RESOURCE GUIDE

TIP

Trauma Intervention Programs of San Diego

TRAUMA INTERVENTION PROGRAMS OF SAN DIEGO COUNTY, INC.

Our Mission: TIP volunteers will provide emotional first aid to survivors of tragedy in order to ease their immediate suffering and facilitate their healing and long-term recovery.

Trauma Intervention Programs (TIP) of San Diego County, Inc. is a non-profit organization dedicated to ensuring that those who are emotionally traumatized as a result of emergency situations receive the assistance needed. To accomplish this goal, TIP works closely with local communities to establish respected positions within the emergency response system; specially trained citizen volunteers are called to emergency situations to directly assist family members, witnesses, and other bystanders who are on-scene.

This resource guide is intended for the purpose of providing guidelines to those who have experienced a traumatic death/event. It is not to be used in place of seeking professional help. The material provided in this guide was obtained from public domain and was created specifically for free use in other publications, such as this guide. Information provided in this guide is subject to change from the company or organization offering services.

Please be aware TIP does not endorse the businesses or services listed, nor can guarantee the quality of their products and services. These resources are meant to be a starting point and TIP recommends that you conduct your own in-depth search for resources that are right for you.

THANK YOU

TIP SAN DIEGO WOULD LIKE TO THANK THE FOLLOWING ORGANIZATIONS AND INDIVIDUALS WHO CONTINUE TO HELP PROMOTE THE TIP MISSION OF SERVING OUR COMMUNITY BY HELPING INDIVIDUALS IN CRISIS.

VOLUNTEERS

To all the TIP Volunteers, past, present & future, who, day in and day out, 24/7, have helped serve San Diego's community members in crisis. The success of TIP San Diego would not be possible without each and every one of you.

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INTERESTED IN SUPPORTING TIP?
Here are some ways how:

VOLUNTEER
Join the TIP team or refer a friend who is interested

DONATE
Support our mission with a personal donation and begin making an impact in your community

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 addresses the death of a loved one, your emotional responses and recommendations regarding your health can apply to all categories of traumatic loss.

The first response to your loss may be emotional shock. You may feel numb and as if the situation is unreal. You may have moments of disbelief that your loved one is really dead. Others may want you to quickly "accept reality and move on with your life." Accepting the reality of your loss is generally a slow and gradual process.

Delay major decisions. Until you have recovered from the initial turmoil following a death or trauma, major decisions should be delayed.

Accept your feelings. You may find yourself experiencing a "roller coaster" of feelings for weeks and months after the loss. Do not try to escape these feelings as they are normal. Going through these emotions is part of the healing process.

Maintain a healthy lifestyle. Try to stay with a quiet and safe routine. Eat regular healthy meals, take proper medications if required, and make sure to get enough exercise and sleep.

NORMAL GRIEF EXPERIENCES

What you may experience physically:

- tightness in muscles or in the throat
- experience of visual or auditory hallucinations of the loved one who has died
- headaches or stomach/intestinal disorders
- periods of nervousness or panic
- inability to sleep, or lack of energy
- lack of desire to eat, or desire to overeat
- inability to concentrate

What you may experience emotionally:

- sadness and/or depression
- may feel a sense of the death being unreal or that it did not actually happen
- forgetfulness
- feeling guilty or angry about things that happened in the relationship with the deceased
- feeling of emptiness or having been cheated
- haunted by thoughts of "if only" things had happened differently
- unexpected anger toward others, God or the deceased
- may cry easily and/or unexpectedly
- fear of what will happen next
- mood swings
- doubts or questions concerning why the death occurred
- may feel uncomfortable around other people
- desire to run away or to become very busy in order to avoid the pain of the loss
- may not want to be alone
- may feel like you're "going crazy" when overwhelmed with the intensity of feelings

MYTHS ABOUT GRIEF

Myth: Tears are a sign of weakness.
Wrong. Tears are a natural way to release intense feelings.
There is no shame in showing how you feel.

Myth: Children should be sheltered from grief.
Not true. Children need to grieve. Tell them about the loss in an honest, loving way.

Grief is a natural reaction to any important change or loss. Grief is a healthy human response to situations such as: the death of a loved one, separation or divorce, miscarriage, injury or disability, the loss of a job, the loss of a pet or property, or children leaving the home.

TIME

You need time alone and time with others you trust, and who will listen when you need to talk. It can take months or years to feel and understand the feelings that go along with loss.

REST

Relaxation, Exercise, Nourishment, and Diversion—You may need extra amounts of self-care. Hot baths, afternoon naps, a trip, helping others...any of these may give you a lift. Grief is an emotionally exhausting process. You need to replenish yourself. Follow what feels healing to you and that which connects you to the people and things you love.

SECURITY

Try to reduce or find help for financial or other stresses in your life. Allow yourself to be close to those you trust. Getting back into a routine helps. You need to allow yourself to do things at your own pace.

HOPE

You may find hope and comfort from those who have experienced a similar loss. Knowing which things helped them, and realizing that they have discovered that time does help, may give you hope that your grief will someday be less raw and painful.

CARING

Try to allow yourself to accept the expressions of caring from others, even though they may be uneasy and awkward. Helping a friend or a relative also suffering the same loss may bring a feeling of closeness with that person.

GOALS

For a while, it will seem that much of life is without meaning. At times like these, small goals are helpful. Something to look forward to such as: playing golf with a friend next week, a movie tomorrow night, a trip next month – helps you get through the immediate future. At first, do not be surprised if your enjoyment for these activities is not the same. This is normal. As time passes, you may need to work on some long-range goals to give some structure and direction to your life. You may need guidance or counseling for help with this.

SMALL PLEASURES

Do not underestimate the healing effects of small pleasures. Sunsets, a walk in the woods, a favorite food; all are small steps toward regaining your pleasures in life itself.

RESOLVING GRIEF

Accept the feelings you are having as normal reactions. You are not “difficult.” You are reacting normally to a “difficult” 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?”

Combat any guilt you may 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 circumstance related to the event, such as the suddenness or the danger.
- Helping others in your family or group.
- Reaching out to support those who are particularly traumatized. Take time to talk and to reminisce.
- Respecting each other’s way of coping. Do not victimize them by judging their individual coping style. Let the “grievers” grieve and the “doers” do.
- Seeking out a bereavement group providing an opportunity to share grief with others who have experienced a similar loss.
- If the healing process becomes too overwhelming, seek professional help.

COPING AFTER A TRAGEDY

DENIAL

This is a psychological term that means someone will not or cannot accept that their loved one has died. They refuse to discuss it or even think it. This is their mind's way of protecting them from the intense emotional pain of grief over the death. With time and support, the denial will lessen and eventually, it will go away.

SADNESS

When a loved one dies, people usually experience sadness. The sadness over the loss of a loved one can be quite intense. Sadness may come and go, last for short bursts of time, and seem unrelated to their loved one. At this time you may need extra comfort and support from the caring people in life.

ANXIETY

Sometimes, in the chaos that follows a death in the family, people become fearful and children may fear that something bad might happen to them and may wonder whose fault the death was.

It is important to be truthful about the realities of life. You cannot promise that no one else will die. Anxiety may also arise if no one is talking about his or her own feelings. It may seem to some people their loved one may have been forgotten. Times of anxiety may also occur at family holidays, and other important milestones, such as birthdays and anniversaries.

ANGER AND BLAME

Many people whose loved one has died may express anger at the circumstances of the death or toward the doctors and nurses for not saving their loved one. They may be angry at others for not having prevented the death somehow. They may just generally be angry with the world or with God or a higher power for allowing this injustice to happen.

Many times, this anger remains hidden. Some people are reluctant to share it because they may be afraid of other's response. However, the rage and hostility are being felt and it may come out without warning, or in seemingly unrelated ways. Families may need help in figuring out how to deal with this anger. Anger in family members can create unhealthy results such as hurting themselves or other people, etc.

GUILT

A common and often harmful response to the circumstances surrounding a loved one's death is anger directed at themselves which, in turn, produces guilt. This situation stems from many dynamics that existed in the family before the death. There may have been estrangement, mental illness, or issues that cause severe dysfunction to the family unit such as abuse, addiction, and/or alcoholism.

People may begin to believe that they are the ones that should have died; that they do not deserve to enjoy themselves. They may seek out punishment or self-harm or berate themselves for not doing something more to prevent the death. They may even contemplate suicide. Sometimes these feelings last for years. They should be gently encouraged to talk about these feelings. It may also be helpful to seek support from outside the family.

Unresolved guilt turns to bitterness. It is difficult to get rid of bitterness. Talking about the guilt and supporting each other is a powerful way to ease the guilt.

DEPRESSION

Some signs of depression are: changes in sleeping or eating habits; a tendency to keep to themselves; inability to concentrate; increased irritability, decreased energy levels. If you are concerned that you or your loved one may be depressed, contact a physician.

The grief reaction and depression may seem similar. It is recognized that grief may become depression if these responses do not lessen over time.

Some people may feel that they are the only ones who are experiencing grief. They may believe that no one else would know how they are feeling or what they are experiencing. Peer support grief groups are very helpful. Check the resources in your community on the web, if possible.

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OUR SERVICES

After Death Cleanup
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Crime Scene Cleanup
Homicide Cleanup
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Decomposition
Unattended Death

We know how difficult after death and biohazard cleanups can be both emotionally as well as logistically. When a biohazard incident happens at your home or property, you should have the time and space to focus on caring for yourself, your family, or your employees.

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Veteran Owned

GRIEF AFTER SUICIDE

Someone close to you has died. Your grief is intensified because the death was a suicide. The healing process will be painful and often seem unnaturally slow. Understanding your emotions, as well as learning something about suicide in general, may help ease your grief.

WHY SUICIDE?

Suicide cuts across all gender, age, ethnic, religious, and economic barriers. People of all ages complete suicide; men and women as well as young children, the rich as well as the poor. No one is immune to this tragedy.

Why would anyone willingly hasten or cause his or her own death? Mental health professionals who have been searching for years for an answer to that question generally agree that people who took their own lives felt trapped by what they saw as a hopeless situation. Whatever the reality, whatever the emotional support provided, they felt isolated and cut off from life, friendships, etc. Even if no physical illness was present, suicide victims felt intense pain, anguish, and hopelessness. John Newer, author of After Suicide, says, "He or she probably wasn't choosing death as much as choosing to end this unbearable pain."

Were there financial burdens that could not be met? ...marriage or family problems? ...divorce? ...scholastic goals that were not achieved? ...loss of a special friendship? ...the death of a close friend or spouse? A combination of these or other circumstances could have precipitated suicide, or it could have been a response to a physiological depression.

Sometimes there are no apparent causes. No matter how long and hard you search for a reason, sometimes you will not be able to answer the "WHY" that haunts you. Each suicide is individual, regardless of the generalizations about the "whys;" and there may be no way you will completely understand the suicide victim's thought process.

As you look for answers and understanding, you also need to cope with your feelings of shock, anger, and guilt. The intensity of your feelings will depend on how close you were to the deceased and the degree of involvement you had with his or her life. As each suicide is individual, so will your reaction, healing, and coping process be unique. The general observations that follow may help you cope with your grief.

INITIAL SHOCK - THIS IS NOT HAPPENING!

Shock is a normal initial reaction to death. You may feel numb for a while, perhaps unable to follow your usual daily routine. This shock can be healthy, protecting you from the initial pain of the loss, and it may help you get through funeral arrangements and services. It may last a few days or go on for several weeks. Take some time to be alone, if that is what you want, but it is also important to be with other people and return to your normal routine.

After the initial shock you may feel angry, guilty, and of course, sad. These feelings may overwhelm you all at once, and immediately; or they may surface in the weeks, months, and years ahead. You may handle them well initially only to have them return for no apparent reason. These feelings, and the helplessness that comes with them, will pass. Try to understand and accept what you are feeling. It is OK, it is healthy, and it is all part of the healing and coping process.

ANGER - WHY AM I SO ANGRY?

As a relative or loved one coping with a suicide death, you may experience anger, often directed at the deceased – "How could he do this to me?" If the deceased was receiving psychiatric or medical care you may ask, "Why didn't THEY prevent it? You may find yourself questioning your faith for "allowing this to happen." The anger may be self-directed – "What could I have done?" or "Why wasn't I there?"

Do not try to deny or hide this anger. It is a natural consequence of the hurt and rejection you feel. If you deny your anger, it will eventually come out in other, possibly more destructive, ways and it will prolong the healing process. You need to find someone you can talk to about this feeling – perhaps a close friend or your clergyman. You may need to release your anger physically; take long brisk walks or any exercise that is reasonable for your physical capabilities.

Your anger with the deceased is normal when the manner of death is suicide. The deceased has thrown your emotions into turmoil, and caused pain for you and others you care about.

Anger with the medical or mental health profession can occur if the suicide victim was receiving treatment or therapy. Though you may have had experience with someone unable to help, the professionals are dedicated and well trained, providing help for many people. These professionals will be the first to recognize that your anger is a valid emotion.

GUILT - IF ONLY I HAD DONE SOMETHING MORE

Perhaps the most intense anger you may experience will be the way you feel about yourself. This anger is closely linked with feelings of guilt. "But I just talked with him!" "Why didn't I listen?" "If only... I should have..." etc. You will think of a lot of others.

If the deceased was someone with whom you had regular close contact, your guilt may be impossibly intense. If the death came as a complete surprise, you may be desperately searching for reasons. Often times but not always a person who completes suicide has usually given out some clues, and as you look back on the last few months (or years) maybe you can now see some hints you missed earlier. You will wish you had recognized the problem early enough to do something about it.

Perhaps you were aware of the deceased's suicidal feelings and you did try to help. You may have thought you had because in the time preceding the death you noticed he or she seemed to be feeling a lot better and you relaxed your concern. You need to know it is not uncommon for a suicidal person to feel better once the decision to die has been made. The problem has not been resolved, but the victim has found an answer – suicide.

As you are trying to cope with your guilt feelings, try not to criticize yourself too harshly for your behavior toward the victim while he/she was alive. Are you now wishing you could have found the right solutions or offered more support? Thoughts like "I shouldn't have gone to the movie," or "I should have been there," may constantly be running through your head. If you had stayed home, or if you had been with him, the suicide could and possibly would have happened at another time. If you feel your presence at a particular time could have prevented the suicide, you are assuming too much. Of course we all like to think we can help our troubled friends and families, and we do try; but the person determined to complete suicide is likely to accomplish it.

Some people believe an individual has a right to end his life. The term 'rational suicide' is used to describe a suicide that has been thought about, and planned, perhaps as a way of dealing with a painful terminal illness. This is an area of controversy; whether you accept it or not, what you do need to think about is that the suicide was an individual decision – rational or not. It was his/her choice, not yours. You may accept this intellectually long before your emotions accept it.

What value does your anger or guilt have in the healing process and beyond? Rather than letting the hurt isolate you, share your time and understanding with someone else who is hurting. You can provide friendship and support, get involved with others, actively support suicide prevention services in your area, or any worthwhile cause or issue that means something to you.

RELIEF - I'M ALMOST GLAD IT'S OVER

If you were closely involved with the deceased, perhaps his/her pain and suffering had become an emotional drain for you. You may have felt unfairly burdened, or exhausted from being involved with an intense situation. Now you may be feeling a sense of relief that you do not have to worry anymore, or perhaps relief that the deceased's pain has finally ended. A sense of relief when a difficult situation ends is normal. When the 'end' is an unhappy one, the relief can still be there, but now it is colored with guilt. Remember, do not expect perfection of yourself; accept your relief and do not let it grow to inappropriate guilt. The late psychiatrist, Dr. Theodore Reik, said, "One can feel sorry for something without feeling guilty." Remember, too, that the suicide victim saw death as the only relief possible at that particular time.

> *Death leaves a heartache*
> *No one can heal;*
> *Love leaves a memory*
> *No one can steal.*
> - Irish Proverb

GRIEF AFTER SUICIDE

STIGMA - WHAT DO I TELL PEOPLE?

The stigma or shame you may think others associate with suicide stems in part from its historical and religious interpretations. Early Roman and English laws established suicide as a crime because it was thought a person ended his life to avoid paying taxes. Though the Bible itself contains no prohibition against suicide, the early Christian church equated suicide with murder. Today very few laws exist that equate suicide with crime, and those few are rarely invoked.

If your friends seem uncomfortable talking about the death or even being with you, it is most likely the type of discomfort felt when facing death of any kind or a reaction to your discomfort. If you are not comfortable relating the circumstances to others, you do not have to. Your close friends will already know. Let others simply respond to the death of your loved one. You do not need to share the complete story with those not close to you any more than you would share all the details of a recent surgery with them.

However, it is very important that you do confront the word 'suicide.' Practice thinking, hearing, and saying it. Do not try to do this alone; you need someone or several people with whom you can share your feelings. For a few days – possibly a week or two – you may want to isolate yourself and take time to recover by yourself; but do not cut yourself off for too long. Let friends and relatives help you. No one will have any magic answers for you. No one will be able to make you hurt less. The healing and coping process requires that you talk about your feelings – about all the sadness, anger, hurt, and guilt you are carrying around inside you. Friends may provide all the emotional support you need or you may want to join a mutual support group and meet with others who have experienced the suicide of a loved one. The suicide hotline in your area may be able to offer you some understanding and support over the telephone. Often these hotlines are answered 24 hours a day by people specially trained to help you through the rough spots. They will understand your feelings and help you find ways to work things out.

If you need some professional counseling, your doctor, clergyman, or your mental health association can help you find appropriate services. Remember, you may be blaming yourself in some way but there are people who will share your sorrow and help you see things more clearly.

Suicide may occur more than once within a family. In a family, or even among friends, suicide may establish a destructive model or a behavior to imitate. Thoughts of your own suicide are not an uncommon reaction to the suicide of someone you love and may surface immediately, or years later. A fleeting thought now and then should not cause alarm, but extended depression and continuing suicidal thoughts need immediate attention. Do not hesitate to seek out professional help if your problems seem more than you can handle alone.

LOOKING AHEAD

Your grief and sadness will eventually subside, and you will be able to pick up the pieces of your life and rebuild.

There will be times, however, when these feelings will surface very strongly. Holidays or other special times may renew your sadness. Especially for the first year, you will need to decide if you want to maintain traditions you shared with the deceased or if you want new settings and activities to ease painful memories.

On the anniversary of the death, you may want to be alone, attend church, or observe the day in a manner that means something special to you. You may prefer to spend that time with someone close to you or make plans for a family gathering. You cannot avoid these periods of sadness, but whenever possible, try to plan ahead so that they will not be overwhelming. Sometimes your loneliness and sadness may come back for no special reason; be prepared to face this also. Ask for help from friends or a counseling service, if you need it. You cannot expect to forget, but you will be able to cope.

Professional help is a must if anyone you know has attempted suicide or considered taking his own life. Contact a counseling service in your area, a family doctor or call a suicide/crisis hot-line for information and referrals.

SUICIDE & CRISIS LIFELINE
CALL OR TEXT 988
988LIFELINE.ORG

MYTHS ABOUT GRIEF

Myth: It's best to avoid discussing a loss with a grieving person.
False. Grieving people are grateful for friends who share memories and talk about the pain created by the loss.

Myth: An end to grief means an end to caring about a loved one.
Not at all. Love lasts beyond grief through a commitment to living life fully.

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HELPING TEENAGERS COPE WITH GRIEF

Each year thousands of teenagers experience the death of someone they love. When a parent, sibling, friend or relative dies, teens feel the overwhelming loss of someone who helped shape his or her fragile self-identities. These feelings about death become a part of their lives forever.

Caring adults, whether parents, teachers or friends, can help teens during this time. If adults are open, honest and loving, experiencing the loss of someone loved can be a chance for young people to learn about both the joy and pain that comes from caring deeply for others.

TEEN YEARS CAN BE NATURALLY DIFFICULT

Teens are no longer children, nor adults. With the exception of infancy, no developmental period is so filled with change as adolescence. Leaving the security of children, the adolescent begins the process of separation from parents. The death of a parent or sibling, then, can be a particularly devastating experience during this already difficult period.

In addition to being confronted with the death of a loved one, bereaved teens already face psychological, physiological and academic pressures in their everyday lives. While teens may begin to look like "men" or "women" they will still need consistent and compassionate support as they do the work of mourning, because physical development does not always equal emotional maturity.

How adults respond when a loved one dies has a major effect on the way teens react to the death. Sometimes adults do not want to talk about the death, in order to spare young people some of the pain and sadness. However reality is very simple: teens grieve anyway.

Teens often need caring adults to confirm that it is ok to be sad and to feel a multitude of emotions when someone they love dies. They also usually need help understanding that the hurt they feel now will not last forever. When ignored, teens may suffer more from feeling isolated than from the actual death itself. Worse yet, they feel all alone in grief.

LACK OF SUPPORT

Many adults who lack understanding of their experience, discourage teens from sharing their grief. Bereaved teens give out all kinds of signs that they are struggling with the complex feelings, yet are often pressured to act as though they are doing better than they really are.

When a parent dies, many teens are told to "be strong" and "carry on" for the surviving parent. They may not know if they will survive themselves, let alone be able to support someone else. Obviously, these kinds of conflicts hinder the "work of mourning."

Many people assume that adolescents have supportive friends and family who will be continually available to them. In reality, this may not be true at all. The lack of available support often relates to the social expectations placed on the teen.

Sometimes we assume that teenagers will find comfort from their peers. When it comes to death, it may not be true. It seems that unless friends have experienced grief themselves, they project their own feeling of helplessness by ignoring the subject of loss, altogether.

RELATIONSHIP CONFLICTS MAY EXIST

As teens strive for their independence, relationship conflicts with family members often occur. A normal, though trying way, in which teens separate from their parents is by going through a period of devaluation.

If a parent dies while the adolescent is emotionally and physically pushing the parent away, there is often a sense of guilt and "unfinished business." While the need to create distance is normal, we can easily see how this complicates the experience of mourning.

SIGNS A TEEN MAY NEED EXTRA HELP

There are many reasons why healthy grieving can be especially difficult for teenagers. Some grieving teens may even behave in ways that seem inappropriate or frightening. Be on the watch for:

- Symptoms of chronic depression, sleeping difficulties, restlessness and low self esteem
- Academic failure or indifference to school-related activities
- Deterioration of relationships with family and friends
- Risk-taking behaviors, such as drug and alcohol abuse, fighting and sexual experimentation
- Denying pain while at the same time acting overly strong or mature

To help a teen who is having a particularly hard time with his or her loss, explore the full spectrum of helping services in your community. School counselors, church groups and private therapists are appropriate resources for some young people, while others may just need a little more time and attention from caring adults like you.

UNDERSTANDING THE IMPORTANCE OF THE LOSS

Remember that the death of a loved one is a shattering experience for an adolescent. The teen's life is under reconstruction due to this death. Consider the significance of the loss and be gentle and compassionate in all of your helping efforts.

Grief is complex. It will vary from teen to teen. Caring adults need to communicate to children that this feeling is not one to be ashamed of or hide. Instead, grief is a natural expression of love for the person who died.

For caring adults, the challenge is clear: teenagers do not choose between grieving and not grieving. Adults, on the other hand, do have a choice: to help or not to help teens cope with grief.

With love and understanding, adults can support teens through this vulnerable time and help make the experience a valuable part of a teen's personal growth and development.

Center for Loss & Life Transition | centerforloss.com

Children's Grief Support Groups
Bimonthly, evening sessions
Escondido and Mission Valley
Ages 3 to 17

Adult Grief Support Groups
General and specialty groups
Escondido, Carlsbad,
San Diego and Temecula
Ages 18 and above

Camp Spero
Grief-related activities
Traditional camp fun
Ages 7 to 17

Caring for community members is a key element of our mission at The Elizabeth Hospice. Our highly trained, compassionate professionals and volunteers support children and adults through their grief and loss. Services are *free of charge* and *open to everyone* in San Diego County and Southwest Riverside.

Other grief services include: one-on-one counseling, crisis intervention, and community-based education and training for professionals.

For more information, visit **elizabethhospice.org** or call **800.797.2050**.

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INFORMING A CHILD OF A DEATH

You are probably reading this page because there is a crisis in your family, and you need quick information about what to say to a child regarding a loved one who has died. This article provides quick and simple guidelines.

If you are the child's primary caregiver, evaluate your own emotional state regarding the death. Would it be better to have someone with you when your child is informed? If so, reach out to family, a friend, or a clergyperson.

- Keep it simple. Use "died," not "He/She is sleeping or passed away." For example, "Colin, there was an accident at work today. Daddy was working on the 5th floor when a guardrail broke and he fell down to the ground. The fall was so far and so hard that he died."
- Allow your child to express raw feelings freely or ask questions.
- Answer questions honestly and simply.
  - *What does dead mean?* Dead means your body has stopped working. It is not breathing; it doesn't need to eat or sleep.
  - *What is cremation?* The dead body is placed in a room with a high temperature that turns the body into ashes (cremains). These ashes can be put in a special container called an urn. They can also be scattered in a special location.
  - *Why is his/her body cold or hard?* The body is warm when it is working correctly. The person has died so the body doesn't need to stay warm anymore.
  - *Why did my loved one die?* That is a hard question to answer, just say honestly- "I don't know." If you do know, state it in simple terms "Grandpa had been very sick for a long time." "John was hit by a car."
  - *Will this happen to you?* (addressed to parent/guardian) "I am hoping to live a long time; we just don't know when we will die."
  - *Who will take care of me if this happens to you?* Tell them that a relative or a friend will take care of them, but you are hoping to live a long time.
- Do not go into details unless asked. Offer only as much detailed information as requested by the child.
- If the death was due to a violent crime, explain how the child will remain safe.
- If your loved one is suitable for viewing, allow the child to see the loved one if requested and possible. Prepare the child for what he or she will see.
- Tell your child what will happen in the next few days.
- Give your child choices in what to do. Some children want to go to school the day of the death. Familiar routines are comforting. Inform the school of the death before your child returns.
- Reassure your child that he or she will be cared for, and explain the plan.

For more information please visit childgrief.org.

WORDS THAT CAN HELP

Offering support to a grieving child can begin with a simple statement or open-ended question. Here are some conversation starters:

- I'm sorry your mom/dad/sister died.
- What was your dad/mom/brother like?
- Tell me about your _____.
- What was his favorite food?
- What do you miss the most?
- What is the hardest part for you?
- What is the hardest time of day for you?
- I cannot know how you feel, but I remember how I felt when my _____died.
- I care about you.
- I care about how you are feeling.
- Would you like to talk about it?
- I'm thinking about you especially today because I'm aware that today is your mother's birthday (anniversary of the death, your birthday, etc).
- I'm here to listen if you want to talk, or we can just spend time together if you don't want to talk.
- When is your recital (game, rehearsal, etc.)?
- Would it be okay if I stop by?

WORDS THAT CAN HURT

The following are a few of the potentially harmful comments that are often offered to children grieving the loss of a parent:

- I know just how you feel.
- I know just how you feel…my dog died last year.
- You'll get over it.
- It will be okay.
- Don't think about it.
- Don't cry.
- You drove your father to drink.
- If only you had_____.
- Tears won't bring her back.
- Be strong.
- Forget about it.
- You are the man/woman of the house now.
- You should feel…(proud, relieved, happy, sad, etc.)

HELPING CHILDREN SURVIVE THE LOSS OF A LOVED ONE

- Children have the same emotional needs as adults, but sometimes these needs are ignored or taken lightly. Many times adults are too full of grief to reach out to their children.
- Be honest with children. Give them clean, correct facts about the death in a compassionate and loving way.
- Be careful not to over-explain.
- Listen carefully to their questions and answer them truthfully. Remain consistent in your truthful answers about the death.
- Talk about the dead family member.
- Tell your children about the death, even the young ones.
- Encourage your children to share their grief with you and with trusted friends.
- You can help them grieve by letting them see you cry, and by crying with them. Show them that crying is an acceptable and natural release for grief.
- Be aware of children's possible guilt feelings. Assure them that the death was not their fault.

THINGS FOR ADULTS TO DO WITH CHILDREN

Play: Talk about what happened using stuffed animals, dolls, phones. Run, jump, exercise to get stored-up energy out.

Art: Draw, paint, play with clay, take pictures, make a collage.

Music: Listen to music, write and play songs.

Storytelling/Reading: Read or share stories about the person who died, read stories/books together, or create your own life story.

Writing: Write a letter to the person who died, write a letter from a person who died to you, write in a feelings journal, write poems about feelings or memories, make a goodbye card.

Creative Expression: Build a memorial display or memorial garden, create a scrapbook of favorite memories, make something to leave at the graveside, work on a memories quilt together, start a memory book.

When the child shows you something they have made or done, encourage them to tell you more about it. For example, "I see you drew a picture. Tell me more about it. What does this mean to you?"

Allow the child to be your teacher, having a dialogue with the child about his/her expressions of grief allows healing to occur.

> *"Grieving doesn't make you imperfect. It makes you human."*
> - SARAH DESSEN

NAVIGATING CHILDREN'S GRIEF: HOW TO HELP FOLLOWING A DEATH

AGE	CONCEPTS AND BELIEFS	DIFFICULT EMOTIONS	POSSIBLE BEHAVIORS	HOW TO HELP
BIRTH - 2 YEARS	• No understanding of death • Child does not have words for feelings • Aware of the absence of loved one • Notices changes in routine • Notices changes in family emotions	• Longing • Misses contact, sounds, smell and sight of loved one • Fears of being abandoned • Anxiety	• Crying • Sickliness • Indigestion • Thrashing • Rocking • Throwing • Sucking, biting • Sleeplessness	• Physical contact, cuddling and reassurance • Maintain routines • Meet immediate physical needs • Include the child in the mourning process when possible • Be gentle & patient
3-5 YEARS	• No understanding of permanence of death • To be dead is to be sleeping or on a trip • May wonder what deceased is doing • Can understand that biological processes have stopped, but sees this as temporary and reversible • May wonder what will happen if other people die • Magical thinking and fantasies, often worse than realities	• Fear • Sadness • Insecurity • Confusion • Anger • Irritable • Agitated • Worried • Guilty	• Regressive behaviors • Repetitive questions • Withdrawn • Plays out scenes of death, change & feelings • Interested in dead things • Acts as if death never happened • Intense dreams • Physical complaints • Crying • Fighting	• Allow the child to regress • Give physical contact • Encourage children to play & have fun • Allow safe ways to express feeling • Give simple & truthful answers to questions • Maintain structure and routines • Answer repetitive questions • Let the child cry • Talk (reflective listening) • Include child in family rituals & mourning
6-9 YEARS	• Understands that death is final • Interested in the biology of death • Death associated with bodily harm, mutilation & decay • Believes his or her thoughts, actions or words caused the death • Death is punishment • Forming spiritual concepts • Who will care for me if my caregiver dies • Thinks about life's milestones without the deceased (graduation, marriage, etc)	• Sad • Anger • Lonely • Withdrawn • Worried • Anxious • Irritable • Confusion • Guilty • Fear	• Regressive behaviors • Specific questioning-looking for details • Acts as if the death never happened • Hides feelings • Withdrawal • Nightmares / sleep disturbances • Concentration difficulties • Changes in grades • Aggressive acting out • Protective of surviving loved ones	• Allow need to regress • Give physical contact • Have intentional times together • Answer questions truthfully • Watch for confusion • Allow expression of feelings through verbal & physical outlets • Encourage drawing, reading, playing, art, music, dance, acting, sports • Let child choose how to be involved in the death & mourning • Find peer support for the child • Work with school to tailor workload

AGE	CONCEPTS AND BELIEFS	DIFFICULT EMOTIONS	POSSIBLE BEHAVIORS	HOW TO HELP
9-12 YEARS	• Understands the finality of death • Denial • Believes his or her thoughts, actions or words caused the death • Thinks about life's milestones without the deceased (graduation, marriage, etc.) • High death awareness (death may happen again) • What if my caregiver dies? • Formulating spiritual concepts	• Emotional turmoil heightened by physical changes • Shock • Sad • Anger • Confused • Lonely • Vulnerable • Fear • Worried • Guilty • Isolated • Abandoned • Anxious	• Regressive behavior & fluctuating moods • Hides feelings • Acts like death never happened • Aggressive acting out • Withdrawal • Nightmares & sleep disturbances • Concentration difficulties • Changes in grades • Talks about physical aspects of illness or death	• Allow regressive behavior & offer comfort • Expect & accept mood swings • Encourage expression of feelings through writing, art, music, sports, etc. • Find peer support groups • Be available to listen and talk • Answer questions truthfully • Offer physical contact • Give choices about involvement in death & mourning
12 YEARS AND UP (TEEN-AGERS)	• Understands the finality & universality of death • Denial • Believes his or her thoughts, actions or words caused the death • Thinks about life's milestones without the deceased (graduation, marriage, etc.) • High death awareness (death may happen again) • May sense own impending death • I need to be in control of feelings • If I show my feelings, I will be weak • Internal conflict about dependence & desiring independence • May utilize spiritual concepts to cope	• Highly self-conscious about being different due to grief • Shock • Sad • Anger • Confused • Lonely • Vulnerable • Fear • Worried • Guilty • Isolated • Abandoned • Anxious	• Occasional regressive behavior • Mood swings • Hides feelings • Acts like death never happened • Acts out role confusion • Aggressive acting out • Withdrawal • Nightmares & sleep disturbances • Concentration difficulties • Changes in grades • Impulsive & high risk behavior • Changes in peer groups • Fighting, screaming, arguing • Changes in eating patterns	• Allow regressive behavior & offer comfort • Expect & accept mood swings • Allow hidden feelings unless there is a risk of harm • Encourage expression of feelings through writing, art, music, sports, etc. • Support relationships with understanding adults • Be available to listen and talk • Answer questions truthfully • Share your grief • Watch for high risk behavior • Find peer support groups • Offer physical contact • Allow choices about involvement in death & mourning

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WHEN A BABY DIES

The death of a baby is one of life's most devastating experiences. It leaves parents feeling shocked, disoriented and heartbroken. This grief reaction is a powerful and complex emotional response to the loss of a beloved child. Often, friends and loved ones may have difficulty understanding the depth of the sorrow or the length of time needed to deal with the pain. For this reason, grieving can be very lonely.

RIGHTS OF PARENTS WHEN A BABY DIES

- To be given the opportunity to see, hold and touch the baby after death within reason following permission from the proper authorities.
- To be given as many mementos as possible, e.g. crib, card, baby bands, other photos, lock of hair, feet/ handprints and records of weight and length.
- To observe cultural and religious practices.
- To be with each other throughout hospitalization as much as possible.
- To have information presented in terminology understandable to the parents regarding the baby's status and cause of death, including autopsy, pathology reports and medical records.
- To plan a farewell ritual, burial or cremation in compliance with local and state regulation, and according to personal beliefs, religious or cultural tradition.
- To be provided with information on support resources, which assist in the healing process, e.g. support groups, counseling, reading material and perinatal loss newsletters.

PLANNING YOUR CHILD'S SERVICE

During this difficult time we wish to offer you the following information, designed to offer gentle suggestions and a starting point to help plan your precious child's good-bye. While this information is published by a SIDS organization we feel you may find many of the suggestions appropriate regardless of the age or cause of death of your child.

Have you considered…

- Taking your time; do not be rushed.
- Planning a service that meets your needs. Do not be restricted by what others may think.
- Delaying the service until both the mother and father can be present.
- With twins, if one twin has died and the other is expected to die delaying the service to facilitate having both twins buried together.
- Even if it has been decided you do not wish to see and/or hold your child you can change your mind with permission from the proper authorities.
- A simple private graveside service and a public service at a later date when you have had more time to plan.
- That if the child's body is to be given for scientific study or cremated, a service may still be possible.
- Requesting a handprint or footprint.
- Requesting a lock of hair.
- Finding out if there are visitation hours or limitations as to when you can be with your child prior to the service.
- Burying the child with family pictures, a favorite toy or in favorite clothing; some families keep a duplicate for themselves.
- Having photos taken of the child alone or with family members.
- That your own religion may have specific services designed for children or young people.
- Writing a letter to your child and including it in the casket.
- Allowing each sibling select something of the child's to place in the casket.
- Dressing your child, combing the child's hair or wrapping your child in a blanket.
- Holding and rocking your child.
- In lieu of flowers: donations to buy books for the child's school, establish a scholarship, donate to organizations.
- If you are not pleased with the positioning or appearance of your child ask for changes.
- That if you do not have a clergy, either a family member or friend can direct the service.
- Having the baby placed in a cradle, bassinet or simply held by you during visitation/or service.
- Lighting a special candle which can then be re-lit at family functions to include the child's presence.
- Having literature displayed which explains the cause of death, donation envelopes or suggestions on how friends and family members can be of the most support.
- How will you have your child called (name, nickname) during the service.
- Having a photograph of the child on display.
- That even if your child's other siblings wish to attend the service it is a good idea to have someone they feel comfortable with be available in case they choose to or need to leave during the service.

- Saving a flower from the service and placing it in the baby's book.
- Designing the memorial folder yourself (picture of child, favorite verse) or ask the funeral director to see his catalog.
- Video or audio recording your child's service.
- Services do not have to be at the funeral home; other options are churches, private homes and parks.
- Burying your child with another deceased family member; having them share a gravesite can be comforting.
- If you decide to cremate your child you may wish to keep the ashes, scatter them, place them in a urn, or bury them in a cemetery or at home, remember to seek appropriate restrictions.
- Asking if you can participate in the closing of the gravesite.
- That you do not have to buy a marker right away, but check about any restrictions for the burial site.
- Designing the headstone yourself (poem, infant's picture, art work), or many stonemasons have examples of headstones.

IN THE DAYS AND MONTHS THAT FOLLOW

Have you considered…

- Seeking out a peer or professional support group.
- That there is not any hurry in deciding what to do with the personal belongings of your child.
- Donating your child's toys to a hospital or church nursery.
- Asking for a copy of the autopsy report.
- Putting together a memory box to store pictures and cards.

GRANDPARENT GRIEF: A TWO-TINED FORK

Grandparents' grief is like a fork with two tines--one tine represents the loss of a grandchild and the other represents the pain of seeing your child suffer. Therefore, you have two tasks. The first is to work through your own grief and the other is to feel helpful to your bereaved child. There may be two parts, but you actually deal with them at the same time.

Grief is the normal reaction to loss. Actually, we experience grief throughout our lives. A pet dies. A friend moves away. Our children go off to college. We lose a job. We grieve these losses, but we do not always realize this is what we are doing. With a grandchild's death, we face one of life's most painful griefs.

The danger of listing the manifestations of grief is that we tend to think we should fit into certain patterns. If we do not experience them like "the book" says, we think that something is wrong with us. Do not fall into that trap. Many things determine how you grieve. We are all individuals in our personalities, experiences, ways of coping, and grief timetables. Your feelings will be the same as many other grandparents. At the same time, your grief and feelings will be uniquely and singularly yours.

You may also experience some of the following as well:

- Sleep problems
- Appetite
- Constant Talk
- Constant Thoughts
- Inability to Concentrate

Physical problems such as weakness, fatigue, infections, colds, stomach problems, increased blood pressure, headaches, are common to bereaved grandparents. Any chronic physical ailments you already have can be aggravated now. It is important to have a check-up but be sure your physician knows you are grieving and understands that grief is normal. It is a part of life, not a pathological or emotional illness. Unfortunately, many doctors still see grief as "sick" and will prescribe medication for "nerves." Hopefully, your doctor can prescribe medication that will lessen your physical problems. Please be extremely careful of allowing any doctor to try to alleviate the stress of your grief with mind or mood-altering chemicals.

Your reaction to your grandchild's death is likely to be different from your spouse or the other set of grandparents. Do not compare yourself with any one else or think something is wrong with you if you grieve differently. Many things in our personalities, cultures, religions, and our lives contribute to how we grieve. We hope you take the suggestions here and allow yourself to openly express your emotions. It is not easy to change old patterns, but try. You cannot avoid or bury grief. You must go through it. Sadness must be expressed through tears. Anger and guilt must be talked out and looked at honestly. Lean into the pain and allow yourself to experience it. In other words, allow yourself to be miserable when you need to be. This is what working through grief means.

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PRACTICAL MATTERS WHEN DEATH OCCURS

FINAL DETAILS

The death of a loved one is a very difficult time. Yet even during this period of grief and emotional readjustment, important financial arrangements must be made. Some attention may have been focused on these items prior to a death. We hope the following information will help to guide you through the decisions and actions which need to be taken following a death.

COLLECTING PAPERWORK

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

COPIES OF THE DEATH AND MARRIAGE CERTIFICATE

You will need to give copies of the death certificate to many of the offices and agencies you contact. You can purchase certified copies of the death certificate through your funeral director or directly from the San Diego County Health & Human Services Agency. Call 619-692-5733 or online at www.sdarcc.gov (fee required). You may save money by using a photocopy when possible, but many companies will require a certified copy. For most circumstances, 3-5 copies are sufficient, but more can be ordered at a later date.

Marriage certificates are needed if the spouse of the deceased will be applying for benefits. Copies are available at the Office of the County Clerk where the marriage license was issued. In San Diego County, call 619.237.0502 (fee required) or visit the website above. Birth certificates for dependent children can also be obtain within this office.

COPY OF A CERTIFICATE OF HONORABLE DISCHARGE

A copy of a certificate of honorable (or other than dishonorable) discharge will be needed if the deceased was a veteran.

If you cannot find a copy of the discharge, write to:

National Personnel Records Center Military Records
1 Archives Drive
St Louis, MO 63138
Phone: 314-801-0800

THE WILL OR LIVING TRUST

If a valid will has been prepared, try to locate it. Check with the lawyer, family, and friends of the deceased who might know where the will is kept. It may be stored in a safe deposit box, which is sealed at the time of death in some states. (See the section on safe deposit boxes.)

If the deceased did not have a will, this is referred to as dying "intestate." In this case, the estate, including property and assets belonging to the deceased, will be disbursed according to state law. Contact attorney for further information.

INCOME TAXES

The federal and state income tax returns of the deceased are due for the year of death. The tax returns are due on the normal filing date of the following year, unless an extension is requested. This will serve as notice of death to the IRS. You may want to leave the bank account open with the decedent's name on it if there will be a refund due.

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 #a559, "Information for Survivors, Executors and Administrators," which may be helpful. You can obtain this booklet by contacting your local IRS office, call San Marcos: (760) 736-7355
San Diego: (619) 321-5950 or online at https://www.irs.gov

You should consider consulting an accountant regarding these matters.

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, which 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.

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.

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.

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.

A LIST OF ALL PROPERTY

This can include all real estate, stocks, bonds, savings accounts and personal property of the deceased. Land titles, stock certificates and other financial papers may be stored in a safe deposit box or other secure place.

INSURANCE POLICIES

The deceased may have had several types of insurance policies. Insurance documents may be stored in a safe deposit box or with the personal belongings of the deceased. These could include:

Life Insurance | Locate the policy and notify the company of the decedent's death. Find out from the company what kind of documents they need in order to issue a check. Most companies will need the original policy and a certified copy of the death certificate. Send the original policy by certified mail and make a copy of the policy before sending it. If you cannot locate the policy, but suspect there is one in existence, visit the American Council of Life Insurers at www.acli.com and search for "Missing Policies."When filling out the claim form, you should have the following information available:

The policy number(s)
The full name and address of the deceased
His/her date, place of birth, and the source of birth information (i.e. birth certificate, etc.)
His/her last occupation and last date worked
Date, place and cause of death
Claimant's name, age, address, and social security number
Certified copy of the death certificate

Homeowner's Insurance/Mortgage or Loan Insurance | Make sure that there is sufficient coverage. If the property will be vacant, consider adding vandalism coverage. If the property is sold or transferred to a new owner the policy should be cancelled.

Auto Insurance | Let the auto insurance company know of the decedent's death. If you are a surviving spouse, check about continuing coverage for yourself.

Credit Card Insurance (See Credit Card section)

Various Types of Insurance Provided by The Employer of The Deceased | The proceeds from an insurance policy can generally be paid directly to the named beneficiary. These claims are usually processed quickly and can be an important source of money for the survivors.

Consider filing claims for insurance policies as soon as possible, especially if finances are a concern. You should consider consulting a lawyer or financial advisor concerning these matters.

REVIEW YOUR OWN INSURANCE NEEDS

Often, these needs can change after the death of a family member or other loved one. Good organization of your own insurance information can aid survivors at the time this is needed.

CREDIT CARDS

Find out if the decedent had credit card insurance. If so, the balance may be paid off. You may want to destroy all the decedent's credit cards. Credit cards, which were held exclusively in the name of the deceased, should be cancelled. The estate should pay any other payments due on these credit cards.

In the case of a spouse, you may have credit cards in both names, or you may have used cards that list only the name of the deceased. In this situation, you may want to try to make payments in order to keep your own good credit rating. You should begin to notify the credit card companies that your spouse is deceased, and that the card should list your name only. Some credit cards and charge accounts include a life insurance policy. They may want a certified copy of the death certificate. Some people, particularly widows, may experience difficulties in getting a new card if they have not established their own credit. When applying for a card, be sure to inform the lender about credit cards you shared with your spouse, even if your name was not listed. They may also be able to assist you in determining any outstanding obligations of the deceased.

SOCIAL SECURITY NUMBERS

Social Security numbers of the deceased, the spouse and any dependent children will be needed. The funeral director will need the social security number for the death certificate.

LOST, ABANDONED, OR UNCLAIMED PROPERTY

Prior to death, the decedent may have lost or forgotten about bank or brokerage accounts. California accounts that are unclaimed for more than three years are turned over to the Unclaimed Property Fund of California Comptroller. If you suspect the decedent had funds turned over to the State Controller, call 800-992-4647 or write to the Division of Collections, Bureau of Unclaimed Property, P.O. Box 942850, Sacramento, CA 94250-5873. www.sco.ca.gov

PRACTICAL MATTERS WHEN DEATH OCCURS

MEDI-CAL MEDICARE

If the decedent was receiving Medi-Cal benefits, you must notify the Director of Health Services within 90 days of the death. If you want to find out which costs are covered, get the publication "Medicare and You" from the Medicare website at www.medicare.com.

BENEFICIARIES

If the decedent was named beneficiary on your life insurance, retirement plans, or bank accounts, then you should contact the various institutions to change the beneficiary.

FINANCIAL RECORDS & FINANCIAL DOCUMENTS

It would be of benefit if the decedent might have prepared a comprehensive list of all accounts and assets. Usually such lists are not available but always check to see if one is on hand. Look around the home and do not forget to check the computer.

Locate bank and brokerage statements, passbooks, stock certificates, and insurance. You may want to change over all bank accounts and remove the deceased's name from those accounts; you may need a copy of the death certificate to do this. Consider contacting all sources of retirement funds that the deceased was receiving and apply for any benefits that are due to you.

REAL PROPERTY DOCUMENTS

Find deeds to all real property. If you cannot find them at home check the safe deposit box. If they are not there, locate the property tax bill and contact the County Recorder to request a copy of the deed. Change the deed on your property and remove the deceased's name from that deed. This is done at the county seat where the property is located. You will need a certified copy of the death certificate.

Please note nothing contained herein shall be deemed legal advise but rather is a compilation of various considerations following the death of a loved one. We encourage you to seek legal counsel and the advice of a certified public accountant to answer questions about any information contained herein.

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

Auto
Before you can transfer the title of a car you need to locate the title and bring it to the DMV with a death certificate. If you cannot find the title, obtain a form Reg 227 (Application for Duplicate Title), which is available at DMV offices or on the web at www.dmv.ca.gov. You may need to change the registration of your vehicle(s). This is done at the Department of Motor Vehicles. This includes cars, trucks, trailers, motor homes, mobile homes, etc. You may use a copy of the Death Certificate for this purpose.

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
You may want to call the bank and check on how money will be transferred. You may want to change the title and signature card on the accounts. To change stocks or bond titles, check with your stockbroker. Contact any financial institution where the deceased had a loan and inform them of the death. They will be able to inform you if the loan was covered by a credit life and what needs to be done to file the appropriate claim.

Safe Deposit Box
If the box was rented only in the name of the deceased, it may require a court order to open the box. In order to do this, you will need to be in possession of the key to the safe deposit box, along with a death certificate and proper identification. Call your bank and ask for details.

VETERAN DECEDENT AFFAIRS

VA Hospital Decedent Affairs Clerk (858) 552-7568
VA decedent's affairs (877) 272-7337, (800) 733-2767 and (858) 309-1200

Information center for terminally ill veterans and spouse of deceased veterans.

Miramar National Cemetery (858) 658-7360

Fort Rosecrans National Cemetery (619) 553-2084

Riverside National Cemetery (951) 653-8417

The requirements for burial in a National Cemetery are as follows:

- Honorably discharged.
- If served prior to 1980, no minimum requirement for time served.
- If served after 1980, minimum requirement of time served is 2 years.
- Wartime service is not a requirement.

The veteran's discharge documents are required.

*All costs at the cemetery are covered including; opening, marker and inscription, a place for the service, closing, and perpetual care of the site.

Balboa Hospital Decedent Affairs Clerk (619) 279-1114
Information center for spouse/parents of Active Duty Military injured or deceased.

Marine Corp Air Station Miramar Officer of the Day (858) 577-1141

24-hour assistance for family of any member of the Marine Corps. **Navy Officer of the Day (619) 437-3333**

24-hour assistance for family of any Navy member stationed on a ship.

Navy Officer of the Day (619) 532-1484 x2161
Regional Operations Center (ROC)

Assistance for family of any member of the Navy stationed on land.

Burial Flag
Fill out VA Form 27-2008: www.vba.va.gov/pubs/forms/VBA-27-2008-ARE.pdf. Submit it to your funeral director or the nearest VA Regional office with a copy of the veteran's discharge documents showing service dates and the character of service, such as DD Form 214, or obtain verification of service from the veteran's service department or VA. San Diego Regional Benefits Office: 8810 Rio San Diego Drive, San Diego, CA 92108 www.benefits.va.gov/sandiego/

Some U.S. Postal Offices also have flags for burial with instructions for folding.

Questions: (800) 827-1000 or
Hearing Impaired TDD line (800) 829-4833

VETERAN'S BENEFITS

If the deceased was a veteran who received a discharge other than dishonorable, the survivors may be eligible to receive a one-time payment of $300 for burial expenses and an additional allowance for purchase of a plot in a private cemetery. Veterans are also eligible for a headstone or grave marker provided without charge. The funeral director often can help you apply for these benefits, or contact the local Veterans Affairs Office. In San Diego call 1-800-827-1000 or visit www.cem.va.gov

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

County of San Diego Office of Military & Veterans Affairs
OMVA hotline number | (858) 694-3222

HQ North Central Live Well Center | (858) 694-3222
5055 Ruffin Road, San Diego, CA 92123

North Inland | (760) 740-5604
649 W Mission Avenue, Escondido, CA 92025

South Region | (619) 731-3345
401 Mile of Cars Way, Ste 300 National City, CA 91950

North Coastal | (442) 262-2701
1701 Mission Avenue. Ste. 110, Oceanside, CA 92058

For nationwide information and claims assistance call 800-827-1000.

HOW SOCIAL SECURITY CAN HELP YOU WHEN A FAMILY MEMBER DIES

Social Security should be notified as soon as possible when a person dies. In most cases, the funeral director will report the person's death to Social Security. You will need to furnish the funeral director with the deceased's Social Security number so he or she can make the report.

Some of the deceased's family members may be able to receive Social Security benefits if the deceased person worked long enough under Social Security to qualify for benefits. You should get in touch with Social Security as soon as you can to make sure the family receives all of the benefits to which it may be entitled. Please read the following information carefully to learn what benefits may be available.

• A one-time payment of $255 can be paid to the surviving spouse if he or she was living with the deceased; or, if living apart, was receiving certain Social Security benefits on the deceased's record. If there is no surviving spouse, the payment is made to a child who is eligible for benefits on the deceased's record in the month of death.

• Certain family members may be eligible to receive monthly benefits, including:

— A widow or widower age 60 or older (age 50 or older if disabled);

— A widow or widower at any age who is caring for the deceased's child under age 16 or disabled;

— An unmarried child of the deceased who is:
° Younger than age 18 (or up to age 19 if he or she is a full-time student in an elementary or secondary school); or
° Age 18 or older with a disability that began before age 22;

— A stepchild, grandchild, stepgrandchild or adopted child under certain circumstances;

— Parents, age 62 or older, who were dependent on the deceased for at least half of their support; and

— A surviving divorced spouse, under certain circumstances.

If the deceased was receiving Social Security benefits, you must return the benefit received for the month of death or any later months. For example, if the person dies in July, you must return the benefit paid in August. If benefits were paid by direct deposit, contact the bank or other financial institution. Request that any funds received for the month of death or later be returned to Social Security. If the benefits were paid by check, do not cash any checks received for the month in which the person dies or later. Return the checks to Social Security as soon as possible.

However, eligible family members may be able to receive death benefits for the month in which the beneficiary died.

Contacting Social Security

For more information and to find copies of our publications, visit our website at:

https://www.ssa.gov
or call toll-free 1-800-772-1213

(for the deaf or hard of hearing,
call our TTY number, 1-800-325-0778).

We treat all calls confidentially. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. We can provide information by automated phone service 24 hours a day.

We also want to make sure you receive accurate and courteous service. That is why we have a second Social Security representative monitor some telephone calls.

Social Security Administration
SSA Publication No. 05-10008 ICN 451390
Unit of Issue - HD (one hundred) November 2009

www.socialsecurity.gov

HOW TO BE HELPFUL FOLLOWING A TRAGEDY: 10 THINGS TO DO AND NOT TO DO

All of us face dilemmas when something bad happens to someone we know. Many times we inadvertently say the wrong thing and increase the hurt they're feeling. Or, we don't do or say anything for fear that we'll be in the way. Here's a practical list of 10 do's and don'ts when it comes to helping someone who's just experienced a trauma or death of a friend or loved one.

1. DO listen. As a rule, if you're talking more than they are, you're not being helpful.

2. DON'T tell your story. It's not about you. "When my father died…" language isn't helpful. Don't try and relate your pain—that's essentially emotional theft. No matter how similar your story is, it's not theirs. Their experience is different and happening right now. Let the focus be on them.

3. DO send a note. It may seem insignificant to you, but a thoughtful, short, handwritten note can mean the world to someone in a particular kind of hell. Even if it's months after the death, that note will mean a lot.

4. DON'T use platitudes like, "it was God's will," or "She's in God's hands now," or "At least he had a good life," or "You can have other children," Such loss is devastating and so are the mental wounds from these platitudes. Discounting statements like "at least…" hurt because nothing is going to make this situation okay. Instead, simple acknowledge the loss and express your sadness at the pain they are going through.

5. DON'T be vague. "Call me if there's anything I can do" is practically useless. They're not going to call; they're too overwhelmed and too upset to even remember the offer. To someone in the immediacy of a trauma, the phone weighs 2,000 pounds and is simply too heavy to pick up for any reason, including asking for help.

6. DO be specific. Tell your friend; "I'm cooking dinner at your house on Thursday at 6 p.m." The smells of cooking can be extremely comforting and calming. Offer to pick up friends or relative from the airport. Take the kids to school or babysit after school. Vacuum their house. Take their trash to the curb on trash day. Imagine what you would least like to do in their situation – then volunteer to do it for them.

7. DON'T bring by a lasagna. People under extreme duress do not eat meals, they snack. Bring fresh fruit, vegetables, cheese and crackers – foods that you can east with your fingers that don't require cooking or clean up. Stress shuts down the digestive system. Heavy meals that require prep and clean up just add to the stress.

8. DO bring essentials. The three things that people most need immediately after a death or trauma are tissues and water. Water bottles eliminate the need for cups and clean up. More people means more bathroom visits so the need for more toilet paper becomes essential.

9. DO be human. If you see this person at the grocery store, don't duck behind the soup displace because you can't think of anything to say. This just makes the person feel alienated and lonely. Acknowledge what happened by saying something like, "I'm so sorry this happened." You don't have to save them or provide a counseling session. They might want to talk, they might not. Your pack of comfort will only make them feel more alienated. A simple hug goes a long way.

10. DON'T judge. No matter what your feelings about the situation, use neutral language, "I remember Mike's smile. He was also so helpful to us. I'm sorry. How are you doing?" in fact, a simple "How are you doing?" can go a long way. These situations are uncomfortable – for everyone. But with a little thought we can avoid increasing the hurt and even help when the worst happens to people we know.

For more information on how to help visit www.WhenTragedyStrikes.org

RESOURCES AND SUPPORT

211 SAN DIEGO

As a local nonprofit organization, 211 San Diego is the region's trusted source for information and connections to community, health, and disaster resources. The highly trained staff is there to help 24 hours a day, 365 days a year, and help is available in more than 200 languages. 211 maintains a database of more than 6,000 services and resources that are updated on a real-time basis and our Community Connectors help connect San Diegans to the accurate information they need. Call 2-1-1.

COUNTY SERVICES

San Diego County Department of Health and Human Services Agency (HHSA).....858.565.4950

San Diego County Medical Examiner 858.694.2895

San Diego County Public Assistance Information...866.262.9881

San Diego Public Administrator/Indigent Burial.....858.694.3500

San Diego County Recorder (birth/death/marriage certificates) 619.237.0502

.....sdarcc.com

ALCOHOL & DRUG SUPPORT SERVICES

Al-Anon Family Group.....800.690.2666

Alcoholics Anonymous (AA) - *Central Office* 619.265.8762

Alcoholics Anonymous (AA) - *North County* 760.758.2514

Crossroads Recovery Home.....619.296.1151

GRASP | Grief Recovery After Substance Passing .....grasphelp.org

Green Oaks Ranch Ministries Recovery Program...760.727.0251

Kaiser Chemical Dependency Recovery Program...619.221.6550

McAlister Institute for Treatment & Education, Inc. (MITE) 619.442.0277

East County Regional Recovery Center 619.440.4801

North Coastal Regional Recovery Center.....760.721.2781

MHS - Family Recovery Center 760.439.6702

Narcotics Anonymous (NA) 800.479.0062

North Coastal North Teen Recovery Center 760.754.1393

North County Serenity House.....760.747.1015

Palavra Tree Teen Recover Center 619.263.7768

San Diego County Alcohol & Drug Services 619.584.5007

Volunteers of America (VOA) 619.232.9343

CHILDREN/YOUTH SERVICES

Angels Foster Family Network..... AngelsFoster.org

BrightLife Kids ..... hellobrightline.com

Bo's Place .....bosplace.org

Dougy Center ..... dougy.org

Elizabeth Hospice Children's Bereavement Center 760.796.3705

Eluna Network .....ElunaNetwork.org

Grief Sucks ..... GriefSucks.com

Harmonium Children Services 858.684.3080

National Alliance for Children's Grief .....NACG.org

National Runaway Safeline.....800.786.2929

New York Life Foundation ....newyorklife.com/foundation/bereavement-support

Phoenix House 888.905.9004

Rady Children's Psychiatry (Outpatient Therapy) ..760.758.1480

Sesame Workshop ....sesameworkshop.org/topics/grief/

SD Youth Services - Youth Emergency Shelter 619.325.3527

SD Youth Services - The Bridge Group Home 619.521.3939

Social Advocates for Youth (SAY) - *San Diego* 858.565.4148

Teen Challenge of Southern California 619.265.0337

Toussaint Academy (Homeless Teens) 619.687.1080

YMCA Childcare Resource Service - *Vista* 760.726.9100

YMCA OZ North Coast - *Oceanside*.....760.721.8930

CLEANUP & RESTORATION SERVICES

1-800-Board Up Services.....800.262.7387

A-1 Clean the Scene.....888.867.2141

AAA Crime Scene Clean Up 800.818.6493

Aftermath Services, LLC 877.691.5598

Alliance Environmental Group, LLC 877.858.6220

Apris.....844.462.7747

BioClean Solutions 951.526.8183

Bio-One East County 619.892.1744

Bio-One North County Coastal 760.429.0729

Bio-One North County Inland 858.261.4527

Bio-One San Diego 858.939.9985

Bio-Clean Team 760.696.8242

Harmony Environmental Services, Inc. 619.382.2722
ProCore Restoration 619.246.4596
SERVPRO® of Carlsbad 760.283.8589
Valor Technical Cleaning 855.476.4911

CLOTHING, FOOD & SHELTER

Access to Independence 619.293.3500
American Red Cross (ARC) 760.433.3814
Animal Safehouse Program 760.753.6413
Brother Benno's 760.439.1244
Fair Housing Council of San Diego 619.699.5888
Feeding San Diego 619.444.7961
Interfaith Community Services 760.489.6380
Interfaith Shelter Network 619.702.5399
Joslyn Senior Center - *Escondido* 760.839.4688
La Posada De Guadalupe Shelter - *Carlsbad* 760.929.2322
National Low Income Housing Coalition (NLIHC) ..... nlihc.org
North County Lifeline 760.726.4900
Rachel's Women's Center 619.696.0873
Salvation Army - *Escondido* 760.745.8616
San Diego Rescue Mission 619.819.1844
St. Vincent De Paul, Village Family Center 619.233.8500
Women's Resource Center - *Oceanside* 760.757.3500
Fallbrook Food Pantry 760.728.7608
Mama's Kitchen 619.233.6262
Meals on Wheels 619.260.6110
Meals with Love 760.726.1225
North County Food Bank 760.761.1140
San Diego Food Bank 858.527.1419
WhyHunger ..... whyhunger.org
WIC | Women, Infants, & Children 888.942.9675

COUNSELING AND SUPPORT GROUPS

Community Resource Center - *NC Coastal* 760.753.8300
Crisis House 619.444.1194
Elizabeth Hospice 800.797.2050
GRASP | Grief Recovery After Substance Passing
.....grasphelp.org
Grief.com .....grief.com
GriefShare.org 800.395.5755
Horizon Hospice - *Poway* 858.748.3030
Hospice by the Sea - *Solana Beach* 858.794.0195
Hospice of the North Coast - *Carlsbad* 760.431.4100
Huntington's Disease Society of America .....san-diego.hdsa.org
Jewish Family Service - *San Diego* 858.637.3210
Kaiser Permanente Hospice 619.641.4100
Logan Heights Family Counseling Center (Individual Only)
.....619.515.2355
MADD | Mothers Against Drunk Drivers 858.564.0780
Network of Care ..... www.networkofcare.org
New Life Counseling Center - *Mission Valley* 619.297.2571
North Coast Counseling 760.436.1883
Palomar Family Counseling - *Escondido* 760.741.2660
Pet Loss Support Group, Humane Society (SPCA)
..... 619.299.7012 x2311
Rady Children's Hospital .....rchsd.org/support-groups-services
SD Psychologist's Association .....www.sdpsych.org
San Diego Family Counseling Center 858.792.8585
Sharp Hospice Care 619.667.1900
South Bay Community Services 619.420.3620
Southern Caregiver Resource Center 800.827.1008
The Counseling Team International 800.222.9691
Tri-City Hospice 760.940.5801
Vitas Healthcare 858.499.8901

HOTLINES

Access and Crisis Line - *Local* 888.724.7240
Access and Crisis Line - *National* 988
.....988lifeline.org
Adult Protection Services (APS) 800.510.2020
CA HIV/AIDS Hotline 800.367.2437
Center for Community Solutions 888.385.4657
Child Protection Services (CPS) 800.344.6000
Crisis Text Line - *Local* 741741
.....crisistextline.org
National Domestic Violence Hotline 1-800-799-SAFE (7233)

RESOURCES AND SUPPORT

Friendship Line (Elderly Support) 888.670.1360
Mobile Crisis Response Team (MCRT).....888.724.7240
National Runaway Safeline.....800.786.2929
National Runaway Safeline.....1800runaway.org
National Suicide Prevention Lifeline.....800.273.8255
.....suicidepreventionlifeline.org
RAINN | Rape, Abuse & Incest National Network .800.656.4673
Victims of Crime Resource Center 800.842.8467
YWCA (Domestic Violence) 619.234.3164

INTERNATIONAL SERVICES

Canadian Consulate 619.615.4286
Chinese Consulate.....213.807.8088
Estonian Consulate.....858.717.6379
French Consulate 858.945.8449
Italian Consulate 619.800.7974
Japanese Consulate 213.617.6700
Mexican Consulate.....619.231.8414

LEGAL SERVICES

California Indian Legal Services 800.743.8941
Elder Law & Advocacy.....858.565.1392
Family Law Court 619.450.7777
Lawyer Referral Services.....800.464.1529
Legal Aid Society of San Diego.....877.534.2524
North County Bar Lawyers Referral Service.....760.758.4755
One Safe Place 760.290.3690
Senior Citizen's Legal Services 619.447.7921
Social Security Administration 800.772.1213
Volunteer Lawyer Program 619.235.5656
Your Safe Place 619.533.6000

MENTAL HEALTH ASSISTANCE

Access and Crisis Line.....888.724.7240
East County Mental Health Clinic 619.401.5500
Haleyon Center - *El Cajon*.....619.579.8685
Heartland Wellness Recovery Center - *East County*
.....619.440.5133
Isis Center - *South Bay*.....619.575.4687
Mobile Crisis Response Teams (MCRT) 888.724.7240
National Alliance on Mental Illness (NAMI) 800-523-5933
.....nami.org
North County Mental Health Center.....760.967.4475
North Island Mental Health Center 760.747.3424
PERT | Psychiatric Emergency Response Team .....
.....Call Local Police Department
San Diego Regional Center (Developmental Disabilities)
.....858.576.2996
Turning Point Crisis Center 760.439.2800

MILITARY/VETERAN'S SERVICES

Army Resource Command (Request DD214) 800.318.5298
Balboa Naval Hospital Center for Decedent Affairs
.....619.532.8305
Camp Pendleton 760.385.0416
Deceased Affairs/VA (Info only).....858.552.8585
Department of Veteran's Affairs 800.827.1000
Office of Personnel Management.....888.767.6738
Tragedy Assistance Program for Survivors (TAPS)
.....800.959.8277
San Diego Office of Military & Veterans Affairs (OMVA)
HQ North Central Live Well Center 858.694.3222
5055 Ruffin Road, San Diego, CA 92123
North Inland 760.740.5604
649 W Mission Avenue, Escondido, CA 92025
South Region 619.7313345
401 Mile of Cars Way, Ste 300 National City, CA 91950
North Coastal 442.262.2701
1701 Mission Avenue. Ste. 110, Oceanside, CA 92058

OBITUARY LISTINGS

La Prensa San Diego.....619.425.7400
North County Times.....760.739.6639
North County Times.....obits@nctimes.com
Ramona Sentinel 760.789.1350
San Diego Union Tribune 619.293.1912
....obits@sduniontribune.com
The Coast News 760.436.9737

ORGAN, TISSUE, & BODY DONATION/AUTOPSY

1-800-Autopsy 800.288.6779
Donate Life America 804.377.3580
Donate Life California (Donor Registry) 866.797.2366
LifeSharing (Organ & Tissue) 888.423.6667
San Diego Eye Bank 858.694.0400
Science Care (Body Donation) 800.417.3747
Stanley Medical Research (Brain) 301.571.0760
UCSD (Body Donation) 858.534.4536

SENIOR SERVICES

Aging & Independent Services 800.510.2020
Alzheimer's San Diego 858.492.4400
At Your Home Familycare 888.326.2273
Carlsbad Senior Center 760.602.4650
Coastline Baptist Church - *Oceanside* 760.754.2302
Del Mar Community Connections 858.792.7565
Elder Help of San Diego 619.284.9281
North County Lifeline 760.726.4900
Project CARE
- *Encinitas* 760.943.2250
- *Fallbrook* 760.723.7570
- *National City* 619.336.6760
- *Oceanside* 760.435.5250
- *Poway & Other Locations* 800.510.2020
- *East County Locations* 619.740.4214
- *Vista* 760.941.0140

Oasis Senior Advisors 888.455.5838
Rancho Bernardo Senior Services 858.487.2640
Rancho Santa Fe Seniors 858.756.3041
Right At Home In Home Care 760.690.1147
Southern Caregiver Resource Center .....caregivercenter.org
Superior Home Care Services, Inc. 760.385.3823

TRANSPORTATION

CARE Van - *Fallbrook* 760.723.7570
Lyft .....lyft.com
Metropolitan Transit System (MTS) 619.233.3004
NCTD Transit Buddy Program (Seniors) 760.967.2863
Rides & Smiles (Seniors) 858.637.3210
Yellow Cab 619.444.4444
.....760.444.4444
.....858.444.4444
Uber ..... uber.com

SUPPORT FOR SURVIVORS OF SUICIDE LOSS

Alliance of Hope .....www.allianceofhope.org
SAVE | Suicide Awareness Voices of Education .....www.save.org
Suicide Prevention Resource Center .....www.sprc.org
SOSL | Survivors of Suicide Loss .....www.soslsd.org
American Foundation for Suicide Prevention .....www.afsp.org
Parents of Suicides | Friends & Families of Suicides
..... www.pos-ffos.com
Sibling Survivors of Suicide Loss ..... Siblingsurvivors.com
American Association of Suicidology .....www.suicidology.org

SUPPORT FOR PARENTS WHO LOST A CHILD

Bereaved Parents of the USA 619.994.3010
California SIDS Program 800.369.7437
Compassionate Friends 619.583.1555
Empty Cradle 619.595.3887
Molly Bears .....mollybear.org
Parents of Murdered Children 619.281.3972
Sudden Unexplained Death in Children (SUDC) ....www.sudc.org
Survivors of Violent Loss 619.685.0005
The Comfort Cub ..... thecomfortcub.org
Twinless Twins Group 888.205.8962

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Mark T., **Property Manager**

@HavokRestorationSanDiego

HOW TO DISPOSE OF UNUSED AND UNWANTED MEDICATIONS

Follow Instructions on the Bottle/Packaging

- Look for drug disposal instructions on the bottle.
- The label may say you can dispose the medicine in the trash, crush the medicines and combine and mix them in a substance or you can flush them down the toilet.

Medicine Take-Back Programs

- Contact your city or county government's household trash and recycling service to see if there is a medicine take-back program in your city.
- Go to www.deadiversion.usdoj.gov to find a National Prescription Drug Take Back Days in your area.
- Call your pharmacist to see if they have or know or a medicine disposal program.

Crushing Prescriptions to Throw-Away

- Take the medicines out of their original container – crush them and then mix them with coffee grounds or kitty litter.
- Put this in a sealable bag, empty can or another container to prevent leaking or breaking of a garbage bag.
- Scratch off all identifying information on the medication bottles for your own privacy and health information.

Additional Questions and Information

- Call 1-888-INFO-FDA (1-888-463-6332)
- Visit **https://www.fda.gov/drugs/buying-using-medicine-safely/safe-disposal-medicines**

DEALING WITH THE MEDIA

If you have been involved in an incident of public interest, you may encounter the media. It is important that you know your rights and know that you have a choice regarding sharing the details and/or feelings with the general public. You do not have an obligation to speak with the media, however if you do, you may find the following information helpful.

YOU HAVE THE RIGHT TO:

- Say "NO" to an interview.
- Select the spokesperson or advocate of your choice.
- Select the time and location for media interviews.
- Request a specific reporter.
- Refuse an interview with a specific reporter even though you have granted interviews to other reporters.
- Say "NO" to an interview even though you previously granted interviews.
- Release a written statement through a spokesperson in lieu of an interview.
- Exclude children from interviews.
- Refrain from answering any questions with which you are uncomfortable or feel are inappropriate.
- Know in advance what direction the story about your victimization is going to take.
- Ask for a review of your quotations in a story line prior to publication.
- Avoid a press conference atmosphere and speak to only one reporter at a time.
- Demand a retraction when inaccurate information is reported.
- Ask that offensive photographs or visuals be omitted from airing or publication.
- Conduct a television interview using a silhouette or a newspaper interview without having your photograph taken.
- Give your complete side of the story related to your victimization.
- Refrain from answering reporter's questions during trial.
- File a formal complaint against a reporter.
- Grieve in privacy.
- Suggest training about media and victims for print and electronic media in your community.
- Be treated with dignity and respect by the media.

THINGS TO CONSIDER WHEN CHOOSING A SERVICE PROVIDER

It's okay to not know what you want. Thinking about the items below can help direct you to the proper funeral service provider. Here are a few initial questions you may want to ask.

FIRST THOUGHTS

- What type of service do you need (or want): Burial or Cremation?
- Do you want to have a visitation?
- Are there charges for viewing?
- Is the location of the viewing at the funeral home?
- Do you want to have a service? Is there a place for the service?

LOCATION

- This is important. Consider that you may have to go to the funeral home several times.
- What is the distance to the funeral home?
- Are there charges for transportation of the body? After hours?

BURIAL

- What does the burial package include?
- What is the price range of caskets?
- Are death certificates included?

CREMATION

- What does your cremation package include?
- What is the cost of the cremation container?
- Are death certificates included?

Bio-One

After a tragedy or traumatic event, the last thing you should worry about is cleanup. Our team is **ready to help you** through the hardest times.

Recovery and Hoarding Services

Suicide	Rodent Droppings	Gross Filth
Homicide	Mold Remediation	Disinfection
Feces / Urine	Water Remediation	Junk Removal
Odor Removal	Undiscovered Death	Deep Cleaning
Blood Cleanup	Fentanyl Decontamination	Animal Hoarding

Emergency Response Hotline

When you need them the most, our biohazard & crime scene cleaning team is ready to help.

24 HOURS

San Diego County
Info@BioOneOceanside.com
BioOneOceanside.com
760-429-0729

Southern Orange County
Info@BioOneSouthOC.com
BioOneSouthOC.com
949-774-8408

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Cremation Permit - $12
Death Certificate - $26 per certificate

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- Cremation & Burial Services
- Permanent Memorialization
- Veteran Services
- Compassionate, quality care built on sincerity and trust

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San Diego, CA 92111

(619) 476-9996
815 Third Avenue
Suite 315-B
Chula Vista, CA 91911

BVCREMATORY.COM

MORTUARY	ADDRESS	CITY	TELEPHONE
Partridge Creek Mortuary	2514 Alpine Blvd.	Alpine	619.334.3161
AAA Cremations	4045 Bonita Rd.	Bonita	833.781.6222
Glen Abbey Mortuary	3838 Bonita Rd.	Bonita	619.498.4600
Bayview Cremation & Burial Services	815 Third Ave.	Chula Vista	619.476.9996
Community Mortuary	855 Broadway	Chula Vista	619.426.2006
Funeraria del Angel Chula Vista - FD964	753 Broadway	Chula Vista	619.425.9111
Village Cremation Service, Inc.	303 F Street	Chula Vista	619.422.7900
Abbey Cremation and Funeral Service	676 S. Mollison Ave.	El Cajon	619.284.6760
East County Mortuary	374 N. Magnolia Ave.	El Cajon	619.440.9900
El Cajon-Lakeside-Santee Mortuary & Cremation Service	684 S. Mollison Ave.	El Cajon	619.440.8033
El Camino Memorial - Encinitas	340 Melrose Ave.	Encinitas	760.753.1143
Alhiser-Comer Mortuary	225 S. Broadway	Escondido	760.745.2162
California Funeral Alternatives	1020 E. Pennsylvania Ave.	Escondido	760.737.2890
Care Center Cremation & Burial	2437 S Centre City Pkwy	Escondido	760.294.2262
Lakepointe Cremation & Burial	160 S. Escondido Blvd.	Escondido	760.737.6884
McLeod Mortuary	1919 E. Valley Parkway	Escondido	760.745.2100
Silver Lining Cremations	421 S Andreasen Dr.	Escondido	760.607.9393
Berry-Bell and Hall Mortuary Burial & Cremation Services	333 N. Vine St.	Fallbrook	760.728.1689
Aztlan Mortuary	7856 La Mesa Blvd.	La Mesa	619.337.8100
Erickson-Anderson Mortuary	8390 Allison Ave.	La Mesa	619.832.2515
Legacy Funeral & Cremation Care	7043 University Ave.	La Mesa	619.337.1400
Bishop Mortuary	3444 Citrus St.	Lemon Grove	619.466.4462
AAA Cremations	100 W. 35th St. Suite A	National City	833.781.6222
California Cremation & Burial	2200 Highland Ave.	National City	619.229.2747
Funeraria del Angel National City - FD284	607 National City Blvd.	National City	619.474.6565
La Vista Memorial Park	3191 Orange St.	National City	619.475.7770
Eternal Hills Memorial Park, Mortuary & Crematory	1999 S. El Camino Real	Oceanside	760.754.6600
Oceanside Mortuary	602 S. Coast Highway	Oceanside	760.722.4264
California Funeral Alternatives	14168 Poway Road, Suite106	Poway	858.842.3000
Poway Bernardo Mortuary	13243 Poway Rd.	Poway	858.748.4101
Bonham Bros. & Stewart Mortuary & Cremation Service	321 12th St.	Ramona	760.789.1678
AAA Cremations	8676 Commerce Ave.	San Diego	833.781.6222
AM Israel Mortuary	6316 El Cajon Blvd.	San Diego	619.583.8850
Anderson-Ragsdale Mortuary	5050 Federal Blvd.	San Diego	619.263.3141
Balboa Cremation Services	7200 Clairemont Mesa Blvd.	San Diego	619.563.8810
Bayview Cremation & Burial Services	46661/2 Mercury St.	San Diego	858.277.7820
Beardsley-Mitchell Funeral Home	1818 Sunset Cliffs Blvd.	San Diego	619.223.8100
Bravo Family Mortuary	4427 Rainier Ave.	San Diego	833.762.7286
California Cremation & Burial	5880 El Cajon Blvd.	San Diego	619.234.3272
Care Center Cremation & Burial	7403 Princess View Dr. Suite E	San Diego	619.677.2599
Clairemont Mortuary	4266 Mt. Abernathy Ave.	San Diego	858.609.8713
Cortez Cremations and Funeral Services	1901 First Ave. Suite 190	San Diego	619.240.7620
Cypress View Mausoleum & Mortuary	3953 Imperial Ave.	San Diego	619.264.3168

MORTUARY	ADDRESS	CITY	TELEPHONE
El Camino Memorial-Sorrento Valley & El Camino Memorial Park	5600 Carroll Canyon Rd.	San Diego	858.453.2121
Featheringill Mortuary	6322 El Cajon Blvd.	San Diego	619.583.9511
Funeraria Del Angel San Diego - FD807	3960 Imperial Ave.	San Diego	619.241.4704
Goodbody Mortuary	5027 El Cajon Blvd.	San Diego	619.582.1700
Greenwood Memorial Park and Mortuary	4300 Imperial Ave.	San Diego	619.450.1479
Merkely-Mitchell Mortuary	3838 Camino del Rio N., #103	San Diego	619.940.5927
Miramar Memorial Services	8380 Miramar Mall Rd #105	San Diego	858.566.9100
Pacific Beach Chapel	4710 Cass St.	San Diego	858.488.5553
Preferred Cremation & Burial	6406 University Ave.	San Diego	619.584.7000
San Diego Funeral Service	6334 University Ave.	San Diego	619.280.0101
Southbay Mortuary	1763 Palm Ave.	San Diego	619.349.2038
Trinity Funeral Services	3914 Murphy Canyon Rd Suite A238	San Diego	619.344.0875
Allen Brothers Mortuary, Inc.	435 N. Twin Oaks Valley Rd.	San Marcos	760.744.4522
Allen Brothers Mortuary, Inc.	1315 S. Santa Fe Ave.	Vista	760.726.2555
Cremation Services Inc.	2570 Fortune Way Suite D	Vista	760.727.8906

CREMATION SERVICES ONLY	ADDRESS	CITY	TELEPHONE
Accu-Care Cremations and Funerals	2562 State St Suite E	Carlsbad	844.550.7897
Orchid Cremations	6120 Paseo Del Norte Ste A-2	Carlsbad	760-291-8842
Abbey Cremation Services	676 S. Mollison Ave.	El Cajon	619.284.6760
Neptune Society of San Diego	14065 Hwy 8 Business	El Cajon	619.561.6400
White Rose Aqua Cremation	820 W. Washington Ave.	Escondido	442.777.6077
American Cremation Service	6136 Mission Gorge Rd Suite 100	San Diego	619.283.5842
Funerals Your Way	7932 Convoy Ct.	San Diego	619.550.7807
San Diego Cremation Service	1761 Hotel Circle S. #122	San Diego	619.299.8839
Telophase Cremation Society	7851 Mission Center Court #104	San Diego	619.299.0805
North County Cremation Service	635 N. Twin Oaks Valley Rd. #18	San Marcos	760.471.6301

CEMETERY	ADDRESS	CITY	TELEPHONE
Old Mission San Luis Rey Cemetery	4050 Mission Ave.	Oceanside	760.231.8445 Extension 133
Riverside National Cemetery	22495 Van Buren Blvd.	Riverside	951.653.8417
Fort Rosecrans National Cemetery	1700 Cabrillo Memorial Dr.	San Diego	619.553.2084
Miramar National Cemetery	5795 Nobel Dr.	San Diego	858.658.7360

MEMBERSHIP ORGANIZATION	WEBSITE	TELEPHONE
San Diego Memorial Society	sdmsonline.com	858.391.1267

NOTES

ORGAN, TISSUE, & BODY DONATIONS

LIFESHARING

lifesharing.org | (888) 423-6667
Lifesharing gives families the opportunity to see their loved ones live on through organ and tissue donation. We are humbled to serve our community as the federally designated organ procurement organization (OPO) for San Diego and Imperial counties in Southern California. Each year, Lifesharing helps transplant hundreds of vital organs such as hearts, lungs, livers and kidneys. Our team provides compassionate support to families throughout the donation process and is committed to honoring all those who give the gift of life.

SCIENCE CARE

Sciencecare.com | (800) 417-3747
The Science Care program strives to help meet the needs of the medical community while fulfilling your wishes and making the process simple and helpful for your family members. Making a whole body donation is one of the most compassionate funeral alternatives available. When you donate your body to science, Science Care can eliminate and cover all of the costs in addition to the many other benefits to society. With the rising costs of living and final arrangements, whole body donation can be a real blessing not only for medical researchers but for family members.

Whole Body Donation Benefits Include:

- Honoring your wish to leave a lasting legacy for future generations
- Free cremation and transportation from the location of passing
- A simple process; pre-registration is not required to donate
- Filing of the death certificate
- Return of cremated remains in 3-5 weeks
- Letter after donation updating family members on current research projects and the impact your donation has made to society
- Memorial tree planting at the one-year anniversary of donation through our Memory in Nature program supporting forests in need in partnership with the Arbor Day Foundation

UNIVERSITY OF CALIFORNIA, SAN DIEGO BODY DONATION PROGRAM

bodydonation.ucsd.edu | (858) 534-4536
The Body Donation Program at the University of California, San Diego is committed to excellence in research and education. While the primary focus of the Program is to obtain the human cadaver for educational and scientific study, we strive to administer the BDP in a way consistent with the spirit of the good physician. In our contact with donors registering with the BDP or with the families of the donor, we provide service that is compassionate as well as competent.

As you consider the option of donating your body to science, know that the need is great, and that your gift will be valued and honored.

Your donation will play a critical role in helping UC San Diego medical students to master the complex anatomy of the human body and will provide researchers with the essential tools to help our patients of tomorrow.

CHECKLIST FOLLOWING A DEATH

Matters to Consider First:

- ❑ Decide on type of service
- ❑ Check pricing and make an appointment to meet with a funeral director to make arrangements
- ❑ Decide on time and place for funeral/memorial service
- ❑ Make a list of immediate family, close friends, and business colleagues
- ❑ Arrange childcare if needed
- ❑ Select who will conduct the service, eulogy, speakers, pallbearers, music, and reception if any

Financial Matters:

- ❑ Do not make any major financial decisions unless absolutely necessary
- ❑ Review and update living wills and trusts
- ❑ Organize financial records and estate documents
- ❑ Notify the lawyer and Executor of the Will/Living Trust and obtain several copies of the death certificate
- ❑ Notify all life and casualty insurance and death benefits, including Social Security, credit union, trade union, military, etc.
- ❑ If the deceased was living alone, notify utilities and landlord and inform post office where to forward mail
- ❑ Contact the following (if applicable):
    - o Health Care / Insurance Company
    - o Financial Institution
    - o Social Security Administration | (800) 772-1213
    - o IRS | (619) 321-5950
    - o Employer of the deceased
    - o Credit Bureaus
        - Experian | (888) 397-3742 | Experian.com
        - Equifax | (888) 298-0045 | Equifax.com
        - TransUnion | (833) 395-6938 | Transunion.com
- ❑ If applicable, seek:
    - o Veteran's Administration for military or veterans benefits | (800) 827-1000 or visit www.cem.va.gov
    - o Medical and disability benefits
- ❑ Handle business affairs
- ❑ Develop a long term budget and discuss finances with family
- ❑ Transfer ownership of property if applicable
- ❑ Postpone planned giving
- ❑ Seek professional advice; attorney, accountants, appraiser, financial advisors, etc.
- ❑ Settle the estate
- ❑ Make your own life plans
- ❑ Save for your own retirement

Complete the following (if applicable):

- ❑ Void decedent's driver's license and/or identifications at Department of Motor Vehicles (DMV)
- ❑ Cancel decedent's memberships & subscriptions
- ❑ Complete the "Deceased Do Not Contact Registration" by visiting https://www.ims-dm.com/cgi/ddnc.php
- ❑ For identity theft protection visit identitytheft.gov

REQUIRED INFORMATION FOR DEATH CERTIFICATE

Arrangement for: _____
First Name Middle Name Last Name

Date of Birth: _____ Place of Birth: _____

Sex: _____ US Veteran: _____ Social Security Number: _____
M/F Y/N

Martial Status: _____ Spouse's Name: _____
Married, Divorced, Widowed, Single If Married/Widowed include Maiden Name

Race: _____

White or Caucasian	Black or African American	American Indian or Alaska Native-Tribe
Asian Indian	Chinese	Filipino
Japanese	Korean	Vietnamese
Other Asian (Specify)	Native Hawaiian	Guamanian or Chamorro
Samoan	Other Pacific Islander	Other (Specify)

Hispanic Origin: _____

No, not Hispanic	Mexican, Mexican American, Chicano	Puerto Rican
Cuban	Other Spanish / Hispanic/Latino (specify)	

Education / Certification: _____

8th grade or less	9-12th grade, no degree	High School Graduate or GED	Some College credit, no degree
Associate's degree	Bachelor's degree	Master's degree	Doctorate degree

Usual Occupation: _____ Industry: _____

Residence Address: _____

Father's Full Name: _____

Mother's Maiden Name: _____

Next of Kin / Responsible Party Name: _____

Address: _____

Phone Number: _____ Relationship: _____

Method of Disposition: _____
Burial | Cremation | Whole Body Donation

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FD#2125

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THEN enter email

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