



Trauma-Informed Resources

RICE UNIVERSITY HOUSTON, TEXAS

We send our deepest condolences to all those affected by the shooting of student Andrea Rodriguez Avila at Rice University as the school year began this week. As you consider your response in the coming days, we wanted to share some information to help guide support for the grieving families, survivors of the shooting, as well as the broader Rice University community.

Local Resources:

- **[Rice Counseling Center and Wellbeing Office](#)**: Students in need of support may call 713-348-3311 and this number is available 24/7. Located at The Barbara and David Gibbs Wellness Center, 1st Floor, 6100 Main St. Houston, TX.
- **Rice University Employee Assistance Program (EAP)**: Faculty and staff in need of support can meet in person with representatives from the Employee Assistance Program (EAP) between 8:30am and 4pm Tuesday in the Rice Memorial Center Chapel. Faculty and staff can also speak with EAP representatives 24/7 at 888-881-5462.
- **[Texas 2-1-1](#)**: Call 2-1-1 for free and confidential health and human services information in the area. To get connected to a certified resource specialist, simply dial 2-1-1 from a cell phone.
- **[Crisis Intervention of Houston Hotline](#)**: Crisis Intervention of Houston provides free, confidential, and anonymous crisis and suicide prevention counseling 24/7/365 for people in Houston who are experiencing a crisis. For the general public dealing with emotional trauma or suicide ideation, call 832-416-1177. For teens dealing with emotional trauma or suicide ideation, contact the TeenTalk line by calling 832-416-1199 or texting 281-201-4430.

National Resources:

- **[Everytown Survivor Network](#)**: A nationwide community of survivors working together to end gun violence. The Survivor Network connects survivors to each other for ongoing peer support, amplifies the power of survivor voices, offers trauma-informed programs, provides information on direct services, and supports survivors who choose to become advocates. Text the word SURVIVOR to 644-33 to join.
- **[9-8-8 Suicide and Crisis Lifeline](#)**: The 988 Lifeline provides 24/7, free and confidential support for people in distress and provides prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States. Call or text 9-8-8 or chat live at 988lifeline.org.
- **[National Domestic Violence Hotline](#)**: If you or someone you know is experiencing abuse, The Hotline is available 24/7/365 and provides free and confidential care for anyone in the U.S. or the U.S. territories. Call 1-800-799-SAFE (7233), text "START" to 887-88, or chat live at thehotline.org.



- [Love Is Respect](#) offers free and confidential support for teens, young adults, and their loved ones seeking help, resources, or information related to healthy relationships and dating abuse in the US. Help is available 24/7/365. To contact an advocate, text “LOVEIS” to 225-22, call 866-331-9474, or live chat online at loveisrespect.org.
- [SAMHSA Disaster Distress Helpline](#): Helpline operated by the Substance Abuse and Mental Health Services Administration that offers 24/7 free crisis counseling for people experiencing emotional distress related to any natural or human-caused disaster (including mass shootings). Dial or Text 1-800-985-5990 to connect with counselors in 100+ languages via 3rd party interpretation services.
- [VictimConnect Resource Center](#): VictimConnect offers confidential assistance to victims of crime through trained specialists available to help you locate services in your area, including mental health counseling, legal services, and more. Available Monday-Friday, 9am to 5pm ET, by Phone or text at 855-4-VICTIM (855-484-2846) or [Chat here](#). Dial 711 and VictimConnect staff can provide services through an interpreter in more than 200 languages and to hearing- and speech-impaired individuals.

Community Response:

- **Vigils:** In the aftermath of a tragedy, some communities have organized vigils to remember the victims and to provide a space for members of the community to express their sorrow for the tragedy. Best practice from our experience is for these activities not to be political in nature, and to be treated as a thoughtful remembrance gathering and an opportunity to show support to families. The families of victims may or may not choose to participate, and that is their decision.
- **Support for Victims’ Families and Witnesses to the Shooting:** After a traumatic event, individuals respond in any number of ways. Many people are able to recover from their trauma using natural supports they have available to them. Others, however, may experience intense thoughts and feelings that last a long time.

Additional Resources and Information:

- Information on trauma and [signs and symptoms of emotional trauma](#);
- For parents: [Talking to children about gun violence](#);
- For teachers and school staff: [Talking to children about mass violence in schools](#);
- [Coping tips for traumatic events and disasters](#);
- List of [crisis lines and resources](#) to help identify sources of support in the community;
- Fact sheets on [trauma and gun violence](#) and [coping with traumatic grief](#);
- Information on the importance of [taking care of yourself](#). Self-care is a critical part of any recovery process. Self-care practices are those things we do for ourselves to maintain and improve our emotional, mental and physical well-being.