SUFRIMIENTO

[HELPING CHILDREN GRIEVE]

1. Asegure a los niños que han sufrido estrés emocional, que se les va a proporcionar el mismo cuidado, cariño y amor de siempre. El miedo más grande de un niño inconsolable es el que se le vaya a abandonar.
2. Abrase a los niños. El contacto físico es la forma más directa y efectiva de decirle a un niño que alguien lo quiere.
3. Explíquelo a los niños que su papá o mamá no tenían, intenciones de morirse ni tampoco querían morirse. A los niños se les necesita asegurar que su papá o mamá no los abandonó intencionalmente.
4. Explíquelo a los niños que no fue su culpa que su papá o mamá hayan fallecido. Los niños pequeños por lo general creen poseer poderes mágicos y por medio de estos tal vez ellos (los niños), provocaron el fallecimiento de su papá o mamá. Algunos niños tal vez necesiten ayuda para deshacerse de su sentimiento de culpabilidad.
5. Aliente a los niños a hacer preguntas acerca de cualquier duda que tenga. Haga esto en repetidas ocasiones.
6. Conteste todas las preguntas de los niños en una forma sencilla, directa y honesta. Los niños son muy rápidos y pueden percibir si usted les está mintiendo. Esto les podría provocar no confiar más en los adultos.
7. Permítale a los niños la opción de estar presente durante el funeral. Explíqueles los procedimientos en detalle de antemano. El funeral cumple una función importante, ya sea religiosa, cultural, o terapéutica para la familia. Recuerde los niños también son parte de esa familia.
8. Sea muy tolerante. Es normal para los niños que están enfrentando una crisis muy grande que se porten por debajo de su nivel normal de madurez.
9. **Motive a los niños a que expresen sus sentimientos y pensamientos.**

Familias en la aflicción: Consolarse mutuamente

<https://sesamestreetincommunities.org/topics/grief/>

BUSINESS & SERVICES DIRECTORY

MORTUARY AND CREMATION SERVICES

— EUGENE —

- All Cremation Service**(541) 345-1085
390 W 39th Avenue
- Alpha Cremation Service**.....(541) 345-2462
5300 West 11th
- Aurora Cremation and Burial Services**(541) 484-7122
1100 Charnelton St.
- Chapel of Memories Funeral**(541) 687-1431
225 S Danebo Avenue
- England's Eugene Memorial Chapel**(541) 686-2818
225 S Danebo Avenue or 1152 Olive St.
- Eugene Masonic Cemetery**(541) 684-0949
1152 Olive St.
- Buell Funeral Chapel**(541) 485-6659
320 6th St.
- Musgrove Family Mortuary**(541) 686-2818
225 S Danebo Avenue
- Musgrove Lane Memorial Garden and Funeral Home**(541) 215-6966
5300 West 11th Avenue
- Natural Burial Company**(541) 493-9258
PO Box 2026
- Neptune Society Cremation**.....(503) 405-8354
- Poole-Larsen Funeral Home and Cremation**(541) 454-1435
1100 Charnelton St.
- Rest Haven Funeral Home**(541) 345-8521
3900 Willamette St.
- Sunset Hills Cemetery Funeral Home and Crematorium**(541) 342-6853
4810 Willamette St.

— **SPRINGFIELD** —

American Burial and Cremation Alternatives (541) 726-9935
532 B Street

Andreason’s Cremation and Burial Services (541) 485-6659
3305 Main Street #110

Buell Funeral Chapel (541) 485-6659
320 6th Street

Major Family Funeral Home (541) 746-9667
112 A Street

Musgrove Springfield Funeral Home (541) 215-6911
7305 Main Street

— **COTTAGE GROVE** —

Smith-Lund-Mills Funeral Chapel Crematorium (541) 942-0185
123 S. 7th Street

— **CRESWELL** —

Musgrove England’s Creswell Cremation and Funeral Home (541) 210-9373
228 W Oregon Avenue

— **JUNCTION CITY** —

Murphy-Musgrove Cremation and Funeral Home (541) 512-6922

BODY DONATION

Criteria for each of these services must be met prior to donation being accepted.

OHSU Body Donation(503)494-8302

<https://www.ohsu.edu/body-donation>

Body Donation Program
Oregon Health & Science University
3181 S.W. Sam Jackson Park Road, L341
Portland, Oregon 97239-3098

Science Care(800) 417-3747

www.sciencecare.com

Upon acceptance, Science Care covers all costs of donation, including transportation, filing of the death certificate and the return of cremated remains. Upon the one-year donation anniversary, the family receives a certificate that a tree has been planted in honor of the donor.

ADDICTION INTERVENTION AND SUPPORT

Alcoholics Anonymous (www.aa.org)	(541) 342-4113
Al-Anon (https://al-anon.org/)	(541) 343-1104
Buckley Detox Center	(541) 762-4575
Center for Family Development	(541) 342-8437
Centro Latino Americano	(541) 687-2667 x 120
Emergence	(541) 342-6987
Equinox Clinics	(541) 790-2455
Integrated Health Clinics	(541) 344-3574
Lines for Life – Alcohol & Drug Helpline	(800) 923-4357
Looking Glass Community Services (Youth)	(541) 686-4310
Methadone Clinic	(541) 344-3574
Narcotics Anonymous	(541) 345-8207
ORTC LLC-Springfield Treatment Center	(541) 653-8284
SAMHSA National Helpline	(800) 662-4357
Serenity Lane	(541) 299-5387
White Bird Clinic – Chrysalis Behavioral Health	(541) 683-1641
Willamette Family, Inc. Rapid Access Center	(541) 762-4300

CHILDREN, FAMILY AND ADULT RESOURCES

Adult and Family Services	(541) 726-3525
Child Welfare Office	(541) 726-6644
Lane County Children and Families	(541) 682-4671
Lane County Developmental Disabilities	(541) 682-3695
Lane Independent Living Alliance	(541) 607-7020
Oregon Community Programs	(541) 743-4340
Oregon Department of Human Services - DHS	(541) 686-7722
Oregon Elder Abuse Hotline	(855) 503-7233
Oregon Family Support Network	(541) 342-2876
Senior and Disability Services	(541)-682-3353
Suicide Prevention Coalition of Lane County	(866) 488-7366
Suicide Prevention Coalition LBGTQ	(866) 488-7386

CLEAN-UP SERVICES

Aftermath Services.....	(877) 697-0348
Belfor Property Restoration.....	(541) 726-9905
Bio-One.....	(541) 799-5113
Brinkers Restoration	(541) 305-7864
Crime Scene, Suicide and Unattended Death Cleanup	(877)-695-8672
Emerald City Mold Services	(541) 256-3355
McKenzie/Taylor Restoration Construction	(541) 325-4225
Quick Restor of Oregon	(541) 903-5302
Servpro of Eugene – Damage Restoration	(541) 345-0115
Service Master of Eugene.....	(541) 249-7842
Trauma & Biohazard Cleanup.....	(541) 204-2519

CONSULATES IN LANE COUNTY

Consulate of Mexico.....	(503) 274-1540
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Information on all consulates:

<https://sos.oregon.gov/blue-book/Pages/national-consular-corps.aspx>

DOMESTIC VIOLENCE SUPPORT

If you are in immediate danger – CALL 911!

National Domestic Violence Hotline:(800) 799-SAFE (7233)
<https://www.thehotline.org/>

National Sexual Assault Hotline:(800) 656-HOPE (4673)
<https://www.rainn.org/>

Call to Safety Crisis Line (24 hour)..... (888) 235-5333

- **Text Support Line: (503) 235-5333**
- **Chat Support via website: www.calltosafety.org**

Confederated Tribes of Siletz Indians - CARE Program (541) 444-9680
24 Hour Crisis Hotline: 541-444-5959
<https://www.ctsi.nsn.us/>

24-hour crisis and support hotline, and referrals to other services, Support groups, Legal advocacy, Services for children and youth, Confidential advocacy, safety planning, and referrals to other services.

Coquille Indian Tribe (541) 756-0904
Legal advocacy, Prevention education, Confidential advocacy, safety planning, and referrals to other services

Hope and Safety AllianceOffice: (541) 485-8232
24 Hour Crisis Hotline (541) 485-6513 or (800) 281-2800
<https://www.hopesafetyalliance.org/>

1577 Pearl St., Ste 200, Eugene, 24-hour crisis and support hotline, and referrals to other services. Assists with shelter for battered/abused women and children with situations requiring a confidential location. Assistance with restraining orders, case management, food, advocacy, and support.

Oregon Vine Service 1-877-674-8463
www.vinelink.com (VICTIM INFORMATION AND NOTIFICATION EVERYDAY)

If you would like to be notified of the defendant's release from custody, you may register through the Oregon VINE service. VINE is an automated notification service.

Sexual Assault Support Services (SASS)Office: (541) 484-9791
24 Hour Crisis Hotline: (541) 343-7277 or 1 (844) 404-7700
<https://www.sass-lane.org/>

Safety planning, and referrals to other services, 24-hour crisis and support hotline, and referrals to other services, Support groups, Legal advocacy, Legal representation and advice, Services for children and youth, Prevention education, Counseling and therapy services, Confidential advocacy. English/Spanish

Siuslaw Outreach Services (SOS)Office: (541) 997-2816

24 Hour Crisis Hotline: (541) 997-4444

24-hour crisis and support hotline, and referrals to other services, Emergency shelter, Transitional housing, Support groups, Legal advocacy, Economic justice and financial advocacy, Services for children and youth, Confidential advocacy, safety planning, and referrals to other services.

The Tribal Resource Tool..... <https://tribalresourcetool.org/>

A searchable directory of services available for all AI/AN survivors of crime and abuse in Indian Country.

EMERGENCY FOOD ASSISTANCE

Catholic Community Services (541) 345-3628

DHS - Self Sufficiency Program..... (541) 686-7878

Food for Lane County..... (541) 343-2822

Provides no-cost meal sites, food boxes, nutrition education classes, community gardening plots, and summer lunches for children. Call for site locations and hours.

Salvation Army Food Pantry (541) 343-3328

St. Vincent de Paul - Atkinson Food Room..... (541) 689-6747

GOVERNMENT SERVICES & AGENCIES

Adult and Family Services	(541) 726-3525
Child Welfare Office	(541) 726-6644
City of Eugene Community Court	(541) 682-5400
Egan Warming Center	(541) 689-6747
Eugene Animal Shelter	(541) 689-1503
Eugene Service Station – Day Shelter	(541) 461-8688
Hosea Youth Services	(541) 344-5583
Lane County Behavioral Health	(541) 682-3608
Lane County Mental Health and Suicide Prevention	(541) 682-5111
Lane County Developmental Disabilities	(541) 682-3695
Oregon Department of Human Services - DHS	(541) 686-7722
Oregon Law Center	(541) 485-1017
Report Elder Abuse	(541) 682-4140
Salvation Army	(541) 343-3328
Station 7 – Youth Shelter	(888) 689-3111
Suicide Prevention Coalition of Lane County	(866) 488-7386

GRIEF AND TRAUMA SUPPORT GROUPS AND SERVICES

2-1-1 Lane County Info2-1-1 or (866) 698-6155
www.211info.org/

Provides information and referrals 24 hours a day / 7 days a week with links to community health and human services -- from securing care for a child or an aging parent, to finding treatment for substance abuse.

To find local grief recovery groups: Visit GriefShare.com, Find A Group
<https://www.griefshare.org/findagroup>

- Bereaved Parents of the USA**..... (541) 517-5710
- Care Partners Bereavement Center** (828) 251-0126
- Cascade Hospice** (541) 228-3083
- Courageous Kids Bereavement Support** (458) 205-7474
- Hope for Grief (grief coach after child loss)** (541) 505-6204
- Linn-Benton College** (707) 616-7384
- PeaceHealth Sacred Heart Hospice (Eugene)**..... (458) 205-7400
- Signature Hospice**..... (541) 246-1568
- South Lane Mental Health Bereavement Support**..... (541) 942-2850 x 4092
- Trauma Healing Project** (541) 687-9447
www.healingattention.org
- Veterans Administration Grief Support Groups**..... (541)607-0897 x 27606
(chaplain’s cell phone) (541)-580-9458
- University of Oregon Counseling for Students** (541) 346-3227
- Willamette Valley Cancer Center**..... (541) 683-5001

GRIEF RESOURCES

AARP Grief & Loss Programs..... www.aarp.org/griefandloss
On-line chat and discussion groups. Comprehensive source of information for bereaved adults of all ages, as well as professional providers of bereavement support.
e-mail: griefandloss@aarp.org

Carson's Village..... (877)-789-0722
<https://carsonsvillage.org/>

Grieving.com<https://forums.grieving.com/>

GriefShare <https://www.griefshare.org/>
GriefShare is a faith-based support group ministry that helps people heal from the pain of grief. Search the website for a local group.

The Grief Toolboxwww.thegrieftoolbox.com

Heal Grief <https://healgrief.org/>
Online grief support and interactive content

Recover from Grief..... <https://www.recover-from-grief.com/>

What's Your Grief.....<https://whatsyourgrief.com/>

FOR CHILDREN

The Dougy Center – National Grief Center for Children and Families
<https://www.dougy.org/>

Courageous Kids.....<https://courageouskidseugene.org>

National Alliance for Grieving Children <https://childrengrieve.org>

LOSS OF BABY/CHILD

Bereaved Parents of the USA.....(541) 517-5710
<https://www.bereavedparentsusa.org/>

Brief Encounters
<https://www.briefencounters.org/>

Brief Encounters is a nonprofit, nonsectarian group for parents whose babies have died before, during, or after birth.

The Compassionate Friends.....(877) 969-0010
<https://www.compassionatefriends.org/>

Offering support for families grieving the death of a child. Call or check website for phone numbers and meeting locations of Lane County chapters.

- First Candle (SIDS) (800) 221-7437**
<https://firstcandle.org/>
SIDS bereavement support / grief line
- Healing Hearts for Bereaved Parents**
<https://www.healinghearts.org/org>
Online Bereaved Parent Support Group. Hosted by bereaved parents offering support to other bereaved parents. Christian based.
- Helping After Neonatal Death (HAND)888 (908) 4263**
<https://handonline.org/>
- National Organization of Parents of Murdered Children (513) 721-5683**
<https://pomc.org>
- Parents of Murdered Children - Oregon Chapter (503) 656-8039**
- WellMama (800) 896-0410**
<https://www.wellmama.help/>

LOSS OF SPOUSE

- Widow.Net.....<http://www.widownet.org/>**
- Soaring Spirits International (877) 671-4071**
<https://soaringspirits.org/>

LOSS AFTER SUICIDE

- Alliance of Hope**
<https://allianceofhope.org/>
- Heartbeat – Survivors After Suicide**
<https://www.heartbeatsurvivorsaftersuicide.org/>

SUBSTANCE/DRUG PASSING

- GRASP (Grief Recovery after a Substance Passing)..... (302) 492-7717**
<https://grasphelp.org/>

LOSS OF PET

- Rainbow Bridge Grief Support<https://www.rainbowsbridge.com/>**
- The Association for Pet Loss and Bereavement <https://www.aplb.org/>**
- The Pet Loss Support Page.....<https://www.pet-loss.net/>**
- Colorado State University -The Argus Institute:**
<https://vetmedbiosci.colostate.edu/argus/pet-loss-support/>

LEGAL SERVICES/ESTATE PLANNING

AARP Legal Network Services..... (800) 424-3410

Oregon Law Center – Lane County Legal Services (541) 485-1017

Legal Aid (541) 485-1017

376 E 11th Ave, Eugene

Provides legal assistance with matters pertaining to tenant rights, evictions, domestic violence, sexual assault, denied SSI, and denied Unemployment.

MILITARY AND VETERANS INFORMATION

Eugene Veteran Center (541) 465-6918

<https://www.va.gov/eugene-vet-center/>

Confidential help for Veterans, service members, and their families at no cost in a non-medical setting.

Lane County Veterans Services (541) 682-4191

<https://www.oregon.gov/odva/services/pages/counties/Lane.aspx>

151 W. 7th Ave, Suite 460, Eugene

Lines for Life (24/7) (888) 457-4838

<https://www.linesforlife.org/get-help-now/services-and-crisis-lines/military-helpline/>

Not affiliated with Dept. of Defense. Can assist with connecting veterans and families with critical resources.

State of Oregon Military Services (971) 355-4127

<https://www.oregon.gov/omd/ONG/SMFS/Pages/default.aspx>

Service Member / Family Support

St. Vincent de Paul

<https://www.svdv.us/services/supportive-housing/veterans-services/>

- **Support for Veteran's Families** (541) 743-7182
Supportive Services for Veteran Families (SSVF) connects Veterans experiencing homelessness with the resources they need to become or remain permanently housed.
- **St. Vincent de Paul - Vet LIFT**..... (541) 344-0465.
Vet LIFT offers emergency shelter and transitional housing opportunities through close collaboration with the Local Veterans Administration.
- **St. Vincent de Paul – Veteran's Housing Project** (541) 221-0178
VHP serves veterans with discharges other than dishonorable who are experiencing literal homelessness – sleeping on the streets, in a car, in emergency shelter – who earn less than 80% Area Median Income.

US Department of Veterans Affairs [benefits.va.gov](https://www.benefits.va.gov)

VA National Cemetery Administration www.cem.va.gov

Veteran's Services of Lane County (541) 682-4191

https://www.lanecounty.org/government/county_departments/health_and_human_services/human_services_division/veterans_services

Lane County veterans, dependents and survivors may contact the office for assistance or questions about all Veteran Benefits.

Veterans Crisis Line (800) 273-8255 (press 1)

PET SERVICES

Dr. Roberta Boyden	(541) 357-4130
Coburg Veterinary Clinic	(541) 343-8794
Echo Hollow Veterinary Hospital and Urgent Care	(541) 844-1038
Eugene Animal Shelter	(541) 689-1503
Eugene Mobile Vet	(541) 510-9401
Faithful Friends Pet Cremation	(541) 344.8854
Heart in Home	(541) 554-9714
Mobile Euthanasia Services for Pets	(458) 205-7450
Oregon Holistic Veterinary Services.....	(541) 944-4122
Peaceful Paws - In home end of life care for pets	(541) 359-4772
Rest Assured Pet Cremation	(541) 746.0244
South Willamette Veterinary Clinic	(541) 895-5665
Veterinary House Call Services	(541) 953-7169
West Coast Pet Memorial Services	(541) 746-0244

ANIMAL POISON CONTROL (888) 426-4435

PSYCHOLOGICAL SUPPORT/MENTAL HEALTH (LOCAL)

- Alder Street Residence**..... (541) 683-7532
- Behavioral Health Outpatient Services at PeaceHealth** (458) 205-7000
- Benson Health Clinic** (541) 345-1722
- Betts Psychiatric Group**..... (541) 505-8621
- CAHOOTS - Mobile Intervention Unit**
- **Eugene** (541) 682-5111
 - **Springfield** (541) 726-3714
<https://whitebirdclinic.org/cahoots/>
 CAHOOTS (Crisis Assistance Helping Out On The Streets) provides mobile crisis intervention 24/7 in the Eugene-Springfield Metro area. CAHOOTS is dispatched through the Eugene police-fire-ambulance communications center, and within the Springfield urban growth boundary, dispatched through the Springfield non-emergency number. Each team consists of a medic and a crisis worker.
- Cascade Health Solutions** (541) 345-2800
- Center for Community Counseling** (541) 344-0620
- Center for Family Development** (541) 342-8437
<https://www.c-f-d.org/>
 Child and Family Therapy, perinatal support.
- CentroLatinoAmericano**..... (541) 687-2667
<https://centrolatinoamericano.org/>
 Centro Latino Americano is a bilingual and multicultural agency that works for Latino families in Lane County.
- Clear Vue Residential Treatment Home**..... (541) 505-8558
- Child Center** (541) 726-1465
<https://www.thechildcenter.org/>
 The Child Center is a non-profit human services agency that has been offering a continuum of psychiatric, therapeutic and special education programs throughout Lane County since 1971.
- Child and Family Center – Univ of Oregon** (541) 346-4910
<https://psi.uoregon.edu/contact-child-and-family-center>
 The FCU offers parents and other caregivers a snapshot of how their child is developing compared to other children of the same age and identifies parenting and family strengths and challenges that impact the developmental process.
- Christians as Family Advocates** (541) 686-6000
- Columbia Care** (541) 686-8899
<https://www.columbiacare.org/>

- Cornerstone Counseling (541) 686-8899**
- Country Counseling & Exodus Recovery (541) 998-5660**
- Direction Service Counseling Center (541) 344-7303**

We work with families who have children, youth, or young adults (ages 0-23) with disabilities. Nearly half of new referrals are children and youth with a primary diagnosis of autism spectrum disorder or mental health and behavioral disorders.
<https://www.directionservice.org/>

Emergence

<http://www.4emergence.com/>

- Eugene (541) 393-0777**
- Springfield (541) 746-4041**
- Eugene Center for Anxiety and Stress (541) 357-9764**
- HIV Alliance (541) 342-5088**
- Hourglass Community Crisis Center (541) 505-8426**
- Jasper Mountain Safe Center (541) 741-7402**
- Lane County Behavioral Health (541) 682-3608**
- Lane County Mental Health and Suicide Prevention (541) 682-5111**
- Laurel Hill Center (541) 485-6340**
- Looking Glass Community Services (541) 484-4428**
- Looking Glass Crisis Response Team (24/7) (888) 989-9990**
- Madrone Mental Health (541) 210-8090**
- NAMI Lane County (National Alliance on Mental Illness) (541) 343-7688**
<https://namilane.org/>
- Odyssey Community Counseling (541) 741-7101**
- Options Counseling and Family Services (Eugene) (541) 687-6983**
- Options Counseling and Family Services (Springfield) (541) 762-1971**
- Oregon Community Programs (541) 743-4340**
- Oregon Psychiatric Partners (541) 726-9912**
- Oregon Social Learning Center (541) 485-2711**
- PeaceHealth Medical Group Behavioral Health (458) 205-7000**
- Racial Equity Support Line (503) 575-3764**
- Rapid Access Center/Mental Health Clinic (541) 762-4300**

Relief Nursery (541) 343-9706
<https://reliefnursery.org/>

River Bridge Secure Res treatment Center (458) 210-2984

Roseburg VA Mental Health (Veterans Only) (541) 242-0445

Sacred Heart Medical Center UD Behavioral Health..... (541) 686-7300

Serenity Lane Special Inpatient Care (541) 687-1110

Shangri-La (541) 344-1121

South Lane Mental Health Services (541) 942-3939

Strong Integrated Behavioral Health..... (541) 942-3939

Suicide Prevention Lifeline (800) 273-8255

Suicide Prevention Lifeline 988
<https://988lifeline.org/>

White Bird Clinic – Chrysalis Behavioral Health (541) 683-1641

Willamette Family, Inc (541) 762-4300
Non-profit substance abuse and a mental health treatment service for men, women, children and their families.

Willamette Family, Inc (Buckley’s Sobering Service) (541) 762-4300
services for substance users who need to withdraw safely from alcohol and/or substances and achieve an acceptable level of sobriety in a safe, caring environment.

PSYCHOLOGICAL SUPPORT/ MENTAL HEALTH SERVICES (NATIONAL)

- Accidental Impacts:**..... www.accidentalimpacts.org
Coping With Causing a Serious Accident
- Alzheimer’s Association**.....(800) 272-3900
- Asian Mental Health Collective**
<https://www.asianmhc.org/>
Find an Asian Mental Health Professional in your area.
- Bereaved Parents USA**(501) 681-1464
<https://www.bereavedparentsusa.org/>
For families, parents, grandparents, siblings who experienced death of a child.
- Brain Injury Association of America**(800) 444-6443
- Heart2Soul** www.heart2soul.com
Online resources for funeral information, how-to discussions, funeral etiquette, religious differences, funeral planning.
- Human Options**(877) 854-3594, (949) 854-3554
www.humanoptions.org
24-hour bilingual hotline. Elder abuse – Safe options for seniors, domestic abuse.
- Lines for Life**(800) 273-8255
<https://www.linesforlife.org/>
- NAMI (National Alliance on Mental Illness)**.....(800) 950-6264
www.nami.org
Mental health information and support resources.
- SAMHSA National Helpline**..... (800) 662-4357
TTY 1-800-487-4889
Free, confidential, 24/7, 365-day-a-year treatment referral and information service (English and Spanish) for individuals and families facing mental and/or substance use disorders.
- SAMHSA Disaster Distress Helpline** (800) 985-5990
24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
- Sesame Street Grief Toolkit**
<https://sesamestreetincommunities.org/topics/grief/>
Tips, activities, and videos to help you and your child deal with grief.

SENIORS

Aging and Disability Resource Connection (541) 682-3353

Senior Loneliness Line (503) 200-1633

Any aging adult who is experiencing loneliness, isolation, depression or anxiety can benefit from a confidential phone call with our Senior Loneliness specialists. Sometimes knowing there is someone who cares and wants to listen can be of great help.

SUICIDE PREVENTION AND SUPPORT

**If you are in crisis, please call the
National Suicide Prevention Lifeline at
988 | 988lifeline.org
or contact the *Crisis Text Line* by texting
TALK to 741741**

Suicide Prevention Coalition of Lane County (866) 488-7386

Suicide Prevention Coalition LGBTQ..... (866) 488-7386

Alliance of Hope.....www.allianceofhope.org
Online support for suicide loss survivors.

American Association of Suicidology (202) 237-2280
www.suicidology.org

Beyond the Rough Rock, Winston's Wish www.winstonswish.org.uk
Comprehensive book on how to talk to children about death by suicide.

Lil Gary's Legacy.....www.Lilgaryslegacy.org
A ministry of Christian Resource Center, support groups.

NAMI (National Alliance on Mental Illness)..... (800) 950-6264
www.nami.org
Mental health information and support resources.

New Hope Grief Support Community (562) 429-0075
www.newhopegrief.org
Grief support through education/groups.

Dedicated to suicide prevention www.withhopefoundation.org

SHELTERS—HOMELESS/DISADVANTAGED/SENIORS

HOUSING AND GENERAL ASSISTANCE

Dial Toll Free: 211 or Online: 211.org

Provides assistance in array of programs from: Health Care, Food, Shelter/ Housing, Utility Assistance, Emergency Information, Services for Veterans, physical/ Emotional abuse Help, Employment & Educational Opportunities, and other resources.

ARC of Lane County(541) 343-5256 **<http://arclane.org/>**

The Arc Lane County helps children, youth and adults who experience disabilities and their families live full and meaningful lives in their community.

Catholic Community Services.....(541) 345-3628 **<https://www.ccslc.org/>**

1464 W. 6th Ave, Eugene
1023 G Street, Springfield

Provides assistance with: Food boxes, bus tokens, use of telephones (Eugene only), community voice mail (Eugene only), security deposits when funds are available, rent and move in costs, and energy assistance.

Centro Latino Americano(541) 687-2667 **<https://centrolatinoamericano.org/>**

944 W 5th Ave, Eugene

Provides assistance with: Health services, crisis intervention, employment services, parental education, alcohol and drug treatment, assistance with emergency housing through St. Vincent de Paul.

Community Sharing Programs(541) 942-2176 South Lane County - 1440 Birch St, Cottage Grove

Department of Human Services

2885 Chad Dr, Eugene (541) 686-7878

2101 W 11th Ave, Eugene (541) 686-7722

101 30th St, Springfield (541) 726-3525

Provides assistance with food stamps, cash assistance/TANIF (Temporary Assistance to Families in Need), job search (computers available in lobby for job search 45 min limit).

Eugene Service Center (Day Shelter)(541) 461-8688 450 State Highway 99 North, Eugene, OR. 97402

The ESS provides food, day shelter, clothing, laundry, showers, supplies, and stabilizing assistance during personal crises. Gateway to Emergency Shelters.

Eugene Mission(541) 344-3251 **<https://www.eugenemission.org/>**

1542 W 1st Ave, Eugene

Shelter 24 hours Provides free assistance with: Meals on site, clothing, haircuts, counseling, referrals and support. Separate shelters for men, women, and women with children.

- First Place Family Center – Family Day Shelter** (541) 342-7728
1995 Amazon Pkwy, Eugene
Provides assistance with: Message and mail services, telephones, advocacy, case management, laundry facilities, kitchen facilities, food, showers, and clothing. Provides overnight shelter for families with children on a limited basis during the school year. Please call to schedule an appointment.
- F.I.S.H. Clothing Cupboard**..... (541) 689-9750
Trinity Methodist Church, 440 Maxwell, Eugene
Provides assistance with food, prescriptions, propane.
- Helping Hand Room** (541) 344-1425
First Christian Church, 1166 Oak St., Eugene
Provides assistance with clothing services.
- Homes for Good** (541) 682-3755
oredap@homesforgood.org
- Lane County Rent Assistance**..... (541) 682-3776
lchshsdrentassist@lanecountyor.gov
- Laurel Hill Center** (541) 485-6340
Laurel Hill Center is committed to helping people with psychiatric disabilities make choices and acquire skills that increase their self-reliance and ability to live and work in the community. *Disabilitieshousing@laurel.org*
- Looking Glass Community Services** (541) 686-4310
Looking Glass Community Services offers a range of programs and services that may be creatively combined to serve children, teenagers, adults, and families. Youth up to 24 years old.
- Lane County: Developmental Disability (DD) Services**..... (541) 682-3695
125 E 8th Ave, Eugene
Provide assistance with (if eligible): case management, protective services for adults, foster care for children and adults, high school transition services and crisis resolution.
- Lane County: Senior & Disability Services** (541) 682-3353
1015 Willamette St, Eugene -
Provides assistance with food stamps, in-home care, medical benefits, paying for care, transportation, requests for Meals-On-Wheels. Case by case basis.
- Looking Glass - Station 7 – Youth Shelter** (888) 689-3111
- Love INC** (541) 653-8537
A call center that offers hands on help with needs on a short-term basis. Volunteers from churches in the community help provide transportation, moving, small repairs, painting, packing, house cleaning, yard care, provide rides, provide warm dinners. It also has some necessary household items, furniture, and referrals to other agencies and resources in the community. loveincclc@gmail.com

Salvation Army/Eugene Office(541) 343-3328
640 W 7th Ave, Eugene

Salvation Army/Springfield Office(541) 747-6229
1275 Mill St, Springfield
Provides assistance with: Food (through Food for Lane County-assigns boundaries to food pantries throughout Lane Co), clothing (voucher available with ID 1x/year) and rent assistance 1x only when funds are available. No emergency shelter is available. Prescription assistance antibiotics only under \$30, furniture vouchers, homeless services.

ShelterCare(541) 686-1262
499 W 4th Ave, Eugene
Provides long-term housing and support for families and individuals who are homeless or at risk of becoming homeless, as well as adults with mental illness or brain injury. Counseling services available, crisis services, transitional supported living, and financial assistance when funds are available.

Siuslaw Outreach Services(541) 997-2816
1576 W 12th St, Florence
24hr Domestic Violence Crisis Line: (541) 997-4444
Provides assistance with: Emergency housing for women and families, motel vouchers for two (2) nights or ten (10) days in a camp site (emergencies only) on a case-by-case basis when funds are available, referrals, clothing, misc. household items, rent and utility assistance when funds are available.

St. Vincent de Paul(541) 357-1734
Families Only.

St. Vincent DePaul(541) 687-5820, (541) 689-6747
456 Hwy 99 N, Eugene
Low rent waiting list. Provides assistance with temporary housing, food boxes, clothing, rent and utility bill assistance when funds are available and criteria are met.

St. Vincent DePaul - Night Shelter Program.....(541) 687-5820

White Bird Clinic - Low Cost or Free Medical Services: Call for Scheduling:

www.whitebirdclinic.org

24-Hour Crisis Line..... (541) 687-4000

White Bird Medical Clinic: (541) 484-4800

White Bird Dental Clinic: (541) 344-8302

White Bird Chrysalis Center: (541) 683-1641

White Bird (541) 342-4357

White Bird Clinic – HOOTS (Helping Teens) (541) 246-2342

341 E 12th Ave, Eugene

Provides assistance with: Medical and dental treatment, drug treatment, crisis intervention, clothing, homeless management program, and comprehensive human services information referral.

TRANSPORTATION

AIRLINES

Aeromexico.....	(800) 237-6639
Air Canada.....	(888) 247-2262
Alaska	(800) 433-7300
Delta.....	(800) 221-1212
Hawaiian.....	(800) 367-5320
Horizon	(800) 547-9308
Jet Blue	(800) 538-2583
Philippine	(800) 435-9725
Qantas.....	(800) 227-4500
Southwest.....	(800) 435-9792
United	(800) 241-6522
Virgin Atlantic	(800) 862-8621

CAB COMPANIES

Cascade Cab Company.....	(541) 255-3444
Eugene Elite Taxi.....	(541) 600-5577
Lane Transit District LTD.....	(541) 687-5555
Oregon Taxi.....	(541) 434-8294

PARATRANSIT SERVICE (NOT SAME DAY)

RideSource	(877) 800-9899
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<https://www.ltd.org/ridesource/>

ADA paratransit service, is an origin-to-destination transportation solution for people unable to use a fixed-route bus due to a disability. Call to schedule an assessment.

RIDE SHARE

Lyft and Uber Services are available in the area via smart phone apps.

VICTIM SERVICES

American Red Cross – Eugene.....(541) 344-5244
www.redcross.org/local/oregon.html

American Red Cross – National..... (800) 733-2767, (800) Red-Cross

American Red Cross Disaster Services.....(800) 696-3873

Crime Victims United(530) 885-9544
<https://www.crimevictimsunited.com>

Military Emergency Notifications.(877) 272-7337
Be prepared to provide: Name of Military Service Member, Rank and Branch,
Social Security Number, Date of Birth, Military Duty Address.

Oregon Victim Compensation Program.....(503) 378-5348
Financial recovery options for victims of crime in Oregon. Medical and dental
bills, mental health counseling, funeral costs, lost income, relocation, crime
scene clean-up when someone is killed.

State of Oregon DOC Victim Services(888) 749-8080
Victim Services can provide information, services, support, and resources. It is
our promise to treat all crime victims and survivors with dignity and respect while
providing our services with the hope of reducing the challenges faced during post-
conviction.

Victim Connect Resource Center(855) 484-2846
Call or text 1-855-4VICTIM
The VictimConnect Resource Center is a referral helpline where crime victims can
learn about their rights and options confidentially and compassionately.

Victims’ Advocate(541) 682-8432
99 West 10th Avenue, Suite 310, Eugene, OR 97401
Email: cva@ci.eugene.or.us

YOUTH RESOURCES

- 15th Night’s Crisis Line (24/7)** (888)-989-9990
Assists in leveraging existing community resources in order to help a youth who has run away or is currently experiencing homelessness to meet their needs.
- The Child Center’s Crisis Response Line** (888) 989-9990
For families with children & youth experiencing mental or behavioral health crises in Lane County. <https://www.thechildcenter.org/>
- Hosea Youth Services**..... (541) 344-5583
Serve young people between the ages of 16 and 24 who are without a safe, stable place to sleep.
- Looking Glass Community Services** (541) 686-4310
- Looking Glass Crisis Response Team**..... (888) 989-9990
<https://www.lookingglass.us/crisis-response-team>
Looking Glass operates a 24-hour, 7 day-a-week crisis line for parents of children up to age 18 to call when their child is having an immediate mental health, emotional, or behavioral crisis. Trained crisis responders provide assistance to parents over the phone and, if necessary, can deploy a 2-person team to the family home to respond directly to the crisis.
- Trevor Project**..... (866) 488-7386
Information & support to LGBTQ ^[SEP]young people 24/7, all year round.
Text Start to 678678 <https://www.thetrevorproject.org/>
- YouthLine – Oregon (21 and younger)** (877) 968-8491
Or Text teen2teen to 839863
YouthLine is a teen-to-teen helpline which answers calls, texts, and chats from anyone 21 or under. Trained teen volunteers are available to help between 4pm and 10pm Pacific Time. Calls are answered by adults at all other hours. No problem is too big or too small!
<https://www.theyouthline.org/>
- White Bird Clinic – HOOTS (Helping Teens)**..... (541) 246-2342
Helping Out Our Teens In Schools. Provides on-site integrated health care clinics and tragedy response support to a number of high schools in the Eugene/Springfield area. <https://whitebirdclinic.org/hoots>
- Youth ERA**.....(971) 334-9295
Mobile Crisis Team. Dedicated to supporting teens and young adults at risk of experiencing depression, thoughts of suicide and trauma.
<https://www.youthera.org/crisis-response>

TIP ADDITIONAL RESOURCES

Trauma Intervention Programs has a number of pamphlets, books and videos that can help in understanding various traumatic losses. Feel free to contact our business office at (541) 286-6416 and explain your needs. It is likely we can provide you with additional materials or referrals that you might find helpful.

If you wish to personally research additional materials or referrals, you may find the following useful:

- 1) The reference librarian at your local library should be able to direct you to readings in books or magazine articles.
- 2) The internet contains powerful search capabilities that can lead you to books, magazine articles, helpful websites, and local resources. The most common search tools could be google.com, bing.com, ask.com and others. Simply enter the kind of information you are seeking, such as: *suicide survivors*, *grief support*, *depression*, *estate planning*, or other similar topics specific to your needs. If you are looking for local support services, add the words Lane County or your local city to the search topic, and local providers will be shown.

Additional resources are available from

Trauma Intervention Programs, Inc. Lane County Chapter at

www.tiplanecounty.org

www.whentragedystrikes.org

www.tipnational.org

We Would Appreciate Your Feedback

We value your feedback. Whether you want to tell us about a positive experience you had with our organization, or you have constructive criticism for us, we promise to take what you say very seriously. Your comments will help us continually improve the service we offer to our community.

Please access our webpage at: **www.tiplanecounty.org/feedback.php** or scan the QR code below.



NOTES

INCIDENT INFORMATION

You may find this page helpful in organizing important information about the emergency for easier future reference.

Agency Involved _____

Contact Name/Badge _____

Contact Name/Badge _____

Phone _____ Case # _____

Hospital _____ Phone _____

Doctors/Nurses _____

Lane County Death Investigation Division
(561) 682-4261
125 E. 8th Avenue #400, Eugene OR 97401

Case # _____

Investigator's Name _____

TIP Volunteer _____

TIP Volunteer _____

NOTES

Information to Gather Before Calling the Mortuary

Name of Deceased (First, Middle, Last)

Male or Female: _____

Date of birth: _____

Date and time of death: _____

Approximate height and weight: _____

Social Security Number: _____

County Case Number: _____

Next of Kin

Name: _____

Relationship: _____

Address: _____

Phone numbers: _____

Attending Physician

Full name: _____

Address: _____

Phone and Fax number: _____

Additional Information

Veteran? Yes ___ No ___

Branch of service: _____

Religious concerns: _____

Any businesses and services shown in this Resource Guide are provided as a convenience for you. We hope you will find one or more of these resources helpful during this difficult time. Please be aware we do not endorse these businesses and services, nor can we guarantee the quality of their products and services. You should use these resources as a starting point in searching for services. Then you should conduct your own more in-depth search for the particular business or service that is right for you.

24 HOUR HOTLINES

- 2-1-1** (866) 698-6155
www.211info.org Connecting callers to local resources.
- 988 Suicide & Crisis Lifeline (National and Local) – 24-hour**.....988
- AIDS/HIV Hotline Southern Oregon** (800) 777-2437
- Alcohol/Drug Crisis and Referral Line (Oregon)**..... (800) 923-HELP (4357)
- Alzheimer’s Association Safe Return Program** (800) 572-1122
To report someone missing or found.
- Child Center’s Crisis Response Program**..... (888) 989-9990
- Domestic Violence Hotline**..... (800) 978-3600
- Domestic Violence Hotline National**(800) 799-SAFE (7233)
- Hope and Safety Alliance Crisis Line:** (800) 281-2800
- Mothers Against Drunk Driving (MADD)**877-MADD-HELP
www.madd.org (541) 343-8115
- National Runaway Safeline** (800) 786-2929
www.1800runaway.org
- National Sexual Assault Hotline:**..... (800) 656-4673
- National Suicide Prevention Crisis Line** (800) 273-TALK (8255)
- National Suicide Hotline**.....988
- Oregon - Report child, vulnerable adult, elder abuse** (855) 503-7253
- SAMHSA Helpline (Substance Abuse & Mental Health)**..... (800) 662-4357
- SIDS – FirstCandle.org**Bereavement support / grief line (800) 221-7437
- Suicide Prevention Lifeline**988
988lifeline.org
- Trans LifeLine** (877) 565-8860
En Español:.....(888) 628.9454
<https://translifeline.org/>
- The Trevor Project (LGBTQ+, text and chat available)** (866) 488-7836
- YouthLine – Oregon** (877) 968-8491
Support, encouragement, and referrals to youth in crisis situations.
www.youthcrisisline.org



Trauma Intervention Programs, Inc.

Compassion in Action

To donate to TIP, please go to:

<https://www.tiplanecounty.org/donations.htm>

