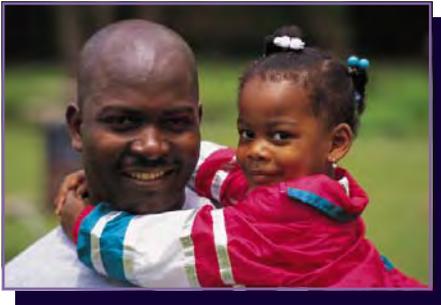


## Community Mental Health Clinics

Outpatient services may include crisis intervention, diagnostic/treatment evaluation and assessment, individual /group psychotherapy, play therapy, outreach, medication management, and linkage to community resources. For those without medical insurance, sliding scale fees are available.

Catholic Family Center	262-7000
Cayuga Center Monroe Youth & Family Center	546-1960
Crestwood Children's Center (Locations on Scottsville Rd. & East Main St.)	429-2700
Rochester General Behavioral Health: Genesee Mental Health Center	922-7770
Strong Behavioral Health	279-7800

To find a local clinic or to check wait times, visit [www.monroecounty.gov/mh-index.php](http://www.monroecounty.gov/mh-index.php)



## Crisis Services

Services designed to provide immediate intervention to individuals and families experiencing a mental health crisis.

- Rochester Community Mobile Crisis Team 211
- Life Line (24/7) 211

For more information about trauma and local support groups, please call:



American Foundation for Suicide Prevention  
AFSP – Western New York

202-2783  
[www.afsp.org](http://www.afsp.org)

A Caring Place (bereavement program for children and their families)

475-8800

Crime Victim's Resource Center

753-2872

The Consortium for Trauma, Illness & Grief in School

753-2881  
[www.tigconsortium.org](http://www.tigconsortium.org)

Kids Adjusting Through Support (KATS)

624-5555

**For additional support, consider reaching out to your local house of worship or primary care physician for support and guidance**

For additional information contact:  
Monroe County Department of Human Services  
Office of Mental Health

753-6047

For more detailed information about mental health services and frequently asked questions, go to:

[www.monroecounty.gov/mh-index.php](http://www.monroecounty.gov/mh-index.php)



## Trauma:

**A guide to understanding the impact on children and available resources**



Monroe County  
Department of Human Services  
Office of Mental Health

## What is Trauma?

Trauma is a result of terrifying or scary events or situations. A child may personally experience the event or be a witness to an incident. An event or incident might occur one time or may happen on many occasions over time. Trauma occurs when we become overwhelmed by the impact of the events and struggle to use our usual coping skills.

Examples may include:

- Car accident
- Abuse or neglect
- Community violence
- Seeing a parent get hit or hurt
- Death of a loved one



It is important to know that there are many normal responses to traumatic situations. Therefore, it would be typical to see any of the following responses in your child:

- nightmares, forgetfulness, memories of the event
- change in appetite, headaches, stomach aches, tiredness, physical complaints, crying spells
- Anger, aggression, becoming easily annoyed, sadness, nervousness
- It is also common to see a child spend more time alone, struggle with school, and have a hard time getting along with family members.

If these responses continue for more than a few weeks, reach out for help.

## How can I help my child?

It is hard to see a child struggle with a traumatic event. However, there are things that we can do as parents and caregivers to make things a little easier for the child.

- Listen to your child, but don't force them to share. They may repeat their story many times, but this is ok.
- Check to see what they know about the event and find out what their perceptions are. Don't jump to conclusions. It is normal for children to talk about the event from time to time.
- Be honest and provide accurate facts about the event. If you don't know an answer, that is ok, just always be truthful.
- Reassure children that they are safe and loved, and that people are doing everything they can to make this a safer world.
- Help your child keep a "normal" routine as much as possible.
- Assure the child that the event is not his or her "fault".



- Connect your child to support groups, resources, child trauma specialists or other helpful community resources

## Community Resources

### School Counselors and Social Workers:

- Can assist in addressing a variety of issues
- Are able to connect you to other resources located in the school or with the school's agency partners

Contact your child's school and ask to speak to the School Counselor or Social Worker.

### Family Support

Family Support provides free supportive services for parents and families who have children with emotional challenges. Services are provided by trained parents who have children with emotional problems. Call programs directly for more information.

- Mental Health Association, 325-3145  
Family Support Services
- Compeer 546-8280

