

WHAT YOU CAN 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 on-the-job issues.

Identify resources for additional help (EAP, mental health benefit, 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.