



CALL CENTER COLLABORATIVE GROUPS SUPPORT DOCUMENT

The purpose of this document is to assist support staff members as they provide guidance to students and their families, staff and community persons who call in to the PPS Grief Counseling Call Centers. All items included in this document can be used as a referral source for persons in need.

Suggested Script for Support Staff

Sometimes it is helpful to know what questions to ask or concerns to address when dealing with grief. Please see the below script to assist in formulating your counseling approach.

- ❖ How news of death impacts us
- ❖ How to manage our emotions
- ❖ How to move past difficult moments
- ❖ What can we do to move forward (mindfulness techniques)
- ❖ Acknowledging that current circumstances will make this more difficult - fear and uncertainty
- ❖ Maintain safety guidelines
- ❖ Address questions

Should you require assistance with any intervention or referral, please contact the Call Center Facilitators - Tamisha McKoy or Laurel Olson.

Psychological First Aid

Psychological First Aid (PFA), adapted from the National Child Trauma Stress Network, is an evidence informed modular approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism.

PFA is designed to reduce the initial distress caused by traumatic events and to foster short and long term adaptive functioning and coping.

Implementing Psychological First Aid Through Counseling Support

- ❖ *Active listening:* Acknowledge the loss that the person is experiencing
- ❖ *Assessment:* Has a person had previous losses, are they struggling with other concerns, is there a support system, how do they manage stress? Weave this in the conversation, as this is not a hard assessment



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- ❖ *Psych-Ed*: Discuss how a loss can affect us in different ways, sadness, anger, loss of sleep/too much sleep, thinking about the person and then realizing that they have passed, etc. We are likely to respond to a loss similarly to how we have responded to losses in the past. If someone has not experienced a loss, it may be more difficult. Normalize the feelings, unless you believe that they are harmful.
- ❖ *Support*: Have person identify individuals who can be a source of support (friends, etc) and strategies that have worked for them in the past - listening to music, talking with friends, exercise, etc
- ❖ *Teach coping skills*: Introduce and teach strategies that will help the individual move forward in this process
- ❖ *Determine need for referral and refer*: Online resources, support group, individual counseling, other as needed

Referrals

Referrals to outside agencies for further counseling and assistance can be made by the support staff member speaking to the student, family, staff, or community member. Please see the list below for available contacts:

Mental Health Support Services		
PROGRAM NAME	COVERAGE AREA	PHONE/WEBSITE
New Jersey Mental Health Cares	New Jersey	1-866-202-HELP (4357) help@njmentalhealthcares.org
PerformCare (youth ages 3-21)	New Jersey	1-877-652-7624 http://www.performcarenj.org/index.aspx
NAMI New Jersey	New Jersey	732-940-0991 http://www.naminj.org/where-to-get-help/state-services/
Savia Community Counseling	New Jersey	201-699-0508 http://www.saviacounseling.com/
St. Joseph's Mental Health Clinic	Passaic County	973-754-4750 (en) 973-754-4752 (sp)



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Mental Health Support Services (continued)		
PROGRAM NAME	COVERAGE AREA	PHONE/WEBSITE
Fair Lawn Counseling Center	New Jersey	201-797-0001 https://fairlawncounselingcenter.com/
CarePlusNJ	New Jersey	201-986-5000 https://www.careplusnj.org/
Clifton Behavioral Healthcare	New Jersey	973-594-0125 https://servbhs.net/programs-services/outpatient-services/43-clifton-behavioral-healthcare
M&S Psychotherapy and Counseling	New Jersey	973-341-9869 https://mnspsych.com/
West Bergen Mental Healthcare	New Jersey	201-485-7172 https://westbergen.org/
Wayne Counseling & Family Services	New Jersey	973-694-1234 https://www.waynecounselingcenter.org/
Mental Health Association of Passaic County	Passaic County	973-478-4444 http://www.mhapassaic.org/
Family Support Organization of Passaic County	Passaic County	973-427-0100 https://www.fso-pc.org/
2nd Floor Youth Helpline (ages 10-24)	New Jersey	1-888-222-2228 (text or call) https://www.2ndfloor.org/
Crisis Text Line	Nationwide	Text HOME to 741741 https://www.crisistextline.org/
National Suicide Prevention Helpline	Nationwide	1-800-273-8255 https://suicidepreventionlifeline.org/