

## HOW TO HELP

Whether it is the result of a crime, major incident, or one of life's many challenges, everyone experiences crisis reactions at one time or another. Some situations may require special knowledge and action and it may be best to access professional assistance. However, every crisis experience will be facilitated by the following tips included in this pamphlet.

### HELPFUL PHONE NUMBERS

Emergency	911
Help On-Call	323-9373
SAMHC (24hr. Crisis, Mental Health)	622-6000
SACASA (24hr. Rape Crisis)	327-7273
Emerge! (24hr. Domestic Violence Crisis)	795-4266
Red Cross	318-6740
Wingspan (24hr. LGBT)	624-0348



**Pima County Attorney's Office**  
**Victim Services Division**

**32 N. Stone Suite 800**

**Tucson, Arizona, 85701**

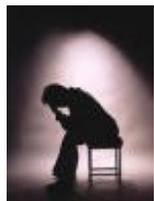
**520-724-5525**

### PROHIBITION AGAINST DISCRIMINATION

The Pima County Attorney's Office provides victim services regardless of race, color, national origin including persons with limited English proficiency, sex, religion, disability, age, and genetic information. If you believe that the Pima County Attorney's Office has discriminated against you, you can find information about how to file a complaint at:

[www.pcao.pima.gov/CivilRightsComplaint.aspx](http://www.pcao.pima.gov/CivilRightsComplaint.aspx).

## HOW TO HELP SOMEONE IN CRISIS



If someone is suicidal, or wants to hurt themselves or others, it is imperative to access professional assistance immediately. Call 911.



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## THINGS TO DO

### PHYSICAL REACTIONS

Unless there is a physical injury, have the person in crisis drink room temperature water. The body quickly dehydrates during a crisis due to crying, perspiration, and chemical reactions inside the body. Cool water is most quickly and easily absorbed. Ice water will give a traumatized person stomach cramps. Stimulants like caffeine, or sugared, carbonated, or alcoholic beverages are not helpful.

Get the person moving. Walking, doing a simple task, or any other kind of exercise will be beneficial. This helps various body systems back to normal.

Allow the person to cry and vent. Do not hand someone Kleenex. This stops the flow of tears. Rather, have Kleenex near by and let them reach for it when they are ready.



Room temperature water is easily absorbed

### ACTIVE LISTENING

Encourage the person to talk while you listen. Just talking, even if it is not logical, is helpful for sorting and making sense of the occurrence. Avoid making judgments or giving advice. Just listen and be present. Don't use clichés, or try to point out positive aspects of a tragedy. This diminishes the impacts of the reactions the person is experiencing, and is not helpful.

### EMPOWERMENT

Let them make small choices. This is not the time to make major life decisions, but making small choices can help a person start to regain a sense of control.

Ask how you can be helpful. Don't assume what works for you, works for them.

Rather than "take care of" the person, encourage the person to do things for themselves if capable.

Provide accurate information. If you are uncertain, do not pass along guesses or misinformation. This can make a situation much worse.



Encourage use of support systems

Predict and prepare. Help the person identify what may happen next, and ways to cope. This is especially important if a person witnessed a traumatic incident, or was a direct victim. Processes out of the person's control will be much easier to cope with if the person is well informed and prepared.

### FIND HELP

Get assistance and counsel from professionals. Several community resources are listed on the back of this pamphlet, and trained professionals are available 24 hours a day, 7 days a week.

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