**How to Help Survivors of Tragedy**

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

**A great program. It appears the TIP program is an idea whose time has come.**

—Giselle Fernandez, NBC Today Show

“I am aware of several victim assistance programs. However, none can come close to TIP Inc in terms of performance, consistency, cost, scale of activity, supervision and morale.”

—Mr. James Stewart, Former Director
National Institute of Justice

“A shining example of an organization at its best.”

—New York Times

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

—Fire Chief

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

—TIP Client

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

Get Involved and Donate at
www.tipnational.org

www.tipnational.org
714-314-0744
About TIP
Trauma Intervention Programs Inc (TIP) is a nonprofit organization which was founded in 1985 in San Diego, Ca. by a group of mental health professionals and police officers who had become aware that survivors of tragedy and victims of crime were not receiving the on scene support they needed. TIP’s mission is to provide immediate emotional first aid to survivors of tragedy in order to ease their immediate suffering and facilitate their healing and long term recovery.

Today, TIP is a highly respected provider of on scene support services to survivors of tragedy. First responders, healthcare professionals and public safety officials praise TIP not only for its services to survivors, but also for the support TIP provides to public safety and emergency medical systems.

Why TIP?
When tragedy strikes, the "emotionally wounded" are often left to fend for themselves. Typically it takes family and friends time to learn about and respond to the tragedy, and they are not immediately available to support their traumatized loved one. Also, emergency responders and health care professionals are busy with their emergency tasks and don't have the time to provide the "shoulder to lean on" that survivors desperately need. Without immediate support, survivors can feel alone and abandoned and often suffer a lifelong "second injury."

Research has indicated that the quality of support a survivor receives immediately after a traumatic event is a major determining factor in their long term recovery. TIP is committed in providing that immediate support through it's local affiliates, it's remote assistance sites and it's training programs.

What is a TIP Affiliate?
A TIP Affiliate is a team of specially trained citizen volunteers who are called to emergency scenes by hospital and public safety personnel to assist family members after a sudden death, victims of crime, witnesses to tragedy, children left alone after the death or injury of a parent, and anyone traumatized by a crisis event.

The TIP Affiliate is unique in that volunteers respond within 20 minutes of the time called on a 24/7 basis. The benefits communities receive from TIP Affiliates include saving the emergency response system time and money, involving citizen volunteers in public safety, and providing a valuable service to survivors of tragedy who are often experiencing the worst hours of their lives.

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

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

What is a TIP Remote Assistance Site?
Many communities do not have the capacity to establish a TIP Affiliate. However, they do want to serve survivors of tragedy. In these communities, TIP works with public safety officials to establish Remote Assistance Sites. In these sites, TIP trains emergency responders to provide support and resources to the survivors of tragedy they encounter in their work. Also TIP provides survivors in areas served by a Remote Assistance Site with helpful coping information and access to the assistance of TIP staff.

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