

WHEN TRAUMA OCCURS: WHAY CAN YOU DO FOR OTHERS

Take care of yourself first. Then you can help others.

Listening

- Listen carefully.
- Acknowledge feelings as normal.
- Be sensitive to individual circumstances, and different points of view.
- Don't respond with "you're lucky it wasn't worse." Instead, say that you are sorry such an event has occurred and you want to understand and help.
- Don't take emotional responses, like anger, personally.
- Respect an individual's need for privacy. If someone doesn't want to talk about the incident or their feelings, don't insist.

Reaching Out At Work

- Organize support groups at work to help one another
- Offer a "listening ear" to someone who hasn't asked for help but may need it.
- Give encouragement, support and understanding with the on-the-job issues.
- Identify resources for addition help (EAP or human Resources Department).

Helping Family and Friends

- Offer to spend time with the traumatized person. Reassure them that they are safe now.
- Offer help with everyday tasks like cleaning, cooking, and caring for the family.
- Respect their need for privacy and time alone.
- Suggest available help (EAP, community resources, church groups, etc.)
- Keep communication open - be available and accessible.

Remember: EAP is a no-cost, confidential place to discuss feelings and improve performance at work and home. For assistance please call: In Tucson: 575-8623 Out of area: 888-520-5400.