

**Trauma Intervention Programs, Inc.**

*Citizens Helping Citizens in Crisis*



# Resource Guide

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**TIP of Orange County**  
**(949) 525-7376**

**[www.TIPOrangeCounty.org](http://www.TIPOrangeCounty.org)**  
**[www.whentragedystrikes.org](http://www.whentragedystrikes.org)**  
**[www.TIPNational.org](http://www.TIPNational.org)**

# TIP Orange County Chapter

24-Hour **Non-Emergency** Assistance  
**(949) 525-7376**

Please give us feedback at:

***[www.tiporangecounty.org/feedback.php](http://www.tiporangecounty.org/feedback.php)***

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

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



# TIP

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

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

The Orange County TIP Chapter was founded in 1995. Over 100 local volunteers are available to respond immediately to crisis situations on a 24/7/365 basis.

# Resource Information

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## **Coping After a Tragedy**

### **Dealing with Loss**

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

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



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

## Common Reactions Following a Traumatic Event

It is not uncommon for people who have been closely involved in a crisis or traumatic situation to experience unusual emotional detachment in order to cope and function. Some other typical reactions might include:

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



## Dealing With Your Emotions – Resolving Grief

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



## Helping Children Grieve

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

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

***<http://www.sesamestreet.org/toolkits/grief>***

## Helping Children Deal with Suicide

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

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

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4500 Onondaga Blvd.  
Syracuse, NY 13219



## **Suggestions for Families Dealing with Suicide**

It is important to sit down together to talk, cry, rage, feel guilty and even to be silent. Communication is the key to survival in the aftermath of suicide. At the same time there should be respect for each person's individual way of handling grief. Some family members will grieve privately, others openly, and others a combination of these two styles. In many ways each family member must grieve alone. Here are some suggestions to help with family grief:

- Pay attention to your family members when you're with them. Let them know that you love them.
- Be sensitive to how other family members feel.
- Listen to what is meant as well as what is being said.
- Accept the other person and what they say.
- Don't give each other the silent treatment. This has many negative effects.
- Sit back and actively listen. Let other family members have an opportunity to talk.
- Be sure to hug and touch each other at every opportunity.
- If depression, grief, or problems in your family are getting out of control, seek the advice of a counselor.
- Recognize that anniversaries, birthdays, and special holidays will be difficult for the family and each member of the family.
- Remember you can't help anyone if you are falling apart. Do what you can do, get help for what you can't do, and trust that your life will improve.
- Studies show that a bereaved person's self-esteem is extremely low. Survivors should work on their image of themselves and help each family member to think and feel good about themselves.
- If there is a suicide note, discuss as a family what to do with it. If you think it will only bring you pain, then have a private burning and commit its contents to God.



## Emotional First Aid

### Helping the Emotionally Injured After a Tragedy

#### Reach Out Physically

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

#### Reach Out Emotionally

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

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

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

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

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

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

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



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

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

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

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



## **What Should I Say and Not Say?**

### **It is Usually Helpful to Say:**

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

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

### **It is Not Usually Helpful to Say:**

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



## How You Can Help Later

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

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

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

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



- Encourage others to visit or help. Usually one visit will overcome a friend's discomfort and allow him or her to contribute further support. You might even be able to schedule some visitors so that everyone does not come at once in the beginning and fails to come at all later on.
- Accept silence. If the mourner doesn't feel like talking, don't force conversation. Silence is better than aimless chatter. The mourner should be allowed to lead.
- Be a good listener. When suffering spills over into words, you can do the one thing the bereaved needs above all else at that time – you can listen. Is she emotional? Accept that. Does he cry? Accept that too. Is she angry at God? God will manage without your defending him. Accept whatever feelings are expressed. Do not rebuke. Do not change the subject. Be as understanding as you can be.
- Do not attempt to tell the bereaved how he or she feels. You can ask (without probing), but you cannot know, except as you are told. Everyone, bereaved or not, resents an attempt to describe his feelings. To say, for example, "You must feel relieved now that he is out of pain," is presumptuous. Even to say, "I know just how you feel," is questionable. Learn from the mourner, do not instruct.
- Do not probe for details about the death. If the survivor offers information, listen with understanding.
- Comfort children in the family. Do not assume that a seemingly calm child is not sorrowing. If you can, be a friend to whom feelings can be confided and with whom tears can be shed. In most cases, incidentally, children should be left in the home and not shielded from the grieving of others.
- Avoid talking to others about trivia in the presence of the recently bereaved. Prolonged discussion of sports, weather, or stock market, for example, is resented, even if done purposely to distract the mourner.
- Allow the "working through" of grief. Do not whisk away clothing or hide pictures. Do not criticize seemingly morbid behavior. Young people may repeatedly visit the site of the fatal accident. A widow may sleep with her husband's pajamas as a pillow. A young child may wear his dead sibling's clothing.



- Personal letters or notes can be very helpful. If you find an appropriate sympathy card, you might add a personal note that shares your love for and memories of the one who died. Your note or letter might be read and cherished many times.
- Encourage the postponement of major decisions. Whatever can wait should wait until after the period of intense grief.
- In time, gently draw the mourner into quiet outside activity. He may lose the initiative to go out on his own.
- When the mourner returns to social activity, treat him or her as a normal person. Avoid pity – it destroys self-respect. Simple understanding is enough.
- Acknowledge the loss, the change in the mourner's life, but don't dwell on it.
- Be aware of needed progress through grief. If the mourner seems unable to resolve anger or guilt, for example, you might suggest a consultation with a member of the clergy or other trained counselor.

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

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**For additional support materials please visit:**

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



Trauma Intervention Programs, Inc.

## **Orange County Sheriff-Coroner's Office**

**1071 W. Santa Ana Blvd., Santa Ana 92703 – (714) 647-7400**

### **What is the role of the Coroner and why is the Coroner's office involved in my loved one's death?**

The Coroner is required by state law (G.C. 27491) to investigate all unnatural deaths, or deaths where the attending medical doctor is unable to state a cause of death, as well as cases where the deceased has not been seen by a doctor for 20 days prior to death. The Coroner's responsibility is to establish positive identity of the deceased; determine the place, date, and time; and the cause and classification of death.

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 surgical procedure that is carried out with the utmost professionalism and within the standards of competent medical practice.

### **Are there any Coroner fees?**

A fee for transportation of the deceased is required by state law. Generally, the mortuary or cremation society will bring a check to the Coroner's office when they come to transport your loved one. This charge then becomes part of the funeral expense. There is no charge for the autopsy examination.

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

Contact the funeral home of your choice. They are prepared to assist you in making your selections and decisions. They will work closely with the 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/her investigation as soon as possible (typically with 24 hours).



**What is required for the Coroner to release the remains & 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?**

Yes, in most cases the information is available late afternoon of the day the autopsy is performed. The Coroner will inform you if further investigation is necessary.

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

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

**Can I purchase a “pending investigation” death certificate?**

Yes. However, upon request, the Coroner will issue free of charge a “Verification of Death Letter”. This letter is not a substitute for a death certificate, but it may assist you in settling some matters. Please call the Coroner’s office (714-647-7400) and request them if they will help.

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

Initially, the funeral director handling final arrangements orders several certified copies of the death certificate. Additional copies can be purchased from the Orange County Health Department located at 1200 N. Main Street #100A or Post Office Box 238, Santa Ana CA 92702. (714-480-6700). If the death occurred more than two (2) years ago, contact: Orange County Recorder’s Office at 10 Civic Center Plaza or Post Office Box 238, Santa Ana, CA 92701 (714-834-2500).

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

A copy of the autopsy report can be purchased at a cost of 15 cents per page (the average report is 6-10 pages) and may be ordered by mail or in person. When ordering by mail, please include the name of the deceased, date of death, Coroner Case Number and a check made payable to the Orange County Coroner Office, 1071 W. Santa Ana Blvd, Santa Ana CA 92703 (714-647-7400). You should receive your report within four weeks.

**How do I contact the Deputy Coroner in charge of my/our case?**

**You can call at any time of the day or night (714) 647-7400.**



Trauma Intervention Programs, Inc.

## Contacting Hospitals, Police and Fire Hospitals

- Anaheim Global Medical Center** ..... (714) 533-6220  
1025 S. Anaheim Blvd., Anaheim 92805
- Anaheim Regional Medical Center** ..... (714) 774-1450  
1111 W. La Palma, Anaheim 92801
- Chapman Global Medical Center** ..... (714) 633-0011  
2601 E. Chapman Ave., Orange 92869
- Children’s Hospital of Orange County (CHOC)**..... (714) 997-3000  
1201 W. La Veta Avenue, Orange 92868
- CHOC Children’s at Mission Hospital** ..... (949) 347-8400  
27700 Medical Center Rd., 5<sup>th</sup> Floor, Mission Viejo 92691
- Fountain Valley Regional Hospital & Medical Center** ..... (714) 966-7200  
17100 Euclid St., Fountain Valley 92708
- Garden Grove Hospital & Medical Center**..... (714) 537-5160  
12601 Garden Grove Blvd., Garden Grove 92843
- Hoag Hospital Newport Beach**..... (949) 764-4624  
1 Hoag Drive, Newport Beach, CA 92663
- Hoag Hospital Irvine** ..... (949) 764-4624  
16200 Sand Canyon, Irvine 92618
- Huntington Beach Hospital** ..... (714) 843-5000  
17772 Beach Blvd., Huntington Beach
- Kaiser Permanente Medical Care** ..... (714) 644-2000  
3440 E. La Palma Ave., Anaheim 92807
- Kaiser Permanente Medical Care** ..... (949) 262-5666  
6640 Alton Parkway, Irvine, CA 92618
- La Palma Intercommunity Hospital** ..... (714) 670-7400  
7901 Walker St., La Palma 90623
- Los Alamitos Medical Center** ..... (562) 598-1311  
3751 Katella Ave., Los Alamitos 90720
- Mission Hospital Regional Medical Center**..... (949) 364-1400  
27700 Medical Center Rd., Mission Viejo 92691



Trauma Intervention Programs, Inc.

- Orange Coast Memorial Medical Center** ..... (714) 378-7000  
18111 Brookhurst Street, Fountain Valley 92708
- Orange County Global Medical Center** ..... (714) 953-3500  
1001 Tustin Ave., Santa Ana 92705
- Placentia-Linda Hospital**..... (714) 993-2000  
1301 N. Rose Dr., Placentia 92870
- Saddleback Memorial Medical Center** ..... (949) 837-4500  
24451 Health Center Dr., Laguna Hills 92653
- South Coast Global Medical Center** ..... (714) 754-5454  
2701 S. Bristol Street, Santa Ana 92704
- Mission Hospital - Laguna Beach** ..... (949) 499-1311  
31872 Coast Hwy., Laguna Beach 92651
- St. Joseph’s Hospital** ..... (714) 633-9111  
1100 W. Stewart Dr., Orange 92868
- St. Jude Medical Center** ..... (714) 871-3280  
101 E. Valencia Mesa Dr., Fullerton 92835
- Foothill Regional Medical Center**..... (714) 619-7700  
14662 Newport Ave., Tustin 92780
- UC Irvine Medical Center** ..... (714) 456-7890  
101 The City Dr. South, Orange 92868
- West Anaheim Medical Center** ..... (714) 827-3000  
3033 W. Orange, Anaheim 92804



**Police / Sheriff / CHP**

**Emergency Only**

**911**

**Non-Emergency Calls**

Anaheim Police Department .....	(714) 765-1900
Brea Police Department.....	(714) 990-7625
<b>California Highway Patrol (CHP)</b>	
CHP – Santa Ana.....	(714) 567-6000
CHP – So. Orange County .....	(949) 487-4000
CHP – Westminster.....	(714) 892-4426
Costa Mesa Police Department.....	(714) 754-5280
Fountain Valley Police Department .....	(714) 593 4485
Fullerton Police Department .....	(714) 738-6800
Huntington Beach Police Department .....	(714) 960-8811
Irvine Police Department.....	(949) 724-7000
Laguna Beach Police Department.....	(949) 497-0701
Los Alamitos Police Department.....	(562) 431-7232
<b>Orange County Sheriff’s Department (OCSD)</b>	
OCSD – Homicide .....	(714) 647-7055
OCSD – Economic Crimes.....	(714) 647-7486
OCSD – No. Orange County .....	(714) 647-7000
OCSD – Property Dept. ....	(714) 647-4693
OCSD – So. Orange County.....	(949) 770-6011
OCSD – Stanton.....	(714) 891-2481
Orange Police Department.....	(714) 744-7444
Placentia Police Department.....	(714) 993-8164



### Fire – Support Services

- Anaheim Fire Department..... (714) 765-4000**
- American Red Cross ..... (714) 481-5300**
- Brea Fire Department ..... (714) 990-7644**
- Costa Mesa Fire Department..... (714) 754-5280**
- Laguna Beach Fire Department ..... (949) 497-0305**
- Los Alamitos Fire Department ..... (714) 538-3501**
- Orange Fire Department ..... (714) 288-2500**
- Orange County Fire Authority (OCFA) ..... (714) 573-6000**  
(OCFA Business line, Hazardous Materials Information, and copies of reports)

Reports are made by the fire department covering a fire. You will be given a form with the incident number and the address to send for copies of the report. The copies of emergency reports are available for the cost of the copy.

- Alisa Ann Ruch Burn Foundation ..... 1-800-242-BURN (2876)**  
Southern California Office (Main Office) (818) 848-0223  
50 N. Hill Avenue Suite 305, Pasadena, CA 91106 **[www.aarbf.org](http://www.aarbf.org)**

AARBF is a California-based nonprofit organization dedicated to preventing burns and fires and providing services to those who have been affected by a burn injury.

## **Taking Care of Details After a Fire**

### **What to Do:**

- **CONTACT YOUR INSURANCE COMPANY IMMEDIATELY TO REPORT YOUR LOSS. THEY WILL SEND AN ADJUSTER TO DISCUSS YOUR SITUATION.**
- Protect your property from further damage, weather, vandalism, and theft.
- Arrange for board-up if necessary to prevent entry of intruders or rain. Lock outside doors.
- Contact your local Disaster Relief Services (American Red Cross 714-481-5300) for immediate help for any essential needs. Emergency relief is provided regardless of income.
- Remove your pets (especially birds) to a cleaner and safer environment.
- Remove any valuables remaining in the building if you plan to leave the site of the fire. Try to locate and take the following items:
  - ✓ Identification
  - ✓ Medication subject to smoke, heat or water should be replaced.
  - ✓ Eyeglasses, hearing aids, prosthetic devices and other personal aids.
  - ✓ Insurance policies, check books, credit cards, savings account records, money and jewelry, etc.
- Contact your local police. They will keep an eye on your property during your absence.
- Notify the following parties of your situation and where you are locating:
  - ✓ Insurance agent or adjuster
  - ✓ Family and friends
  - ✓ Mortgage company
  - ✓ Employer
  - ✓ Children's school
  - ✓ Post Office
  - ✓ Newspaper
  - ✓ Local fire department
  - ✓ Utilities companies
  - ✓ DMV
  - ✓ Bank and credit card companies



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

### **What Not to Do:**

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

**Do not throw away any damaged property until inventoried.**



## Dealing With The Media – Your Rights

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



## **Handling Estates**

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

#### **Practical Considerations**

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

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

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

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

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

- Prepare a list of distant persons to be notified by letter and/or printed notice and decide which to send each.
- Prepare a list of persons to receive acknowledgements of flowers, calls, etc. Send appropriate acknowledgements (can be written notes, printed acknowledgements, or some of each).



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

## **Papers and Certificates**

### **Copies of the Death Certificate**

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

### **Insurance Policies**

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

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

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

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

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

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

### **Social Security**

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



1. A death benefit of \$255 [in 2020] toward burial expenses is usually available. You can complete the necessary form at your local Social Security office, or you can ask the funeral director to complete the application and apply the payment directly to the funeral bill. This payment is made only to eligible spouses or to a child entitled to survivor's benefits.
2. 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.
  - ✓ A disabled 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 the Social Security number, birth and death certificates of the deceased, marriage certificate and Social Security number of the spouse, birth certificates and Social Security numbers of any dependent children, and copies of the deceased's most recent federal income tax return.

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

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

### **Veterans' Benefits**

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

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

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



## **Employee Benefits**

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

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

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

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

## **Wills**

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

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

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

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

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



## **Probate**

Probate is 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 California, the Superior Court 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 assets subject to probate, you may require legal assistance. In California, there is a simplified procedure for “small estates” that do not exceed \$150,000. Contact the Probate Court for details.

Assets subject to probate in California do not include property where the deceased and another person or entity are listed as owners in "joint tenancy" or as "community property with right of survivorship." Other exclusions from probate include: proceeds from a life insurance policy or Individual Retirement Account (IRA) which have a named living beneficiary, property held in a living trust, funds in a payable-on-death (POD) bank account, and real property or securities registered in 'transfer on death' (TOD) form.

## **Taxes**

### **Federal Estate Tax**

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

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

### **State Estate Tax**

In California any estate which pays a federal estate tax must also file a state estate tax. This amount will be paid by the estate to the state in which the deceased lived. For details on state estate tax, contact: State Controller's Office, Division of Accounting & Reporting, 3301 "C" Street, Suite 700 Sacramento, CA 95816 – Phone: (916) 323-3258.

### **State Inheritance Tax**

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



## **Income Taxes**

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

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

## **Credit and Debit Cards, Other Debits and Installment Payments**

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

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

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

## **General Finances**

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

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



## **Changing Ownership or Title**

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

- **Insurance Policies**

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

- **Auto**

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

- **Will**

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

- **Bank Accounts, Stocks, Bonds**

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

- **Safe Deposit Box**

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

## **Professional Assistance**

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

One good place to begin finding names of competent professionals is from friends or family members who have had successful dealings with the kind of advisors



Trauma Intervention Programs, Inc.

you are seeking. Professional organizations, such as the local Bar Association, may be able to provide referrals.

### **Forwarding Mail**

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

### **Avoiding Fraud and Unwanted Pressure**

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



Trauma Intervention Programs, Inc.

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

Name of Deceased: \_\_\_\_\_

Gender: \_\_\_\_\_ Race: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Ethnicity: \_\_\_\_\_

Birthplace: \_\_\_\_\_

Name & Birthplace of Father: \_\_\_\_\_

\_\_\_\_\_

Maiden Name and Birthplace of Mother: \_\_\_\_\_

\_\_\_\_\_

Country of Citizenship: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Marital Status: \_\_\_\_\_

Name of Surviving Spouse (maiden name) \_\_\_\_\_

\_\_\_\_\_

Primary Occupation: \_\_\_\_\_

Number of years in this occupation: \_\_\_\_\_

Employer: \_\_\_\_\_

Kind of Business: \_\_\_\_\_

Highest level of education completed: \_\_\_\_\_



## Personal Notes

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### What to Expect When You Arrive at the Funeral Home

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

The process may include but is not limited to:

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

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

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



## **Recursos en Español**

[Resources in Spanish]

### **Un Mensaje Especial [Coroner Information]**

#### **¿Cual Es La Función Que Cumple La Oficina Del Medico Forense Y Porque Se Interesan En La Muerte De Mi Ser Querido?**

La ley estatal (G.C. 27491) requiere que la Oficina del Médico Forense investigue todas las muertes consideradas como no naturales o en casos en los que 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 su fallecimiento. Nuestra responsabilidad es establecer la identidad del difunto, determinar el lugar, fecha, hora, causa y tipo de muerte. La Oficina del Médico Forense no solo se limita a examinar al difunto, también conduce entrevistas a miembros de familia y otros testigos; recolecta 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 en la toma de sus decisiones y selecciones. Ellos también se encargarán de retirar los restos de su ser querido de nuestras instalaciones.

#### **¿Cuando Puedo Hacer El Velorio?**

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

#### **¿Que Necesita La Oficina Del Medico Forense Para Entregar Los Resto Y Efectos Personales?**

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

#### **¿Después De La Autopsia, Nos Enteraremos De La Causa De Muerte?**

En la mayoría de los casos, si.

### **¿Demorara El Funeral De Mi Ser Querido Si El Caso Tiene Una Investigación 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 Existe Una Investigación Pendiente?**

Si. En todos los 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 através del departamento de salud del condado de Orange, localizado en el 1719 West 17th Street, Santa Ana, CA 92703, teléfono (714) 834-8121. Si el fallecimiento ocurrió más de tres meses atrás, Ud. debe ponerse en contacto con la siguiente oficina: Orange County Recorder's Office, 630 North Broadway, oficina número 101 o por correo al P.O. Box 238, Santa Ana, CA 92701, teléfono (714) 834-2871.

### **¿Como Puedo Conseguir Un A Copia Del Reporte Del Medico Forense?**

Copias del reporte de la autopsia se pueden comprar por 15 centavos por hoja y pueden ser ordenadas por correo o en persona. Si desea ordenar por correo por favor incluya el nombre del difunto, fecha de defunción, número del caso y un cheque dirigido a Orange County Coroner Office.

## **Información Necesaria Para El Director De La Funeraria**

Si lo desea, complete este formulario que podrá asistirle cuando haga los preparativos del velorio. (Consulte la página 32)

## **Sobreviviendo La Perdida De Un Ser Querido [Coping with the Loss of a Loved One]**

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

**Participe en los planes del funeral y entierro:** Tome tiempo para explorar las muchas opciones disponibles para usted. Planee el funeral en una manera



significativa y especial para usted y su familia. No hay reglas rígidas para llevar esto a cabo. Encárguese de convertir lo que decida en un planeamiento que refleje sus deseos y los de su familia.

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

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

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

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

**Culpa:** “*Sí tan solo yo hubiera...*”

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

**Busque la ayuda de otros:**

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

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

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

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

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



## **Primeros Auxilios Emocionales [Emotional First Aid]**

### **Ayudando A Los Emocionalmente Heridos Después De Una Tragedia**

#### **Cómo Hacer Contacto Físico**

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

#### **Cómo Conseguir Contacto Emocional**

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

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

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

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

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

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

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



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

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

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

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

#### QUE DECIR

“¿Qué pasó?”

“Lo siento mucho”

“Esto ha de ser muy difícil para ti”

“Es normal sentirse...”

#### QUE NO DECIR

“Yo se como te sientes”

“¡Cálmate!”

“No llores”

“Podría ser peor”



## **Reacciones Típicas Después De Un Suceso Trágico [Common Reactions Following a Tragic Event]**

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

### **Efectos Físico**

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

### **Conducta**

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

### **Razonamiento Mental**

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



## **Maneras Efectivas De Como Salir Adelante Despues De Un Suceso Traumatico**

### **[Effective Ways of Coping Following a Traumatic Event]**

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



## **Ayudar A Niños En Su Sufrimiento [Helping Children Grieve]**

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

### **Familias en la aflicción: Consolarse mutuamente**

***<http://sesamo.com/articles/familias-en-la-afliccion-consolarse-mutuamente/>***



# Business and Services Directory

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



## Memorial Services

### Cemeteries and Memorial Parks

- Anaheim Cemetery** .....(714) 535-4928  
1400 E. Sycamore St., Anaheim
- Ascension Cemetery** .....(949) 837-1331  
24754 Trabuco Rd., Lake Forest
- Christ Cathedral Memorial Gardens**.....(714) 489-6102  
13280 Chapman Ave., Garden Grove
- El Toro Memorial Park** .....(949) 951-9102  
25751 Trabuco Rd., Lake Forest
- Fairhaven Memorial Park & Mortuary** .....(714) 633-1442  
1702 Fairhaven Ave., Santa Ana
- Forest Lawn** .....(888) 204-3131  
4471 Lincoln Ave., Cypress
- Good Shepherd Cemetery**.....(714) 847-8546  
8301 Talbert Ave., Huntington Beach
- Harbor Lawn-Mt. Olive Memorial Park & Mortuary** .....(714) 540-5554  
1625 Gisler Ave., Costa Mesa
- Holy Sepulcher Cemetery**.....(714) 532-6551  
7845 E. Santiago Canyon Rd., Orange
- Loma Vista Memorial Park** .....(714) 525-1575  
701 E. Bastanchury Rd., Fullerton
- Magnolia Memorial Park**.....(714) 539-1771  
12241 Magnolia St., Garden Grove
- Melrose Abbey Memorial Park & Mortuary**.....(714) 634-1981  
2303 S. Manchester Ave., Anaheim
- Memory Garden Memorial Park & Mortuary** .....(714) 529-3961  
455 W. Central Ave., Brea
- Pacific View Memorial Park & Mortuary**.....(949) 644-2700  
3500 Pacific View Dr., Corona del Mar
- Santa Ana Cemetery** .....(714) 953-2959  
1919 E. Santa Clara Ave., Santa Ana
- Westminster Memorial Park Mortuary** .....(714) 893-2421  
14801 Beach Blvd., Westminster



## Types of Funeral Arrangements

There are three basic types of funeral arrangements:

### 1. Traditional Service

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

### 2. Direct Burial

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

### 3. Direct Cremation

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

## Mortuary and Cremation Services

**General Relief Fund-Orange County Social Services (714) 834-8899**  
 2020 W. Walnut Street, Santa Ana 92703

General Relief funds may be used for the burial or cremation of deceased indigent individuals who are US citizens or legally documented aliens when other resources are not available. A relative of the deceased individual must initiate the application. **To determine if you are eligible for GR and the amount of benefits, you must file an application in person.**

### **The Unforgettables Foundation – Inland Empire .....(909) 335-1600**

The Unforgettables Foundation provides financial assistance to those families with limited resources to help offset the costs of final arrangements.

***unforgettables.org***

### **Funeral Consumers Alliance of California**

Non-profit source of funeral and cremation options and pricing information for Orange County and other counties.

***fca-calif.org***



— Anaheim —

- Funeraria Latino Americana Anaheim** ..... (714) 442-9986  
355 W. Cerritos Ave. Spanish speaking
- Hilgenfeld Mortuary** ..... (714) 535-4105  
120 E. Broadway Spanish speaking
- Melrose Abbey Memorial Park & Mortuary** ..... (714) 634-1981  
2303 South Manchester Ave. Spanish, Vietnamese, and Arabic
- Pierce Bros. Anaheim Mortuary** ..... (714) 828-6440  
2425 W. Lincoln Ave. Spanish speaking

— Brea —

- Memory Garden Memorial Park & Mortuary** ..... (714) 529-3961  
455 W. Central Ave. Spanish speaking
- Neels Brea Mortuary (prearrangements only)** ..... (714) 529-3961

— Corona del Mar —

- Pacific View Memorial Park & Mortuary** ..... (949) 644-2700  
3500 Pacific View Dr.

— Costa Mesa —

- Harbor Lawn Mt. Olive Memorial Park & Mortuary** ..... (714) 540-5554  
1625 Gisler Ave. Spanish and Vietnamese
- Neptune Society of Orange County** ..... (949) 646-7431  
758 W. 19th St.
- South Coast Funerals** ..... (888) 607-0772  
1041 W. 18th St. Suite A-209

— Cypress —

- Forest Lawn** ..... (888) 204-3131  
44471 Lincoln Spanish, Armenian, Chinese, and Korean speaking

— Fullerton —

- Accu-Care Cremation Center** ..... (844) 550-7897  
1410 S. Acacia Ave., Suite D
- Loma Vista Memorial Park** ..... (714) 525-1575  
701 E. Bastanchury Rd.
- McAulay and Wallace Mortuary** ..... (714) 525-4721  
902 N. Harbor Blvd.



Trauma Intervention Programs, Inc.

**— Garden Grove —**

**Cremation Society of Orange Coast..... (800) 678-0669**  
12425 Lewis St., Suite 102

**Diamond & Shannon Mortuary..... (714) 539-1038**  
10630 Chapman Ave.

**— Huntington Beach —**

**Advantage Funeral & Cremation Services..... (714) 536-6539**  
627 Main St.

**Dilday Brothers Funeral Directors..... (714) 842-7771**  
17911 Beach Blvd. Spanish speaking

**— Irvine —**

**O'Connor Mortuary Irvine Arrangement Center ..... (949) 581-4300**  
4010 Barranca Pkwy., Suite 200 Spanish Speaking

**— Laguna Beach —**

**McCormick and Son Mortuary & Crematory..... (949) 494-9415**  
1795 Laguna Canyon Rd.

**— Laguna Hills —**

**O'Connor Mortuary Laguna Hills Chapel & Crematory ..... (949) 581-4300**  
25301 Alicia Pkwy. Spanish Speaking

**McCormick & Son Mortuary ..... (949) 768-0933**  
25002 Moulton Pkwy.

**— Lake Forest —**

**Saddleback Funeral Alternatives..... (949) 837-8403**  
21098 Bake Pkwy., Suite 104B

**Olive Tree Mortuary..... (949) 445-1600**  
25435 Trabuco Rd, #3

**— Mission Viejo —**

**Fairhaven Memorial Services..... (949) 380-8911**  
27856 Center Dr. Funerals, Cremations, Reception Center

**— Orange —**

**Chapman Funeral Homes..... (714) 628-0447**  
702 E Chapman Ave.

**Ferrara & Lee Colonial Mortuary..... (714) 639-2711**  
351 N. Hewes St. Korean speaking



— Orange (cont'd) —

**Funeral and Cremation Service of Orange County**..... (714) 667-7991  
2230 W. Chapman Ave., Suite 219

**Omega Society Cremation & Burial** ..... (800) 646-6342, (714) 754-7781  
1577 N. Main St. Spanish speaking

**Shannon-Bryan Mortuary** ..... (714) 771-1000  
137 E. Maple Ave.

— Placentia —

**New Options Funeral Services** ..... (714) 528-7100  
2150 Brookhaven Ave. A Tribute Without a Financial Burden

— San Clemente —

**Lesneski Mortuary** ..... (949) 492-1717  
640 El Camino Real

— San Juan Capistrano —

**Atlantis Cremation and Burial**..... (949) 493-2273  
32086 Camino Capistrano, #4

**O'Connor Mortuary - Arrangement Center** ..... (949) 581-4300  
31920 Del Obispo St., Suite 270 Spanish speaking

— Santa Ana —

**Brown Colonial Mortuary** ..... (714) 542-3949  
204 West 17th St. Spanish speaking

**Fairhaven Memorial Park & Mortuary** ..... (714) 633-1442  
1702 Fairhaven Ave. Spanish and Korean speaking

**Family Mortuary - Funeraria Familiar** ..... (714) 953-9045  
1201 N. Main St. Spanish speaking

**Funeraria del Angel - MacDougall Family Mortuary** ..... (714) 543-9351  
1610 East 1st St. Spanish speaking

— Tustin —

**Saddleback Chapel** ..... (714) 544-1450  
220 E. Main St. Spanish, Filipino, Czech, German and Polish speaking

— Westminster —

**Peek Funeral Home**..... (714) 893-3525  
7801 Bolsa Ave. Spanish, Korean and Vietnamese speaking

**Westminster Memorial Park**..... (714) 893-2421  
14801 Beach Blvd. Spanish, Korean and Vietnamese speaking



— Yorba Linda —

**McAulay and Wallace Mortuary** ..... (714) 777-2692  
18311 Lemon Dr. Spanish speaking

— OUTSIDE ORANGE COUNTY —

**Deco Familia** ..... *decofamilia.com*  
Spanish speaking. Interstate and international transport available. Four Los Angeles County locations and Ontario, CA (see website for mortuary phone numbers and locations).

**Forest Lawn Mortuary** ..... (888) 204-3131

**Fukui Mortuary - Japanese services** ..... (213) 626-0441  
707 East Temple St., Los Angeles 90012

**Kubota Nikkei Mortuary** ..... (213) 749-1449  
911 Venice Blvd., Los Angeles

**Mount Sinai Memorial Park & Mortuary** ..... (800) 600-0076  
Jewish Cemetery and Memorial Park, Simi Valley, Hollywood Hills

**Rose Hills Mortuary and Memorial Park** ..... (562) 699-0921  
3888 Workman Mill Road, Whittier

— ORANGE COUNTY ISLAMIC MORTUARY SERVICES —

ISOC and OCIF rely on mortuary services provided by Br. Goulad Farrah, Funeral Director at ISOC Mortuary at office (714) 531-5400 or cell (562) 843-6797. Downloadable forms, costs, descriptions of services, and other information are at:

- Islamic Society of O.C.** ..... *test.isocmasjid.org/mortuary-services*
- Orange County Islamic Foundation** ..... *ocif.org/islamic-burial*



### Cremation Societies

- Accord Cremation and Burial\*** ..... (800) 843-0995  
535-C W. Lambert Rd, Brea [www.accordcremationandburial.com](http://www.accordcremationandburial.com)
- Accu-Care Cremation Center Fullerton ...** (844) 499-8819, (844) 550-7897  
[www.accucarecremation.com](http://www.accucarecremation.com)
- All California Cremation\*** ..... (800) 575-0551  
Email: [info@allcaliforniacremation.com](mailto:info@allcaliforniacremation.com) [www.allcaliforniacremation.com](http://www.allcaliforniacremation.com)
- California Cremation Centers** ..... (800) 466-6110  
[www.californiacremationcenters.com](http://www.californiacremationcenters.com)
- Cremation Society of Orange Coast** ..... (800) 678-0669  
12425 Lewis, Ste. 102, Garden Grove [www.cremationorangecounty.com](http://www.cremationorangecounty.com)
- Dignity Memorial** (multiple locations throughout Southern California)  
Visit website for cremation information or call for assistance (800) 343-4464  
[www.dignitymemorial.com/plan-funeral-cremation/cremation](http://www.dignitymemorial.com/plan-funeral-cremation/cremation)
- Eternity Cremation & Burial Service** ..... (714) 771-5900  
438 E. Katella Ave., Ste. G, Orange [EternityCremation.net](http://EternityCremation.net)
- McKenzie Cremation** ..... (562) 961-9301  
3843 E. Anaheim St., Long Beach [www.mckenziemortuary.com](http://www.mckenziemortuary.com)
- Neptune Society of Orange County** ..... (949) 646-7431  
758 W. 19th St., Costa Mesa [www.neptunesociety.org](http://www.neptunesociety.org)
- Nautilus Society** ..... (310) 370-8080  
16316 Hawthorne Blvd., Lawndale [Nautiluscremation.com](http://Nautiluscremation.com)
- Omega Society Cremation & Burial\*** ..... (800) 646-6342, (714) 754-7781  
1577 N. Main St., Orange [www.omegasociety.com](http://www.omegasociety.com)
- Pacific Cremation Society\*** ..... (949) 382-7782  
22772 Centre Dr., Ste. 130, Lake Forest [www.PacificCremationSociety.com](http://www.PacificCremationSociety.com)
- Public Direct Cremations\*** ..... (844) 456-9944  
1835 S. Lewis St., Anaheim [www.publicdirectcremations.com](http://www.publicdirectcremations.com)
- Portal of Peace Cremation Service of Orange County\* ...** (714) 991-9377  
2230 W. Chapman Ave., Ste. 241, Orange [www.portalofpeace.org](http://www.portalofpeace.org)



## Veterans Funeral Information

- OC Veterans Service Office** ..... (800) 827-1000, (714) 480-6555  
No cost interment at a National Veterans Cemetery for honorably-discharged veterans. [www.veterans.ocgov.com/benefits](http://www.veterans.ocgov.com/benefits)
- VA National Cemetery Administration** ..... [www.cem.va.gov](http://www.cem.va.gov)
- US Department of Veterans Affairs** ..... [benefits.va.gov](http://benefits.va.gov)

## Body Donation

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

- Science Care** ..... (800) 417-3747  
Long Beach, CA [www.sciencecare.com](http://www.sciencecare.com)  
Upon acceptance, Science Care covers all costs of donation, including transportation, filing of the death certificate and the return of cremated remains. Upon the one year donation anniversary, the family receives a certificate that a tree has been planted in honor of the donor.

- University of California, Irvine** ..... (949) 824-6061  
School of Medicine, Willed Body Program [www.som.uci.edu/willedbody](http://www.som.uci.edu/willedbody)  
Give the gift of knowledge — and life — by donating your body for medical education and research. The donations are made to the UC Irvine Willed Body Program, which covers the cost of cremation and scattering at sea after study is completed.

## Scattering of Cremated Remains

- Ashes at Sea** ..... (800) 372-7211
- Ashes on the Sea** ..... (877) 277-2799  
Main office in San Diego [www.ashesonthesea.com](http://www.ashesonthesea.com)
- Atlantis Society, Inc.** ..... (949) 300-8888  
3131 W. Coast Highway
- The Historic Schooner Curlew** ..... (949) 922-2759  
34145 Pacific Coast Hwy. #608, Dana Point 92629  
Tall Ship Burials at Sea [www.TallShipBurialsatSea.com](http://www.TallShipBurialsatSea.com)

## **Grief and Trauma Support Groups and Services**

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

### **Referral Services**

**Info Link – 24 hours a day / 7 days a week..... 2-1-1 or (888) 600-4357**  
 2-1-1 Orange County provides information and referrals with links to community health and human services -- from securing care for a child or an aging parent, to finding treatment for substance abuse. ***www.211oc.org***

**Lotsa Helping Hands .....** ***www.lotsahelpinghands.com***  
 Online support network for families going through crisis, health or otherwise, to provide meals, transportation, help support existing support network.



## Addiction Intervention and Support

- Alcohol and Drug Abuse Services/  
Orange County Health Care Agency** ..... (888) 424-2327
- Alcoholics Anonymous, 24-hour (Santa Ana)** ..... (714) 556-4555
- Alcoholics Anonymous, North O.C. (Fullerton)** ..... (714) 714-4357
- Alcoholics Anonymous, South O.C. (Laguna Niguel)** ..... (949) 582-2697
- Alcoholism Service Center – Garden Grove – Hispanic** ... (714) 531-4624
- Hope House**..... (714) 776-7490, (714) 776-6090 (Residential phone)  
Drug Addiction & Substance Abuse Program      [www.hopehouseoc.com](http://www.hopehouseoc.com)
- Narcotics Anonymous, 24-hour hotline** ..... (800) 333-3610  
South Orange County      [www.southcoastareana.com](http://www.southcoastareana.com)

## Clean-Up Services

- A-1 Clean the Scene** ..... (888) 867-2141  
Crime Scenes | Biohazard | Decontamination | Accidents | Hoarding
- APRIS**.....(844) 462-7747 (844-GO-APRIS) / [www.GOAPRIS.com](http://www.GOAPRIS.com)  
Trauma – Crime Scene Biohazard Decontamination Specialists  
24/7/365 biohazard emergency response restoration with expertise in insurance coverage. Serving everyone with the utmost dignity, empathy, and Respect.  
100% Free Estimates. **Phil Rodriguez / (909) 477-9661 / [philtr@goapris.com](mailto:philtr@goapris.com)**
- Bio-One of Orange** ..... (714) 248-8449, (714) 397-8375  
Crime & Trauma Scene Cleaning | Help First, Business Second  
Bio-One is here to help 24/7/365      [BioOneOrange.com](http://BioOneOrange.com)
- Crime Scene Steri-Clean, LLC**..... (714) 899-4225, (888) 577-7206  
Crime Scenes | Biohazard | Decontamination | Accidents | Hoarding  
[crimecleaners.com](http://crimecleaners.com)
- Harmony Environmental Services, Inc.**..... (888) 623-4191  
Non-Profit Crime & Trauma Scene Clean-up      [www.SDHazmat.com](http://www.SDHazmat.com)
- Servpro of Cerritos/Hawaiian Gardens** .... (562) 916-7646, (888) 916-1414  
Crime Scene | Biohazard | Accident | Fire & Water Clean Up
- Servpro of Tustin**..... (714) 480-1340, (888) 844-1340  
Fire & Water Clean Up | Restoration | Biohazard



### Cultural Centers and Consulates

- Mexican Consulate - Orange County** ..... (877) 639-4835  
2100 E. 4th Street, Santa Ana, CA 92705
- Vietnamese Consulate**..... (415) 922-1707
- Islamic Society of Orange County**..... (714) 531-1722  
One Al-Rahman Plaza, Garden Grove 92844      *test.isocmasjid.org*
- Orange County Islamic Foundation** ..... (949) 595-0480  
23581 Madero Dr. Ste. #101, Mission Viejo 92691      *ocif.org*
- Buddhist Center of Orange County**..... (714) 827-9590  
909 South Dale Avenue, Anaheim, CA 92804      *www.ocbuddhist.org*

### Government Services & Agencies

**ORANGE COUNTY SOCIAL SERVICES AGENCY**..... (714) 541-7700

<p><b>Adult Protective Services</b>  <b>Elder/Disabled Adult Abuse 24-hour Hotline</b> ..... (800) 451-5155</p>
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Adult Protective Services (APS) are directed at preventing or remedying neglect, abuse or exploitation of adults who are unable to protect their own interests because of age or disability.      *ssa.ocgov.com/abuse/elder*

<p><b>Child Protective Services</b>..... (714) 940-1000  <b>Child Abuse 24-hour Hotline</b>..... (800) 207-4464</p>
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Child Protective Services (CPS) are directed at protecting or remedying abuse or neglect of children. May allow families to receive resources or services.      *ssa.ocgov.com/abuse/child*

**Adult Mental Health Service – Orange County**..... (855) 625-4657  
TDD Number – (714) 834-2332

Recovery, mental health and episodic treatment services.      *ochealthinfo.com/bhs/about/amhs*

**Council on Aging – Orange County** ..... (714) 479-0107

Advocating for the rights and dignity of those experiencing health and aging challenges.      *www.coaoc.org*

**Domestic Violence Orange County Sheriff’s Dept.** ..... (714) 935-7956

OCSD website describing shelters and important domestic violence information.      *ocsd.org/about\_ocsd/services/referral/domestic*

**Orange County Health Care Agency** ..... (855) 886-5400

Outpatient alcohol treatment, mental health, immunizations, nutrition, special diseases.      *ochealthinfo.com/about*



## Government Services & Agencies (cont'd)

### Orange County – Families and Communities Together

#### County of Orange Social Services Agency ..... (714) 566-2878

Services & Programs: child raising skills, anti-gang program, after school activities, domestic violence counseling & education, emergency food & financial assistance, bilingual mental health counseling, medical & dental services, in-home counseling, emergency & transitional homeless shelter, community leaders training, youth mentoring & scholarship programs, parent support groups.

#### Public Administrator/Public Guardian Orange County ..... (714) 567-7660

(PA) protects the assets and manages the affairs of deceased residents of Orange County who, at the time of death, left no known heirs, no Will, no names, executor, or an executor who is ineligible.

[www.papg.ocgov.com/gov/pa](http://www.papg.ocgov.com/gov/pa)

## Veteran Services

#### Strength in Support..... (949) 505-5015 / [www.Strengthinsupport.org](http://www.Strengthinsupport.org)

Mental health services for active vets and their families.

#### Veteran’s Administration..... (800) 827-1000, (714) 480-6555

No cost burial at a National Cemetery for veterans. [www.veterans.ocgov.com](http://www.veterans.ocgov.com)

#### OC Vet Center – North County ..... (714) 776-0161, (877) 927-8387

12453 Lewis Street, Suite 101, Garden Grove 92840

#### OC Vet Center – South County ..... (949) 348-6700, (877) 927-8387

26431 Crown Valley Parkway, Mission Viejo 92691

#### National Suicide Prevention Lifeline – 24-hour..... (800) 273-8255

## Hotlines—24-Hour

#### Abuse Hotline (24-hr) – OC Adult Protective Services ..... (800) 451-5155

#### Abuse Hotline (24-hr) – OC Child Protective Services ..... (800) 207-4464

#### AIDS/HIV Hotline Southern California ..... (800) 922-2437

Spanish (800) 400-7432

#### Alzheimer’s Association Safe Return Program..... (800) 572-1122

To report someone missing or found.

#### Domestic Violence Assistance Program ..... (714) 935-7956



### Hotlines—24-Hour (cont'd)

- Domestic Violence Hotline** ..... (800) 978-3600
- Domestic Violence Hotline National** ..... (800) 799-SAFE (7233)
- Human Options**..... (877) 854-3594, (949) 854-3554  
 24-hour bilingual hotline. Elder abuse – Safe options for seniors, domestic abuse. [www.humanoptions.org](http://www.humanoptions.org)
- Interval House Crisis Shelters & Centers** ..... (714) 891-8121  
 Domestic Violence [www.intervalhouse.org](http://www.intervalhouse.org)
- Laurel House —Teen-Aged Runaways (girls only)**..... (714) 832-0207  
 Residential home for teenage girl runaways and youth in crisis. Ages 12 to 17.
- Mothers Against Drunk Drivers (MADD)** ..... 877-MADD-HELP  
[www.maddorangecounty.org](http://www.maddorangecounty.org), [www.madd.org](http://www.madd.org) (714) 838-6199  
 Trained victim advocates. Provide not only a shoulder to cry on but also information and resources from the moment a crash victim calls.
- National Runaway Safeline** ..... (800) 786-2929  
 Provides education and interventions, non-judgmental support, confidentiality for at-risk youth and families. [www.1800runaway.org](http://www.1800runaway.org)
- Rape Crisis Hotlines – 24-Hour**.....(714) 957-2737 or (949) 831-9110
- SIDS – FirstCandle.org** ..... Bereavement support / grief line (800) 221-7437
- Suicide Hotline of Southern California** .... (562) 596-5548, (714) 894-4242  
 8:00 am to 12:00 midnight (310) 391-1253
- Suicide Prevention Crisis Line – 24-Hour**..... (877) 727-4747
- Suicide Prevention Lifeline – 24-Hour** ..... 1-800-273-TALK (8255)  
 National Hotline [suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)
- Victim Information and Notification Everyday (VINE)** ..... (800) 721-8021  
 A service from the Orange County Sheriff’s Department to notify you when the status of an inmate changes. [www.vinelink.com](http://www.vinelink.com)
- With Hope Foundation** ..... (714) 524-1996  
 National Suicide Hotline **1-800-SUICIDE (1-800-784-2433)**  
[www.withhopefoundation.org](http://www.withhopefoundation.org)
- Youth Crisis Line—California** ..... (800) 843-5200  
 Support, encouragement, and referrals to youth in crisis situations. [www.youthcrisisline.org](http://www.youthcrisisline.org)



## Legal Services/Estate Planning

- AARP Legal Network Services** ..... (800) 424-3410
- Beall, John, Attorney-at-Law** ..... (714) 532-2777, (877) 539-0444  
 Probate | Estate Planning in Santa Ana, CA *jbeall4law@aol.com*
- Community Legal Aid SoCal** ..... (800) 834-5001, (714) 571-5200  
 Free, civil legal services to low-income persons and seniors in Orange and Los Angeles Counties. *communitylegalsocal.org*
- Orange County Bar Association** ..... (949) 440-6747  
 Attorney referrals. *www.ocbar.org*
- Temporary Restraining Order Information Line** ..... (714) 973-0134  
 Spanish, Vietnamese and English.

## Pet Services

- Animal Ambulance** ..... 866-4PET-911 (866-473-8911)  
 Emergency pet ambulance. 24 hours. Home euthanasia. Removal and cremation services. *www.MyPet2Vet.com*
- Only Cremations for Pets, Inc. – Newport Beach**..... (949) 852-1485
- Animal Urgent Care – South Orange County** ..... (949) 364-6228  
 24-hour emergency response – Veterinarian always available.
- Orange County Animal Care Services** ..... (714) 935-6848  
 1630 Victory Rd, Tustin
- Pet Loss & Bereavement Counseling – Orange County**  
 Online directory of various counseling resources for loss of a pet.  
*www.pet-loss.net/resources/CA.shtml*



## Psychological Support

### Professional Therapy and Support

**Ellen Gecht, MFCC** ..... (949) 831-0939  
Licensed Marriage and Family Therapy

### EMDR (Eye Movement Desensitization and Reprocessing)

EMDR is a physiologically-based therapy for trauma treatment and other stress-related conditions. EMDR can have a direct effect on the way the brain processes information, images, and emotions when a traumatic event is brought to mind.

To receive a referral and information for pro bono (free) sessions, please contact the Orange County Trauma Recovery Network (TRN) coordinator:

**Mary E. Eason, PhD**.....(714) 879-5868 ext. 6

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

**Accidental Impacts: Coping With Causing a Serious Accident**  
[www.accidentalimpacts.org](http://www.accidentalimpacts.org)

**Aging Matters, Inc.** .....(949) 212-4105 / [www.agingmattersinc.com](http://www.agingmattersinc.com)  
Alzheimer's Disease, Dementia & Elder Care. In-home evaluation & consultation, counseling & behavior management, assistance finding a care community.

**Art & Creativity for Healing** ..... (949) 367-1902 / [www.art4healing.org](http://www.art4healing.org)

**Bereaved Parents USA** ..... [www.bereavedparentsusa.org](http://www.bereavedparentsusa.org)  
For families, parents, grandparents, siblings who experienced death of a child.

**Brain Injury Association of America** .....(800) 444-6443 / [www.biausa.org](http://www.biausa.org)

**Brea Resource Center** .....(714) 990-7150 / [BreaResourceCenter.com](http://BreaResourceCenter.com)

**Caregiver Resource Center – Orange** ..... (800) 543-8312  
Part of a statewide system of caregiver resource centers. Serving families and caregivers of brain-impaired adults.  
[www.caregiveroc.org](http://www.caregiveroc.org)

**Community Counseling & Supportive Services** ..... (714) 645-8000  
1040 W. Town & Country Road Bldg. G, Orange CA 92868  
CCSS is a program for individuals, of all age groups, who are at risk for or have developed a mild to moderate behavioral health condition. Services include screening/assessment, individual counseling and support groups.  
Language(s): English, Spanish, Vietnamese, Korean

<http://ochealthinfo.com/bhs/about/pi/early/ccss>

**Compassionate Friends** .....(877) 969-0010 / [compassionatefriends.org](http://compassionatefriends.org)  
Offering support for families grieving the death of a child. Call or check website for phone numbers and meeting locations of Orange County chapters.



### Psychological Support (cont'd)

- Family Assessment Counseling & Education Services .... (714) 447-9024**  
 FACES – Counseling strategies for children of divorce. [www.facescal.org](http://www.facescal.org)
- Families and Communities Together ..... (714) 566-2878**  
 Multiple services to families: health, families in crisis. [www.factoc.org](http://www.factoc.org)
- Families Forward Irvine ..... (949) 552-2727**  
 Transitional Housing for homeless. [www.families-forward.org](http://www.families-forward.org)
- Frances Smith Center for Individual & Family Therapy .... (714) 997-6746**  
 Also known as Chapman University Community Clinic; non-profit training facility offering psychological treatment services for sliding scale fee.  
[www.chapman.edu](http://www.chapman.edu) → enter Search term “Frances Smith”
- FirstCandle.org ..... SIDS bereavement support / grief line (800) 221-7437**
- Gary’s Place for Kids ..... (949) 348-0548**  
 Grief support group for children 4 to 18 and their families who have experienced the death of someone close to them. [www.gpfk.org](http://www.gpfk.org)
- GriefShare** is a faith-based support group ministry that helps people heal from the pain of grief. Search the website for a local group.....[griefshare.org](http://griefshare.org)
- Healing Hearts for Bereaved Parents ..... [healinghearts.org](http://healinghearts.org)**  
 Online Bereaved Parent Support Group. Hosted by bereaved parents offering support to other bereaved parents. Christian based.
- Healing Hearts Share ..... (949) 222-6604**  
 Support for the loss of an infant due to miscarriage, still birth or terminated pregnancy due to medical conditions. Support meetings held at Saddleback Women’s Hospital.  
 E-mail: [healingheartsshare@cox.net](mailto:healingheartsshare@cox.net)
- Heart2Soul..... [www.heart2soul.com](http://www.heart2soul.com)**  
 Online resources for funeral information, how-to discussions, funeral etiquette, religious differences, funeral planning.
- Human Options..... (877) 854-3594, (949) 854-3554**  
**24-hour bilingual hotline.** Elder abuse – Safe options for seniors, domestic abuse. [www.humanoptions.org](http://www.humanoptions.org)
- Jewish Family Services of Orange County..... (949) 435-3460**  
 Comprehensive family services for all. [familyservicesoc.org](http://familyservicesoc.org)
- Living Success Center, Inc..... (949) 645-4723**  
 Sliding scale fees. Stress and anxiety management. Adjusting to life. Transition. Death of a loved one. [www.livingsuccesscenter.org](http://www.livingsuccesscenter.org)
- Melinda Hoag Smith Center for Healthy Living ..... (949) 764-6542**  
 307 Placentia Ave Newport Beach, CA 92663  
**Mental Health Center** provides counseling services to the neighboring communities. Fees based on sliding scale. English, Spanish and Farsi. (cont'd)



### Psychological Support (cont'd)

#### Melinda Hoag Smith Center – Mental Health Center (cont'd)

Affordable for low income uninsured or underinsured individuals and families.

**Costa Mesa Family Resource Center** offers a variety of skills groups, support groups, family counseling services, and classes for the residents of Costa Mesa and Newport Beach. Call **(949) 764-8100**

#### **Mental Health Association of Orange County** (non-profit)... **(714) 547-7559**

Adults with severe and persistent psychiatric disorders. **www.mhaoc.org**

#### **NAMI (National Alliance on Mental Illness)** ..... **(800) 950-6264**

Mental health information and support resources. **www.nami.org**

NAMI Orange County Warm Line..... **(714) 991-6412**

Live Chat at **www.namioc.org**

#### **New Hope Grief Support Community**..... **(562) 429-0075**

Grief support through education and grief groups. Kids and Teen groups. Speakers Bureau. Hospital and community programs. **www.newhopegrief.org**

#### **Orange County Asian and Pacific Islander Community**

**Alliance (OCAPICA)** ..... **(714) 636-9095** or **(844) 530-0240**

Health navigation and life skills education. Mental health wellness, including prevention and early intervention services, referrals and short-term individual/group counseling. **ocapica.org**

#### **Parents of Murdered Children**..... **(714) 999-7132** or **(562) 508-2397**

Greater Orange County Chapter **www.gocpomc.org**

#### **Pilgrimage Family Therapy Center** ..... **(949) 460-5320, (714) 573-7557**

General counseling services. Sliding scale fee/non-profit.

#### **Sesame Street Grief Toolkit** **http://www.sesamestreet.org/toolkits/grief**

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

#### **SIDS – California SIDS Program** ..... **(800) 369-SIDS (7437)**

Sudden Infant Death Syndrome (SIDS) **californiasids.cdph.ca.gov**

#### **SIDS – FirstCandle.org** .....Bereavement support / grief line **(800) 221-7437**

#### **Society Providing Assistance, Rehabilitation**

**and Education (SPARE)**..... **(714) 345-4938**

Christian-based counseling and care for individuals and families confronted with the pain of trauma. Non-profit/sliding scale. **www.spareministries.org**

#### **SOLACE Orange County** ..... **(949) 874-1047**

Surviving Our Loss with Awareness, Compassion, & Empathy (SOLACE) – Support group for those who have lost a loved one to substance abuse and for families currently struggling with addiction. **www.solaceorangecounty.org**

#### **Youth Services, California**..... **(949) 303-9016**

Counseling (all types) for teens and families in crisis. **calyouthservices.org**



## Suicide Prevention and Support

If you are in crisis, please call the *National Suicide Prevention Lifeline* at  
**1-800-273-TALK (8255)**  
or contact the *Crisis Text Line* by texting **HOME** to **741741**

- American Association of Suicidology** ..... (202) 237-2280  
[www.suicidology.org](http://www.suicidology.org)
- American Foundation for Suicide Prevention** ..... (800) 273-8255  
Bringing hope to those affected by suicide. [www.afsp.org](http://www.afsp.org)  
**Healing Conversations (949) 648-7259, email: HCCOrangeCo@afsp.org**  
Connects those who have lost a loved one to suicide with trained volunteers who are suicide loss survivors themselves. [afsp.org/chapter/afsp-orange-county/](http://afsp.org/chapter/afsp-orange-county/)
- Beyond the Rough Rock, Winston’s Wish**..... [www.winstonswish.org.uk](http://www.winstonswish.org.uk)  
Comprehensive book on how to talk to children about death by suicide
- Didi Hirsh Orange County, Survivors After Suicide** ..... (714) 547-0855  
2000 E. 4th St., #110, Santa Ana 92705 (8-week support group & services)  
[www.didihirsch.org/services/suicide-prevention/therapy-support](http://www.didihirsch.org/services/suicide-prevention/therapy-support)
- Lil Gary’s Legacy** ..... [www.Lilgaryslegacy.org](http://www.Lilgaryslegacy.org)  
A ministry of Christian Resource Center, support groups.
- Mental Health Association of Orange County** ..... (714) 547-7559  
Adults with severe and persistent psychiatric disorders. Non-profit.  
[www.mhaoc.org](http://www.mhaoc.org)
- NAMI (National Alliance on Mental Illness)**..... (800) 950-6264  
Mental health information and support resources. [www.nami.org](http://www.nami.org)  
NAMI Orange County Warm Line ..... (714) 991-6412  
Live Chat at [www.namioc.org](http://www.namioc.org)
- New Hope Grief Support Community** ..... (562) 429-0075  
Grief support through education/groups. [www.newhopegrief.org](http://www.newhopegrief.org)
- Suicide Awareness Voices of Education (SAVE)**..... (952) 946-7998  
Resources to those touched by suicide as well as coping with loss and suicide education. [www.save.org](http://www.save.org)
- Suicide Prevention Crisis Line – 24-Hour** ..... (877) 727-4747
- Suicide Prevention Lifeline – 24-Hour**..... 1-800-273-TALK (8255)  
National Hotline [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)
- Survivors of Suicide (SOS) Orange County** ..... (714) 539-1429  
Email: [jandktoo@social.rr.com](mailto:jandktoo@social.rr.com) [www.survivorsofsuicide.us](http://www.survivorsofsuicide.us)
- With Hope Foundation** ..... (714) 524-1996  
National Suicide Hotline **1-800-SUICIDE (1-800-784-2433)**  
[www.withhopefoundation.org](http://www.withhopefoundation.org)



### Shelters—Domestic Violence

- Battered Women Self-Help** ..... 24 hours (949) 854-3554
- California State University Women’s Center** ..... (714) 278-3928  
Community services, grief counseling. Directory of professional assistance.  
[www.fullerton.edu/womenscenter/campus\\_resources/index.php](http://www.fullerton.edu/womenscenter/campus_resources/index.php)
- Eli Home - Orange** ..... (714) 300-0600  
Shelter home for abused children and their mothers. [www.elihome.org](http://www.elihome.org)
- Home on the Green Pastures – Tustin** ..... (714) 532-2787  
Korean-speaking shelter for abused women and children.
- Human Options**..... 24-hour bilingual hotline (877) 854-3594  
Elder abuse–Safe options for seniors, domestic abuse. [www.humanoptions.org](http://www.humanoptions.org)
- Interval House Crisis Shelters & Centers** ..... (714) 891-8121  
**24-hour crisis and teen hotline** (800) 978-3600, (562) 594-4555  
Domestic Violence - Seal Beach [www.intervalhouse.org](http://www.intervalhouse.org)
- Laura’s House**.....(866) 498-1511 24-Hour Hotline or (949) 498-1511  
Domestic violence. For women and children in need of emergency shelter.  
[www.laurashouse.org](http://www.laurashouse.org)
- Laurel House**.....(714) 832-0207  
Residential home for teenage runaways and youth in crisis. Ages 12 -17.  
[www.laurelhouse.org](http://www.laurelhouse.org)
- Safety on Shore** ..... (714) 538-1878  
Domestic Violence Family Crisis and Support Center.
- Wise Place - Santa Ana**..... (714) 542-3577  
Transitional Shelter for Women in crisis. [www.wiseplace.org](http://www.wiseplace.org)
- Women’s Transitional Living Center Hotline** ..... (714) 992-1931
- Yellowstone** ..... (800) 941-9048  
Domestic Violence - Costa Mesa



## Shelters—Homeless/Disadvantaged/Seniors

- American Family Housing** ..... (714) 897-3221  
Midway City – Provides emergency, transitional, and permanent affordable housing, as well as counseling and life skills training, to equip homeless and low-income individuals and families. Families with children – 3 to 6 months.  
[www.afhusa.org](http://www.afhusa.org)
- Friendship Shelter - Laguna Beach** ..... (949) 494-6928  
Homeless – up to 60 day stay. Relapse Prevention / Employment Development / Affordable Housing / Determined by You. [www.friendshipshelter.org](http://www.friendshipshelter.org)
- Homeless Intervention Shelter and House** ..... (714) 993-5774  
H.I.S. House in Placentia, CA. Transitional living center for homeless individuals and families. [www.hishouseOC.org](http://www.hishouseOC.org)
- HomeAid Orange County** ..... (949) 553-9510  
Directory of homeless shelters and programs in Orange County.  
[www.homeaidoc.org](http://www.homeaidoc.org)
- Human Options** ..... (877) 854-3594, (949) 854-3554  
**24-hour bilingual hotline.** Elder abuse – Safe options for seniors, domestic abuse. [www.humanoptions.org](http://www.humanoptions.org)
- Mary’s Shelter** ..... (714) 730-0930  
Assists pregnant women and girls. [www.teenshelter.org](http://www.teenshelter.org)
- Mercy House Center** ..... (714) 836-7188  
Transitional centers. *Regina House* – women with children. *Joseph’s House* – employable men. *Emmanuel House* – HIV. <https://mercyhouse.net/>
- OC Armory Emergency Shelter Program** ..... (714) 836-7188 ext. 170  
Winter shelter. <https://mercyhouse.net/portfolios/oc-armory-emergency-shelters/>
- OC Rescue Mission / Village of Hope** ..... (714) 247-4300, (800) 663-3074  
Transitional housing program for homeless men, women and children.  
[www.rescuemission.org](http://www.rescuemission.org)
- Orange Coast Interfaith Shelter** ..... Irvine (949) 631-7213  
Emergency and transitional shelter for homeless. [www.ocinterfaithshelter.org](http://www.ocinterfaithshelter.org)
- Salvation Army Orange County** ..... (714) 758-0414  
**Adult Rehabilitation Center**
- Salvation Army Hospitality House** ..... (714) 542-9576  
Emergency shelter before 9:00 p.m.
- Thomas House – Garden Grove** ..... (714) 647-7534  
Temporary shelter for homeless families. [www.thomashouseshelter.org](http://www.thomashouseshelter.org)



### Transportation

**If you need assistance arranging emergency air transportation or hotels, TIP may be able to assist you. 24 hours ..... (714) 343-0738**

- A AAA Airport Transportation ..... (949) 380-8080**
- AAA Yellow Cab ..... (949) 361-1155**
- ABC Ride Transportation .....(949) 650-4768 or (714) 809-9000**  
***www.abcride.com***

#### Airlines

Aero Mexico	(800) 237-6639	Jet Blue	(800) 538-2583
Air Canada	(888) 247-2262	Northwest	(800) 225-2525
Alaska	(800) 426-0333	Philippine	(800) 435-9725
American	(800) 433-7300	Qantas	(800) 227-4500
Continental	(800) 525-0280	Southwest	(800) 435-9792
Delta	(800) 221-1212	United	(800) 241-6522
Hawaiian	(800) 367-5320	US Airways	(800) 428-4322
Horizon	(800) 547-9308	Virgin Atlantic	(800) 862-8621

- Amtrak ..... *www.amtrak.com* – (800) 872-7245**
- Metrolink ..... *www.metrolinktrains.com* – (800) 371-5465**
- Orange County Transportation Authority (OCTA) ..... (714) 636-7433**  
**TDD (for deaf callers only) – (714) 636-4327**  
***www.octa.net***
- OCTA Access ..... (877) 628-2232**  
Door-to-door transportation for seniors & disabled.  
***www.octa.net/access\_service.aspx***
- Taxi Services ..... 1(800) 4MyTaxi (1-800-469-8294)**  
***www.18004mytaxi.com***



### Victim Services

**American Red Cross** ..... **Orange County – (714) 481-5300**  
**National – (800) 733-2767**

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

**Military Emergency Notifications.** Be prepared to provide: Name of Military Service Member, Rank and Branch, Social Security Number, Date of Birth, Military Duty Address.

**California Victim Compensation Program** ..... **(800) 777-9229**

Financial recovery options for victims of crime in California. Medical and dental bills, mental health counseling, funeral costs, lost income, relocation, crime scene clean-up when someone is killed.

[www.victimcompensation.ca.gov](http://www.victimcompensation.ca.gov)

**Crime Survivors, Inc.** ..... **(949) 872-7895**

Providing support and guidance to survivors of crime.

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

**Get Safe** ..... **(714) 834-0050**

Personal safety training, education, empowerment. [www.getsafeusa.com](http://www.getsafeusa.com)

**Orange County Family Justice Center** ..... **(714) 765-1645**

150 W. Vermont Ave., Anaheim [orangecountyfamilyjusticecenter.org](http://orangecountyfamilyjusticecenter.org)

The Orange County Family Justice Center is a safe, confidential and friendly place where assistance is provided to survivors of domestic violence, child abuse, sexual assault and elder/dependent adult abuse.

**Waymakers (formerly CSP, Inc.)** ..... **(949) 250-0488**

1221 E. Dyer Road, Suite 120, Santa Ana 92705 [WaymakersOC.org](http://WaymakersOC.org)

Fax: (714) 540-1908 Email: [info@WaymakersOC.org](mailto:info@WaymakersOC.org)

**Waymakers 24-Hour Rape Crisis Hotlines** ..... **(949) 831-9110**

24/7 confidential support from trained counselors. **(714) 957-2737**

**Waymakers Positive Action Toward Health (PATH)** ..... **(949) 757-1096**

Project PATH provides alcohol, tobacco and other drug use prevention and education.

**Waymakers Sexual Assault** ..... **North County – (714) 834-4317**

**Victim Services** ..... **South County – (949) 752-1971**

Comprehensive services for victims of rape and other sexual assaults, sexually abused children, and their family members, including support, education and advocacy.





Trauma Intervention Programs, Inc.

## **TIP Additional Resources**

Trauma Intervention Programs has a number of pamphlets, books and videos that can help in understanding various traumatic losses. Feel free to contact our business office at (949) 525-7376 and explain your needs. It is likely we can provide you with additional materials or referrals that you might find helpful.

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

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

**If you need immediate counseling for trauma or depression, feel free to contact our TIP volunteer psychologist, Ellen Gecht, MFCC at (949) 831-0939 (see listing page 57). Ellen can provide free initial personal or telephone contact for trauma or grief counseling, or she can make appropriate referrals for your specific needs.**

Additional resources are available from  
**Trauma Intervention Programs, Inc. Orange County Chapter at**  
**[www.tiporangecounty.org](http://www.tiporangecounty.org)** or  
**[www.whentragedystrikes.org](http://www.whentragedystrikes.org)** or  
**[www.tipnational.org](http://www.tipnational.org)**

In addition to our agency programs, during the COVID-19 crisis TIP is available to the public 24/7/365 for **TELE-TIP** telephone interventions. **Please call our TIP dispatch at (949) 614-6333.**



Trauma Intervention Programs, Inc.

## We Would Appreciate Your Feedback

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

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

\_\_\_\_\_

\_\_\_\_\_

Your feedback:

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

\_\_\_\_\_

Please mail this page to:

**Trauma Intervention Programs**  
**1420 Phillips Street, Vista, CA 92083**

or access our webpage: ***[www.tipnational.org/feedback.php](http://www.tipnational.org/feedback.php)***



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### Call Summary

Date \_\_\_\_\_ Time Out \_\_\_\_\_

Response Time \_\_\_\_\_ Finished Time \_\_\_\_\_

Agency & Contact On Scene

Location (ER, Home, Scene)

Map Location

Victim's Name

Age

Client Name

Age

Client Name

Age

Street Address

City

Zip

Telephone

Relationship to Victim

Client

Address/Phone

Hero With Heart

Agency or Relationship (i.e. Emergency Responder, Neighbor, Relative)



Trauma Intervention Programs, Inc.

## **OCDE Crisis Response Network (CRN)**

**Information that is Most Helpful for School Districts  
when a Critical Incident Occurs**

**Student's Name:**

**Date of Birth:**

**Type of Death:**

**Current School:** (If recently moved schools, last school of attendance)

**Parent(s) and/or current Caregiver(s) Name:**

**Parent Permission to share with appropriate parties (parent death):**

**Sibling Names:** (If possible, siblings' current schools)

**If any other students were involved, and supported by TIP:**

**Any other information you feel would be necessary to share:**



### Incident Information

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

Police/Sheriff/CHP/Fire \_\_\_\_\_

Officer's Name/Badge \_\_\_\_\_

Officer's Name/Badge \_\_\_\_\_

Phone \_\_\_\_\_ Case # \_\_\_\_\_

Hospital \_\_\_\_\_ Phone \_\_\_\_\_

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

**Orange County Sheriff-Coroner  
(714) 647-7400**

**1071 W. Santa Ana Blvd., Santa Ana, CA 92703**

Coroner's Case # \_\_\_\_\_

Coroner's Name \_\_\_\_\_

You may call the Coroner's Office 24/7 with any questions.

TIP Volunteer \_\_\_\_\_

TIP Volunteer \_\_\_\_\_



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## Information to Gather Before Calling the Mortuary

\_\_\_\_\_  
Name of Deceased (First, Middle, Last)

Male or Female: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Date and time of death: \_\_\_\_\_

Approximate height and weight: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Coroner Case Number: \_\_\_\_\_

### **Next of Kin**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone numbers: \_\_\_\_\_

### **Attending Physician**

Full name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone and Fax number: \_\_\_\_\_

### **Additional Information**

Veteran? Yes\_\_\_ No\_\_\_

Branch of service: \_\_\_\_\_

Religious concerns: \_\_\_\_\_



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

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**Trauma Intervention Programs, Inc.**  
***Citizens Helping Citizens in Crisis***

To donate to TIP, please go to:

***[www.tiporangecounty.org/donations.htm](http://www.tiporangecounty.org/donations.htm)***

Resource Guide sponsorship opportunities are available.  
Please inquire at (949) 525-7376.