



RESOURCE GUIDE

Useful Information in the Aftermath of Tragedy

The Trauma Intervention Program is a group of specially trained and thoroughly screened volunteers. We are called to crisis scenes by police, fire, rescue and hospital personnel to provide emotional first aid to survivors of tragedy in order to ease their immediate suffering and facilitate their healing and long term recovery. TIP volunteers are available to respond immediately 24 hours a day, 365 days a year.

TIP works in cooperation with the Police, Fire and Rescue Departments of Cape Elizabeth, Cumberland, Falmouth, Gorham, Portland, South Portland, Scarborough, Westbrook and Windham, Maine State Police and Maine Medical Center.

TIP Portland is an affiliate of TIP National, Inc.

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- Car Rental Agencies
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THINGS TO DO IN THE FIRST FEW DAYS AFTER A TRAUMATIC EVENT

FOR YOURSELF

- Try to rest a bit more than usual
- Contact a friend
- Have someone stay with you for at least a few hours or even a few days
- Recognize that recurring thoughts, nightmares and flashbacks are normal. They will decrease and become less painful over time.
- Maintain as normal a schedule as possible.
- Eat well-balanced and regular meals (even if you don't feel like it)
- Try to maintain a reasonable level of activity. Physical activity can be helpful
- Express your feelings as they arise
- Talk to people who care about you

FOR FRIENDS AND FAMILY

- Spend time with the traumatized person
- Offer your assistance and a listening ear even if they have not asked for help
- Listen carefully
- Reassure them that they are safe
- Help with everyday tasks like cleaning, cooking and caring for the family and children
- Give them some private time
- Don't take their anger or other feelings personally
- Tell them that you are so sorry this event has occurred, and you would like to understand and assist them.

DEALING WITH THE MEDIA

If you have been involved in an incident of public interest, you may encounter the media; however, you do NOT have an obligation to speak with them. You can choose whether you want to share the details and/or your feelings with the public.

YOU HAVE THE RIGHT TO BE TREATED WITH RESPECT BY THE MEDIA.

IN PARTICULAR, YOU HAVE THE RIGHT TO:

- Say no to an interview, a photo or video or be interviewed anonymously.
- If you choose to be interviewed, specify the time and place.
- Request a particular reporter or refuse to talk with a particular reporter even though you have spoken with others.
- Release a written statement instead of an interview.
- Refuse to answer particular questions (because they make you uncomfortable or you think they are inappropriate, or for no reason at all.)
- Know before being interviewed what the angle of the story is going to be.
- Ask to review any quotation of you before it is printed.

- Demand that inaccurate reporting be retracted or reported.
- Demand that inappropriate photographs or footage not be released.

EFFECTIVE WAYS OF COPING AFTER A TRAUMATIC EVENT

1. Accept the fact that you have experienced a trauma, and accept the feelings that result, even if other people don't validate your feelings or try to minimize your experience. ("You were only a witness" or "You were really lucky" or "It's been two weeks! Why are you still bothered?")
2. Accept that all the feelings you are having are normal reactions to an extraordinary event. You are not crazy. You are reacting normally to a crazy event.
3. Be patient with yourself. It takes time to recover emotionally from a traumatic event.
4. Deal with any guilt you might have by:
 - Accepting it as normal. Talk to others who were present at the event. You are probably not alone in your reactions
 - Realizing you were a victim of an event and are not a trained rescuer
 - Recognizing all the things you did right
 - Recognizing the special circumstances of the event -- suddenness, danger, etc.
5. Don't revert to bad habits such as alcohol, drugs or overeating to cope. This will only make matters worse. Maintain normalcy. Go about your daily routines and take care of business. Try to understand what happened by getting the facts.
6. Ventilate: talk and write about the event. Thank those who helped you and apologize to those you think you may have hurt during and since the tragic event.
7. Help each other:
 - Reach out to support others who are particularly traumatized
 - Respect each other's ways of coping. Don't judge others' coping mechanisms. Let the grievers grieve, and allow the doers to do.
8. Decide as a group how you want to help:
 - The victim
 - The family
 - Each other
9. If death has occurred, organize or participate in a ritual to say goodbye. For instance, attend services, contribute to a memorial fund, establish a memorial on scene, and wear a symbol on your clothing.

If after 2 or 3 weeks, you find that you are still suffering symptoms severe enough to disrupt your normal life, consider seeking professional counseling. Contact your physician, clergyman, employee assistance program or a mental health professional for referral to a therapist that specializes in working with victims of trauma.

COMMUNITY RESOURCES – GREATER PORTLAND AREA

Please Note: Inclusion in this directory does not imply endorsement nor does exclusion imply disapproval of any organization. Every effort has been made to supply complete and accurate information, however Maine Behavioral Healthcare makes no representation with respect to accuracy or completeness of the contents of this book and specifically disclaims any implied responsibility for the accuracy of any information provided. Maine Behavioral Healthcare shall in no event be liable for any loss or damage.

GENERAL HELP/INFO		
211 Maine (Directory of Services)	211	111.211Maine.org
Warm Line	(207)772-9276	
AIDS/HIV		
Aids Hotline	(800)951-2437	
Frannie Peabody Center City of Portland	(207)774-6877	peabodycenter.org
Positive Health Care	(207)874-8791	
ANIMAL WELFARE-Adoption		
Animal Refuge League	(207)854-9771	arlgp.org
Coastal Humane Society (Brunswick)	(207)725-5051	coastalhumanesociety.org
HART (cats only)	(207)829-4116	hartofme.com
Maine Animal Welfare	(207)287-3846	
Little Paws (Buxton)	(207)929-5505	littlepawsanimalshelter.com
Maine State Soc. for Protection of Animals	(800)482-7447	msspa.org
ANIMAL WELFARE-Boarding		
Camp Bow Wow	(207)287-3846	campbowwow.com
Kamp K9	(027)839-9663	mykampk9.com
BEREAVEMENT COUNSELING/ SUPPORT GROUPS		
Center for Grieving Children	(207)775-5216	cgcmaine.org
Compassionate Friends (death of child)	(877)969-0010	
Grief Net		griefnet.org
Hospice of Southern Maine	(207)771-4770	hospiceofsouthernmaine.org
Maine Behavioral Healthcare	(207)974-1030	memhp.org
Mothers Against Drunk Driving (MADD)	(877)623-3435	madd.org/victims
Survivors of Suicide Loss Support Group	(207)662-4226	
Young Widows, Widowers & Bereaved Partners Support Group	(207)775-5216	
CHILD & FAMILY SERVICES		
Bureau of Child & Family Services	(207)822-2231	
Cancer Community Center	(207)774-2200	cancercommunitycenter.org
Catholic Charities of Maine	(207)775-5671	ccmaine.org
Center for Grieving Children	(207)775-5216	cgcmaine.org
Day One	(207)767-0991	day-one.org
Family Child Care Government Subsidy		maine.gov/MyMaineConnection
Maine Behavioral Healthcare	(207)874-1030	memhp.org
Opportunity Alliance (for women)	(207)523-5049	opportunityalliance.org
Preble Street (includes teen shelter)	(207)775-0026	preblestreet.org
Spurwink	(207)871-1200	spurwink.org
Sweetser	(800)434-3000	sweetser.org

CLEAN UP/BOARD UP		
Bio Decon (Div. of Magic Carpet & Restoration)	(207)767-1359	http://www.biodecontaminationme.com/
ServPro of Portland	(207)772-5032	http://www.servproportland.com/
ServPro of South Portland	(207)854-4004	http://www.servprosouthportland.com/
CRISIS HOTLINES		
Ingraham	(207)774-HELP	ingraham.org
Maine State Crisis Hotline	(888)568-1112	
DOMESTIC VIOLENCE		
Through These Doors	(207)874-1973	throughthesedoors.org
ELDER SERVICES		
Adult Abuse & Neglect Reporting	(800)624-8404	
Geriatric Resource Network	(207)661-7120	
Home Health Visiting Nurses	(207)775-7231	homehealth.org
Legal Services for the Elderly	(800)750-5353	mainelse.org
Maine Behavioral Healthcare	(207)974-1030	memhp.org
Southern Maine Agency on Aging	(207)396-6500	smaa.org
VNA Home Health Hospice	(207)780-8624	vnahomenealth.org
EMERGENCY SUPPLIES		
American Red Cross of Southern Maine	(207)874-1192	maineredcross.org/southernmaine
Salvation Army	(207)774-4172	nne.salvationarmy.org/portland-me
FINANCIAL COUNSELING		
Consumer Credit Counseling Services	(866)899-9347	moneymangement.org
FUNERAL INFORMATION		
Funeral Consumers Alliance of Maine	(207)786-4323	fcmaine.net
FUNERAL HOMES		
Advantage Funeral & Cremation Services 999 Forest Avenue, Portland	(207)899-4605	advantageportland.com
A.T. Hutchins 660 Brighton Avenue, Portland	(207)878-3246	athutchins.com
Conroy-Tully Crawford 172 State Street, Portland	(207)773-6511	ctcrawford.com
Dolby & Dorr 76 State Street, Gorham	(207)839-4270	dolbyfuneralchapels.com
	(207)892-6342	dolbyfuneralchapels.com
Funeral Alternatives 417 U.S. Route One, Yarmouth	(877)899-4935	funeralalteratives.net
Hobbs Funeral Home 230 Cottage Road, South Portland	(207)799-4472	hobbsfuneralhome.com
Jewish Funeral Home 471 Deering Avenue, Portland	(207)774-3733	portlandjewishfuneralhome.org
Jones-Rich-Barnes Funeral Home 199 Woodford Street, Portland	(207)775-3763	jonesrichandhutchins.com
Lindquist Funeral Home 1 Mayberry Lane, Yarmouth	(207)846-4011	lindquistfuneralhome.com
HEARING IMPAIRMENT		
Maine Behavioral Healthcare	(207)974-1030	memhp.org
Maine Center on Deafness	(207)797-7656	mainecenterondeafness.org
Pine Tree Society (Interpreting)	(207)443-3341	pinetreesociety.org
Professional Interpreting Inc.	(207)774-3068	professionalinterpretinginc.com

HOSPITALS		
Maine Medical Center (Portland)		mmc.org
Emergency Department	(207)662-2381	
Switchboard	(207)662-0111	
Mercy Hospital (Portland)		mercyhospital.org
Emergency Department	(207)879-3265	
Switchboard	(207)879-3000	
Spring Harbor Hospital		springharbor.org
Switchboard	1-888-524-0080	
INTERPRETERS		
Catholic Charities of Maine	(207)775-5671	http://www.ccmaine.org
Interpret Maine	(207)210-1412	interpretmaine.com
Maine State Interpreters	(207)221-0740	www.mainestateinterpreters.com
IMMIGRANTS/REFUGEES		
Catholic Charities of Maine	(207)775-5671	ccmaine.org
Immigrant Legal Advocacy Project (ILAP)	(207)780-1593	ilapmaine.org
Labor Council for Latin American Advancement	(207)347-7359	www.lclaa.org
Through These Doors	(207)874-1973	throughthesedoors.org
Allen Ave Universality Church	(207)797-7240	http://www.a2u2.org
LEGAL SERVICES		
		mainelaw.maine.edu/academics/clinics-and-centers/clac/
Cumberland Legal Aid Clinic	(207)780-4370	
Immigrant Legal Advocacy Project (ILAP)	(207)780-1593	ilapmaine.org
Lawyer Referral & Information	(207)860-1460	mainebar.org
Legal Services for the Elderly	(800)750-5353	mainelse.org
Pine Tree Legal Assistance	(207)774-8211	ptla.org
Volunteer Lawyers Project	(207)774-4348	vlp.org
MENTAL HEALTH SERVICES		
Ingraham	(207)774-HELP	ingraham.org
Maine Behavioral Healthcare	(207)974-1030	memhp.org
Spring Harbor Hospital	1-888-524-0080	springharbor.org
Spurwink	(207)871-1200	spurwink.org
Sweetser	(800)434-3000	sweetser.org
POISON CENTER		
Poison Control Center	(800)222-1222	aapcc.org
POLICE DEPARTMENTS		
EMERGENCY ONLY - all locations	911	
Cape Elizabeth	(207)767-3323	
Cumberland (town)	(207)829-2210	
Cumberland County Sheriff	(207)774-5939	
Falmouth	(207)781-2300	
Gorham	(207)839-5581	
Portland	(207)874-8479	
Scarborough	(207)883-6361	
South Portland	(207)799-5511	
Westbrook	(207)854-2531	
Windham	(207)892-2525	
Yarmouth	(207)846-3333	

RAPE/SEXUAL ASSAULT		
Sexual Assault Response Services (SARS)	(207)774-3616	sarsonline.org
SHELTERS		
City of Portland Family Shelter (Families)	(207)772-8339	
Family Crisis Shelter (Domestic Violence)	(800)537-6066	
Friendship House (Men in Recovery)	(207)767-7403	
Milestone (Substance Use Disorders)	(207)775-4790	
Oxford Street Shelter	(207)761-2072	
Preble Street Florence House (Women)	(207)699-4392	
Preble Street Teen Shelter (Teens)	(207)775-0026	
Other areas of Maine	http://www.mainehousing.org/programs-services/homeless/emergency-shelters	
SUBSTANCE USE DISORDERS		
AA (Alcoholics Anonymous)	(207)727-6237	csoaamaine.org
Al-Anon/Al-A-Teen	(800)498-1844	al-anon.alateen.org
Catholic Charities of Maine	(207)775-5671	ccmaine.org
Crossroads	(207)773-9931	crossroadsme.org
Day One	(207)767-0991	day-one.org
Friendship House (for men)	(207)767-0991	
Maine Behavioral Healthcare	(207)874-1030	memhp.org
Mercy Hosp. Outpatient Addiction Services	(207)879-3600	mercyhospital.org
Milestone Foundation	(207)775-4790	milestonefoundation.org
Narcotics Anonymous	(800)974-0062	namaine.org
Opportunity Alliance (for women)	(207)523-5049	opportunityalliance.org
Portland Recovery Center	(207)553-2575	www.portlandrecovery.org
VETERANS' SERVICES		
Veterans' Center	(207)780-3584	
VICTIMS' SERVICES		
Crime Victims Compensation Program	(207)624-7882	maine.gov/ag/crime/victim's compensation
Victim Advocates - Portland Police Dept.	(207)874-8510	
Mothers Against Drunk Driving (MADD)	(877)623-3435	madd.org/victims
VISUAL IMPAIRMENT		
The Iris Network	(207)774-6273	theiris.org
Catholic Charities of Maine	(207)775-5671	ccmaine.org

UNDERSTANDING AND COPING WITH YOUR GRIEF

Most people find the loss of a loved one the most intense and difficult experience of their lives. To lose someone is a universal experience. To mourn is a universal emotion. Yet, many people, both members in the helping profession and the bereaved themselves, are confused about the nature of mourning. Many of those who grieve try to hide their sorrow. Many in our culture believe that mourning should be suppressed. We now know, to suppress our sorrow to thwart the mourning process further disorients us and makes us more at risk for both emotional and physical illness.

The most common characteristic of mourning usually begins with the person believing that mourning should be over in a short period. We know, on the basis of scientific polls for example, that a majority of people believes mourning should be over in 48 hours to two weeks. This assumption is false. Loss of your loved one will have a measurable and visible impact on your well beyond a year's time.

A second common characteristic many people believe is that they can suppress their sorrows, or at least they think they can in other people's eyes. They try to use alcohol or tranquilizing drugs or magical thinking to suppress their emotions. Our emotions and their expressions are the only means we have to reorient ourselves after a major change in our lives. It is important for your emotional physical health to express emotions in non-destructive ways. One of the most effective ways of recovering from sorrow is to cry. Whether you are a man or a woman, crying seems to be necessary for your health. To cry with others who grieve makes the task of reorientation easier.

A third common characteristic of mourning is to try to make sorrow a private matter. A famous poet, John Donne, was quite correct when he wrote, "No man is an island unto himself." No matter how overwhelmed, lonely or impotent you feel, your loss is also another's loss. It is very important that you include, not exclude, others in mourning your loss.

A fourth common characteristic of mourning is attempting to escape the pain of loss by making even more changes in your life such as selling your house, changing jobs, or going on long trips. All of these actions may be appropriate in time. Not when we mourn. Like our shadows, our feelings of sorrow cannot be run away from. Buying binges, radical changes in our living habits, taking flight from our routines of care - these are but a few examples of how we can erroneously try to avoid sorrow. What is important is to make few changes in your circumstances of living as possible. While there will be many changes you cannot avoid, try to postpone as many as you can.

A fifth common characteristic of mourning is to ignore ones own health. People sometimes go to the extreme by feeling the best way of honoring the dead is to "die with them." For others, it is to abandon self-esteem. Whatever the reason, self-care is important to one's own health.

Adapted from videotapes by Dr. Glen Davidson, Ph.D. and produced by Twenty-Twenty Media, a subsidiary of Dodge Chemical Company, Cambridge, Massachusetts.

COMMON SIGNS OF STRESS

You have experienced a traumatic event or another sort of incident that usually causes strong emotional reactions that may interfere with your ability to function.

Some stress reactions appear immediately after the event. Some appear after a few hours or several days, or even weeks or months later. The symptoms of stress may last a few days, a few weeks, months or even longer, depending on the situation. They usually pass more quickly with the support of loved ones. Occasionally an event may be so painful that professional assistance from a counselor will be needed. This does not mean you are weak or crazy. It simply indicates that the particular event was just too powerful to be handled without help.

Here are some of the most frequent symptoms of stress:

PHYSICAL	EMOTIONAL	BEHAVIORAL	COGNITIVE
Fatigue	Anxiety	Change in Behavior Patterns	Nightmares
Nausea or Vomiting	Guilt	Change in Speech Patterns	Confusion
Muscle Pain	Grief	Change in Sleep Patterns	Problems Concentrating
Fainting or Dizziness	Denial	Withdrawal	Problems Making Decisions
Elevated Blood Pressure	Panic	Emotional Outbursts	Making Poor Decisions
Rapid Heart Rate	Fear	Suspiciousness	Memory Problems
Extreme Thirst	Uncertainty	Change in Appetite	Disorientation
Headaches	Inappropriate Emotional Responses	Increased Use of Alcohol or Drugs	Difficulty Recognizing People, Places, or Things
Visual Difficulties	Anger	Insomnia	Intrusive Visual Images
Grinding Teeth	Depression	Anti-social behavior	Repetitive Dreams/Thoughts
Exhaustion/Weakness	Irritability	Hyper-Alertness	
Sweating or Chills	Loss of Emotional Control	Pacing or Erratic Movement	
		Changes in Sexual Function	

CHOICES AT THE TIME OF DEATH

If the deceased left a Will, it may state an individual's wishes for disposition of the body, or it may say that the person named as Personal Representative (called an Executor in some other states) will be responsible for making that decision. If there is no Will, the deceased's next of kin (spouse, adult child, parent, sibling in that order) is responsible for making that decision. (A Power of Attorney (POA) given during someone's life is not valid after death.)

If you are the next of kin or named as the Personal Representative in the will of someone who has died, you will need to make various decisions. There is no right or wrong choice. You should choose what best suits your family, taking into account the wishes of the person who has died. You will need to select a funeral home and choose between burial and cremation. Area funeral homes are listed in this guide. It is wise to inquire about prices – they do vary.

ORGAN DONATION is a time sensitive decision at the time of death. The hospital will arrange for you to discuss the possibility of donation with an expert in this area. A person's organs may be donated for transplant or a person's body may be donated to an organization that accepts these gifts, such as a medical school or medical research facility. These organizations will need you to answer many questions so they can determine if a donation is possible, and this process will take place at what is likely to be an emotionally difficult time for you. Among the questions you should ask, because the circumstances vary from organization to organization, are whether there will be any costs to the family associated with the donation and how long until the cremated remains are returned to the family (the usual range is from 3 weeks to 3 years).

BURIAL or CREMATION usually takes place within a week of death but in some cases it may be longer than that. The law requires that a body be refrigerated within 24 hours after death. Embalming is not required by law but may be included in certain funeral home services and is required when a body is transported by airplane or buried in an above-ground mausoleum.

There is a range of services provided by funeral homes; the most frequently used are listed on a checklist at the bottom of the next page. Some funeral homes are limited by their license as to what services they provide.

Burial most often takes place in a traditional cemetery. Maine also now has two cemeteries that offer burial in a natural setting. The body may not be embalmed, and the container must be biodegradable. Under certain circumstances, Maine law permits burial on private property. (If you are considering this option, it is important to first consult with your local town/city office about restrictions and required permits.)

INFORMATION FOR FUNERAL HOME and for DEATH CERTIFICATE:

FUNERAL HOME SELECTED:

Name: _____

Contact Person _____

Social Security # _____ - _____ - _____

Phone Number _____

Address _____

Full Legal Name of Deceased: _____

Date of Death _____ First Middle Last
Month/Day/Year Place of Death _____
City State

Street Address: _____

City: _____ County: _____ State _____

Male Female Social Security Number: _____

Date of Birth _____ Month/Day/Year Place of Birth: _____
City State or Country

Marital Status : Married Never Married Divorced Widowed
If widowed, year of spouse's death: _____

Ethnicity: _____ Occupation: _____

Highest School Grade Level or Degree Completed: _____

Was in or a veteran of the U.S. Armed Services? Yes No

If yes: Branch of service: You will need to supply a copy of the deceased's discharge papers (DD214)

Attending Physician: _____
First Middle Last

Mother's Name: _____
First Middle Last

Father's Name: _____
First Middle Last

Name of Spouse (or Next of Kin): _____
First Middle Last

Address of Next of Kin (if different from deceased's):

Street: _____

City: _____ County: _____ State _____

CHECKLIST - CHOICE OF SERVICES:

Embalming. (Embalming is not required by law unless a viewing is requested.)

Visitation at the funeral home

Viewing at the funeral home

Funeral service at the funeral home

Graveside service (public or private)

Cremation

Memorial service at funeral home, church or other location

Burial without ceremony

Removal from Maine for burial elsewhere. (If by plane or train, embalming or use of a sealed casket is required.)

SOME THINGS THAT WILL NEED TO BE DONE AFTER A DEATH:

Death Certificates: Generally the attending physician, on-site paramedic or the funeral home will complete the death certificate, which will be filed in the Clerk's Office in City of Portland if the death took place there or with the Maine State Office of Vital Records in Augusta if the death took place outside of Portland.

You will need to get certified copies of the death certificate to give to banks, insurance companies, mortgage companies and others. It is advisable to get at least 10 copies. The cost is \$15 for the first copy and \$6 for each additional one. If you need copies within 10 days of the death, ask your funeral director for assistance. After 10 days, copies can be obtained from: Office of Vital Records, 244 Water Street, Augusta, ME 04333 (207) 287-3181 or on line at VitalChek.com.

In addition to the information on the form on page 12, you will need to indicate your name, your relationship to the deceased and your reason for needing the certificate.

If the Medical Examiner has been involved in an investigation of the cause of death, the funeral home you select will be able to provide you with information about any delay in funeral arrangements. If you wish to obtain the results of their investigation from the Medical Examiner, contact them at (207) 624-7180 or by email at chief-medical.examiner@maine.gov. Results are not usually available until a minimum of 3 weeks after a death.

Social Security: The funeral home will file for an SSA-721 "Statement of Death." You should contact Social Security directly to discuss any benefits for which you may be eligible at (800) 772-1213. They will answer case-specific questions Monday through Friday 7am to 7pm. Telephone wait times are generally shorter Wednesdays, Thursdays and Fridays. You can also go in person to your local Social Security Office. Do NOT cash any checks received for the month in which your spouse died or thereafter.

Veteran's Administration: The funeral home will obtain the flag for you for an honorably discharged veteran once you provide a certificate of discharge. If you do not have it, you can request one by mail, fax or on line. Further information is at: www.archives.gov/veterans/military-service-records. You may be entitled to burial benefits or other assistance. The funeral home will be able to assist you with some matters, or you can contact the VA at (800) 827-1000 or your local VA office.

Other business matters:

Someone will need to notify companies with which the deceased had accounts. These include: banks, credit cards, investment accounts, health or other insurance. Some insurance policies, including mortgage insurance, may have death insurance coverage. Benefits might also be available through a labor union. At some point, you will need to handle transfer of title to such things as cars, stocks, bank accounts, home and other assets.

HELPING CHILDREN WITH GRIEF

SUGGESTIONS FOR PARENTS

By Wayne Fortin, Founder & CEO, Trauma Intervention Programs, Inc.

Children are traumatized by a wide variety of events which include, but are not limited to, natural disasters, crime, auto accidents, serious illness, community violence, hostage situations, violence in the home, and the death of a parent or loved one.

Parents play a vital role in their child's successful recovery from a traumatic event. Following are ways parents can help their child following a traumatic event:

- Reassure your child that he/she will be taken care of, loved, and cherished just as they were before the traumatic event.
- Nurture your child. Children who have been traumatized need physical contact. Cuddling, rocking, massaging, and reading quietly help relieve stress and anxiety.
- Pay special attention at bedtime. Nighttime is particularly difficult for traumatized children. It may help to read to your child, rub their back, play music, and leave a light on.
- Encourage your child to tell his/her story. Children may need to tell their story repeatedly. Listen attentively and allow your child to talk about the traumatic experience at his/her own pace.
- Provide physical outlets. Your child may have pent up anger/energy in his/her body. Provide appropriate, fun, and physical activities for your child.
- Give your child choices and help him/her develop a sense of control
- Provide consistent, predictable patterns for your child. If something new is about to happen, explain to your child beforehand what they can expect.
- Be tolerant and patient. No set timetable exists for the recovery of children. Some recover quickly and others may take more time. Don't compare your child to other children who have experienced the same event.
- Protect your child from repeated news coverage.
- Make it clear to your child that you are in control. It is very frightening and confusing for a child to sense that parents themselves are disorganized, confused and anxious. If your own response to the event interferes with your ability to care for your child, ask for help! Professionals who specialize in working with traumatized children can be very helpful.
- Be open to personal touches that your child has expressed as something they would like to have included in the funeral services.

For more assistance, please call the TIP office at (207) 661-6478 or visit www.mainebehavioralhealthcare.org.

WHAT CHILDREN UNDERSTAND ABOUT DEATH AT DIFFERENT AGES:

Under 3 Years Old: Children under 3 do not understand death, but they will react to the separation from a loved one. Children of this age need to be physically reassured by being with people they are comfortable with and by being physically held.

3 to 4 Year Olds: Children age 3 to 4 do not understand that death is irreversible. They often think it is temporary and they think adults are all-powerful and can fix anything. They often will ask many questions about death and need to be reassured that they will be protected and loved and cared for.

5 to 6 Year Olds: Children age 5 to 6 are beginning to have a sense of time and with it an understanding that death is permanent. Magical thinking and egocentricity are still strong. They will need reassurance that they did not somehow cause the death.

7 to 9 Year Olds: Children age 7 to 9 realize that people (including children) can die and that death is permanent. They may have an obsessive interest in what happens after death. There is a tendency to personify death (for instance as the boogey man). Children of this age benefit from a simple, direct, biological explanation of death.

10 to 12 Year Olds: Children age 10 to 12 know that death is the end of life on earth. They may be fearful about their own death, since death seems unpredictable. Children this age may often sound unfeeling or insensitive because they are trying to hide their anxieties. They need to be encouraged to express their feelings about death and may benefit from a discussion about the meaning of life.

CHILDREN'S EXPRESSIONS OF GRIEF

Experts indicate that a child's normal routines should be resuming about 6 months after the death of a significant person in the child's life. If a child's reactions are prolonged or extremely acute, it is wise to seek professional advice, starting with people who know the child such as the child's teacher, pediatrician or clergy.

Some of the common reactions children show to grief.

Denial that the death really happened or acting like it didn't, often because the thought of death is too overwhelming.

Physical symptoms may include headaches, stomach aches or other complaints that may mask the child's own fear of dying.

Anger towards the person who died and left them alone is normal.

Guilt because they somehow think they caused the death, perhaps by having been angry at the person who died or feeling that if they had been better or different the person would not have died.

Anxiety about who will take care of the child now or that someone else the child loves is going to die. The child may be clingy or needier than in the past.

Regression to behaviors they had outgrown such as thumb sucking or bed-wetting.

Sadness may show itself by a decrease in activity or withdrawal from others.

The information above was adapted from "When The Bough Breaks," compiled by the San Diego Guild for Infant Survival, David Delgado and Peter Davis.

RESOURCES FOR VISITORS TO THE AREA

Please Note: Inclusion in this directory does not imply endorsement nor does exclusion imply disapproval of any organization. Every effort has been made to supply complete and accurate information, however Maine Behavioral Healthcare makes no representation with respect to accuracy or completeness of the contents of this book and specifically disclaims any implied responsibility for the accuracy of any information provided. Maine Behavioral Healthcare shall in no event be liable for any loss or damage.

AIRLINES serving PORTLAND JETPORT		CAR RENTAL AGENCIES	
American	(800)433-7300	Alamo	(207)775-0855
Delta	(800)221-1212	Avis & Budget	(207)874-7501
Elite	(877)393-2510	Dollar	(866)434-3336
Jet Blue	(800)538-2583	Enterprise	(207)615-0030
Southwest	(800)435-9792	Hertz	(207)774-4544
United	(800)864-8331	National	(207)773-0036
INTERSTATE BUS and TRAIN LINES		Thrifty	(207)797-7156
Amtrak	(207)780-1000		
Concord Coach	(800)639-9090		
Greyhound	(207)772-6588		
TAXIS			
ABC Taxi	(207)772-8685		
ASAP Taxi	(207)791-2727		
National Cab	(207)766-6669		
207 Taxi	(207)774-2255		

HOTELS (* accept pets)			
AIRPORT/MAINE MALL AREA (South Portland)		OLD PORT/DOWNTOWN PORTLAND	
Comfort Inn, 90 Maine Mall Rd	(207)775-0409	Courtyard Marriott, 321 Commercial St	(207)780-6000
Courtyard Marriott, 100 Southborough Dr.	(207)253-5005	Hampton Inn, 209 Fore St	(207)775-1454
Days Inn, 481 Maine Mall Rd	(207)772-3450	Hilton Garden Inn, 65 Commercial St	(207)780-0780
Doubletree, 363 Maine Mall Rd	(207)775-6161	Holiday Inn By the Bay, 88 Spring St	(207)775-2311
Embassy Suites, 1050 Westbrook St.	(207)775-2200	Hyatt Place, 433 Fore Street	(207)775-1000
Hampton Inn, 171 Philbrook Ave	(207) 773-4400	Portland Harbor Hotel, 468 Fore St	(207)775-9090
Hilton Garden Inn, 135 Jetport Blvd	(207)828-1117	Regency Hotel & Spa, 20 Milk St	(207)774-4200
Merry Manor Best Western, 700 Main St.	(207)774-6151	Residence Inn, 145 Fore Street	(207)761-1660
Portland Marriott, 200 Sable Oaks Dr.	(207)871-8000		
NEAREST TO MAINE MEDICAL CENTER (Portland)			
Clarion Inn, 1230 Congress St	(207)774-5611		
La Quinta, 340 Park Avenue	(207)871-0611		
(Both of these offer discounted rates to families of patients of MMC.)			
Westin Harborview, 157 High St	(207)775-5411		