

# Post Crash Resource Guide

## SAN JOSE

This guide provides resources for survivors of crashes and those who have suddenly lost a loved one to a road crash.

Please reach out to us at [WalkSanJose@calwalks.org](mailto:WalkSanJose@calwalks.org) if you would like more detailed information or more support.

We are here to listen. You are not alone.

[www.calwalks.org/walk-san-jose](http://www.calwalks.org/walk-san-jose)



## Berkeley SafeTREC

SAFE TRANSPORTATION RESEARCH AND EDUCATION CENTER

*This guide has been made possible by the grant-funded California Focus Cities program, a joint project of UC Berkeley SafeTREC and California Walks that support increased safety in walking and biking.*

*Funding for this program was provided by a grant from the California Office of Traffic Safety, through the National Highway Traffic Safety Administration.*

Photo credit: Walk San Jose

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*Walk San Jose is a project of California Walks that launched in 2017 to create safe, just, and inclusive streets and public spaces. Our goal is for San Jose to be a city where everyone can move in public spaces with confidence, dignity, and security.*



# You are not alone.

My 18 year old son Kyle was killed in a pedestrian crash in San Jose in 2016. I understand the shock, pain, and anger you may be feeling. It helped me to receive grief counseling right away. Whether you have just lost a loved one or have been injured in a crash yourself, it is a trauma you are experiencing. Seek out and accept support from others. After a little while, I joined a grief support group and also San Francisco Bay Area Families for Safe Streets. Meeting others who understood what I was feeling was very helpful. My heart goes out to you and your family at this difficult time.

*Gina LaBlanc*



Photo credit: Gina LaBlanc



Photo credit: Walk San Jose

May 14, 2021, marked eight years since we lost our beautiful daughter Aileen. My sister (Helena), my youngest daughter (Arlette), and Aileen were hit and struck by a distracted driver while crossing the street on a crosswalk. Aileen's life was cut short on that sunny afternoon in May 2013. After the loss of Aileen, my family and I sought emotional grief support, joined San Francisco Families for Safe Street, and founded AileenQ.org. Not a day goes by that we don't miss her warm and cheerful smile. Our lives will never be the same. It's a constant battle that we now have to learn how to live with it. That is why we encourage you and your families, do not be afraid and seek help. Understand that every individual expresses grief in different ways. You are not alone.

*Jorge Quiroz*

# Pedestrian Crash Checklist

## Next Steps After a Traffic Crash

- ☐ **Start an automobile insurance claim (if applicable)**
  - ☐ Check the back of your insurance card for information on immediate first steps + coverage details
- ☐ **Take care of yourself**
  - ☐ Connect with others through support groups or individual counseling and remember that your family & friends are there to support you
  - ☐ Seek out your hospital's patient advocate or case manager to help you with insurance and/or grief counseling
  - ☐ Appoint a trusted family spokesperson to speak to the media, police, or legal representatives on your behalf, if needed
- ☐ **Track the collision investigation and stay involved**
  - ☐ Request the police case number and contact information of the detective handling your case
  - ☐ Ask questions and gather evidence that could be overlooked
- ☐ **Consult a lawyer(s)** to help you through the insurance process and understand your options to hold the driver accountable
- ☐ **Seek additional support** through the [Santa Clara County Victim's Services Unit](#) if the incident is crime-related, such as vehicular manslaughter, felony hit and run, and/or drunk driving
  - ☐ The [California Victim Compensation Program \(Cal VCP\)](#) can assist you and your family with out-of-pocket costs related to the incident.
- ☐ *(If applicable)* As soon as possible, select a funeral home and inform the funeral director that the death is being examined by the Santa Clara County Medical Examiner-Coroner's Office
  - ☐ If you are next-of-kin, the coroner's office will release your loved one to the care of the Funeral Director you choose
  - ☐ The process of release takes 2-3 days after a coroner's investigation is completed

# Connecting With Others

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*Connecting with survivors and the loved ones of people who have been killed in a traffic crash can provide invaluable support and alleviate feelings of isolation during this time. Remember that you are not alone in this.*

## Bay Area Families for Safe Streets

San Francisco Bay Area Families for Safe Streets, founded in 2016, is a group made up of traffic crash survivors and the loved ones of people who have been killed or injured in traffic crashes.

Website:

[www.walksf.org/families-for-safe-streets/](http://www.walksf.org/families-for-safe-streets/)

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## Trauma Survivors Network

A platform for survivors to share their stories and connect with one another for support.

Website:

[www.traumasurvivorsnetwork.org/pages/survivor-stories](http://www.traumasurvivorsnetwork.org/pages/survivor-stories)

# Hospital Services

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*Hospitals have many support services available including patient advocates, social workers, spiritual care, and grief counselors that can help you understand insurance coverage, advocate for specific care, or provide counseling.*

## Good Samaritan Hospital

Website: [goodsamsanjose.com](https://goodsamsanjose.com)

Address: 2425 Samaritan Dr, San Jose, CA 95124

Main Hospital: (408) 559-2011

Social Services: (408) 559-2110

## Kaiser Permanente San Jose Medical Center

Website: [thrive.kaiserpermanente.org/care-near-you/northern-california/sanjose/](https://thrive.kaiserpermanente.org/care-near-you/northern-california/sanjose/)

Address: 250 Hospital Pkwy, San Jose, CA 95119

Main Hospital: (408) 362-4740

Social Services: (408) 972-6148

## Lucille Packard Children's Hospital (Stanford Hospital)

Website: [www.stanfordchildrens.org/en/patient-family-resources/family-services](https://www.stanfordchildrens.org/en/patient-family-resources/family-services)

Address: 725 Welch Rd, Palo Alto, CA 94304

Main Hospital: (650) 497-8000

Social Services: (650) 497-8303 | Mon-Fri: 8:30AM-5PM and Sat-Sun: 9AM-5PM

## O'Connor Hospital

Website: [och.sccgov.org](https://och.sccgov.org)

Address: 2105 Forest Ave, San Jose, CA 95128

Main Hospital: (408) 947-2500

Social Services: (408) 947-5016 | Mon-Fri: 8:30AM-4:30PM

## Santa Clara Valley Medical Center

Website: [scvmc.org](https://scvmc.org)

Address: 751 S Bascom Ave, San Jose, CA 95128

Main Hospital: (408) 885-5000

Social Services: (408) 885-5504

# Legal & Victim Support Services

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*Legal and victim services can help guide and support you through the criminal and civil justice systems. Victim advocates can connect you with other survivors, help you prepare victim impact statements, and more.*

## Victim Services Unit - County of Santa Clara

Victim Advocates serve as your connection to prosecutors, law enforcement and other criminal justice agencies, and help to ensure that you have a voice in the criminal justice process. Your Victim Advocate will link you with local resources, provide you with case updates, and support you during court hearings and testimony.

Website:

[www.sccgov.org/sites/da/VictimServices/VSU/Pages/default.aspx](http://www.sccgov.org/sites/da/VictimServices/VSU/Pages/default.aspx)

Address:

Victim Services Unit  
70 W. Hedding St., West Wing  
San Jose, CA 95110

Email: [victimservices@dao.sccgov.org](mailto:victimservices@dao.sccgov.org)

Phone: (408) 295-2656

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## MADD (Mothers Against Drunk Driving)

MADD has trained victim advocates to provide services 24-hours a day, 7 days a week. They can help you, your family and loved ones by:

- Providing you supportive materials on victimization topics
- Guidance through the criminal and civil justice systems
- Helping you prepare a victim impact statement
- Referring victims & survivors to appropriate resources for more help

Website:

[www.madd.org/get-help/](http://www.madd.org/get-help/)

24-Hour Victim Helpline:  
877.MADD.HELP  
OR (1-877-623-3435)



# Mental Health Resources

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*Surviving a crash or experiencing the death of a loved one in a sudden traffic incident is immensely devastating. Professional support services can help you find the right care and support to recover.*

## Centre for Living with Dying

The Bill Wilson Center's Centre for Living with Dying program provides emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. The Centre also provides crisis intervention services and broad-based educational programs on grief and loss.

The Healing Heart Program, provided by the Centre, is a special grief program that offers grief groups for youth ages 5-17, as well as parent/caretaker groups to assist adults supporting children through the grieving process.

Website:

[www.billwilsoncenter.org/services/all/living.html](http://www.billwilsoncenter.org/services/all/living.html)

Address:

3490 The Alameda  
Santa Clara, CA 95050

Office Hours:

Monday - Thursday: 8AM - 6PM  
and Friday: 8AM - 5PM

Phone: (408) 243-0222

(To receive services, call and ask for an Intake Counselor)

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## Hospice of the Valley

The Center offers grief counseling to anyone who has experienced the loss of a loved one, whether or not your loved one received care through Hospice of the Valley. All services are available to the community.

Website:

[www.hospicevalley.org/programs-and-services/programs/community-grief-and-counseling-center/](http://www.hospicevalley.org/programs-and-services/programs/community-grief-and-counseling-center/)

Address:

4850 Union Avenue  
San Jose, CA 95124

Phone: (408) 559-5600

## Kara

Kara provides comprehensive grief support, crisis intervention and education to individuals and communities facing the difficult realities of death and loss.

Website:

<https://kara-grief.org>

Address:

457 Kingsley Ave.  
Palo Alto, CA 94301

Office Hours:

Monday - Thursday: 9AM - 4PM  
and Friday: 9AM - 1PM

Phone: (650) 321-5272

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## Anxiety and Depression Association of America (ADAA)

ADAA's mission focuses on improving quality of life for those who have been diagnosed with anxiety, depression, obsessive-compulsive disorder (OCD), post-traumatic stress disorder (PTSD), and co-occurring disorders.

Website:

<https://adaa.org/>

## Depression and Bipolar Support Alliance (DBSA)

The DBSA provides ways to help yourself and others cope with depression after a crash has occurred.

Website:

[www.dbsalliance.org/](http://www.dbsalliance.org/)

## Mental Health America

Mental Health America offers a tool to find affiliate support groups for mental trauma in your area and has compiled a list of specialized support group resources, National Toll-Free 24 hour hotlines, and other helpful resources.

Website:

<https://www.mhanational.org/find-support-groups>

## National Alliance on Mental Illness (NAMI)

NAMI offers many support services and including the NAMI HelpLine for one-on-one help and support.

Website:

[www.nami.org/Support-Education](http://www.nami.org/Support-Education)

## PTSD Alliance

The Post-Traumatic Stress Disorder (PTSD) Alliance offers hotlines, informational booklets, and other ways you can receive help if you are experiencing PTSD.

Website:

[www.ptsdalliance.org/resources/](http://www.ptsdalliance.org/resources/)

# A Message from Walk San Jose

In November 2020, we held our fourth annual World Day of Remembrance for Road Traffic Victims to honor and celebrate the lives of nearly 250 community members that we have lost to traffic-related violence over the past five years. Outside San Jose's City Hall, family members gathered to share stories about their loved ones' and encouraged city officials and the community at large to not reduce traffic deaths to mere data points.



Photo credit: Walk San Jose

That year, we lost 49 of our family members, friends, and neighbors in San Jose to traffic-related deaths. This number has more than doubled over the last 10 years. *The continuous increase in preventable traffic deaths is unacceptable.* We need traffic safety improvements now.

We believe that all San Jose residents deserve safe spaces to walk, roll, and bike and will continue to push for traffic safety improvements alongside our community. We know that the feelings of grief are overwhelming, but we are here help you navigate this difficult time to the best of our ability.

If you are interested in getting in touch or learning more about our work, please reach out to us at [WalkSanJose@calwalks.org](mailto:WalkSanJose@calwalks.org).

To learn more about our work, please visit:  
[www.calwalks.org/walk-san-jose](http://www.calwalks.org/walk-san-jose)

