



Community Counseling Center (CCC)

Community Counseling Center is a leading provider of behavioral health and human services in the Greater Portland community. A private, non-profit mental health and family service agency, its roots date back to 1879. With a mission to develop and provide quality services that enhance the emotional health of Maine residents throughout their lives, Community Counseling Center has helped thousands of people recover from mental illness, traumatic events and the sorrows, grief and anxieties experienced during stressful times in life. The agency provides counseling services, parenting education, child abuse prevention and treatment, marriage and family therapy programs, youth development and mental health services. Community Counseling Center is licensed by the Department of Health and Human Services, accredited by the Council on Accreditation for Children and Family Services, a member of the Alliance for Children and Families and supported by the United Way of Greater Portland.



"The volunteer was simply awesome. She was polite, sympathetic and professional. She assisted officers with a very hectic situation. TIP has certainly assisted us in a great way. Thanks for your help."

PORTLAND POLICE OFFICER



Trauma Intervention Program (TIP)

TIP, Inc. is a national voluntary non-profit organization dedicated to ensuring that those who are emotionally traumatized in emergency situations receive the assistance they need. To accomplish that goal, TIP, Inc. works closely with local communities to establish emergency service volunteer programs. In these programs, well-trained citizen volunteers are called to emergency scenes to assist family members, witnesses and other bystanders whom the emergency system often must leave behind. Since 1985, TIP, Inc. has established emergency services programs in over 70 cities. In each of these programs, citizen volunteers are demonstrating that given the opportunity, they can play an important role in the emergency response system. TIP of Portland, Maine was established in 2004, in partnership with the Junior League of Portland.

For more information about Community Counseling Center and Trauma Intervention Program, please contact:

COMMUNITY COUNSELING CENTER

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of Portland, Maine



citizens helping



citizens in crisis

a program of:



The Center for Emotional Health

and in cooperation with:

The Portland and South Portland police departments,
Maine State Police and
Portland and South Portland fire departments

What is TIP?

Trauma Intervention Program (TIP) is a group of specially trained citizen volunteers who provide emotional and practical support to victims of traumatic events and their families in the first few hours following a tragedy.

Why TIP?

Following a traumatic event, the persons involved often feel helpless, confused and in emotional shock. They are confronted with a situation for which they are totally unprepared. Often there is no one available in the immediate aftermath of a tragedy to guide the victims through these difficult hours. The TIP volunteer provides this necessary temporary support until the persons involved in the crisis are able to depend on family, friends, neighbors and others.

When is TIP called?

TIP volunteers are always available. They are called by authorized police officers, firefighters, paramedics and hospital personnel to assist:

- family members and friends following a natural or unexpected death;
- victims of crime including, assault, robbery, and burglary;
- disoriented or lonely older persons;
- persons involved in vehicle accidents;
- persons who are distraught and seeking immediate support;
- family members of a person who has completed suicide.

“Human tragedies take on many forms, but always result in pain and suffering. Human compassion takes on many forms and is always present in the form of a TIP volunteer. On behalf of every officer on the Portland Police Department, I wish to express our thanks and pledge our continued support to TIP.”

CHIEF TIMOTHY E. BURTON,
PORTLAND POLICE DEPARTMENT

“The volunteers were all great. It was the worst day of my life but they were so helpful and caring.”



“TIP is a tremendous gift to the Portland community. I have found that TIP is about being, not doing. It is about learning and growing in unexpected ways, developing new skills and uncovering talents that often lie dormant in each of us.”

AVERY JENKINS,
TIP VOLUNTEER
& JUNIOR LEAGUE OF
PORTLAND MEMBER

What do TIP volunteers do?

- provide emotional support;
- help arrange for shelter, food, clothing and transportation;
- notify family and friends;
- serve as liaison between the victims and emergency and hospital authorities;
- help arrange follow-up services;
- provide information and referral to appropriate agencies for ongoing assistance.

“TIP volunteers fill a critical void for people who have suffered trauma on all levels. Volunteers can be there quickly to offer a quiet, comforting, professional presence to victims so that they may sit with what has happened before they have to take the next steps.”

CHIEF FREDERICK J.
LAMONTAGNE, JR.,
PORTLAND FIRE DEPARTMENT

Who are TIP volunteers?

TIP volunteers are citizens of all ages and occupations who have a deep desire to help others. Many of the volunteers have been through a traumatic experience themselves and realize the importance of immediate support from a caring and knowledgeable person.

Who pays for TIP services?

TIP is a program of Community Counseling Center, which is a non-profit tax exempt organization. Services are provided to victims and their families free of charge and are made possible through grants from local government and foundations and through fundraising efforts.

If you would like to make a donation to Trauma Intervention Program of Portland, Maine, please call Community Counseling Center's Development Department at 207.874.1030.



“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.”