

**Trauma Intervention Programs, Inc.**

# Community Resource Guide



**TIP of Long Beach**

(562) 270-1246

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



Trauma Intervention Programs, Inc.

## **About Us**

Trauma Intervention Program (TIP) of Long Beach is a specially trained group of community volunteers who provide emotional first aid and practical support to victims of traumatic events and their families in the immediate aftermath of a tragedy.

Our local volunteers are called to crisis scenes by police officers or hospital emergency room personnel and respond 24/7/365.

We appreciate your feedback:  
**[www.TIPofLongBeach.org/feedback.php](http://www.TIPofLongBeach.org/feedback.php)**



Trauma Intervention Programs, Inc.

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.

If you would like to become a corporate or individual partner with TIP, or provide a donation in memory of a loved one, please contact us through our website **[www.TIPofLongBeach.org](http://www.TIPofLongBeach.org)** or by phone at **(562) 270-1246**.

For 24-Hour **Emergency** Assistance:  
**Call 911**

To learn more about helping others after a tragedy:  
**[www.whentragedystrikes.org](http://www.whentragedystrikes.org)**

## 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 \_\_\_\_\_

\_\_\_\_\_

Medical Ex. Case # \_\_\_\_\_

Medical Ex. Name \_\_\_\_\_

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

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

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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, even months after your 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 and meditation 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 your 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. 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 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.
  - ✓ Realizing you were a victim yourself and not a trained rescuer.
  - ✓ Recognizing what you “did right.”
  - ✓ Recognizing 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 others by judging their individual coping style. Let the “grievors” 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 their present level of maturity.

**Encourage the child** to express their feelings and thoughts.

**It is OK to let children see your tears and cry with them in a shared experience.**

## Helping Children Deal with Suicide

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

- It is important to be honest with your children. Give the correct information in a loving, compassionate way.
- The explanation should be clear and direct. **Be careful not to over explain.**
- **Listen carefully.** Answer their questions truthfully and be consistent in telling the truth about suicide.
- Talk about the deceased family member.
- Discuss better ways than suicide to handle problems.
- Tell all your children—even the younger ones.
- Encourage children to share their grief with those at home and with trusted persons outside the family.
- Teach your children to be selective about who they tell the story of suicide.
- You can help your children grieve by letting them see your tears, by crying with them, and by letting them know that it's okay to be upset.
- Have a positive attitude toward your children.
- Be aware of your children's possible feelings of guilt. Assure them that it was not 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, you may decide to let go of the note in a ritual that has meaning for you.

## **Emotional First Aid**

### **Helping the Emotionally Injured After a Tragedy**

#### **Reach Out Physically**

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

#### **Reach Out Emotionally**

- Ask the victim how they are 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.** Victims after a tragic event are often 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 they need. The victim may need an Information Advocate.

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



**Organize.** Victims are often paralyzed after a tragic event and can lose their capacity to deal with all 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 the victim is able to do what they want 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 their 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 on their 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.



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## **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 their 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 them to contribute further support. You might even be able to schedule some visitors to come in the beginning and some to come later, so that everyone does not come at once.
- 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. Are they emotional? Accept that. Do they cry? Accept that too. Are they angry at God? God will manage without your defense. 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 they feel. You can ask (without probing), but you cannot know, except as you are told. Everyone, bereaved or not, resents an attempt to describe their 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 process of working through 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.



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- 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. They may lose the initiative to go out on their own.
- When the mourner returns to social activity, treat them 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. 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.

Amy Hillyard Jensen  
Medic Publishing Co.  
P.O. Box 943  
Issaquah, WA 980

**For additional support materials please visit:**

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

**Los Angeles County Medical Examiner-Coroner's Office**  
**1104 N. Mission Rd. Los Angeles, CA 90033**  
**mec.lacounty.gov / (323) 343-0512**

## **FAQs**

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

The Medical Examiner-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 Medical Examiner's responsibility is to establish positive identity of the deceased; determine the place, date, and time; and the cause and classification of death.

The Medical Examiner-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 Medical Examiner-Coroner's 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 Medical Examiner-Coroner to arrange the release of your loved one's remains from the coroner's facility.



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

The Medical Examiner-Coroner's examination should not delay your funeral plans. The Medical Examiner-Coroner will complete their investigation as soon as possible.

### **What is required for the Medical Examiner-Coroner to release the remains and personal property?**

The mortuary must provide the Medical Examiner-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 Medical Examiner-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 Medical Examiner-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 Medical Examiner-Coroner's office (323-343-0512) and request one if it 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 Los Angeles County Public Health Department located at 313 N. Figueroa St. Room Lobby-1, Los Angeles, CA 90012 (call 213-288-7816 or visit <http://publichealth.lacounty.gov/dca/dcadeath.htm>).

### **How do I obtain a copy of the Medical Examiner-Coroner's report?**

A copy of the autopsy report can be purchased online at <https://mec.lacounty.gov> or by calling 323-343-0695. The current price of a Coroner's Case report is \$59 per report (\$146 for older, archived cases).

### **How do I contact the Medical Examiner-Coroner in charge of my/our case?**

You can call at any time of the day or night 323-343-0512.



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## **Contacting Hospitals, Police and Fire**

### **Hospitals**

<b>College Medical Center</b> .....	<b>(562) 997-2000</b>
2776 Pacific Ave. Long Beach 90806	
<b>Long Beach Medical Center</b> .....	<b>(562) 933-2000</b>
2801 Atlantic Ave. Long Beach 90806	
<b>Miller Children's &amp; Women's Hospital</b> .....	<b>(562) 933-5437</b>
2801 Atlantic Ave. Long Beach 90806	
<b>St. Mary's Medical Center/ Dignity Health</b> .....	<b>(562) 491-9000</b>
1050 Linden Ave. Long Beach 90813	
<b>Veteran's Administration Long Beach Healthcare</b> .....	<b>(562) 826-8000</b>
5901 E. 7 <sup>th</sup> St. Long Beach 90822	

### **Police / Sheriff / CHP**

**Emergency Only**

**911**

### **Non-Emergency Calls**

<b>Long Beach Police Department</b> .....	<b>(562) 425-6711</b>
<b>California Highway Patrol</b> .....	<b>(310) 516-3355</b>

### **Fire—Support Services**

<b>Long Beach Fire Department</b> .....	<b>(562) 591-7631</b>
<b>American Red Cross</b> .....	<b>(800) 675-5799 or (562) 595-6341</b>



## **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 services if necessary, to prevent entry of intruders or rain. Lock outside doors.
- Contact your local Disaster Relief Services (American Red Cross 562-595-6341) 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 inside the building or have them moved to another location.
- Begin collecting receipts whether you are insured or not.
- Make sure all utilities are turned off – water, at the valve, gas at the meter, and electricity at the meter. **DO NOT** use any utility until it has been inspected by the utility company or by a competent professional.

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

- **Do Not** sign anything immediately after property damage to home or business. Take time to read thoroughly all forms or work orders.
- **Do Not** give anyone carte blanche for any repairs or work to be done. Get 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 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.



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- **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 their 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 publishers of 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. This guide 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 guide you through the necessary decisions and actions which must be taken in the first few months after death.

Not all of the following items may be related to your situation. Also, whenever possible, 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 will be omitted, decide on an appropriate memorial to which gifts may be given (a church, library, school, or charity).
- Select pall bearers and notify them (avoid individuals 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, assistance, etc. Send appropriate acknowledgements (can be written notes, printed acknowledgements, or some of each).



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- 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.**

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

You will need to give copies of the death certificate to several of the offices or agencies you contact. You can purchase certified copies of the death certificate through your funeral director or directly from the Los Angeles 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. 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:



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1. A death benefit of \$255 [in 2023] toward burial expenses is usually available. You can complete the necessary form at your local Social Security office, or you can ask the funeral director to complete the application and apply the payment directly to the funeral bill. This payment is made only to eligible spouses or to a child entitled to survivor's benefits.
2. Survivor's benefits for a spouse or children.
  - ✓ If the spouse is age 60 or older, they 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 aged 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, have ready 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.

Visit <https://www.ssa.gov/benefits/survivors/ifyou.html> for additional information.

### **Veterans' Benefits**

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

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

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

### **Employee Benefits**

If the deceased was employed at the time of death, you should contact the employer regarding any benefits for the survivors. The employer may have



provided life, health, or accident insurance that will yield payments. The deceased may be due a final paycheck for vacation or sick leave. If the death was work-related, there may be worker's compensation benefits.

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

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

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

## **Wills**

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

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

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

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

All community property is disbursed to the spouse. 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.



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- 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.

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

## **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 <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's 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 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 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.



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## **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**



## **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.

## **Types of Funeral Arrangements**

There are three basic types of funeral arrangements:

### **1. Traditional Service**

- A viewing or visitation can be arranged.
- A hearse transports the body to the funeral location and burial site.
- There is a choice between an open or closed casket.
- There is a choice for 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.

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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.



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## **Mortuary and Cremation Services**

### **— Veterans —**

<b>LA County Veterans Service Office</b> .....	<b>(800) 827-1000</b> <b>(213) 744-4825</b>
<b>VA National Cemetery Administration</b> .....	<b>www.cem.va.gov</b>
<b>US Department of Veterans Affairs</b> .....	<b>benefits.va.gov</b>

### **— Long Beach —**

<b>Affordable Burial and Cremation</b> .....	<b>(562) 428-9772</b> 6510 Cherry Ave., Long Beach
<b>All Souls Cemetery and Mortuary</b> .....	<b>(562) 424-8601</b> 4400 Cherry Ave. Long Beach
<b>Burial at Sea</b> .....	<b>(310) 387-0587</b>
<b>Burch and Sons Mortuary</b> .....	<b>(562) 257-7898</b>
<b>Dilday-Montell Spongberg Mortuary</b> .....	<b>(562) 423-1495</b> 3936 Woodruff Ave. Long Beach
<b>Destiny Funeral Home and Crematory</b> .....	<b>(562) 912-7977</b> 5443 Long Beach Blvd., Long Beach
<b>Faith Chapel Mortuary</b> .....	<b>(562) 599-4693</b> 25751 Trabuco Rd., Lake Forest
<b>Final Legacy Family Funeral Parlor</b> .....	<b>(562) 423-5893</b> 1900 E Artesia Blvd., Long Beach
<b>Forest Lawn Funeral Home and Park</b> .....	<b>(800) 204-3131</b> 1500 East San Antonio Drive, Long Beach
<b>Funeraria La Paz</b> .....	<b>(562) 433-5710</b> 1017 Obispo Ave., Long Beach
<b>Long Beach Colonial Mortuary</b> .....	<b>(562) 436-1601</b> 638 Atlantic Ave., Long Beach
<b>Luyben Dilday Mortuary</b> .....	<b>(562) 425-6401</b> 5161 Arbor Rd., Long Beach



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**McKenzie Mortuary Services** .....(562) 961-9301  
3843 E. Anaheim St., Long Beach

**Nautilus Scoiety** .....(800) 285-8264

**Neptune Society** .....(800) 637-8863

**Spongberg Mortuary** .....(562) 423-1495  
495 East Market St., Long Beach

**Stricklin/Snively Mortuary** .....(562) 426-3365  
1952 Long Beach Blvd., Long Beach

— Bellflower —

**Rose Cremation Services** .....(562) 404-1287  
17409 Woodruff Ave., Bellflower

— Cerritos—

**Rose Hills Arrangement Center** .....(562) 809-7027  
11900 South St., Cerritos

— Compton —

**Harrison-Ross Mortuary** .....(310) 667-4052  
1900 E Artesia Blvd., Long Beach

— Cypress —

**Forest Lawn Cypress** .....(888) 204-3131  
4471 Lincoln Ave., Cypress

— Inglewood—

**Final Legacy Family Funeral Parlor** .....(562) 423-5893  
2613 W Manchester Blvd., Inglewood

— Lomita —

**Coastal Funeral Center** .....(310) 326-6343  
25001 Narbonne Ave., Lomita

— Lynwood —

**Douglass Family Mortuary** .....(310) 632-1171  
3363 Imperial Hwy., Lynwood



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— **Paramount** —

**Paramount Mortuary** ..... (562) 634-9847  
13843 Paramount Blvd., Paramount

— **South Gate** —

**Midgley Gardenside Mortuary** ..... (562) 630-3886  
13450 Paramount Blvd., South Gate

— **Willmington** —

**Funeraria Del Angel** ..... (310) 834-8531  
1640 North Avalon Blvd., Wilmington

## **Body Donation**

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

**Science Care** ..... (800) 417-3747  
Long Beach, CA ***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***

Give the gift of knowledge—and life—by donating your body for medical education and research. Donations are made to the UC Irvine Willed Body Program, which covers the cost of cremation and scattering at sea after study is completed.



## Board-Up Services

### 24-hour services

Pro Board Up of Long Beach .....	(562) 526-6987
Board up services 24/7 Dominguez Fountain Valley .....	(714) 640-1668
Pro Board Up of Torrance .....	(310) 388-1968
Vortex Doors (door repair/board-up) .....	(310) 997-0810

## Clean-Up Services

Bio-One Long Beach.....	(562) 235-7182
Servpro Downtown .....	(562) 591-1788
Servpro SE Long Beach/Belmont.....	(562) 491-5339
Servpro NW Long Beach .....	(562) 506-4992
Servpro NE/Lakewood .....	(562) 420-0030
Servpro of Northwest Long Beach .....	(562) 506-4992
Trauma Scene Restoration.....	(562) 280-7201
Valor Technical Cleaning .....	(855) 476-4911

## 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

<b>Info Link – 24 hours a day / 7 days a week .....</b>	<b>2-1-1</b>
2-1-1 Los Angeles 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. ....	
	<b>211la.org</b>



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## 24-Hour Hotlines

**Adult Protective Services—Los Angeles County** ..... (213) 351-5401  
24-Hour Hotline

**AIDS/HIV Hotline Southern California** ..... (800) 922-2437  
*Español* (800) 400-7432

**Alzheimer's Association Safe Return Program**..... (800) 572-1122  
To report someone missing or found.

**Child Protection Hotline** ..... (800) 540-4000

**Domestic Violence Women's Shelter of Long Beach** ..... (562) 437-4663

**Domestic Violence Hotline—LA County** ..... (800) 978-3600

**Domestic Violence Hotline (National)** ..... (800) 799-SAFE (7233)

**Emergency Shelter Info Line—LA County** ..... (800) 548-6047

**Family Crisis Center**..... (310) 379-3620  
Temporary housing for teens, battered women, and their children.

**Interval House**..... (562) 594-4555  
(562) 594-9492

24-hour hotlines, shelter counseling, legal advocacy, youth programs, rental assistance, and other support for victims of domestic violence and their children.

**Mothers Against Drunk Drivers (MADD)** ..... 877-MADD-HELP

**Poison Control**..... (800) 222-1222

**Postpartum Support International**..... (800) 944-4773  
*Text: English* (800) 944-4773  
*Text: Español* (971) 203-7773

**RAINN (Rape, Abuse, and Incest National)** ..... (800) 656-4673

**Runaway Safeline (National)** ..... (800) 786-2929

**Sexual Assault Hotline Los Angeles County**..... (877) 943-5778  
YWCA Greater LA (24-hour)

**SIDS—Guild for Infant Survival (24-Hour)** ..... (800) 247-4370

**Substance Abuse Hotline National**..... (800) 262-2463

**Suicide Hotline of Southern California** ..... (562) 596-5548

*8:00 am to midnight* (310) 391-1253

<b>Suicide Prevention Crisis Line (24-Hour)</b> .....	<b>(877) 727-4747</b>
<b>Suicide Prevention Lifeline (24-Hour)</b> .....	<b>988</b>
National Hotline in English & Español	
<b>Trevor Project—LGBTQ+ Youth</b> .....	<b>(866) 488-7386</b>
	Or text: “ <b>START</b> ” to 678-678
<b>With Hope Foundation</b> .....	<b>1-800-SUICIDE (1-800-784-2433)</b>
Suicide Hotline	
<b>Youth Crisis Line—California</b> .....	<b>(800) 843-5200</b>
Support, encouragement, and referrals to youth in crisis situations.	

## Government Services & Agencies

<b>Administration on Aging</b> .....	<b>(800) 677-1116</b>
U.S. Department of Health and Human Services. Provides sources of information on senior services, caregiver resources, federal resources, and assessment tools..... <b><i>eldercare.acl.gov</i></b>	
<b>Long Beach Mental Health Service</b> .....	<b>(562) 256-2900</b>
<b>Los Angeles County Mental Health Access Center</b> .....	<b>(800) 854-7771</b>
<b>Los Angeles County Dept. of Social Services</b> .....	<b>(310) 761-2035</b>
<b>Adult Protective Services—LA County 24-Hour Hotline</b> ...	<b>(213) 351-5401</b>
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.	
<b>Public Administrator/Public Guardian LA County</b> .....	<b>(213) 974-0460</b>
(PA) protects the assets and manages the affairs of deceased residents of Los Angeles County who, at the time of death, left no known heirs, no Will, no names, executor, or an executor who is ineligible.	
<b>Social Security Administration</b> .....	<b>(800) 772-1213</b>

## Veteran Services

<b>Veterans Administration</b> .....	<b>(800) 827-1000</b>
	<b>(213) 744-4825</b>
No cost-burial at a National Cemetery for veterans.	
<b>Los Angeles County Military/Veterans Affairs</b> .....	<b>(877) 452-8387</b>
12453 Lewis Street, Suite 101, Garden Grove 92840	



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**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)**

## **Consulates**

**Mexican Consulate – Los Angeles County ..... (877) 639-4835**  
**Cambodian Consulate ..... (562) 494-3000**  
**Panamanian Consulate ..... (562) 612-4677**  
**Philippine Consulate ..... (213) 639-0980**

## **Legal Services/Estate Planning**

**AARP Legal Network Services ..... (800) 424-3410**  
**Lawyer Referral Service ..... (562) 988-1122**  
**Legal Aid Foundation – Long Beach ..... (562) 435-3501**  
**..... (800) 399-4529**  
Free, civil legal services to low-income persons and seniors.

**Los Angeles County Bar Association ..... (213) 627-2727**  
Attorney referrals. Business hours 8:45 am–5:00 pm M–F ..... [lacba.org](http://lacba.org)

## **Addiction Intervention and Support**

**Al-Anon Family Group Long Beach ..... (714) 748-1113**  
**Alcohol and Drug Rehab Resources Long Beach ..... (800) 780-2294**  
**Alcoholics Anonymous, 24 hours ..... (562) 989-7697**  
**Narcotics Anonymous ..... (310) 372-9666**  
**Redgate Memorial Recovery Center ..... (562) 599-8444**  
**Safe Refuge ..... (562) 987-5722**  
**Tarzana Treatment Centers ..... (562) 218-7868**  
**Woman to Woman Recovery Program ..... (562) 426-8262**



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## Social Services/Psychological Support

- 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. .... email: [griefandloss@aarp.org](mailto:griefandloss@aarp.org)
- Alcoholics Anonymous, 24 hours** ..... (562) 989-7697
- Alpert Jewish Community Center** ..... (562) 426-7601  
Comprehensive family services for all. [alpertjcc.org](http://alpertjcc.org)
- American Foundation for Suicide Prevention** ..... (888) 333-2377  
Resources for those affected by suicide, including those who have experienced a loss. .... [AFSP.org](http://AFSP.org)
- Bereaved Parents USA** ..... (800) 273-8255  
For families—parent, grandparents, and siblings—who experienced death of a child. .... [www.bereavedparentsusa.org](http://www.bereavedparentsusa.org)
- Brain Injury Association of America** ..... (800) 444-6443  
[www.biausa.org](http://www.biausa.org)
- Cambodian Association of America** ..... (562) 988-1863  
[www.cambodianusa.com](http://www.cambodianusa.com)
- The Center (LGBTQ+)** ..... (562) 434-4455  
Services for LGBTQ+ community. [www.centerlb.org](http://www.centerlb.org)
- ChildNet Youth and Family Services** ..... (562) 498-5500  
Comprehensive family services for all. [www.childnet.net](http://www.childnet.net)
- Children's Home Society of California** ..... (562) 256-7490  
Family Resource Center [www.chs-ca.org](http://www.chs-ca.org)
- Coalition for Humane Immigrant Rights of LA** ..... (213) 353-1333  
Provides direct immigrant legal services. [www.chirla.org](http://www.chirla.org)
- Compassionate Friends** ..... (877) 969-0010  
Support for families grieving the death of a child. [compassionatefriends.org](http://compassionatefriends.org)
- Deaf and Hearing Impaired** ..... (562) 435-6711  
Members of the deaf or hearing-impaired community in need of auxiliary aid and services may contact the Long Beach Police Department's Communication Center.
- Department of Family & Children Services** ..... (562) 497-3500  
Comprehensive family and children services. [dcfs.lacounty.gov](http://dcfs.lacounty.gov)
- Department of Social Services** ..... (866) 613-3777  
Services for low-income families. [dpss.lacounty.gov](http://dpss.lacounty.gov)



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## Social Services/Psychological Support Continued

- Disabled Resource Center**..... (562) 427-1000  
Comprehensive services to individuals with disabilities. [drcinc.org](http://drcinc.org)
- Families in Good Health** ..... (562) 491\*9300  
Helping families gain access to health and social resources. [www.dignityhealth.org](http://www.dignityhealth.org)
- For the Child** ..... (562) 422-8472  
Building healthy lives for children free of abuse and neglect. [forthechild.org](http://forthechild.org)
- Forever Footprints Group**..... (213) 267-9537  
Bereavement for loss of pregnancy, still born, or infant death
- GoldenTALK 24-Hour Chat and Crisis Line** ..... (888) 604-6533  
Warm conversations and referrals for seniors facing social isolation.
- The Guidance Center** ..... (562) 595-1159  
Mental healthcare for children and families. [www.tgclb.org](http://www.tgclb.org)
- Guild for Infant Survival—SIDS**..... 24 hours (800) 247-4370  
Parent support group for sudden infant death syndrome.
- Harbor Regional Center** ..... (310) 540-1711  
Support for person with developmental disabilities. [www.harborrc.org](http://www.harborrc.org)
- 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 (Laguna Hills). email: [healingheartsshare@cox.net](mailto:healingheartsshare@cox.net)
- Healthy Aging Center of Long Beach** ..... (562) 570-3529
- 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. Safe options for survivors of domestic abuse in Orange County. [humanoptions.org](http://humanoptions.org)
- The Hyacinth Fellowship** ..... [hyacinthfellowship.org](http://hyacinthfellowship.org)  
The Hyacinth Fellowship helps those who have unintentionally killed or seriously injured others.
- Jewish Family and Children Services – Long Beach** ..... (562) 427-7916  
Comprehensive family services for all. [jfcslongbeach.org](http://jfcslongbeach.org)
- Long Beach Mental Health** ..... (562) 599-9280



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## **Social Services/Psychological Support Continued**

**Long Beach Asian Pacific Mental Health..... (562) 346-1100**

**Long Beach Rescue Mission ..... (562) 591-1292**

**Long Beach Trauma Recovery Center ..... (562) 985-4111**

Offering support for people affected by crime and violence.

**[www.csulb.edu/college-of-education/long-beach-trauma-recovery-center](http://www.csulb.edu/college-of-education/long-beach-trauma-recovery-center)**

**Mental Health America of Los Angeles..... (562) 427-6717**

Integrated Service Center in Long Beach

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

**MeetUp Grief Support Groups ..... (562) 427-6717**

**[https://www.meetup.com/topics/grief-support/us/ca/long\\_beach/](https://www.meetup.com/topics/grief-support/us/ca/long_beach/)**

**Miller Children's/Women's Hospital ..... (562) 933-1450**

Adult Bereavement, Perinatal Loss, Pregnancy After Loss Bereavement

**Multi-Service Center (MSC)..... (562) 570-4500**

Services for the homeless including shower, mail, transportation, child care, medical care, mental health services, substance abuse, HIV/AIDS services, integrated case management and housing coordination.

**NAMI (National Alliance on Mental Illness) ..... (855) 950-9276**

Mental health information/Los Angeles County..... **[www.namiurbanla.org](http://www.namiurbanla.org)**

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

Mental health information ..... **[www.nami.org](http://www.nami.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](http://www.newhopegrief.org)**

**Pacific Asian Counseling Services ..... (562) 424-1886**

**Pathways Volunteer Hospice ..... (562) 531-3031**

Individual grief counseling

**Parents of Murdered Children..... (562) 508-2397**

Long Beach Chapter

**SIDS—California SIDS Program ..... (800) 369-SIDS (7437)**

Sudden Infant Death Syndrome (SIDS)

**[cdph.ca.gov/SIDS](http://cdph.ca.gov/SIDS)**

**SIDS—Guild for Infant Survival ..... 24 hours (800) 247-4370**

Parent support group for sudden infant death syndrome.



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- Survivors of Suicide Support Group** ..... (714) 539-1429  
Peer support group in Garden Grove for survivors who have lost a loved one to suicide.
- TCC Family Health** ..... (844) 822-4646  
Quality care for the underserved of all ages. [www.thechildrensclinic.org](http://www.thechildrensclinic.org)
- Transitions Support Groups** ..... (562) 344-5022  
Local, accessible, and affordable support groups.
- United Cambodian Community** ..... (562) 433-2490  
[ucclb.org](http://ucclb.org)

## **Mental Health Urgent Care**

- Behavioral Health Urgent Care Center** ..... (562) 548-6565
- LA County Department of Mental Health Center** ..... (562) 790-1860  
Access 24/7 Helpline (800) 854-7771

## **Shelters—Domestic Violence/Women’s/Maternity**

- Angel’s Way** ..... (818) 346-2229
- Battered Women Self-Help** ..... 24 hours (949) 854-3554
- Casa de los Angelitos (pregnancy assistance)** ..... (310) 325-8208  
[casadelosangelitos.org](http://casadelosangelitos.org)
- His Nesting Place (pregnancy assistance)** ..... (562) 422-2137  
[www.hisnestingplace.org](http://www.hisnestingplace.org)
- Interval House** ..... (562) 594-9492  
[www.intervalhouse.org](http://www.intervalhouse.org)
- Intimate Partner Violence** ..... (562) 434-0257  
Long Beach LGBTQ+ Community Center
- New Life Beginnings (pregnancy assistance)** ..... (562) 590-1538  
[www.newlb.org](http://www.newlb.org)
- Precious Life Shelter** ..... (562) 431-5025  
Residential and supportive services for homeless pregnant women.  
[www.preciouslifeshester.org](http://www.preciouslifeshester.org)





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- Su Casa Family Crisis & Support Center** ..... (562) 421-6537  
*<https://www.sucasadv.org/>*
- Women's Shelter of Long Beach** ..... (562) 437-7233  
*[www.womenshelterlb.org](http://www.womenshelterlb.org)*

## **Shelters—Homeless/Disadvantaged/Seniors**

- Beyond Shelter** ..... (562) 733-1147  
Provides a variety of support for homeless and low-income families.
- Casa Youth Shelter** ..... (562) 594-6825  
Temporary shelter for youth in crisis and runaways. *[casayouthshelter.org](http://casayouthshelter.org)*
- Catholic Charities of Los Angeles (Long Beach)**..... (562) 591-1351  
The program provides shelter for families, older adults and people who have a physical disability who are in Long Beach or in the surrounding cities.  
*[catholiccharitiesla.org](http://catholiccharitiesla.org)*
- Long Beach Rescue Mission** ..... (562) 591-1292  
Services for women and children. *[lbrm.org](http://lbrm.org)*
- Long Beach Samaritan House** ..... (562) 591-1292  
Services for men. *[www.lbrm.org](http://www.lbrm.org)*
- New Image Emergency Shelter** ..... (562) 822-7657  
Homeless shelter. *[www.newimageshelter.com](http://www.newimageshelter.com)*
- Precious Life Shelter** ..... (562) 431-5025  
Assists pregnant women and girls. *[www.preciouslifeshelter.org](http://www.preciouslifeshelter.org)*

## **Victim Services**

- American Red Cross**..... **Long Beach (800) 675-5799**  
**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. *[victims.ca.gov](http://victims.ca.gov)*



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- Crime Survivors, Inc.** ..... (949) 872-7895  
Providing support and guidance to survivors of crime.  
*crimesurvivors.org*
- Human Trafficking Victim Advocacy** ..... (562) 247-2068
- LA County Bureau of Victim Services—Long Beach** ..... (562) 247-2068  
Los Angeles County District Attorney's Office *da.lacounty.gov/victims*
- Long Beach City Prosecutor Victim's Advocate** ..... (562) 570-5632
- Long Beach Police Department:**
- Domestic Violence Detail** ..... (562) 570-7277
- Sex Crimes Detail** ..... (562) 570-7368
- Child and Elder Abuse Detail** ..... (562) 570-7321
- YWCA Sexual Assault Crisis Services** ..... (877) Y-HELPS-U  
Accompaniment services, community education, counseling (individual and group), crisis intervention, self-defense, and 24-hour crisis hotline.

## Transportation

- Community Yellow Cab** ..... (562) 443-2449
- Long Beach Yellow Cab** ..... (562) 444-4444
- Long Beach Transit** ..... (562) 591-2301
- Low-Cost Taxi Long Beach** ..... (562) 448-2146
- Amtrak** ..... *www.amtrak.com* (800) 872-7245
- Metrolink** ..... *www.metrolinktrains.com* (800) 371-5465

## Airlines

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



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## **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 (562) 270-1246 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 Los Angeles County or your local city to the search topic, and local providers will be shown.

Additional resources are available from:

Trauma Intervention Programs, Inc.....**[www.tipnational.org](http://www.tipnational.org)**

Long Beach Chapter ..... **[www.tipoflongbeach.org](http://www.tipoflongbeach.org)**

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



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## **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.



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### **¿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 Los Angeles, localizado en el 12400 Imperial Hwy. Norwalk, CA 90650 (800) 201-8999 or <https://lavote.net/home/records>. Si el fallecimiento ocurrió más de tres meses atrás, Ud. debe ponerse en contacto con la siguiente oficina: Los Angeles County Recorder's Office, 12400 Imperial Hwy. Norwalk, CA 90650.

### **¿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 Los Angeles 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 28)

## **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 acabo. Encárguese de convertir lo que decida en un planeamiento que refleje sus deseos y los de su familia.

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

**Como preparar a los niños:** 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:** “*Si 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.



Trauma Intervention Programs, Inc.

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

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

#### **Cómo Hacer Contacto Físico**

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

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

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

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

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

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

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

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

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



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

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

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

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

#### **QUE DECIR**

“¿Qué pasó?”

“Lo siento mucho”

“Esto ha de ser muy difícil para ti”

“Es normal sentirse...”

#### **QUE NO DECIR**

“Yo se como te sientes”

“¡Cálmate!”

“No llores”

“Podría ser peor”





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

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

### **Efectos Físico**

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

### **Conducta**

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

### **Razonamiento Mental**

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



## **Maneras Efectivas De Como Salir Adelante Despues De Un Suceso Traumatico [Effective Ways of Coping Following a Traumatic Event]**

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



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

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



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## **NOTES:**

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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**  
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Rev. 3.15.23  
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