



*Citizens Helping Citizens in Crisis.*

# **TIP of Northern Nevada Resource Guide**

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**TIP of Northern Nevada, Inc.**

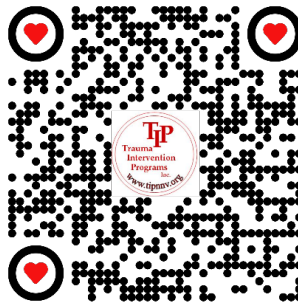
**[www.tipnnv.org](http://www.tipnnv.org)**

**24-HOUR ASSISTANCE: (775) 745-5514**

# TIP Trauma Intervention Program of Northern Nevada, Inc.

FREE counseling services listed on last page of resource guide.

To **become a financial partner** with TIP of Northern Nevada or to **make a donation** in memory of your loved one, please scan QR code below with your phone or visit: [www.tipnnv.org/donations](http://www.tipnnv.org/donations)



**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 called to crisis scenes by law enforcement, firefighters, emergency medical responders, coroner staff, 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 government, hospitals, business, and individuals.

The Northern Nevada TIP Chapter was founded in 2009. Over 30 local volunteers are available to respond immediately to crisis situations on a 24-hour, 365-days a year basis.

*TIP of Northern Nevada \* 325 Sunshine Lane \* Reno, NV 89502*

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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 well-being can apply to all categories of traumatic loss.

- **The first response to your loss may be 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.” Do not be hurried. There is no timetable. Accepting the reality of your loss may be 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. Take charge and make whatever you decide a plan which reflects you and your family’s unique wishes.
- **Delay major decisions** until you have recovered from the initial turmoil following a death.
- **How to deal with children:** Tell the truth about what happened; answer questions in a straightforward manner; let the child participate in the family sorrow and in grieving rituals; protect the child from imagined guilt (“I was bad – it was my fault”); provide lots of love and reassurance.
- **Accept your feelings:** You may find yourself experiencing a “roller coaster” of feelings for weeks and months after the loss. Do not try to escape these feelings. They are normal. You must go through them.
  - **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.
- **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.
- ***Nurture yourself:*** Do something good for yourself on a daily basis.
- ***Hope and healing:*** It may take time and work, but you can survive a terrible loss. You may never completely get over 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**

Emergency service providers as well as citizens can experience the following symptoms following a crisis event. In a crisis situation, one may experience emotional detachment in order to cope and function. The following reactions may occur hours, days, weeks, or months after an event.

- ⇒ Physical
- ⇒ Headaches
- ⇒ Difficulty breathing
- ⇒ Hyper alertness/easily startled
- ⇒ Preoccupation with the event and one's role in it
- ⇒ Anxiety
- ⇒ Behavioral
- ⇒ Excessive risk taking
- ⇒ Withdrawal
- ⇒ Sleep disturbances/nightmares
- ⇒ Change in personal or work habits
- ⇒ Stomach problems /indigestion
- ⇒ Chest pains
- ⇒ Elevated blood pressure
- ⇒ Emotional
- ⇒ Irritability / anger
- ⇒ Depression
- ⇒ Guilt
- ⇒ Emotional numbness
- ⇒ Impulsiveness
- ⇒ Silence
- ⇒ Cognitive
- ⇒ Poor Concentration
- ⇒ Difficulty in decision making
- ⇒ 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: “You were only a witness,” or “You were really lucky,” or “It’s been two weeks, why are you still bothered?”
- Don’t revert to alcohol, drugs, or overeating to cope. They 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 it 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.
  - Realizing you were a victim yourself and not a trained rescuer.
  - Recognizing what you “did right.”
  - Recognizing the extenuating circumstances related to the event: the suddenness, the danger, etc.
  - Help others in your family or group.
  - Reach out to support those who are particularly traumatized.
  - 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 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 his 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.
- Be tolerant. It is normal for a child confronting a major crisis to regress to levels below his present level of maturity.
- Encourage the child to express his or her feelings and thoughts.



## **HELPING CHILDREN DEAL WITH SUICIDE**

- 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.
- **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 commit suicide.
- Children may experience all of the many emotions and phases of grief.

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## **SUGGESTIONS FOR FAMILIES DEALING WITH SUICIDE**

It is important to sit down together to experience your honest feelings. 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. Here are some suggestions to help with family grief:

- Pay attention to your family members when you are with 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.
- Do not give each other the silent treatment. This has many negative effects.
- Sit back and listen. Let other family members have an opportunity to talk.
- Be sure to hug and touch each other at every opportunity.
- 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 and get help for what you can't do.
- Studies show that a bereaved person's self-esteem can be extremely low. Survivors should help each other to think and feel good about themselves.
- If there is a suicide note, discuss as a family what to do with it: Possible options are keeping, copying or destroying the note.

## **EMOTIONAL FIRST AID**

### **HELPING THE EMOTIONALLY INJURED AFTER TRAGEDY STRIKES**

#### **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 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 – witnesses, rescuers, children...

- 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, 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, people who have “a job to do” or who have opinions about what the victim should or shouldn’t do often surround the victim. 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.” Do not 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 to Say**

What happened?  
I know how you feel.  
I’m so sorry.  
Calm down.  
This must be very difficult for you.  
Don’t cry.  
It’s OK to feel . . .  
Can you share with me how you’re feeling?

**What Not to Say**

It could be worse.  
It’s God’s will.

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

## HOW YOU CAN HELP LATER

There is much that you can do to help - simple things. The following suggests the kinds of attitudes, words, and acts, which 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, 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.

The following suggestions will guide you in communicating that care:

- **Get in touch.** Telephone. 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, anyone'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.
- **Write a letter.** A sympathy card is a poor substitute for your own expression. If you take time to write of your love for and memories of the one who died, your letter might be read many times and cherished, possibly into the next generation.
- **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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## **CORONER INFORMATION**

The mission of the Washoe County Medical Examiner/Coroner Office is to investigate unexpected and unexplained deaths and to determine the manner of death, date, time, cause, and classification.

The Coroner'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 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 cause of death.

### **What is an autopsy?**

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

### **What do I do now?**

Contact the funeral home and/or the funeral home consumer alliance group of your choice. They are prepared to provide you information so that you can make your own selections and decisions. They will coordinate with the Coroner to arrange the release of your loved one's remains from the Coroner's facility.

### **When can I have the funeral?**

The Coroner's examination should not delay your funeral plans. The Coroner will complete his investigation as soon as possible.

### **What is required for the Coroner to release the remains/body & personal property?**

The mortuary must provide the Coroner with a release form signed by the *legal next of kin*.

### **Will we know the cause of death soon after the autopsy?**

Not always. A cause of death most often takes in excess of 12-weeks to determine, particularly if toxicology tests are performed.



**If the case is pending investigation, will it delay the funeral of my loved one?**

No. Death certificates are not necessary for funerals. However, some financial, estate, probate or business matters may be dependent upon the final death certificate.

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

Call the Washoe Co. Health Dept. at (775) 328-2456 or visit their office at 9<sup>th</sup> & Wells in Reno, NV. Call 211 for death certificate information in other areas within Nevada. There is a fee assessed by the County for birth/death certificates. Call the number provided above to get the most current pricing. You may qualify to obtain a death certificate if you are a direct family member by blood or marriage, the deceased person's guardian, or his or her legal representative. You must provide photo identification.

**How do I obtain a copy of the Coroner's report?**

Copies of completed autopsies are available to next of kin, or other person such as attending physicians, law enforcement, or any person who, by subpoena, seeks information for a judicial proceeding. Washoe County Medical Examiner's Office will provide one copy to a family

## **TAKING CARE OF DETAILS AFTER A FIRE**

- 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 856-1000) for immediate help with essential needs & temporary housing. 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 (any medications subjected 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 & friends
  - Mortgage company
  - Employer
  - Children's school
  - Post Office
  - Newspaper
  - Local fire department
  - Utilities companies
  - DMV
  - Bank & credit card companies
- If you are a 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 the 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 ESTIMATES.
- 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.**

***REMEMBER:***

*It is your decision on which fire remediation/restoration company you want to use. Do not feel you have to use a company simply because they showed up or were referred by someone. Call your insurance company if you have questions.*

## **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 employees' 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**

### **PRACTICAL CONSIDERATIONS**

#### **A GUIDE FOR SURVIVORS WHEN DEATH OCCURS**

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 that need to be made and actions, which need to be taken in the first few months after death.

#### ***Practical Considerations for Funeral or Memorial Services***

- Decide on time and place for funeral or memorial service.
- Make a list of immediate family, close friends, and employer or business colleagues. Notify each by phone.
- If flowers are to be omitted, decide on appropriate memorial to which gifts may be given (a church, library, school, or charity).
- Write 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.
- Arrange for family members or close friends to take turns answering the door or phone, keeping careful records of calls.
- Arrange hospitality for visiting relatives and friends.
- Arrange appropriate childcare.
- Coordinate special needs of the household, e.g. cleaning, grocery shopping, etc., which might be done by friends.
- Select pallbearers and notify them (avoid persons with heart or back difficulties, or make them honorary pallbearers).

#### ***Practical Considerations for AFTER Funeral or Memorial Services***

- Notify the lawyer and executor of the will. Get several copies of the death certificate.
- Plan for the distribution of flowers after the funeral (hospital or rest home).
- Prepare a list of distant persons to be notified by letter a/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).
- Check promptly on all debts and installment payments. Some may carry insurance clauses that will cancel them. If there is to be a

delay in meeting payments, consult with creditors and ask them for more time before payments are due.

- If the deceased was living alone, notify utilities and landlord and tell the post office where to send mail. Take precautions against thieves.

## ***A Guide for Survivors When Death Occurs***

### ***Collecting the Papers***

The first step is to collect the necessary papers in order to file for various benefits and to finalize the estate:

- 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 be a charge of \$25 per certificate. You may save money by using a photocopy when possible, but many companies will require a certified copy. For most circumstances, you will want 10-12 copies initially, but you may need more later.
- Copies of insurance policies: These documents may be stored in a safe deposit box or with the personal belongings of the deceased.
- Social Security numbers of the deceased, the spouse, and any dependent children. The Social Security number for the deceased can be found on the death certificate.
- Copy of a certificate of honorable (or other than dishonorable) discharge if the deceased was a veteran. 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.
- Copies of a marriage certificate if the spouse of the deceased will be applying for benefits. Copies are available at the Office of the County Clerk where the marriage license was issued.
- Copies of birth certificates for dependent children: Copies are available at either the State or County Public Health offices where the child was born.
- A copy of the will: The lawyer of the deceased may have the will, or it may be in a safe deposit box or with the personal belongings of the deceased.
- 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.

### ***Insurance Policies***

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

- Life insurance
- Mortgage or loan insurance



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

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.

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.

<b>Social Security Administration</b>	<b>800-772-1213</b>
<b>Social Security Admin – Reno office</b> <i>1170 Harvard Way, Reno, NV</i>	<b>775-784-5221</b> <b>888-808-5481</b>

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.

- A death benefit of \$255 toward burial expenses. 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.
- 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 age 65 will be less than the benefit due at age 65 or over.
  - Disable widow age 50 or older will 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 birth and death certificates of the deceased, marriage certificate of the spouse, birth certificates of any dependent children, Social Security numbers, and copies of the deceased's most recent federal income tax return.

### **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+ towards burial expenses and an allowance of \$150 for purchase of a plot in a private cemetery. Veterans are also eligible for a headstone or grave marker provided without charge. The funeral director often can help you apply for these benefits, or contact the local **Nevada Department of Veteran Services (NDVS) (775-321-4880)**.

<b><i>N. Nevada Veteran's Memorial Facility – Fernley</i></b>
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<b><i>775-575-4441</i></b>
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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.

### **The Will**

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)

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.

In Nevada if the deceased did not have a will, the property of the deceased will 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 to the spouse and one-half to the child. If there is more than one child, 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 Public Administrator for your county for more information.

<b>Washoe County</b>	<b>775-861-4000</b>
<b>Douglas County</b>	<b>775-287-4321</b>
<b>Storey County</b>	<b>775-847-0964</b>
<b>Carson City</b>	<b>775-887-2260</b>

### **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.

In Washoe County, the **Second Judicial District Court (328-3110)** has jurisdiction over the probate process. The spouse or personal representative named in the will must file a petition with the court within 30 days after death. There is a filing fee for this process.

Depending on the size and complexity of the probatable assets, you may require legal assistance.

Probatable assets do not include property where the deceased and someone else are listed as owners. Proceeds from a life insurance policy or Individual Retirement Account (IRA), which can be paid directly to a beneficiary, are also not subject to probate.

### **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.

### **State Estate /State Inheritance Tax**

There is no estate or inheritance tax in the State of Nevada.

### **Income Taxes**

The federal and income taxes of the deceased are due for the year of death (Nevada has no state personal income tax). 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 online: <http://www.irs.gov/pub/irs-pdf/p559.pdf> or by contacting your local **IRS office at (775) 824-2218**. The phone number is listed under IRS Forms in the government section of your directory.

### **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. Especially for life insurance, you may decide that you no longer need to have the same amount if you do not have dependents. Auto insurance and home insurance may also need revision. In the case of a spouse, the deceased may have covered your medical insurance through work. You may need to purchase your own medical insurance. 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 your State Department of Motor Vehicles.

<b>DMV</b>	<b>800-344-0483 or 775-684-4368</b>
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- **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.

If the safe deposit box was rented in joint names, you may need a letter from the Washoe County 2<sup>nd</sup> Judicial District Court (775 328 3110) to get into the box. Contact the Court for details.

### **Credit Cards**

Credit cards, which were held exclusively in the name of the deceased, should be canceled. Any payments due on these credit cards should be paid by the estate.

In the case of a spouse, you may have credit cards in both names, or you may have used cards which listed only the name of the deceased. In this situation, you will want to try to make payments in order to keep your own good credit rating. 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 have trouble getting a new card if they do not have their own credit rating. When applying for a card, be sure to 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 will need some time to consider your situation before you can make these decisions responsibly. If at all possible, don't rush into a decision you might later regret.

**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 Washoe County Bar Association may be able to provide referrals.

<b>State Bar of Nevada</b>	<b>775-329-4100</b>
<b>Washoe County Bar Association</b>	<b>775-786-4494</b>
<b>Washoe Legal Services</b>	<b>775-329-2727</b>

## **RECURSOS EN ESPAÑOL**

(Spanish Resources)

Frank Lemus, Spanish speaking counselor

775-323-1330

## **UN MENSAJE ESPECIAL**

(Coroner Information)

### **¿CUÁL ES LA FUNCIÓN QUE CUMPLE LA OFICINA DEL MÉDICO FORENCE Y PORQUE SE INERESAN EN LA MUERTE DE MI SER QUERIDO?**

La ley estatal (G.C. 27491) requiere que la Oficina del Médico Forence investigue todas las muertes consideradas como no naturales o en casos cuando el médico de cabecera no puede dar la causa de la muerte y también en casos donde el difunto no haya sido visto por un médico por más de veinte días antes de fallecer. Nuestra responsabilidad es de establecer la identidad del difunto, determinar el lugar, fecha, hora, causa y tipo de muerte. La Oficina del Médico Forence no solo se limita a examinar al difunto, también conduce entrevistas a miembros de familia y otros testigos; colecta evidencias físicas y cuida de las pertenencias personales encontradas en el lugar de un siniestro.

### **¿ES NECESARIA UNA AUTOPSIA?**

Una autopsia solo se hace en casos requeridos por la ley.

### **¿QUE ES UNA AUTOPSIA?**

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

### **¿QUE HAGO AHORA?**

Contacte la funeraria de su elección. Ellos están preparados para asistirle para hacer sus selecciones y desiciones. Ellos se encargarán de retirar los restos de su ser querido de nuestras instalaciones.

### **¿CUÁNDO PUEDO HACER EL VELORIO?**

Nuestra examinación no demorará sus planes. El médico forence completará el examen lo más pronto posible, comunmente dentro de las 24 horas.

**¿QUÉ NECESITA LA OFICINA DEL MÉDICO FORENSE PARA ENTREGAR LOS RESTO Y EFECTOS PERSONALES?**

La funeraria debe entregar a nuestra oficina un formulario de entrega firmado por un pariente más cercano al difunto.

**¿DESPUES DE LA AUTOPSIA, NOS ENTERAREMOS DE LA CAUSA DE MUERTE?**

En la mayoría de los casos, sí.

**¿DEMORARÁ EL FUNERAL DE MI SER QUERIDO SI EL CASO TIENE UNA INVESTIGACION LEGAL PENDIENTE?**

No. El certificado de defunción indicará que existe un caso pendiente, pero esto no causará ninguna demora. Pero eso si, algunas materias financieras, inmobiliarias, legalización de testamentos o negocios pueden depender de tal certificado.

**¿PUEDO COMPRAR UN CERTIFICADO DE DEFUNCIÓN QUE INDIQUE QUE EXCISTE UNA INVESTIGACION PENDIENTE?**

Sí. En todos casos tenemos disponibles a petición suya y libre de cargos un certificado llamado "VERIFICATION OF DEATH LETTER" o una carta de verificación de muerte. Esto no substituye un certificado de defunción, pero puede solucionar algunos problemas.

**¿COMO PUEDO CONSEGUIR UNA COPIA CERTIFICADA DEL CERTIFICADO DE DEFUNCIÓN?**

Estas se pueden comprar a través del departamento de salud del condado de Washoe, localizado en 10 Kirman Avenue, Reno, NV, 89502 teléfono (775) 785-6114. Si usted está familia Ud. debe ponerse en contacto con la siguiente oficina.

**CÓMO PUEDO CONSEGUIR UN A COPIA DEL REPORTE DEL MÉDICO FORENSE?**

Copias del reporte de la autopsia se pueden comprar por 20 centavos por hoja y pueden ser ordenadas por correo o en persona. Si desea ordenar las por correo por favor incluya el nombre del difunto, fecha de defunción, número del caso y un cheque a para de Washoe County Coroner Office.

**INFORMACION NECESARIA PARA EL DIRECTOR DE LA FUNERARIA**

Si lo desea, complete este formulario que podrá asistirle cuando haga los preparativos del velorio.

**DATOS PERSONALES DEL DIFUNTO**

Nombre del difunto:

Sexo:

Raza:

Fecha de nacimiento:

Etnicidad:

Lugar de nacimiento:

Nombre y lugar de nacimiento del padre:

Nombre de soltera y lugar de nacimiento de la madre:

Ciudadanía:

Número del seguro social:

Estado civil:

Nombre del esposo/a:

Ocupación:

Años de trabajo:

Lugar de trabajo:

Tipo de trabajo:

Dirección:



## **SOBREVIVIENDO LA PÉRDIDA 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 adormesido 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 distintas opciones disponibles para usted. Planee el funeral de significativo y especial para usted y su familia. No hay reglas rígidas para llevar a cabo esto. 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 recuperado del impacto inicial de lo acontecido.

**Como preparar a los niños:** Dígalos 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 período de sub 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:** “Si tan solo yo hubiera...”

**Depresión:** Usted podría sentirse incapaz de hacer hasta las labores más básicas. Usted podría decirse a sí mismo - “¿Para qué?”

- Mantenga un diario: Podría ayudarle escribir como se está sintiendo.

**Busque la ayuda de otros:**

- **Amigos y familia:** 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 como este están compuestos de personas que brindan apoyo a personas, que también como ellos 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 quizá con un nuevo entendimiento y propósito.

## **PRIMEROS AUXILIOS EMOCIONALES**

### **(Emotional First Aid)**

Ayudar a los heridos emocionalmente después de una tragedia ocurre.

#### **1. Acérquese personalmente**

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

#### **2. Cómo conseguir contacto emocional**

- Pregúntele a la *víctima* cómo se siente
- Reconozca el dolor de la víctima
- No minimise el dolor de la víctima

**3. No menosprísie 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 esté afectado por un evento trágico, haga contacto con prudencia y curiosidad - por ejemplo “¿Cómo se siente?”.

**4. Proteja a la víctima de hacer 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 de la víctima.
- Esté al tanto de las necesidades físicas de la víctima, por ejemplo: alimento, medicinas, y un lugar seguro.

**5. 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 necesite.

- 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.

**6. 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”.

**7. 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 que se haga lo que la víctima desee hacer.

**8. Resumen:** Por lo general, en las primeras horas después de un suceso trágico, 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 de más” o haga demasiado por la víctima. Recuerde que el primer desafío psicológico para la víctima es volver a recuperar su sentido de control. Esto implica que la víctima debe ser alentada a tomar decisiones y que usted las lleve a cabo.
- Finalmente, un corazón roto no puede “ser enmendado”. Así es que; ni lo trate! 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.

### **QUÉ DECIR**

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

### **QUE NO DECIR**

“Yo sé 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
- Dificultades 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
- Adormecimiento emocional

#### **CONDUCTA**

- Impulsivo/a
- Toma muchos riesgos
- Callar/se apartarse
- No puede dormir
- Sufre pesadillas
- Cambio en hábitos personales o de trabajo

#### **RAZONAMIENTO MENTAL**

- Poca concentración
- Dificultades haciendo decisiones
- Problemas con su memoria.
- Dificultades con detalles

# **MANERAS EFECTIVAS DE CÓMO SALIR ADELANTE DESPUÉS DE UN SUCESO TRAUMÁTICO**

## **(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 se está “enloqueciendo”. Usted sólo está reaccionando normalmente a un suceso inesperado. Sea paciente con usted mismo. 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 al cabo de ello. Recuerde: Quizá nadie le de el valor necesario a sus sentimientos. Es más, tal vez hasta minimicen cómo usted se sienta y tal vez escuche cosas como - “Pero tu sólo fuiste un testigo” o “Tuvistes 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 solo hará que su situación empeore.
4. Mantenga su rutina cotidiana. Siga con sus rutinas diarias, al igual que con sus asuntos pendientes.
5. Para entender mejor lo que pasó, tratar de conocer los hechos.
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 usted desempeñó y el papel que ellos también desempeñaron durante la tragedia. Probablemente no solo 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...
  - 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 victimice a las víctimas al criticar la forma que cada uno adapta para hacer frente a la situación. Deje que se “lamenten” los que quieran lamentarse y deje a aquellos que prefieran empezar a “seguir adelante” que sigan.

## **AYUDAR A LOS NIÑOS A LLORAR**

### **(Helping Children Mourn)**

- 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 de ser abandonado.
- El contacto físico, sosteniendo y abrazando a los niños es la forma más poderosa para decirle a un niño que se preocupa.
- 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.
- 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 sus papás o mamás. Algunos niños tal vez necesiten ayuda para deshacerse de su sentimiento de culpabilidad.
- Aliente a los niños a hacer preguntas acerca de cualquier duda que tengan. Haga esto en repetidas ocasiones.
- Conteste todas las preguntas de los niños en una forma sencilla, directa y honesta. Los niños son muy rápidos y pueden persivir si usted les está mintiendo. Esto les pudiera resultar en no confiar más en los adultos.
- Permita que los niños participen en el funeral. Describir las cosas en detalle antes de que sucedan. El funeral tiene una función cultural, religiosa y terapéutica importante para la familia. Los niños también son miembros de la familia.
- Sea muy tolerante. Es normal para los niños que están pasando una crisis muy grande que se porten por debajo de su normal nivel de madurez.
- Motive a los niños a que expresen sus sentimientos y pensamientos.

## BUSINESS & SERVICES DIRECTORY

The following pages provide a condensed list of businesses & services available in our community. This list is provided as a convenience to 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/or services, nor can we guarantee the quality of their products and/or services. You should use this section as a starting point in your search, then conduct your own more in-depth search for the business or service that is right for you.

**Call Nevada 2\*1\*1 or text your 5-digit zip code to TXT211  
(898211) for resources in your community**

<b>ADOLESCENTS ~ CHILDREN</b>	
<b>Big Brothers Big Sisters of N. Nevada</b>	<b>775-352-3202</b>
<b>Child Find</b> <i>Helps to identify the un-served child</i>	<b>775-327-0685</b>
<b>Children's Cabinet</b> <i>Family resource center, respite care, day care, parenting classes &amp; family counseling.</i>	<b>775-856-6200</b>
<b>Eddy House</b> <i>Walk-in center for runaways, homeless, foster, &amp; at-risk youth. 888 Willow Street Reno, NV</i>	<b>775-384-1129</b>
<b>Jan Evans Juvenile Justice Center</b> 650 Ferrari McLeod Blvd., Reno, NV <b>Spanish #:</b> 775-325-7801 / <b>24-hour #:</b> 775-325-7811	<b>775-325-7800</b>
<b>National Runaway Switchboard</b> <i>When looking for a place to run away to or if you're a run-away and ready to go home</i>	<b>800-786-2929</b>
<b>Nevada Youth Empowerment</b> <i>Transitional housing for youth 18-24 years old</i>	<b>775-747-2073</b>
<b>OUR Center</b> <i>Support center for LGBTQA community</i> 1745 South Wells Ave. Reno, NV 89502	<b>775-624-3720</b>
<b>Safe Talk for Teens</b> <i>Safe confidential support for teens, provides resources for additional support</i>	<b>775-823-2700</b>
<b>Solace Tree</b> <i>Support for grieving children, teens and families</i> 1300 Foster Dr. Suite 200 Reno, NV 89509	<b>775-324-7723</b>
<b>The Trevor Project</b> <i>Trained counselors 24/7 to support youth in crisis, suicidal, or in need of safe &amp; judgment free talk space. Specializing in supporting LGBTQIA+ community.</i> <a href="http://www.thetrevorproject.org">www.thetrevorproject.org</a>	<b>866-488-7386</b> <b>text "START"</b> <b>to 678678</b>
<b>Quest Counseling</b> <i>Adolescent substance abuse &amp; family services</i>	<b>775-786-6880</b>
<b>Washoe County Social Services</b> <i>Investigates reports of child abuse, emergency shelter for children.</i> 350 S Center St. Reno, NV 89501	<b>775-785-8600</b>
<b>Willow Springs</b> 690 Edison Way, Reno <i>Residential treatment center for youth &amp; teens in Washoe County</i>	<b>775-858-3303</b>
<b>Women &amp; Children's Center of the Sierra</b> <i>Diaper bank, food pantry, hygiene items, support groups, job search, Cribs For Kids, etc.</i> 3905 Neil Rd Ste 2, Reno, NV 89502	<b>775-825-7395</b>



<b>AIDS ~ HIV</b>	
<b>Northern Nevada Hopes</b> <i>Counseling, referrals, medical</i>	<b>775-786-4673</b>
<b>Sida Informacion/Spanish Aids Hotline</b>	<b>800-344-7432</b>
<b>National Aids Hotline</b>	<b>800-232-4636</b>
<b>OUR Center</b> 1745 South Wells Ave, Reno, NV 89502	<b>775-624-3720</b>
<b>ALCOHOL ~ DRUGS</b>	
<b>Al-Anon adult/children</b>	<b>775-348-7103</b>
<b>Alcohol &amp; Drug Treatment Hotline</b>	<b>800-ALCOHOL</b>
<b>Alcoholics Anonymous, 24 hours</b> <i>AA 24 hour line can obtain bi-lingual assistance</i>	<b>775-355-1151</b>
<b>Bristlecone Family Resource Centers</b> <i>Counseling help with drugs, alcohol, gambling and tobacco</i>	<b>775-954-1400</b>
<b>Northern Nevada Al-Anon Info</b> <i>Help for families and friends of alcoholics</i>	<b>775-348-7103</b>
<b>NV DUI Task Force</b> <i>Resources to DUI victims/families</i>	<b>775-348-4664</b>
<b>ReSTART</b> <i>Substance abuse counseling, life skills, parenting classes, transitional/supportive housing, limited rental funds <a href="https://www.voa-ncnn.org/">https://www.voa-ncnn.org/</a></i>	<b>775-324-2622</b>
<b>Ridge House</b> <i>Resident and outpatient treatment</i>	<b>775-322-8941</b>
<b>Salvation Army</b> <i>Disaster assistance to needy families, substance abuse, basic services</i>	<b>775-688-4555</b>
<b>Stacie Mathewson Behavioral Health &amp; Addiction Institute</b> <i>Treatment for substance use disorder, co-occurring substance use &amp; mental health disorders</i>	<b>775-982-5419</b>
<b>Step 2 Rehabilitation for Women</b>	<b>775-787- 9411</b>
<b>Substance Abuse Prevention &amp; Treatment Agency</b> <i>additional resources available on website: <a href="https://www.washocounty.gov/hsa/resource_guide/addiction/outpatient.php">https://www.washocounty.gov/hsa/resource_guide/addiction/outpatient.php</a></i>	<b>775-825-4357</b>
<b>The Empowerment Center</b> <i>Safe &amp; sober housing &amp; support services</i>	<b>775-853-5441</b>
<b>Well Care</b> <i>Community triage center for those participating in outpatient services</i>	<b>775-538-6700</b>
<b>BEREAVEMENT ~ GRIEF</b>	
<i>Bereavement: the process of living with the loss of a loved one. Grief is the deep and poignant reaction to death – unique to each person.</i>	
<b>Circle of Life Community Hospice</b> <i>Grief support group with various meeting days &amp; times</i>	<b>775-827-2298</b>
<b>Compassionate Friends</b> <i>Grief &amp; bereavement Support <a href="http://www.compassionatefriends.org">www.compassionatefriends.org</a></i>	<b>775-750-7005</b>
<b>Compassionate Friends</b> <i>Carson City – Thomas</i>	<b>775-461-0362</b>
<b>First Candle National Warmline</b> <i>SUIDS, miscarriage, still birth. Sara Brundage hablar espanol.</i>	<b>800-221-7437</b>
<b>Renown Hospice</b> <i>Support group meets bi-weekly</i>	<b>775-982-2828</b>
<b>Renown Spiritual Office</b>	<b>775-982-7729</b>

<b>Grief Recovery Group</b> \$60 per week	<b>775-424-5685</b>
<b>The Solace Tree</b> Support for grieving children, teens, and their families, facing or living with death	<b>775-324-7723</b>
<b>St. Mary's Hospice</b>	<b>775-525-6700</b>
<b>St. Mary's Spiritual Office</b>	<b>775-770-3573</b>
<b>Summit View Hospice</b> Grief & bereavement support	<b>775-636-9598</b>
<b>Vitas Healthcare</b> Grief/bereavement resources/support	<b>866-489-0583</b>
<b>BURIAL &amp; CREMATION ASSISTANCE</b>	
<i>Each agency provides similar services for vastly different prices. Call at least three different agencies for more accurate pricing comparison.</i>	
<b>Affinity Burial &amp; Cremation</b> 644 S. Wells Ave Reno, NV	<b>775-322-9200</b>
<b>Fitzhenry's</b> 3945 Fairview Drive Carson City, NV 89701	<b>775-882-2644</b>
<b>John Sparks Memorial Society</b> 644 Pyramid Way, Sparks	<b>775-331-1112</b>
<b>La Paloma Burial &amp; Cremation</b> 5301 Longley Lane BLDG E, Reno	<b>775-827-3700</b>
<b>Masonic Memorial Gardens</b> 437 Stoker Ave., Reno	<b>775-329-2635</b>
<b>McFarlane Mortuary</b> 887 Emerald Bay Rd. So, Lake Tahoe, Ca 96150	<b>530-541-3095</b>
<b>Mountain View Mortuary &amp; Cemetery</b> 425 Stoker Avenue, Reno	<b>775-788-2199</b>
<b>Neptune Society</b> 5890 S. Virginia Street Suite 4E, Reno	<b>775-525-3533</b>
<b>Northern Nevada Memorial</b> 8056 S. Virginia St. #3 Reno	<b>775-322-2772</b>
<b>O'Brien, Rogers and Crosby (Walton's)</b> 600 W. 2 <sup>nd</sup> Street, Reno	<b>775-323-6191</b>
<b>Our Mother of Sorrows Catholic Cemetery</b> 2700 N. Virginia, Reno	<b>775-323-0133</b>
<b>Ross Burke and Knobel – Reno (Walton's)</b> 2155 Kietzke Lane, Reno	<b>775-323-4154</b>
<b>Sierra Memorial Gardens</b> 142 Bell Street, Reno	<b>775-323-1835</b>
<b>Simple Cremation</b> 7111 S. Virginia St. Suite A-17, Reno	<b>775-324-3720</b>
<b>Simple Cremation</b> 1016 N. Rock Blvd, Sparks	<b>775-335-0001</b>
<b>Truckee Meadows Cremation &amp; Burial</b> 616 S. Wells Ave., Reno	<b>775-324-4611</b>
<b>Truckee- Tahoe Mortuary</b> 10126 Church St. Truckee, CA 96161	<b>530-587- 4342</b>
<b>Veteran's Memorial Cemetery</b> 14 Veteran's Way, Fernley	<b>775-575-4441</b>
<b>Walton's Sierra Chapel</b> 875 W. 2 <sup>nd</sup> Street, Reno	<b>775-323-7189</b>

<b>Walton's Funeral Home – Sparks</b> 1745 Sullivan Lane, Sparks	<b>775-359-2210</b>
<b>Washoe County Burial Assistance</b> <i>Cremation/burial assistance for indigent families</i>	<b>775-328-2700</b>

**Burial assistance for infants (0-1 year):**

[www.thetearsfoundation.org](http://www.thetearsfoundation.org)

**Funeral Planning, Customs, Etiquette, Guide, Pet Loss, & Grief online: [www.funeralwise.com](http://www.funeralwise.com)**

**BOARD UP SERVICES**

Local fire departments provide board up services for fire victims. See **Clean-Up Services** for abatement companies providing board-up.

**CLEAN UP SERVICES**

<b>A-1 Clean the Scene</b>	<b>888-867-2141</b>
<b>Affordable Glass</b>	<b>775-527-3615</b>
<b>Belfor Property Restoration</b>	<b>775-424-3200</b>
<b>Bio-One of Reno</b> <i>Crime/trauma scene + hoarding cleanup</i>	<b>775-351-3499</b>
<b>Coit – Certified Techs Clean Them All</b>	<b>775-322-4266</b>
<b>Empire Cleaning &amp; Restoration Services</b>	<b>775-747-8441</b>
<b>Nevada Water &amp; Fire Restoration</b>	<b>775-856-6666</b>
<b>ServPro of Southwest Reno</b> <i>(Reno/Sparks/Carson)</i>	<b>775-852-6480</b>

**CLOTHING ~ FOOD ~ SHELTER**

<b>American Red Cross</b>	<b>775-856-1000</b>
<b>Catholic Community Services of Northern NV</b> <i>Basic services agency open to all who qualify financially</i>	<b>775-322-7073</b>
<b>Food Bank of Northern Nevada</b>	<b>775-331-3663</b>
<b>Food for Kids</b>	<b>775-337-9121</b>
<b>Hosanna Home</b> <i>Christian home for WOMEN in transition</i>	<b>775-232-5416</b>
<b>Salvation Army</b> <i>Disaster assistance to needy families, substance abuse, basic services</i>	<b>775-688-4555</b>

**CORONER ~ Medical Examiner**

<b>Washoe County Medical Examiner (Coroner)</b> <i>Autopsy results can take anywhere from 9-15 weeks</i>	<b>775-785-6114</b>
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**COUNSELING ~ MENTAL HEALTH**

<b>Alliance Family Services</b>	<b>775-337-2394</b>
<b>American Comprehensive Counseling Services (ACCS)</b> <i>One FREE VISIT for TIP clients followed by sliding fee scale thereafter</i>	<b>775-356-0371</b>
<b>Crisis Support Services of NV</b> <i>24/7, free, confidential, &amp; caring support for those in crisis. text CARE to 839863</i> <a href="http://www.cssnv.org">www.cssnv.org</a>	<b>800-273-8255</b> <b>775-784-8090</b>

<b>Crisis Text Line</b> Available 24-hours, connects callers with trained crisis volunteers who will provide confidential advice, support, & referrals	<b>Text MHFA to 741741</b>
<b>Healing Minds</b> counseling services <a href="http://www.healingminds.com/grief-counseling-reno-nv">www.healingminds.com/grief-counseling-reno-nv</a>	<b>775-448-9760</b>
<b>Family Counseling &amp; Consumer Credit Services</b> \$150 initial visit, sliding scale (East Plumb Ln)	<b>775-329-0623</b>
<b>Frank Lemus</b> Spanish speaking counselor	<b>775-323-1330</b>
<b>Lifeline Crisis Chat</b> Chat online with crisis centers around the US <a href="http://www.crisischat.org">www.crisischat.org</a>	Visit website
<b>Mental Health First Aid USA</b> Additional resources related to the most common mental disorders <a href="https://www.mentalhealthfirstaid.org/mental-health-resources/">https://www.mentalhealthfirstaid.org/mental-health-resources/</a>	Visit website
<b>National Alliance on Mental Illness – Warmline</b> Stigma-free non-crisis phone service you can call or text <a href="http://www.namiwesternnevada.org/online-resources">www.namiwesternnevada.org/online-resources</a>	<b>775-350-7977</b>
<b>National Alliance on Mental Illness NV Chapter</b> Available to speak to callers & provide weekly support group(s) for mentally ill people & their friends/family	<b>775-470-5600</b>
<b>Nevada Urban Indians – Victim Services</b> Referrals to FREE substance abuse & mental health services	<b>775-788-7600</b>
<b>N. Nevada Adult Mental Health</b> In-patient, outpatient, outpatient pharmacy, rehab & counseling programs.	<b>775-688-2001</b>
<b>Northern Nevada HOPES</b> Medical & mental health	<b>775-786-4673</b>
<b>Quest Counseling</b> Adolescent substance abuse & family services	<b>775-786-6880</b>
<b>Reno-Sparks Gospel Mission Counseling</b> Extension 13 or 0 – Low cost Christian counseling, individual and families	<b>775-323-0386</b>
<b>Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Helpline</b> 24/7, 365 days a year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. <a href="https://www.samhsa.gov/find-help/disaster-distress-helpline">https://www.samhsa.gov/find-help/disaster-distress-helpline</a>	<b>1-800-985-5990</b> or text <b>TalkWithUs to 66746</b>
<b>Something To Believe In Counseling</b> Specializing in EMDR therapy & PTSD. One FREE VISIT for TIP clients followed by sliding fee scale thereafter.	<b>775-870-6552</b>
<b>Stacie Mathewson Behavioral Health &amp; Addiction Institute</b> Treatment for mental health issues	<b>775-982-5419</b>
<b>The National Council for Mental Wellbeing</b> Search for organizations that are committed to providing mental health services to anyone in the community who needs it regardless of their ability to pay. <a href="https://www.thenationalcouncil.org/providers/?region=">https://www.thenationalcouncil.org/providers/?region=</a>	Visit website
<b>Veteran’s Center</b> Many resources for VETERANS, including PTSD counseling	<b>775-323-1294</b>

<b>Victims of Crime Treatment Center- Multiple locations</b>	<b>775-682-8684</b>
<b>Women &amp; Children's Center of the Sierra</b> <i>Diaper bank, food pantry, hygiene items, support groups, job search, Cribs For Kids, etc. 3905 Neil Rd Ste 2, Reno, NV 89502</i>	<b>775-825-7395</b>
<b>COURTS</b>	
<b>Nevada Department of Motor Vehicles</b>	<b>775-684-4368</b>
<b>Reno Justice Court</b> <i>One South Sierra Street, Reno</i>	<b>775-325-6500</b>
<b>Reno Municipal Court</b> <i>One South Sierra Street, Reno</i>	<b>775-334-2290</b>
<b>Second Judicial District Court</b> <i>Family Division: One South Sierra, Reno</i> <i>General Jurisdiction, 75 Court St., Reno</i>	<b>775-328-3110</b>
<b>Sparks Justice Court</b> <i>1675 E. Prater Way #107, Sparks</i>	<b>775-353-7600</b>
<b>Sparks Municipal Court</b> <i>1450 C Street, Sparks</i>	<b>775-353-2286</b>
<b>CRISIS ~ DISASTER SERVICES</b>	
<b>American Red Cross</b>	<b>775-856-1000</b>
<b>Crisis Support Services of Nevada</b> <i>Referrals for people of all ages &amp; victims of all traumas, including sexual assault, rape and individuals and families facing suicide attempt or death by suicide.</i>	<b>800-273-8255</b> <b>775-784-8090</b>
<b>National Red Cross</b>	<b>800-733-2767</b>
<b>Salvation Army</b>	<b>775-688-4555</b>
<b>Suicide Prevention Hotline</b>	<b>800-273-8255</b>
<b>Veteran's Suicide Prevention Coordinator</b> <i>Text 838255 for confidential chat <a href="http://www.veteranscrisisline.net">www.veteranscrisisline.net</a></i>	<b>800-273-8255</b> <b>ext. 1</b>
<b>DEATH CERTIFICATES</b>	
<b>Birth &amp; Death Certificates – Washoe County</b> <i>Call for most current FEE for birth/death certs.</i>	<b>775-328-2455</b>
<b>DOMESTIC VIOLENCE</b>	
<b>Abuse and Neglect Hotline</b>	<b>833-900-7233</b>
<b>Crisis Call Center</b> <b>800-273-8255 or &gt;</b>	<b>775-784-8090</b>
<b>Defense Sexual Assault HOTLINE</b>	<b>887-995-5247</b>
<b>Domestic Violence Resource Center</b> <a href="http://www.domesticviolenceresourcecenter.org">www.domesticviolenceresourcecenter.org</a>	<b>775-329-4150</b>
<b>Hosanna House</b> <i>Female shelter (must be sober)</i>	<b>775-232-5416</b>
<b>National Domestic Violence HOTLINE</b>	<b>800-799-7233</b>
<b>Nevada Coalition to End Domestic &amp; Sexual Violence</b>	<b>775-828-1115</b>
<b>Safe Embrace</b> <i>Family violence intervention program, 24-hour crisis intervention, support groups</i>	<b>775-322-3466</b>
<b>Temporary Protection Order (TPO) Office</b>	<b>775-328-3127</b>
<b>Sierra Community House</b>	<b>530-546-0952</b>
<b>Victims of Crime Treatment Center</b>	<b>775-682-8684</b>

<b>DOMESTIC VIOLENCE SHELTERS</b>	
<b>Committee to Aid Abused Women (CAAW)</b>	<b>775-329-4150</b>
<b>Safe Embrace</b>	<b>775-322-3466</b>
<b>Volunteers of America – Women’s Shelter</b>	<b>775-329-4145</b>
<b>Volunteers of America – Men’s Shelter</b>	<b>775-329-4141</b>
<b>Volunteers of America – Family Shelter</b>	<b>775-322-9574</b>
<b>Veteran’s Shelter ~ non-emergency (ext. 11761)</b>	<b>775-786-7200</b>
<b>DOMESTIC VIOLENCE V.I.N.E. INFORMATION:</b>	
<b>Victim Information &amp; Notification Everyday (VINE)</b> <i>Call from anywhere in NV for FREE - ANONYMOUS info &amp; notification on custody status of offenders.</i> <i>Information available 24 / 7 / 365 <a href="http://www.vinelink.com">www.vinelink.com</a></i>	<b>888-268-8463</b> <i>24-hour</i>
<b>FAMILIES</b>	
<b>Big Brothers Big Sisters of Northern Nevada</b>	<b>775-352-3202</b>
<b>Boys &amp; Girls Club of Truckee Meadows</b> <i>Before &amp; after school care, sports leagues, education, &amp; healthy meals for kids/teens.</i>	<b>775-331-5437</b>
<b>CARES Campus</b> <i>Emergency shelter for men, women, couples, pets</i>	<b>775-329-4141</b>
<b>Catholic Charities of N. Nevada</b> <i>St. Vincent Food Pantry: Corner of Fourth &amp; Valley, Reno</i> <i>Emergency Assistance for Families, dial ext. 230 or 221</i>	<b>775-322-7073</b>
<b>Central Reno Family Resource Center</b>	<b>775-204-1408</b>
<b>Community Services Agency</b> <i>Head Start pre-school, employment training &amp; assistance, computer classes, etc.</i>	<b>775-786-6023</b>
<b>Disability Resources</b> <i>For adults, children and their families</i>	<b>775-329-1126</b>
<b>Hope Springs</b> <i>Bridge-housing community, pets accepted</i>	<b>775-786-4673</b>
<b>Nevada Urban Indians</b> <i>Native American resources/clinic</i>	<b>775-788-7600</b>
<b>North Valley’s Resource Center ~ extension 4</b>	<b>775-204-1408</b>
<b>Northeast Reno Family Resource Center</b> <i>Bernice Matthews Elem. School, El Ranch Drive, Reno</i>	<b>775-353-5563</b>
<b>OUR Center</b> <i>support center for LGBTQA community</i>	<b>775-624-3720</b>
<b>Resettlement and Placement</b>	<b>775-784-7515</b>
<b>Salvation Army (ext. 243)</b> <i>Emergency food, clothing, meds</i>	<b>775-688-4559</b>
<b>Sparks Family Resource Center</b>	<b>775-204-1408</b>
<b>Sun Valley Family Resource Center</b>	<b>775-204-1408</b>
<b>Victims of Crime Treatment Center</b>	<b>775-682-8684</b>
<b>Village on Sage St</b> <i>transitional temp housing (18+)</i>	<b>775-499-5198</b>
<b>Washoe Co. Human Services</b> <i>Health, medical, housing &amp; death related services</i>	<b>775-785-8600</b>
<b>Washoe Co. SENIOR Services</b> <i>Health, medical, housing, death related services for seniors</i>	<b>775-328-2575</b>
<b>Washoe Caregivers</b> <a href="http://www.nevadacaregivers.org">www.nevadacaregivers.org</a>	<b>775-333-5499</b>

<b>FIRE – SUPPORT SERVICES</b>	
American Red Cross	775-856-1000
City of Reno Fire Department <i>non-emergency #</i>	775-334-2300
City of Sparks Fire Department <i>non-emergency #</i>	775-353-2259
Disaster Clean Up	800-232-4636
Hazardous Materials/Washoe County Environmental	775-328-2434
Truckee Meadows Fire Protection District <i>non-emergency #</i>	775-326-6000
<b>HEALTH</b>	
American Foundation for the Blind	800-232-5463
American Heart Association	800-242-8721
American Kidney Fund	800-638-8299
Cancer Information Service	800-422-6237
C*A*R*E* Chest	775-829-2273
Children’s Tumor Foundation	800-323-7938
Community Health Alliance	775-324-2599
Community Health Alliance	775-329-6300
Community Health Alliance	775-825-6702
Juvenile Diabetes Research Foundation	800-533-2873
NAMI Nevada <i>National Alliance on Mental Illness</i>	775-336-3090
National Down Syndrome Society	800-221-4602
Nevada Diabetes Association	775-856-3839
Nevada Public Health Foundation	775-884-0392
Nevada Urban Indians, Inc. <i>Open to general public for mental/clinical/substance abuse/victim services; sliding fee</i>	775-788-7600
Northern Nevada HOPES <i>medical &amp; mental health</i>	775-786-4673
Poison Control Center	800-222-1222
Prescription Discount Card: <i>FREE for everyone – immediate use: BIN: 610194 / GROUP ID: 39800 / PCN: FW / Cardholder ID: 091510 / <a href="http://www.familywize.com">www.familywize.com</a></i>	Pharmacies: 877-435-7977
Renown Medical Clinic <i>Locust St., Reno</i>	775-982-5270
Ronald McDonald House Charities	775-322-4663
TMCC Disability Resource Center	775-673-7277
Veteran’s Center <i>PTSD counseling for vets</i>	775-323-1294
<i>After-hours number:</i>	877-927-8387
Voc. Rehabilitation for Women	775-623-6544
Washoe County Health District	775-328-2400
Washoe Caregivers <a href="http://www.WashoeCaregivers.org">www.WashoeCaregivers.org</a>	775-333-5499
<b>HOSPITALS</b>	
Carson Tahoe Hospital	775-445-8000
N. Nevada Medical Center (ER 356-4040)	775-331-7000

<b>Renown Medical Center</b> (Urgent Care 982-5000)	<b>775-982-4100</b>
<b>Renown South</b>	<b>775-982-7000</b>
<b>St. Mary's Regional Med. Ctr</b> (ER 770-3188)	<b>775-770-3000</b>
<b>Veteran's Hospital</b> (ER 786-7200 x 1138)	<b>775-786-7200</b>

## HOUSING SERVICES RENO

<b>CARES Campus</b> <i>Emergency shelter for men, women, couples, pets</i>	<b>775-329-4141</b>
<b>Community Health Improvement Plan</b>	<b>775-324-2599</b>
<b>Eddy House</b> <i>Transitional housing for youth 18-24</i>	<b>775-686-6244</b>
<b>Health Care for Homeless Vets</b> 350 Capital Hill	<b>775-324-6600</b>
<b>Hope Springs</b> <i>Bridge-housing community, dogs allowed</i>	<b>775-786-4673</b>
<b>Hosanna House</b> <i>Female shelter (must be sober)</i>	<b>775-232-5416</b>
<b>Men's Crossroads</b> <i>Supportive housing for men</i>	<b>775-785-4006</b>
<b>Nevada Job Connect</b> <i>Resume assistance, computer, copier and fax for job seekers</i>	<b>775-284-9600</b>
<b>Nevada Youth Empowerment</b> <i>Transitional housing for youth 18-24</i>	<b>775-240-2195</b>
<b>Our Place</b> <i>Housing for women &amp; children</i>	<b>775-327-7501</b>
<b>Project RESTART</b>	<b>775-324-5166</b>
<b>RPD HELP Officer Cell number</b> <i>Homeless Evaluation Liaison Program/Assistance in reconnecting homeless people with their support systems/families.</i>	<b>775-321-8330</b>
<b>Reno Sparks Gospel Mission</b> <i>Long-term residential housing for women</i>	<b>775-323-0386</b>
<b>Resource Center</b> <i>Mail, computer, internet, phone, benefits information and referrals</i>	<b>775-657-4675</b>
<b>STEP 2</b> <i>Transitional housing for substance abuse history</i>	<b>775-787-9411</b>
<b>Village on Sage St</b> <i>transitional/temp housing (18+)</i>	<b>775-499-5198</b>
<b>Women's Crossroads</b> <i>Supportive housing for women/women with children</i>	<b>775-328-2700</b>

## LANGUAGE

<b>Northern Nevada International Center</b> <a href="http://www.unr.edu/languagebank">www.unr.edu/languagebank</a>	<b>775-784-7515</b>
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## LEGAL AID

<b>Child Welfare Services Attorneys</b>	<b>775-337-5700</b>
<b>Lawyer in the Library (10-minutes free)</b>	<b>775-328-3250</b>
<b>Nevada Legal Services – Reno</b>	<b>775-284-3491</b>
<b>Nevada Legal Services - Carson City</b>	<b>775-883-0404</b>
<b>Washoe County Senior Law Center</b>	<b>775-328-2592</b>
<b>Washoe Co. Public Admin.</b>	<b>775-861-4000</b>
<b>Washoe Legal Services</b>	<b>775-329-2727</b>



<b>MILITARY/ VETERANS</b>	
<b>American Legion, Post 1:</b> <i>meets 1<sup>st</sup> Tuesday @ 7pm</i>	<b>775-786-1996</b>
<b>American Red Cross (ARC) Disaster Services:</b> <i>Call ARC to notify active duty members of the military of the status of a loved one (emergency, serious illness, or death).</i> <u>Be prepared to provide the following information:</u> <i>Name of military service member / rank &amp; branch / social security # / date of birth / if overseas, unit / military duty address stateside (base)</i>	<b>877-272-7337</b>
<b>American Red Cross, Reno, NV</b>	<b>775-856-1000</b>
<b>Counseling and Group for Veterans</b>	<b>775-323-1294</b>
<b>Day Labor Veteran Rep</b> <i>420 Galletti Way, Reno</i>	<b>775-687-6899</b>
<b>Disabled American Veterans, DAV</b> <i>975 Kirman Ave. 5th Floor of VA Hospital</i>	<b>775-321-4895</b>
<b>Free Bereavement</b>	<b>877-726-4727</b>
<b>Health Care For Homeless Vets</b> <i>350 Capital Hill, Reno</i>	<b>775-324-6600</b>
<b>Nevada Department Of Veteran Services</b> <i>6630 S. McCarren Blvd. Building C, Suite 204</i>	<b>775-688-1653</b>
<b>N NV Veteran's Memorial Facility</b> ~ <i>Fernley, NV</i>	<b>775-575-4441</b>
<b>Office of Military Legal Assistance</b> <i>100 North Carson Street, Carson City</i>	<b>775-687-2140</b>
<b>Reno VA Hospital</b> <i>975 Kirman Ave, Reno</i>	<b>775-786-7200</b>
<b>Reno Vet Center</b> <i>5580 Mill St. Suite 600, Reno</i>	<b>775-323-1294</b>
<b>U.S. Army Recruiting Company Sierra Nevada</b>	<b>775-333-2826</b>
<b>VA Regional Office</b> <i>5460 Reno Corporate Dr., Reno</i>	<b>775-321-4885</b> <b>775-321-4880</b>
<b>VA Sierra Nevada Health Care System</b>	<b>775-786-7200</b>
<b>Veteran Resource Center</b> <i>1835 Montello St. Reno</i>	<b>775-432-6012</b>
<b>Veterans Suicide Support</b> <i>Confidential chat: veteranscrisisline.net or text to 838255</i>	<b>800-273-8255</b>
<b>Vitality Veterans</b> <i>Transitional housing for vets</i>	<b>775-673-3800</b>
<b>PET SERVICES</b>	
<b>A Beloved Friend's Pet Cremation:</b> <i>Pickup @ any location &amp; return remains within 24-hours.</i>	<b>775-825-9900</b>
<b>Nevada Humane Society</b> <i>Animal help desk ext. 200</i>	<b>775-856-2000</b>
<b>Shakespeare Fund</b> <i>Financial assistance with pet expenses</i>	<b>775-342-7040</b>
<b>Pet Loss Support Group</b> <i>Meets @ NW Reno Library</i>	<b>775-342-7040</b>
<b>Washoe Co. Animal Services</b> <i>Office/dispatch</i>	<b>775-322-3647</b>
<b>Washoe Co. Animal Services</b> <i>Shelter facility</i>	<b>775-353-8900</b>

<b>POLICE ~ Non-Emergency Numbers</b>	
<b>Nevada Highway Patrol</b>	<b>775-687-9600</b>
<b>Regional non-emergency number</b>	<b>775-334-2121</b>
<b>Reno Police Department</b>	<b>775-334-2121</b>
<b>Reno Police Victim Services Unit (VSU)</b>	<b>775-657-4519</b>
<b>Reno-Sparks Tribal Police</b>	<b>775-323-2677</b>
<b>Reno Tahoe Airport Police</b>	<b>775-328-6999</b>
<b>Sparks Police Department</b>	<b>775-353-2231</b>
<b>Truckee Meadows Comm. College Police</b>	<b>775-334-2677</b>
<b>Truckee Police Department</b>	<b>530-550-2323</b>
<b>University of Nevada Reno Police Department</b>	<b>775-334-2677</b>
<b>Washoe County Sheriff's Office</b>	<b>775-328-3001</b>
<b>SENIOR CITIZEN SERVICES</b>	
<b>Access to Healthcare</b>	<b>877-385-2345</b>
<b>Call 211 for more senior services:</b> <i>adult daycare, respite care, activities, Alzheimer/ dementia, etc</i>	<b>211</b>
<b>Disabled American Veterans, DAV</b>	<b>775-336 7053</b>
<b>Division for Aging Services – Reno</b>	<b>775-687-0800</b>
<b>Eldercare Hotline</b>	<b>800-677-1116</b>
<b>Kids to Senior Korner</b> <i>Family/children/senior outreach</i>	<b>775-432-9165</b>
<b>Lifeline</b> <i>Provide low cost/free lifeline systems</i>	<b>855-332-7799</b>
<b>Medicare Ship Medicare help line:</b> <i>877-385-2345</i>	<b>800-633-4227</b>
<b>Memory Care/Alzheimer's Assoc. of N. Nevada</b>	<b>775-786-8061</b>
<b>Nevada Department of Veteran Services</b>	<b>775-321-4880</b>
<b>Office of Consumer Health Assistance</b>	<b>888-333-1597</b>
<b>Sanford Center for Aging</b> <i>Comprehensive geriatric assessment &amp; support center</i>	<b>775-784-4774</b>
<b>Seniors In Service:</b> <i>Foster Grandparent Program, Senior Companion Program, Caregiver Voucher program</i>	<b>775-358-2322</b>
<b>Senior RX / Disability RX</b> <i>866-303-6323 or →</i>	<b>775-687-0539</b>
<b>Social Security Admin (SSA)</b>	<b>800-772-1213</b>
<i>1170 Harvard Way, Reno, NV office----- ☎</i>	<b>888-808-5481</b>
<b>Washoe County Senior Services</b>	<b>775-328-2575</b>
<b>SEXUAL ASSAULT – RAPE</b>	
<b>Crisis Support Services</b>	
<b>National Sexual Assault Hotline</b>	<b>800-656-4673</b>
<b>Rape, Abuse &amp; Incest National Network</b>	<b>800-656-4673</b>
<b>Safe Embrace</b> <i>Emergency Shelter for Female Victims</i>	<b>775-322-3466</b>
<b>Sexual Assault Support Services (SASS)</b> <i>Advocacy team provides immediate crisis intervention services for survivors of sexual assault, their family members/ friends</i>	<b>775-221-7600</b> <b>800-330-0226</b>

<b>Sexual Assault Survivor Group</b> <i>Ages 13-18; meet Monday's 5:30-7pm; \$50/session (sliding fee). Victims of Crime funding accepted.</i>	<b>775-322-6462</b> <b>775-772-3263</b>
<b>Victims of Crime Treatment Centers</b>	<b>775-682-8684</b>
<b>SHELTERS</b>	
<b>Domestic Violence Resource Center</b>	<b>775-329-4150</b>
<b>Hosanna House</b> <i>female shelter</i>	<b>775-232-5416</b>
<b>Volunteers of America – Women's Shelter</b>	<b>775-329-4145</b>
<b>Volunteers of America – Men's Shelter</b>	<b>775-329-4141</b>
<b>Volunteers of America – Family Shelter</b>	<b>775-322-9574</b>
<i>For additional shelter information, call 211</i>	
<b>SUDDEN UNEXPLAINED INFANT DEATHS</b>	
<b>Compassionate Friends – Thomas</b> <i>Carson City</i>	<b>775-461-0362</b>
<b>Compassionate Friends – Mary</b> <i>Reno</i>	<b>775-750-7005</b>
<b>First Candle</b>	<b>800-221-7437</b>
<b>Perinatal Bereavement Support Group:</b> <i>for parents who have lost an infant due to miscarriage, stillbirth, or sudden unexplained infant death</i>	<b>775-982-5769</b>
<b>Burial assistance for infants (0-1 year):</b> <a href="http://www.thetearsfoundation.org">www.thetearsfoundation.org</a>	
<b>SUICIDE – ATTEMPTS &amp; COMPLETED</b>	
<b>National Alliance on Mental Illness – Warmline</b> <i>stigma-free non-crisis phone service you can call or text</i> <a href="http://www.namiwesternnevada.org/online-resources">www.namiwesternnevada.org/online-resources</a>	<b>775-350-7977</b>
<b>Rise Wellness:</b> <i>Suicide support groups &amp; counseling services</i>	<b>775-525-3400</b>
<b>Suicide Prevention Hotline (National)</b>	<b>988</b>
<b>Suicide Prevention &amp; Crisis Hotline – Reno, NV</b>	<b>775-784-8090</b>
<b>Suicide Hotline</b> <i>for anyone affected by suicide</i>	<b>800-273-8255</b>
<b>Survivors of Suicide Support</b> <i>group meets twice per month in Reno area</i>	<b>775-784-8085</b>
<b>Veterans Suicide Support:</b> <i>Confidential chat veteranscrisisline.net or text to 838255</i>	<b>800-273-8255</b>
<b>VA Hospital</b>	<b>775-786-7200</b>
<b>VICTIM SERVICES (CRIME RELATED)</b>	
<b>Assistance for Victims of Crime</b> <i>Northern Nevada</i>	<b>775-688-2410</b>
<b>Dept. of Juvenile Services – Victim Services:</b> <i>Assistance for those victimized by juvenile offenders</i>	<b>775-325-7875</b>
<b>Nevada Dept. of Corrections – Victim Advocate:</b> <i>Advocate for victims whose offender is incarcerated</i>	<b>775-977-5733</b>
<b>Nevada Urban Indians – Victim Services:</b> <i>Referrals to FREE substance abuse &amp; mental health services</i>	<b>775-788-7600</b>

<b>Reno Police Department – Victim Services Unit</b> <i>Advocacy for DUI, DV, crime victims, et al, in City of Reno</i>	<b>775-657-4519</b>
<b>Sparks Police Department – Victim Advocates</b> <i>Advocacy for DUI, DV, crime victims, et al, in City of Sparks</i>	<b>775-353-2217</b>
<b>Temporary Protection Order (District Court)</b>	<b>775-328-3468</b>
<b>VINE 24-hour inmate status hotline; information also available online at <a href="http://www.vinelink.com">www.vinelink.com</a></b>	<b>866-277-7477</b>
<b>Washoe County School District - Care Solace</b> <i>Support is available in 200+ languages. A dedicated care companion will help every step of the way to research options, secure appointments and follow-up to make sure it is a good fit. <b>At no cost to you</b>, we will connect you to providers accepting all medical insurances, including Medicaid, Medicare and sliding scale options for those without insurance. <a href="http://www.caresolace.com/washoe">www.caresolace.com/washoe</a></i>	<b>888-515-0595</b>
<b>Washoe County School District – Victim Services Unit</b> <i>Provide &amp; coordinate services for students &amp; employees victimized on campus/after school</i>	<b>775-333-3799</b>
<b>Washoe County Sheriff’s Office – Victim Advocate</b>	<b>775-325-6454</b>

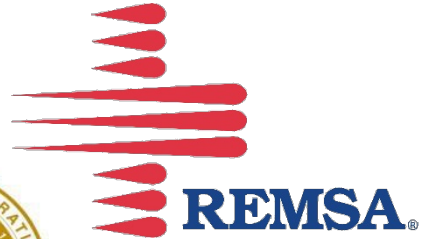
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775-851-1444  
NV LIC. #31877



## **WE WANT YOUR FEEDBACK**

Give *feedback* online at: [www.tipnnv.org/clientfeedback](http://www.tipnnv.org/clientfeedback)

**We value your feedback.** Whether you want to tell us about a positive experience you've had with our organization or you have constructive criticism for us, we promise to take what you say very seriously. Using your feedback and the feedback of others, we will be able to continually improve the services we offer to our clients.

## **INCIDENT INFORMATION**

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

Agencies/Names on Scene: \_\_\_\_\_

\_\_\_\_\_

Case #: \_\_\_\_\_

Hospital: \_\_\_\_\_

Hospital Phone #: \_\_\_\_\_

Doctors/Nurses: \_\_\_\_\_

\_\_\_\_\_

## **WASHOE COUNTY MEDICAL EXAMINER (775) 785-6114**

WCME Case #: \_\_\_\_\_

Investigator's Name: \_\_\_\_\_

*You may call the Medical Examiner's Office 24/7 with questions.*

**TIP Volunteer(s):** \_\_\_\_\_

# **PERSONAL NOTES**

# ***PERSONAL NOTES***



## **FREE COUNSELING SERVICE**

You may find it beneficial to speak with a professional counselor at some point following a traumatic event. Below are the names & phone numbers for local mental health professionals who have graciously agreed to provide a *free* counseling visit for any **TIP** client. Simply call the provider of your choice, advise them you are a TIP client, and schedule your appointment. In addition to one *free* visit, these providers offer sliding fee scale for any additional visits.

*All price negotiations are your responsibility. TIP makes no guarantee of services by any providers listed below.*

- American Comprehensive Counseling Services (ACCS)  
**(775) 356-0371**  
Sparks, NV 89431
  
- Something To Believe In Counseling  
Erin Chapel, MS, NCC, CPC-I, LCADC-I, CPGC-I  
**(775) 223-9528**  
Reno, NV 89509

Maximizing the gift of **LIFE** and **HEALTH** through organ, eye and tissue donation

**JESSE**  
Organ and Tissue Donor

Jesse's organs, tissues and corneas saved and improved 88 lives.

**CHRISTOPHER**  
Heart Transplant Recipient

A donor hero gave Christopher a second chance and gave his parents many more years of hugs and kisses.

We all have the power to save lives through organ, eye and tissue donation. Register today at [www.nvdonor.org](http://www.nvdonor.org)

**855.NVDONOR**  
**855.683.6667**

Nevada Donor Network is a federally designated 501(c)(3) not-for-profit agency serving 15 counties in the state of Nevada. Our primary function is to coordinate, recover and allocate lifesaving organs and healing tissues for transplantation and research on behalf of our heroic donors. We provide education to hospital staff and community partners on the referral and donation process and provide a strong network of support for the courageous donor families who save lives through the gift of donation.

*Nevada Nevada*

Sponsor Advertisement

# Bio-One

Crime & Trauma Scene Cleaning

**775-351-3499**

[BioOneReno.com](http://BioOneReno.com)

Virus Disinfection  
Blood Cleanup  
Feces / Urine

Homicide  
Biohazard  
Hoarding

Suicide  
Undiscovered Death  
Mold Remediation

Obtain additional information on Trauma Intervention Program's national website at: [www.whentragedystrikes.org](http://www.whentragedystrikes.org)

**Trauma Intervention Program of N. Nevada, Inc.  
24-Hour Assistance (775) 745-5514**



***Donations to TIP of N. Nevada can be made by scanning QR code below with your phone or visiting: [www.tipnnv.org/donations](http://www.tipnnv.org/donations)***

