

#15 The helper should not “take over” for the survivor but should serve as a **“helping partner”** — *“How about if you do _____ and I’ll do _____.”* The helper’s primary goal is not to “feel helpful” but to help the survivor regain a sense of control.

#16 **The survivor had many resources and strengths** before the tragedy occurred. He will turn to these “tried and true” resources and strengths as he looks for ways to cope with the new crisis situation. The helper should listen carefully to where the survivor seems to be getting a source of strength and support the survivor’s effort to take hold of his source of strength. Sources of strength differ from individual to individual but may include:

- Religion
- Family and friends
- Reminiscing about a wonderful life together
- Taking comfort from how the tragedy occurred (*“he didn’t suffer”*)

#17 Survivors often want to do something **special and personally meaningful** before the situation is “wrapped up.” A survivor’s special requests may include:

- Saying goodbye to the deceased
- Taking a lock of hair from the deceased
- Making sure the deceased is dressed in a special piece of clothing

Whatever special action the survivor wants to take, it’s the job of the helper to “make it happen” as long as it’s safe and is agreed to by the emergency response system.

#18 When the helper’s job is done is a **judgment call**. The helper should ask himself these questions before leaving the survivor:

- Are the immediate needs of the survivor satisfied?
- Has the survivor found his source of strength? Does he have his “handle?”
- Is there someone on the scene who will be a protector?
- Does the survivor have a simple plan for “taking the next steps” and the information necessary to take those steps?