



Trauma Intervention Programs, Inc.

Citizens Helping Citizens in Crisis

Resource Guide

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TIP of WNC

828-207-2904 (pager)

828-513-0498 (office)

www.TIPofWNC.org

www.whentragedystrikes.org

www.TIPNational.org



Western North Carolina Chapter

If you would like to become a corporate or individual financial partner with TIP, or *provide a donation in memory of a loved one*, please contact us through our website

www.TIPofWNC.org

www.TIPNational.org

828-207-2904 (pager)

828-513-0498 (office)



TIP

Trauma Intervention Programs, Inc. is a group of specially trained, certified, and screened ***citizen volunteers*** who provide emotional and practical support to victims of traumatic events and their families in the first few hours following a tragedy. The volunteers are **officially called** to crisis scenes by police or sheriff's officers, firefighters, Highway Patrol, and hospital emergency room personnel.

Trauma Intervention Programs, Inc. is a national non-profit, tax exempt organization. ***Services are provided to victims and their families free of charge*** and are 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 not uncommon 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 of 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 a victim 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 a way 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 were a victim yourself and 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 victimize 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 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.



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



Emotional First Aid

Helping the Emotionally Injured After a Tragedy

Reach Out Physically

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

Reach Out Emotionally

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

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

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

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

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

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



Organize. Victims 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 victim in developing a simple plan. Suggest – “Let’s focus on what needs to be done now.”

Reinforce the actions which the victim is taking or wants to take to emotionally survive the tragic event. The victim 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 victim wants to do he is able to do.

Summary: In the first few hours after a tragic event, the victim is often surrounded by people who have “a job to do” or who have opinions about what the victim should or shouldn’t do. The primary goal of the person providing Emotional First Aid is to enable the victim 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 victim. Remember that the primary psychological challenge for the victim 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 victim 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 victim'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 widowed.



- 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 on.
- 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



Involvement of the Medical Examiner's Office

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

The Medical Examiner is required by state law) to investigate all unnatural deaths, or deaths where the attending medical doctor is unable to state a cause of death, as well as cases where the deceased has not been seen by a doctor for one year prior to the death. The Medical Examiner's responsibility is to establish positive identity of the deceased; determine the place, date, and time of death as well as the cause and classification of death.

The Medical Examiner's investigation is not limited to the examination of the deceased, but may include interviews with family members and other witnesses, the collection of physical evidence, review of Medical Records and the safeguarding of personal property found at the death scene.

Is an autopsy necessary?

Autopsies are performed only on those cases where it is required by law or where it is necessary to determine the likely cause of death.

What is an autopsy?

An autopsy is an examination of the deceased performed by a specialized medical doctor, usually a pathologist. 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's fees?

A fee for transportation of the deceased is required by state law. There is no charge for the autopsy examination.

What do I do now?

Contact the funeral home of your choice. They are prepared to assist you in making your selections and decisions. They will work closely with the Medical Examiner's office to arrange the release of your loved one's remains from the Medical Examiner's facility.

When can I have the funeral?

The Medical Examiner's examination usually should not delay your funeral plans. The Medical Examiner will complete his/her investigation as soon as possible (typically with 24 hours). If an autopsy is needed there could be a delay of 2-4 days.



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

Patient belongings that are not kept by the Medical Examiner for evidence for autopsy, and not kept by law enforcement for evidence, are released with the deceased to the funeral home.

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

No. Most autopsies include toxicology or other lab tests, which can take up to 3-4 months to complete. After the autopsy is complete a supplemental cause of death will be generated by the Office of the Chief Medical Examiner and filed with Vital Records. On rare occasions, a preliminary cause of death will be available late afternoon of the day the autopsy is performed.

If the case is “pending investigation”, will that delay the funeral of my loved one?

No. A death certificate that is issued “pending investigation” will not prevent the release of your loved one. However, some financial, estate, probate or business matters may be dependent upon the final death certificate.

Will a “pending investigation” death certificate be issued?

Yes

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

Initially, the funeral director handling final arrangements orders several certified copies of the death certificate. Additional copies can be purchased from the Vital Records Department in the county where the death occurred. Buncombe County (828) 250-4303 Henderson County (828)697-4901

How do I obtain a copy of the Medical Examiner's report?

A copy of the autopsy report can be obtained from the Office of the Chief Medical Examiner in Raleigh by calling 1-919-743-9012 or on line at www.ocme.dhhs.nc.gov/docrequest.shtml

How do I contact the Medical Examiner in charge of my/our case?

You can call 828-259-5016 for deaths occurring in Buncombe County and in Henderson County please contact the NC Office of the Chief Medical Examiner at 919-743-9000.

Contacting Hospitals, Police and Fire Hospitals

Mission Health	828-213-1111
509 Biltmore Avenue, Asheville 28801	
Mission Children's Hospital	828-213-1740
11 Vanderbilt Park Drive, Asheville 28803	
Pardee Hospital	828-696-1000
800 N Justice St, Hendersonville 28791	
Park Ridge Health	828-684-8501
100 Hospital Drive, Hendersonville 28792	
Veteran's Administration Medical Center	828-298-7911
1100 Tunnel Rd, Asheville 28805	
Transylvania Regional Hospital	828-884-9111
260 Hospital Dr. Brevard 28712	



Police / Sheriff / CHP

Emergency Only

911

**Non-Emergency Calls
Buncombe County**

Buncombe County Sheriff's Dept.	828-255-5000
Asheville Police Dept.	828-252-1110
Biltmore Forest Police Department	828-274-0822
Black Mountain Police Department	828-419-9350
Montreat Police Department.....	828-669-8002
Weaverville Police Department.....	828-645-5700
Woodfin Police Department	828-253-4889

**Non-Emergency Calls
Henderson County**

Henderson County Sheriff's Department.....	828-697-4911
Hendersonville Police Department.....	828-697-3025

**Non-Emergency Calls
State Offices**

WNC Highway Patrol	828-298-4253
NC State Bureau of Investigations WNC	828-654-8901
FBI - WNC Office	828-253-1643



Trauma Intervention Programs, Inc.

**Fire, EMS – Support Services
Non-Emergency Calls
Buncombe County**

Asheville Fire Department.....	828-259-5636
Barnardsville Vol. Fire Dept.	828-626-2222
Black Mountain Vol. Fire Department	828-419-9320
Broad River Vol. Fire Department	828-669-0488
Buncombe County EMS Department	828-250-6650
Enka-Candler Vol. Fire Department.....	828-667-0798
Fairview Vol. Fire Department.....	828-628-2001
Garren Creek Vol. Fire Department	828-669-0024
Jupiter Vol. Fire Department	828-645-7624
Leicester Vol. Fire Department	828-683-3433
Reems Creek Vol. Fire Department	828-645-4711
Reynolds Vol. Fire Department.....	828-298-5200
Riceville Vol. Fire Department	828-298-2456
Skyland Vol. Fire Department	828-684-6421
Swannanoa Vol. Fire Department	828-686-3335
Upper Hominy Vol. Fire Department	828-667-1324
Weaverville Fire Department.....	828-645-3500
West Buncombe Vol. Fire Department.....	828-254-7387
Woodfin Vol. Fire Department.....	828-255-7561



Trauma Intervention Programs, Inc.

**Fire, EMS – Support Services
Non-Emergency Calls
Henderson County**

Bat Cave Vol. Fire Department.....	828-625-9313
Blue Ridge Fire and Rescue.....	828-692-4416
Dana Fire and Rescue.....	828-685-3494
Edneyville Fire and Rescue.....	828-685-7311
Etowah-Horse Shoe Vol. Fire Dept.	828-891-3102
Fletcher Fire Dept.....	828-684-0864
Gerton Vol. Fire Dept.	828-625-2779
Green River Vol. Fire Dept.....	828-692-4009
Henderson County EMS	828-697-4827
Hendersonville Fire Dept.....	828-697-3024
Mills River Vol. Fire Dept.	828-891-7959
Mountain Home Fire and Rescue.....	828-692-8014
Saluda Fire and Rescue	828-749-9816
Valley Hill Fire and Rescue.....	828-692-2581



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 Buncombe County 828-258-3888 and Henderson County 828-693-5605) 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 companies
 - ✓ DMV
 - ✓ Bank and 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-victim 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 victim. 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 victims 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. Victims 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 cost!

- **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 (avoid men with heart or back difficulties, or make them honorary pall bearers).
- 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 of a few dollars 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 is available to a surviving spouse or dependent child. The funeral home is required to complete and submit the necessary form to Social Security. Those eligible will receive payment directly from Social Security; it will not be sent to the funeral service provider. This payment is made only to eligible spouses or to a child entitled to survivor's benefits.
2. Survivor's benefits for a spouse or children.
 - ✓ If the spouse is age 60 or older, he/she will be eligible for benefits. The amount of the benefit received prior to full retirement age will be less than the benefit due at full retirement or over.
 - ✓ A disabled widow age 50 or older may be eligible for benefits.
 - ✓ The spouse of the deceased who is under 60, but who cares for dependent children under 16 or cares for disabled children, may be eligible for benefits.
 - ✓ The children of the deceased who are under the age of 18 or are disabled may also be entitled to benefits.

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

If the deceased was a veteran who received a discharge other than dishonorable, the survivors may be eligible to receive a lump-sum payment of \$300 for burial expenses and an allowance of \$300 for purchase of a plot in a private cemetery. Veterans are also eligible for a headstone or grave marker and a burial flag provided without charge. The funeral director often can help you apply for these benefits, or 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 the discharge.

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 person. This property will automatically pass on to the co-owner.

Probate

Probate is the legal process of distributing the estate of the deceased to the rightful heirs. This process usually entails:

- The appointment of an individual by the court to act as a "personal representative" or "executor" of the estate. This person is often named in the Will. If there is no Will, the court will appoint a personal representative, usually the spouse or a relative.
- Proving that the Will, if it exists, is valid.
- Informing interested parties, especially heirs and beneficiaries, that the Will is being probated.
- Disposing of the estate by the personal representative in accordance with the Will or the laws of the state.



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

Currently, North Carolina does not collect an estate tax. However, State laws change frequently. For current tax or legal advice, please consult with an accountant or an attorney since the information contained in this article is not tax or legal advice and is not a substitute for tax or legal advice. State Inheritance Tax

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 <http://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.

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, particularly widows, 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.

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 widows and widowers: 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.

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 North Carolina 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 will 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 North Carolina if the safe deposit box was rented in joint names, you will need a letter from



Trauma Intervention Programs, Inc.

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.



Trauma Intervention Programs, Inc.

Compiling Personal Information Could be Helpful in Funeral Planning and Handling Estate Affairs

Name of Deceased: _____

Gender: _____ Race: _____

Date of Birth: _____

Ethnicity: _____

Birth Place: _____

Name of Father: _____

Maiden Name of Mother: _____

Country of Citizenship: _____

Social Security Number: _____

Marital Status: _____

Name of Surviving Spouse (maiden name) _____

Primary Occupation: _____

Number of years in this occupation: _____

Employer: _____

Kind of Business: _____

Highest level of education completed: _____



Personal Notes

What to Expect When You Arrive at the Funeral Home

The first thing the funeral arranger 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.

The process may include but is 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 arranger can better discuss how you want your loved one remembered.



Recursos en Español

[Resources in Spanish]

Participación de la oficina del Examinador Médico

¿Cuál es el papel del médico forense y por qué es oficina del examinador médico en mi amada la muerte?

El médico forense se requiere por ley estatal para investigar todas las muertes no naturales, o muertes donde el médico tratante es incapaz de indicar una causa de muerte, así como casos donde la persona fallecida no ha sido vista por un médico durante un año antes de la muerte. La responsabilidad del examinador médico es establecer la identidad de los fallecidos; determinar el lugar, fecha y hora de la muerte, así como la causa y clasificación de la muerte.

Investigación del médico forense no se limita al examen de los difuntos, pero puede incluir entrevistas con familiares y otros testigos, la colección de evidencia física, revisión de registros médicos y la protección de la propiedad personal encontrado en la escena de la muerte.

¿Es necesaria una autopsia?

Las autopsias se realizan sólo en aquellos casos donde se requiere por ley o donde es necesario determinar la causa de la muerte.

¿Qué es una autopsia?

Una autopsia es un examen de los difuntos realizados por un médico. Este examen es un procedimiento quirúrgico que se lleva a cabo con la máxima profesionalidad y dentro de los estándares de la práctica médica competente.

¿Hay honorarios de cualquier médico forense?

Una tarifa para el transporte de los difuntos es requerida por ley estatal. No hay ningún cargo para la examinación de la autopsia.

¿Qué hago ahora?

Póngase en contacto con la funeraria de su elección. Están preparados para ayudarle a hacer sus selecciones y decisiones. Trabajan estrechamente con la oficina del examinador médico para concertar la liberación de sus seres queridos de restos de instalaciones del examinador médico.

¿Cuándo se puede dar el funeral?

Examen del médico forense generalmente no debe retrasar sus planes de funeral. El médico forense realizará su investigación tan pronto como sea



posible (normalmente 24 horas). Si es necesaria una autopsia podría haber un retraso de 2-4 días.

¿Qué se requiere para el examinador médico liberar los restos y propiedad personal?

Las pertenencias de los difuntos que no son retenidas como evidencia de la autopsia por el médico forense y no son retenidas por las agencias de la ley, son liberadas con el difunto a la funeraria.

¿Sabremos la "causa de la muerte" poco después de la autopsia?

No. La mayoría de las autopsias incluyen Toxicología u otros exámenes de laboratorio, que pueden tardar hasta 3-4 meses para competir. Después de la autopsia una causa adicional de muerte generada por la oficina del jefe médico examinador y ante registros civiles. En raras ocasiones, una causa preliminar de la muerte estará disponible la tarde del día que se realiza la autopsia.

¿Si el caso está "pendiente de investigación", retrasará el funeral de mi querido?

No. Un certificado de defunción que se emite "pendiente de investigación" no evitará la liberación de su ser querido. Sin embargo, algunas instituciones financieras, cuestiones inmobiliarias, legalización de un testamento o negocio dependen del certificado de defunción final.

¿Se emitirá un certificado de defunción "pendiente de investigación"?

Sí

¿Cómo puedo obtener una copia certificada de la partida de defunción?

Inicialmente, el director de la funeraria que maneja los arreglos finales ordena varias copias certificadas del certificado de defunción. Copias adicionales pueden adquirirse en el Departamento de registros vitales en el condado donde ocurrió la muerte. Condado de Buncombe (828) 250-4303 Condado de Henderson (828) 697-4901

¿Cómo obtengo una copia del informe del médico forense?

Una copia del informe de la autopsia puede obtenerse de la oficina del jefe médico examinador en Raleigh llamando al 1-919-743-9012 o por internet www.ocme.dhhs.nc.gov/docrequest.shtml

¿Cómo contacto al médico forense a cargo de mi/nuestro caso? Usted puede llamar al 828-259-5016 para muertes en el Condado de Buncombe y en el Condado de Henderson por favor contacto la oficina del jefe médico examinador al 919-743-9000 de la NC.



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. Explíquele a los niños que su papá o mamá no tenían, intenciones de morir ni tampoco querían morir. A los niños se les necesita asegurar que su papá o mamá no los abandonó intencionalmente.
4. Explíquele 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.



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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 this section 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.



Memorial Services Cemeteries and Memorial Parks

— Buncombe County —

Anders-Rice Funeral Home	828-254-3511
1428 Patton Ave. Asheville	
Asheville Area Alternatives	828-258-8274
702 Riverside Dr. Asheville	
Asheville Mortuary Service	828-254-0566
89 Thompson St. Asheville	
Carolina Memorial Sanctuary	828-782-7283
195 Blessed Way. Mills River	
Groce Funeral Home - Long Shoals	828-687-3530
72 Long Shoals Rd. Arden	
Groce Funeral Home - West Asheville	828-252-3535
1401 Patton Ave. Asheville	
Groce Funeral Home - East Asheville	828-299-4416
856 Tunnel Rd. Asheville	
Hart Funeral Home	828-575-0156
60 Phifer St. Asheville	
Harwood Home for Funerals - Black Mtn.	828-669-2977
208 W State St. Black Mountain	
Highlands Cremation and Funeral Care	828-676-2730
2393 Hendersonville Rd. Arden	
Morris Funeral Home	828-252-1821
304 Merrimon Ave. Asheville	
Penland and Family Funeral Home	828-686-5447
125 South Ave. Swannanoa	
Ray and Allen Funeral Service	828-252-5521
1373 Sweeten Creek Rd. Asheville	
West Funeral Home	828-645-3011
17 Merrimon Ave. Weaverville	



VA National Cemetery Administration www.cem.va.gov

US Department of Veterans Affairs benefits.va.gov

— Henderson County —

Forest Lawn Funeral Home 828-692-9188
538 Tracy Grove Rd. Hendersonville

Jackson Funeral Services 828-693-4261
1101 Greenville Hwy. Hendersonville

Shuler Funeral Home 828-693-5220
125 Orrs Camp Rd. Hendersonville

Thos. Shepherd & Sons Funeral Home 828-693-3435
125 S. Church St. Hendersonville

Cremation Societies

Heritage Cremation Provider 800-972-2070

Maple Springs Crematory 828-254-6197

.....

Office of Decedent Affairs

Office of Decedent Affairs (Buncombe Co.) 828-213-0978

Types of Funeral Arrangements

:

Burial

- A viewing or visitation (with or without the body present) can be arranged.
- A funeral director will assist the family in the selection of casket and burial vault
- At times, a funeral director may assist in the selection of cemetery spaces
- Funeral home staff will provide transportation of the deceased to service location and burial site
- There is usually a choice between an open or closed casket
- There is usually a choice as to the deceased's clothing, jewelry or personal items to place in the casket
- It may be necessary to select pallbearers for the service
- Participants in the service; clergy, friends, musicians may be selected
- Personal items for display and recorded music may be selected for the visitation/service
- .

Cremation

- All of the services mentioned regarding burial can be applied to cremation
- The funeral director will assist the family in selection of a cremation casket or container as well as an urn to hold the cremated remains
- An urn vault may also be chosen to hold the urn if earth burial of the remains is desired

Families of the deceased have the freedom to select burial or cremation with or without formal services



Grief and Trauma Support Groups and Services

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Referral Services

Info Link – 24 hours a day / 7 days a week..... 2-1-1
 2-1-1 provides information and referrals with links to community health and human services -- from securing care for a child or an aging parent, to finding treatment for substance abuse.

Addiction Intervention and Support

- Alcohol and Drug Abuse Services/**
Alcoholics Anonymous 828-254-8539
- Al-Anon** 800-286-1326
- ARP Addiction Recovery & Prevention** 828-253-6306
 Crisis Stabilization & Detoxification Center www.arpsc.org/neildobbins
- Narcotics Anonymous** 866-925-2148
- Treatment Accountability for Safer Communities** 828-210-0540
 Provides access to treatment for drug involved and mentally ill

Clean-Up Services

Available 24/7/365

- Aftermath Services** 888-651-0644
 Crime Scenes | Unattended Death | Accidents | Hoarding
- ArchAngels Biorecovery** 877-750-0200
 Crime Scenes | Unattended Death | Accidents | Hoarding
- Belfor** 844-260-0860 or 800-856-3333
 Fire & Water Clean Up | Restoration | Board Up | Storm & Wind Damage
- Fagala Specialists** 877-246-5532
 Crime Scenes | Decontamination | Biohazard | Accident | Hoarding
- First Restoration Services**..... 828-684-1582
 Crime Scenes | Unattended Death | Accidents | Hoarding
- Service Master of Buncombe County** 828-252-5330
 Fire & Water Clean Up | Restoration | Board Up
- Servpro** 828-255-4535
 Fire & Water Clean Up | Restoration | Board Up
- 1-800-BoardUp**..... 800-262-7387 or 828-702-7885
www.1-800-Boardup.com

Cultural Centers and Consulates

- Mexican Consulate – Raleigh, North Carolina** 919-615-3653



Veteran Services

- Survivor Outreach Services (S.O.S.) 855-707-2769**
- Veterans Administration Medical Center 828-298-7911**
1100 Tunnel Rd. Asheville
- Veteran’s Assistance - Buncombe County..... 828-250-5726**
- Veteran’s Assistance - Henderson County..... 828-697-4817**
- Tragedy Assistance Program for Survivors (TAPS)..... 800-959-8277**
- American Red Cross Disaster Services (800) 696-3873**
Military Emergency Notifications. Be prepared to provide: Name of Military Service Member, Rank and Branch, Social Security Number, Date of Birth, Military Duty Address.
- Veteran's 24-Hour Crisis Line (800) 273-8255**

Hotlines—24-Hour

- Adult Protective Services Buncombe County**
24-Hour Hotline..... 828-250-5800
- Adult Protective Services Henderson County**
9A-5P 828-694-6241
- After Hours..... 828-697-4911**
- AIDS/HIV Hotline..... (800-342-2437**
Spanish (800) 400-7432
- Alcoholics Anonymous (AA)..... 828-254-8539**
- Al-Anon..... 800-286-1326**
- Alzheimer’s Association..... 828-254-7363**
- Child Protective Services Buncombe County**
24-Hour Hotline..... 828-250-5900



Trauma Intervention Programs, Inc.

Child Protective Services Henderson County

9A-5P	828-697-5572
After Hours	828-697-4911
Depression Support	800-826-3632
Domestic Violence - HelpMate (Buncombe Co.)	828-254-0516
Domestic Violence - Mainstay (Henderson Co.)	828-693-3840
Domestic Violence Hotline National	800 799-SAFE (7233)
Mental Health Emergencies	800-600-6474
Mothers Against Drunk Drivers (MADD)	877-623-3435
National Runaway Safeline	800-786-2929
Provides education and interventions, non-judgmental support, confidentiality for at-risk youth and families.	
National Youth Crisis Hotline	(800-448-4663
Natural Disaster Hotline	800-985-5900
Sexual Assault/Rape - Our Voice (Buncombe Co.)	828-255-7576
Sexual Assault/Rape - The Healing Place (Henderson Co.)	828-693-3840
SIDS/Child Death (First Candle)	800-221-7437
Suicide Prevention Lifeline	800-273-8255
Veterans Crisis Line	800-273-8255

Legal Services/Estate Planning

Buncombe County Probate Court – Estate Division	828-259-3400
Henderson County Probate Court – Estate Division	828-694-4100
Pisgah Legal Services	828-253-0406
Free legal services Children, Seniors, Domestic Violence Victims, Crime Victims etc. Spanish Speakers Available	



Obituary Listing

Asheville Citizen Times 828-232-5966
email: obits@citizen-times.com

Blue Ridge News
can only be submitted by funeral home or mortuary

Pet Services

R.E.A.C.H. 828-665-4399
677 Brevard Rd. Asheville – 24 Hour Services Available

Western Carolina Regional Animal Hospital 828-697-7767
205 N. Highland Lake Rd. Flat Rock – 24 Hour Services Available

Pet Burial/Cremation

Asheville Pet Cremation (Asheville)..... 828-298-1525

Best Friends Pet Cemetery (Candler)..... 828-665-4303

Forever Faithful (Asheville) 828-281-0005

Pet Cremations of Western Carolina (Hendersonville) 828-693-5220

Petland (Hendersonville) 828-685-7107

Pet Loss Support

Pet Loss Support Group..... 828-258-3229

Pet Shelters

Asheville Humane Society 828-761-2001

Blue Ridge Humane Society 828-685-7107

Henderson Co. Animal Services 828-697-4723

Psychological/Bereavement Support

Many additional bereavement and support groups can be found at local houses of worship and hospitals.

Local

All Souls Counseling Center www.allsoulsounseling.org
A nonprofit organization providing quality mental health counseling to those in need in Western North Carolina. **828-259-3369**

Partnership for Pastoral Counseling www.ppcwnc.org
A nonprofit organization providing financial assistance to children, adults and families who need counseling services but have limited ability to pay.
..... **828-275-7279**

Care Partners Bereavement Support **828-251-0126**

Four Seasons Bereavement Support **828-692-6178**

GRASP – Grief Recovery After Substance Passing **828-337-8506**

Mountain Area - Grief Support for Kids **828-251-0126**

The Compassionate Friends **828-400-6480**

National

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

Accidental Impacts: Coping With Causing a Serious Accident
www.accidentalimpacts.org

Bereaved Parents USA **919-368-6286**
For families – parent, grandparents and siblings -- who experienced death of a child.
www.bereavedparentsusa.org

Brain Injury Association of America **(800) 377-1464**
www.biausa.org

Guild for Infant Survival – SIDS **24 hours 757-463-3845**
Parent support group for Sudden Infant Death Syndrome.



Trauma Intervention Programs, Inc.

Healing Hearts for Bereaved Parents www.healingheart.net

Online Bereaved Parent Support Group. Hosted by bereaved parents offering support to other bereaved parents. Christian based.

American SIDS Institute.....(800) 221-7437

Heart2Soul..... www.heart2soul.com

Online resources for funeral information, how-to discussions, funeral etiquette, religious differences, funeral planning.

Human Options..... **877 854-3594**

24-hour bilingual hotline. Elder abuse – Safe options for seniors, domestic

NAMI (National Alliance on Mental Illness). **828-505-7350 / 800-950-6264**

Mental health information and education www.namiwnc.org / www.nami.org

Smoky Mountain Center **800-849-6127**

support for mental health, developmental disabilities and substance abuse 24 hours a day, 7 days a week www.smokymountaincenter.com

Survivors of Suicide (SOS).....www.survivorsofsuicide.org

Senior Services

Adult Protective Services Buncombe County

24-Hour Hotline..... **828-250-5800**

Adult Protective Services Henderson County

8A-5P **828-694-6241**

After Hours..... **828-697-4911**

Council on Aging

Buncombe County **828-277-8288**

Henderson County **828-692-4203**

End of Life Care Planning - CarePartners..... **828-274-9567**

Memory Care Services..... **828-771-2219**

Social Security Office

Buncombe County **866-572-8361**

Henderson County **866-964-5053**

Food/Clothing Assistance (including pet food)

ABCCM - North	828-259-5303
ABCCM - South	828-684-3872
Abundant Harvest	828-633-0918
Anchor Baptist	828-884-7610
Avery's Creek Food Pantry	828-231-0042
Bethel Seventh Day Adventist	828-252-8105
Big Ivy Community Club	828-626-3438
Biltmore Church of God Food Pantry	828-274-7351
Bounty and Soul Fresh Market	828-419-0533
Calvary Episcopal Church	828-684-6266
Catholic Charities	828-255-0146
Etowah United Methodist	828-891-4360
Eblen-Kimmel Charities	828-255-3066
Family of Faith Fellowship	828-684-2158
Family Resource Center of Emma	828-252-4810
Fishes and Loaves Food Pantry	828-891-4360
Food for Fairview	828-628-4322
Foster Adventist Community Services	828-274-2014
Healthy Living Pantry - YWCA	828-775-7081
Hearts with Hands	828-667-1912
Henderson County Social Services	828-697-5500
Ingrid's Food Pantry	828-216-4820
Interfaith Assistance	828-697-7029
Jewish Family Services	828-253-2900
Loving Food Resources	828-255-9282
Lunch at the Crossroads	828-252-4781
Manna Food Bank	828-299-3663
Montmorenci Methodist Church	828-667-1211
Oakley Baptist Church	828-274-3221
Riverside Baptist Food Pantry	828-231-8992
Salvation Army - Buncombe County	828-253-4723

Food/Clothing Assistance (including pet food) continued



Trauma Intervention Programs, Inc.

Storehouse	828-692-8300
Tabernacle Missionary Baptist Church	828-255-0054
United Way of Asheville and Buncombe Co.	828-255-0696
United Way of Henderson County	828-692-1636
Victory Fellowship Worship Center	828-243-3088
Western Carolina Rescue Ministries	828-254-1529
Zephyr Hills Free Will Baptist Church	828-253-5487
First Baptist Church of Swannanoa	828-686-5123

**Rental Assistance and General Aid
(food, utilities, financial)**

ABCCM	828-259-5300
Eblen Charities	828-255-3066
Family Resource Center at Emma	828-252-4810
Henderson County Social Services	828-697-5500
Hendersonville Housing Authority	828-692-6175
Hominy Valley Crisis Ministry	828-670-1221
Housing Assistance - Henderson County	828-692-4744
HPRP	828-252-8883
Human Services West - Buncombe County	828-250-5500
Main Ministry	828-669-9404
NC Foreclosure Prevention	888-623-8631
Only Hope WNC	828-693-5499
Saint Vincent de Paul Society	828-775-1933
Salvation Army Emergency Assistance	828-253-4723
Supportive Services for Veteran Families	828-259-5314
Veteran Families Homeward Bound of WNC	828-772-2847
Swannanoa Community Council	828-775-5595

Children/Youth Services

Child Protective Services Buncombe County

24-Hour Hotline	828-250-5900
Child Protective Services Henderson County	
8A-4:30P	828-697-5572
After Hours	828-697-4911
Caring for Children	828-253-7233
Temporary residential care during crisis	
Mountain Area - Grief Support for Kids	828-251-0126
Only Home - Youth Homeless Shelter	828-693-5499
Trinity Place Runaway Shelter	828-253-7233

Shelters—Homeless/Disadvantaged/Seniors/Youth

Beloved House of Hospitality	828-242-8261
Asheville – Day Shelter. Transitional Housing Program.	
Western Carolina Rescue Mission	828-254-1529
Asheville - Emergency Shelter for Men and Women. Food bank and meals	
Homeward Bound Asheville	828-258-1695
Asheville – Day Shelter. Provides basic services like showers, laundry, mail and phone access. Case management available	
Salvation Army Shelter for Men and Women	828-253-4723
Asheville	
Asheville Buncombe Community Christian Ministry	828-259-5300
Asheville - Men, Women and Children	
Only Home - Youth Homeless Shelter	828-693-5499
Trinity Place Runaway Shelter	828-298-7233

Shelters—Domestic Violence

Domestic Violence - HelpMate (Buncombe Co.)	828-254-0516
Domestic Violence - Mainstay (Henderson Co.)	828-693-3840



Transportation

If you need assistance arranging emergency air transportation or hotels, TIP may be able to assist you. 24 hours

Senior/Disabled/Wheelchair Accessible - must be scheduled

ADA Complementary Paratransit	828-250-6750
Medicaid Transportation	828-552-5486
R.I.D.E.	828-250-6750
Senior Bus Pass Program - Mountain Mobility	828-250-6750
Asheville Redefines Transit - Bus	828-253-5691
Apple Country Transportation	828-693-1711

Taxi Services

Checker Cab (Buncombe and Henderson Co)	828-348-1162
Reliable Transportation and Taxi (Henderson Co.)	828-585-5770
Areawide Taxi (Asheville area)	828-202-8144
A Red Cab Co. (Buncombe Co.)	828-232-1112
Yellow Cab Co. (Buncombe Co.)	828-253-3311
Blue Bird Taxi Co. (Buncombe Co.)	828-258-8331
Blue Bird Taxi Co. (Henderson Co.)	828-693-3011
Apple Cab (Henderson Co.)	828-698-8571
Metro Cab (Buncombe Co.)	828-254-1155
Mr. B's Transportation (Buncombe Co.)	828-424-6779
Night and Day Taxi (Henderson County)	828-693-8099

Airlines

Aero Mexico	(800) 237-6639	Northwest	(800) 225-2525
Air Canada	(888) 247-2262	Philippine	(800) 435-9725
Alaska/Horizon	(800) 252-7522	Qantas	(800) 227-4566
American	(800) 433-7300	Southwest	(800) 435-9792
Continental	(800) 523-3273	United	(800) 225-5833
Delta	(800) 221-1212	US Airways	(800) 428-4322
Hawaiian	(800) 367-5320	Virgin Atlantic	(800) 862-8621
Jet Blue	(800) 538-2583		

Victim Services

- American Red Cross** **Asheville –828-258-3888**
Hendersonville – 828-693-5605
National – (800) 733-2767
- American Red Cross Disaster Services**..... **(800) 696-3873**
Military Emergency Notifications. Be prepared to provide: Name of Military Service Member, Rank and Branch, Social Security Number, Date of Birth, Military Duty Address.
- Domestic Violence - HelpMate (Buncombe Co.)** **828-254-0516**
- Domestic Violence - Mainstay (Henderson Co.)** **828-693-3840**
- Buncombe County Family Justice Center**..... **828-250-5700**
 Part of a coordinated community response to domestic and sexual violence. The Buncombe County Family Justice Center provided comprehensive services to adult victims of domestic and sexual violence.
- Henderson County Family Justice Center**..... **828-595-2071**
 Assists victims of interpersonal violence. Interpersonal violence and abuse refers to violence and abuse that occurs between people who know each other. It can occur within or outside a family setting.
- North Carolina Victim Assistance Network** **919-831-2857**
 Crime Victim assistance and information
- Office of Decedent Affairs (Buncombe Co.)** **828-213-0978**
- Sexual Assault/Rape - The Healing Place (Henderson Co.)** **828-692-3931**
- Sexual Assault/Rape - Our Voice (Buncombe Co.)** **828-252-0562**
- Victim Services Unit - Asheville PD** **828-259-5912**



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 828.513.0498 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 *Buncombe* or *Henderson County* or your local city to the search topic, and local providers will be shown.

Additional resources are available from Trauma Intervention Programs, Inc. Western North Carolina Chapter www.tipofwnc.org or www.whentragedystrikes.org or www.tipnational.org



Trauma Intervention Programs, Inc.

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.

Who are you? [Spouse, child, friend, etc.] _____

Your feedback:

If you wish us to contact you, please provide your name and telephone number:

Please mail this page to:

Trauma Intervention Programs
1420 Phillips Street, Vista, CA 92083

or access our webpage <http://www.tipofwnc.org/feedback.php>



Call Summary

Date _____ Time Out _____

Response Time _____ Finished Time _____

Agency & Contact on Scene

Location (ER, Home, Scene)

Map Location

Victim's Name

Age

Client Name

Age

Client Name

Age

Street Address

City

Zip

Telephone

Relationship to Victim

Client

Address/Phone



Incident Information

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

Police/Sheriff/EMS/Fire _____

Police/Sheriff/EMS/Fire _____

Officer's Name/Badge _____

Officer's Name/Badge _____

Phone _____ Case # _____

Hospital _____ Phone _____

Doctors/Nurses _____

TIP Volunteer _____

TIP Volunteer _____



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Trauma Intervention Programs, Inc.

Citizens Helping Citizens in Crisis

828-207-2904 (pager)

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