How to Help Survivors of Tragedy

- Get by the survivor’s side, and at their level.
- Say “I’m sorry. Can you tell me what happened?”
- Listen quietly.
- Acknowledge what the survivor is saying: “It sounds to me like what you are saying is _____.
- Provide protection. Be the survivor’s eyes, ears and voice.
- Give or get as much information as possible about what happened, what is happening and what will happen.
- Help the survivor get organized “What is most important for you right now?”
- Help the survivor find their source of strength (family, clergy, pet, positive thought...).
- Don’t try to “fix” the survivor. Don’t try to make it all OK.
- You don’t need to DO anything to be helpful. What the survivor needs most is your Caring Presence.

“A great program. It appears the TIP program is an idea whose time has come.”
—Giselle Fernandez, NBC Today Show

“I am aware of several victim assistance programs. However, none can come close to TIP Inc in terms of performance, consistency, cost, scale of activity, supervision and morale.”
—Mr. James Stewart, Former Director National Institute of Justice

“A shining example of an organization at its best.”
—New York Times

“On many occasions we depend on the dedicated volunteers from TIP. These incredible volunteers provide emotional first aid to our citizens at a time when they need it most. Their gentle care, comfort, and presence allow emergency first responders to return to duty knowing our citizens are in good hands.”
—Fire Chief, Orange County, CA

“I could just feel her quiet comforting presence in the middle of chaos. She also facilitated my being able to hold my husband’s hand before the coroner took him away and that meant the world to me.”
—TIP Client

For More Information About Helping Others Go to www.whentragedystrikes.org

Get Involved and Donate at www.tiporangecounty.org

www.tiporangecounty.org
949-525-7376
About TIP
A TIP Program is a team of specially trained citizen volunteers who are called to emergency scenes by hospital and public safety personnel to assist family members after a sudden death, victims of crime, witnesses to tragedy, children left alone after the death or injury of a parent, and anyone traumatized by a crisis event.

The TIP program is unique in that volunteers respond within 20 minutes of the time called on a 24/7 basis. A TIP Program benefits the community in a number of ways including saving the emergency response system time and money, involving citizen volunteers in public safety, and providing a valuable service to survivors of tragedy who are often experiencing the worst hours of their lives.

The first TIP Chapter was started in San Diego County in 1985. Since then TIP Chapters have been established across the country forming a national network of TIP Volunteers helping citizens in crisis.

TIP of Orange County was established in 1995 and has become an integral part of the emergency response system. Over 100 volunteers provide TIP services to more than 5,000 survivors of tragic events annually.

What TIP volunteers do
- Provide emotional comfort and support
- Help arrange for shelter, clothing, food, and transportation
- Assist police officers with death notifications
- Serve as liaisons between the survivors and the emergency personnel
- Provide information and referrals to appropriate agencies for ongoing support
- Serve as temporary protectors for vulnerable survivors

Why TIP?
Following a traumatic event, the persons involved feel helpless, confused, and in emotional shock. They are confronted with a situation for which they are totally unprepared. Often there is no one available in the immediate aftermath of a tragedy to guide the survivors through these difficult hours. TIP volunteers provide this necessary temporary support until the persons involved are able to depend on their own natural support system. At times, TIP Volunteers are called to provide a caring presence for those dying alone in their final hours.

When TIP is called
TIP volunteers are available 24 hours a day, 365 days a year. They are called by police, firefighters, and hospital personnel to assist with:
- Family members and friends following a natural or unexpected death of a loved one
- Victims of crime, including rape, assault, robbery or burglary
- Victims of fire and floods
- Disoriented or lonely older persons
- Persons involved in vehicle accidents
- Persons who are distraught and seeking immediate support
- Survivors of suicide
- Employees after workplace tragedies
- Persons dying alone

TIP Training
TIP is committed to providing emotional First aid training to the general public, to emergency responders, and to health care professionals. TIP's "Helping Survivors After Tragedy Strikes" seminar is offered across the country and is available to organizations as an in-house seminar.