

# Coping with Trauma

因应创伤

**Victim Support** is here to support you, your family, whanau and friends.

We hope you will find this information helpful.

Call us on 0800 842 846 to be connected with a Support Worker who can provide practical help and information, emotional support, and referral to other services at this difficult time. We're available 24/7.

受害人援助服务 (Victim Support) 随时为您、您的家人、和亲友们提供援助。

我们希望这些信息对您有所帮助。

请致电 0800 842 846 与援助人员联系，援助人员可以在这个困难的时刻为您提供实际的帮助和信息、情感支持或者转介其他服务。我们全天候 24/7 为您服务。

## What is Trauma?

什么是创伤？

**A traumatic event or ongoing situation is one that is frightening and overwhelming when we experience or witness it.**

An event or situation can also be traumatic for us if someone we love and care about has been affected by it.

During traumatic times, our brain instinctively tries to keep us safe from harm. Afterwards our brain tries to make sense of what's happened. This process is normal. People of all ages can be affected by trauma and often will experience some strong reactions, both immediately and in the days that follow, until the brain stops being on full alert and rebalances.

Each person's experience will be different because we're all different. There are some common reactions to trauma that are helpful to know about. Such reactions will usually gradually decrease as you adjust to what's happened, and as you get some good support and rest. You're not losing your mind or going crazy. It can often be difficult for those who weren't involved to

understand what you're going through. Perhaps you could show them this information and chat with them about what it's like for you right now.

**Trauma reactions can be hard to deal with for a time, but they're normal reactions to an abnormal event.**

创伤性事件或是持续的创伤情况是指当我们经历或目睹令人恐惧和不知所措的事件。

如果我们所爱和关心的人受到影响，那该事件或情况也可能对我们造成创伤。

在创伤时期，我们的大脑会本能地试图保护我们免受伤害。接下来，我们的大脑会试图理解发生了什么事。这个过程是正常的。所有年龄段的人都有可能受到创伤的影响，并且经常会在当下或是随后几天中经历一些强烈的反应，这些会持续到大脑停止完全警觉的状态并恢复平衡。

每个人的经历都会不一样，这是因为我们每个人都不一样。了解一些常见的创伤反应是有益的。这些反应通常会随着您适应发生的事情以及获得充分的支持和休息后逐渐减少。您并没有失去理智或也没有发疯。那些局外人通常很难理解您正在经历的一切。也许您可以把这些信息给他们并与他们聊聊您现在的感受。

创伤反应在一段时间内可能很难处理，但是它们是对异常事件的正常反应。

## Trauma Reactions

### 创伤反应

Trauma affects every part of us - physically, mentally, emotionally, spiritually, and the way we socially interact with others. It's not just a passing emotion. *Here are some examples of common reactions to a traumatic event or situation:*

创伤影响我们的每一部分——生理的、心理的、情感的、心灵的，以及我们与他人进行社交互动的方式。这不仅仅是一种短暂的情绪。以下是对创伤性事件或情况的常见反应的一些示例：

### Physical

- A racing heart rate - palpitations, chest pains, increased blood pressure
- Breathing fast - hard to take a deep breath, dizzy

- Trembling and unsteady - need to sit or lie down
- Crying - sobbing, tearful, screaming
- Tense muscles - tight chest, hard to swallow, headaches
- Nauseous - going to the toilet more often, diarrhoea, constipation
- Tired - exhausted, lack of energy
- Wired - restless, wanting to move, bursts of energy
- Sleep problems - sleeping less or more, hard to get to sleep, waking often, nightmares
- Appetite changes - eating less or more
- Hot and sweating or cold and shaky
- Existing health conditions worsen
- Falling ill more easily
- Clumsier and more accident prone
- Decreased interest in sex

## 生理

- 心跳加速——心悸、胸痛、血压升高
- 呼吸急促——深呼吸感到困难、头晕
- 颤抖和身体不稳——需要坐下或躺下
- 哭泣——抽泣、流泪、尖叫
- 肌肉紧绷——胸闷、难以吞咽、头痛
- 恶心——更频繁地上厕所、腹泻、便秘
- 疲倦——筋疲力尽、精力不足
- 神经紧绷——焦躁不安、想要动来动去、片段的精力充沛
- 睡眠问题——睡得太少或太多、难以入睡、经常醒来、做噩梦
- 食欲改变——吃得较少或较多
- 发热出汗或发冷颤抖
- 现有的健康状况恶化
- 更容易生病
- 更笨重、更容易发生事故
- 对性的兴趣降低

## Mental

- Things can seem a blur - can't remember details, brain fog
- Hard to focus or concentrate - preoccupied, distracted, slow thinking
- Forgetful - can't take information in easily
- Continually on alert - hypervigilant, looking for more possible threats
- Difficulty making decisions or planning
- Disturbing memories or thoughts come into your mind a lot - they may keep playing on loop, such as "What if I had done x, y or z, instead?"

- Distressing flashbacks - “reliving” the experience, including having physical reactions to the vivid memories (See the ‘Managing Flashbacks’ information sheet on the *Trauma Reactions* page under PRACTICAL INFORMATION on the Victim Support website.)
- Extremely sensitive to any sounds, smells, tastes, sensations or sights that trigger bad memories

## 心理

- 感觉事情很模糊——不记得细节、脑雾
- 难以集中注意力——心事重重、心烦意乱、思维迟缓
- 健忘——无法轻易接收信息
- 持续保持警惕——高度警惕、时刻寻找可能的威胁
- 难以做出决定或计划
- 令人不安的记忆或想法经常出现在您的脑海中——它们可能会一直循环播放，例如 “如果我当时做了 x、y 或 z 会怎样？”
- 令人痛苦的情境再现——再次经历，包括对清晰的记忆产生生理反应（请参阅受害人援助服务网站实用信息下创伤反应页面上的“如何处理情境再现”的信息。）
- 对任何会引发不好记忆的声音、气味、味道、感觉或景像都极为敏感

## Emotional

- Shocked - disbelieving, confused, feeling numb, as if things are unreal
- Helpless and despairing - feeling things are out of control, overwhelmed, feeling vulnerable
- Worried, anxious, fearful - anxious about your safety and others', uncertain what will happen next, jumpy, on edge, agitated, possibly experiencing panic attacks
- Avoidance of thoughts and emotions - finding reminders too difficult to cope with
- Irritable and angry - short-tempered and reactive, sudden outbursts, anger or fury at who caused it or “allowed it to happen”, increased levels of aggression
- Blaming - yourself or others for what happened, possibly blaming God
- Guilty - such as, for not doing more to prevent it or not behaving as you would have liked
- Ashamed - embarrassed it's happened to you/someone you love, lowered self-esteem
- Sad and grieving - for loss, the harm done, death, serious injuries, or damage to homes and property, for how things were before
- Negative thinking, depressed - feeling hopeless, suicidal thoughts

## 情感

- 震惊——不相信、困惑、麻木，好像事情不是真的
- 无助和绝望——感觉事情失控、不知所措、感到脆弱
- 担心、焦虑、害怕——担心自己和他人的安全，不确定接下来会发生什么，神经质、紧张、激动，可能会恐慌症发作
- 回避思想和情绪——觉得他人的提醒难以应付
- 易怒和愤怒——脾气暴躁和过激，情绪会突然爆发，会对造成事件或“允许事件发生”的人事物生气或愤怒，攻击性增加
- 责备——对发生的事情责备自己或他人，责备上帝
- 内疚——例如，为没有采取更多措施来防止它或没有按照你本来的意愿行事
- 感到羞耻——对发生在你/你爱的人身上而感到丢脸，自尊降低
- 伤心和丧恸——为失去、所造成的伤害、死亡、重伤或对房屋和财物的损害，以及对以前的情况
- 消极的想法、沮丧——感到绝望、自杀念头

## Spiritual

- Questioning why has this happened?
- Looking for meaning in what's happened
- Finding it harder to know what or who to trust now
- Moving towards or away from faith beliefs
- Looking to forebears, our tipuna/ancestors for guidance

## 心灵

- 质疑为什么会发生这种情况？
- 在发生的事情中寻找意义
- 感到现在很难知道该信任什么或信任谁
- 更加靠近或远离信仰信念
- 向前人以及祖先寻求指导

## Behavioural

- Withdrawing from/avoiding others, or needing to be with/near others more than usual
- Avoiding certain locations, people, or situations

- Becoming extra safety conscious and wanting to check where loved ones are through the day
- Tense relationships, increased arguing and conflict with others
- Avoiding work, loss of interest in doing things usually enjoyed
- Wanting to work more, intentionally keeping very busy
- Increased use of alcohol, cigarettes or drugs, or increased risk-taking

#### 行为

- 远离他人/回避他人，或需要比平时更多地与他人在一起/靠近他人
- 避开某些地点、人员或情况
- 变得更加注重安全并整天都想要查看亲人在哪里
- 关系紧张，与他人争吵和冲突的次数增加
- 逃避工作，对通常喜欢做的事情失去兴趣
- 更想要工作，故意让自己很忙
- 增加酒精、烟或药物的使用，或增加冒险行为

## Trauma centres on fear, while grief centres on sadness loss

创伤以恐惧为中心，而丧恸以伤心失落为中心

**At the same time your brain is processing the trauma, it's very likely that it has also activated the grief process.**

This second process is designed to help you adjust to the changes and losses the traumatic event has caused. In other words, there can be two brain processes underway at the same time. There is some overlap of reactions, but the centre of trauma's reactions is dealing with the fear and threat, while the centre focus of grief's reactions is sadness and loss. (See the 'When you are grieving' information sheet on the *Grief Reactions* page under PRACTICAL INFORMATION on the Victim Support website for more about grief and how it can add to the trauma experience.)

**You are experiencing normal reactions to a distressing event. Your brain is trying to process what's happened and get back into balance, but this takes time. Often longer than most expect. The greater the trauma, the greater the impact.**

在你的大脑处理创伤的同时，它很可能也激活了丧恸过程。

这第二个过程旨在帮助您适应创伤事件所造成的变化和损失。换句话说，大脑同时进行的过程有两个。两种反应会有一些重叠，但创伤反应的焦点是处理恐惧和威胁，而丧恸反应的焦点是伤心和失落。（有关丧恸反应以及它如何增加创伤经历的信息，请参阅受害人援助服务网站上实用信息下的丧恸反应页面的“当你丧恸时”的信息。）

您现在的经历是人们在经历令人痛苦的事件时的正常反应。您的大脑正试图处理发生的事情并恢复平衡，但这需要时间。需要的时间通常比大多数人预期的长。创伤越大，影响越大。

## What can I do?

我可以做什么？

A traumatic event can turn life upside down. There is no simple fix that can make things better right away, but there are some steps you can take to help you feel more in control of things.

- **Give yourself some time to adjust.** This will be an up and down time for a while. Be patient with yourself, and others. Your recovery will take the time it needs to take.
- **Do what's worked for you before in hard and stressful times.** Put those positive things into action again. Avoid those things that didn't work.
- **Keep up a daily routine as much as possible.** Even simple routines help us feel more in control of things.
- **Keep connected with others.** Regularly talk with, text or message those you know to keep in touch with them. Spend time with those who care about you.
- **Make looking after yourself a top priority.** Eat healthy and drink plenty of water. Keep active because exercise lifts mood and keeps you well. Get plenty of rest and sleep. See your GP if sleep becomes an ongoing problem. Avoid excessive use of alcohol and don't use drugs.
- **Accept support from trusted people** who care and can help in practical ways and provide emotional support.
- **If possible, talk with others who've been through the same or a similar situation.** It often helps to talk with those who 'get it', when you feel ready to.
- **Several times each day, take slow, deep belly breaths in and out.** An easy but powerful way to calm down and feel more in control.
- **Avoid excessive use of alcohol and don't use drugs.** This could negatively affect well-being and delay recovery.
- **If what happened to you is in the media,** limit the time you listen, watch or read about it.
- **If you are also supporting others who have been affected,** such as children, young people, relatives, friends, neighbours, or workmates, remember they will each react in their own ways. Contact Victim Support for links and resources that could help you with this.
- **Don't hesitate to reach out for extra help when you realise you need it.** The stress and disruption that trauma can cause can often be overwhelming for people and too

much to handle alone. Use your support circle of relatives, friends, neighbours, workmates, and other caring people around you. Talk to your GP or a counsellor about your trauma reactions and ways to recover well.

- **Sometimes trauma reactions can be so severe that a person develops a serious condition called PTSD (Post-traumatic Stress Disorder).** In this situation a person definitely needs professional skill and support to diagnose their condition and help them get onto the road to recovery. Visiting a GP and talking with them honestly about what's been going on is a wise first step.

一次创伤性事件可能会让生活发生翻天覆地的变化。没有简单的解决方法可以立即使事情变得更好，但是您可以采取一些步骤来帮助您更好地控制事情。

- 给自己一些时间来调整。这段时间将会起起伏伏。对自己和他人要有耐心。康复需要一定的时间。
- 在困难和压力大的时候做之前对你有用的事情。将这些积极的事情再次付诸行动。避免那些没有用的事情。
- 尽可能保持日常生活。即使是简单的例行程序也能帮助我们更好地控制事情。
- 与他人保持联系。定期与您认识的人交谈、发短信或发信息，以便与他们保持联系。花时间和关心你的人在一起。
- 把照顾好自己放在首位。吃得健康，多喝水。保持活跃，因为运动可以提升情绪并让您保持健康。获得充足的休息和睡眠。如果持续有睡眠问题，请咨询您的家庭医生。避免过度使用酒精，不要使用药物。
- 接受值得信赖的人的支持，他们关心并可以以实际方式提供帮助和情感支持。
- 如果可能，请与经历过相同或类似情况的人交流。当您准备好时，与那些“明白”的人交流通常会有所帮助。
- 每天数次，缓慢地使用腹部深呼吸。这是一种简单但有效的方式来让自己平静下来，让自己更有掌控感。
- 避免过度使用酒精饮酒，不要使用药物。这可能会对健康产生负面影响并延迟恢复。
- 如果发生在的事情出现在媒体上，请限制您收听、观看或阅读该新闻的时间。
- 如果您也在支持其他受到影响的人，例如儿童、年轻人、亲戚、朋友、邻居、或同事，请记住他们每个人都会有自己的反应。可联系受害人援助服务以获取可以帮助您解决此问题的资源。



- 当您意识到自己需要帮助时，请毫不犹豫地寻求额外帮助。创伤可能造成的压力和破坏对人们来说往往是压倒性的，而且无法独自处理。利用您的支持圈，例如亲戚、朋友、邻居、同事和其他关心你的人。与您的家庭医生或咨询师讨论您的创伤反应和恢复的方法。
- 有时候，创伤反应可能非常严重，以至于一个人会患上一种称为 PTSD（创伤后应激障碍）的严重疾病。在这种情况下，此人肯定需要专业的技能和支持来诊断他们的病情并帮助他们走上康复之路。拜访家庭医生并诚实地与他们讨论正在发生的事情是明智的第一步。

## Seek professional help and support if...

如果出现以下情况，请寻求专业帮助和支持...

- Any of the reactions listed earlier are particularly intense or overwhelming for you, such as flashbacks, high levels of ongoing anxiety, or panic attacks.
- You develop an illness or have an injury from the traumatic event.
- You realise you are struggling to cope most days.
- You have no one you want to talk to about your experience and reactions to it but would like to talk to someone else.
- After a few weeks or months, your trauma reactions are not easing up, if they are intensifying, or if their effects are dominating your daily life and causing you and/or others concern.
- You are becoming dependent on regularly using alcohol or drugs to cope.
- You think you may have developed depression.
- You're feeling hopeless and are having thoughts of self-harm or of suicide.
- You have serious concerns about how your family, whanau, friends, neighbours, or workmates are coping and about their current mental health and well-being.

### **Naku te rourou nau te rourou ka ora ai te iwi** **With your basket and my basket the people will live**

- 您出现上列中的任何反应并且对您来说感觉特别强烈或具有压倒性，例如情境再现、持续的高度焦虑或恐慌症发作。
- 您因创伤性事件而生病或受伤。
- 您意识到您大部分时间都在挣扎努力应对。
- 您想他人讨论您的经历和对它的反应，但没有合适的人。

- 您的创伤反应在几周或几个月后还没有缓解，如果它们正在加剧，或者它们严重影响您的日常生活并引起您和/或其他人的关注。
- 您越来越依赖并经常使用酒精或药物来应对。
- 您认为您可能患上了抑郁症。
- 您感到绝望，并且有自残或自杀的念头。
- 您对您的家人、朋友、邻居或同事的应对方式以及他们目前的心理和生理健康有严重的担忧。

**Naku te rourou nau te rourou ka ora ai te iwi**  
有了你的篮子和我的篮子，人们将能活下去

## How can Victim Support help?

受害人援助服务如何提供帮助？

- Call us on 0800 842 846 to be connected with a Support Worker who can provide practical help and information, emotional support, and referral to other services at this difficult time. We're available 24/7.
- Ask your Support Worker about how Victim Support can connect you with a professional counsellor in your community, and any financial support to help you with this.
- 请致电 0800 842 846 与援助人员联系，援助人员可以在这个困难的时刻为您提供实际的帮助和信息、以及情感支持或者转介其他服务。我们全天候 24/7 为您服务。
- 向您的援助人员询问受害人援助服务可以如何将您与社区中的专业辅导员联系起来，以及任何您所需的财务支持。

## Other places you can call to get help:

其他您可以致电寻求帮助的地方：

- Call or text the 24/7 *Need to Talk* helpline on 1737 to speak with a counsellor.
- Call a local helpline, e.g. Youthline (0800 376 633 or free text 234) or Lifeline (0800 543 354).
- Call Healthline about health concerns on 0800 611 116, (24/7).
- 拨打或发短信至 1737 的 24/7 需要聊聊吗热线 (Need to Talk) 与辅导员交谈。

- 拨打当地求助热线，例如 青年热线 (Youthline) ( 0800 376 633 或免付费短信 234 ) 或生命线 (Lifeline) ( 0800 543 354 ) 。
- 有关健康问题，请致电健康热线 (Healthline) · 0800 611 116, (24/7) 。