

Coping with Trauma

因應創傷

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.

受害人援助服務 (Victim Support) 隨時為您、您的家人、和親友們提供援助。

我們希望這些信息對您有所幫助。

請致電 0800 842 846 與援助人員聯繫，援助人員可以在這個困難的時刻為您提供實際的幫助和信息、情感支持或者轉介其他服務。我們全天候 24/7 為您服務。

What is Trauma?

什麼是創傷？

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.

創傷性事件或是持續的創傷情況是指當我們經歷或目睹令人恐懼和不知所措的事件。

如果我們所愛和關心的人受到影響，那該事件或情況也可能對我們造成創傷。

在創傷時期，我們的大腦會本能地試圖保護我們免受傷害。接下來，我們的大腦會試圖理解發生了什麼事。這個過程是正常的。所有年齡段的人都有可能受到創傷的影響，並且經常會在當下或是隨後幾天中經歷一些強烈的反應，這些會持續到大腦停止完全警覺的狀態並恢復平衡。

每個人的經歷都會不一樣，這是因為我們每個人都不一樣。了解一些常見的創傷反應是有益的。這些反應通常會隨著您適應發生的事情以及獲得充分的支持和休息後逐漸減少。您並沒有失去理智或也沒有發瘋。那些局外人通常很難理解您正在經歷的一切。也許您可以把這些信息給他們並與他們聊聊您現在的感受。

創傷反應在一段時間內可能很難處理，但是它們是對異常事件的正常反應。

Trauma Reactions

創傷反應

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:*

創傷影響我們的每一部分——生理的、心理的、情感的、心靈的，以及我們與他人進行社交互動的方式。這不僅僅是一種短暫的情緒。以下是對創傷性事件或情況的常見反應的一些示例：

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、血壓升高
- 呼吸急促——深呼吸感到困難、頭暈
- 顫抖和身體不穩——需要坐下或躺下
- 哭泣——抽泣、流淚、尖叫
- 肌肉緊繃——胸悶、難以吞嚥、頭痛
- 噁心——更頻繁地上廁所、腹瀉、便秘
- 疲倦——筋疲力盡、精力不足
- 神經緊繃——焦躁不安、想要動來動去、片段的精力充沛
- 睡眠問題——睡得太少或太多、難以入睡、經常醒來、做噩夢
- 食慾改變——吃得較少或較多
- 發熱出汗或發冷顫抖
- 現有的健康狀況惡化
- 更容易生病
- 更笨重、更容易發生事故
- 對性的興趣降低

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

- 感覺事情很模糊——不記得細節、腦霧
- 難以集中注意力——心事重重、心煩意亂、思維遲緩
- 健忘——無法輕易接收信息
- 持續保持警惕——高度警惕、時刻尋找可能的威脅
- 難以做出決定或計劃
- 令人不安的記憶或想法經常出現在您的腦海中——它們可能會一直循環播放，例如“如果我當時做了 x、y 或 z 會怎樣？”
- 令人痛苦的情境再現——再次經歷，包括對清晰的記憶產生生理反應（請參閱受害人援助服務網站實用信息下創傷反應頁面上的“如何處理情境再現”的信息。）
- 對任何會引發不好記憶的聲音、氣味、味道、感覺或景像都極為敏感

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

- 震驚——不相信、困惑、麻木，好像事情不是真的
- 無助和絕望——感覺事情失控、不知所措、感到脆弱
- 擔心、焦慮、害怕——擔心自己和他人的安全，不確定接下來會發生什麼，神經質、緊張、激動，可能會恐慌症發作
- 迴避思想和情緒——覺得他人的提醒難以應付
- 易怒和憤怒——脾氣暴躁和過激，情緒會突然爆發，會對造成事件或“允許事件發生”的人事物生氣或憤怒，攻擊性增加
- 責備——對發生的事情責備自己或他人，責備上帝
- 內疚——例如，為沒有採取更多措施來防止它或沒有按照你本來的意願行事
- 感到羞恥——對發生在你/你愛的人身上而感到丟臉，自尊降低
- 傷心和喪慟——為失去、所造成的傷害、死亡、重傷或對房屋和財物的損害，以及對以前的情況
- 消極的想法、沮喪——感到絕望、自殺念頭

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

心靈

- 質疑為什麼會發生這種情況？

- 在發生的事情中尋找意義
- 感到現在很難知道該信任什麼或信任誰
- 更加靠近或遠離信仰信念
- 向前人以及祖先尋求指導

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

行為

- 遠離他人/迴避他人，或需要比平時更多地與他人在一起/靠近他人
- 避開某些地點、人員或情況
- 變得更加注重安全並整天都想要查看親人在哪裡
- 關係緊張，與他人爭吵和衝突的次數增加
- 逃避工作，對通常喜歡做的事情失去興趣
- 更想要工作，故意讓自己很忙
- 增加酒精、煙或藥物的使用，或增加冒險行為

Trauma centres on fear, while grief centres on sadness loss

創傷以恐懼為中心，而喪慟以傷心失落為中心

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.

在你的大腦處理創傷的同時，它很可能也激活了喪慟過程。

這第二個過程旨在幫助您適應創傷事件所造成的變化和損失。換句話說，大腦同時進行的過程有兩個。兩種反應會有一些重疊，但創傷反應的焦點是處理恐懼和威脅，而喪慟反應的焦點是傷心和失落。（有關喪慟反應以及它如何增加創傷經歷的信息，請參閱受害人援助服務網站上實用信息下的喪慟反應頁面的“當你喪慟時”的信息。）

您現在的經歷是人們在經歷令人痛苦的事件時的正常反應。您的大腦正試圖處理發生的事情並恢復平衡，但這需要時間。需要的時間通常比大多數人預期的長。創傷越大，影響越大。

What can I do?

我可以做什麼？

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.

一次創傷性事件可能會讓生活發生翻天覆地的變化。沒有簡單的解決方法可以立即使事情變得更好，但是您可以採取一些步驟來幫助您更好地控制事情。

- 給自己一些時間來調整。這段時間將會起起伏伏。對自己和他人要有耐心。康復需要一定的時間。
- 在困難和壓力大的時候做之前對你有用的事情。將這些積極的事情再次付諸行動。避免那些沒有用的事情。
- 盡可能保持日常生活。即使是簡單的例程序也能幫助我們更好地控制事情。
- 與他人保持聯繫。定期與您認識的人交談、發短信或發信息，以便與他們保持聯繫。花時間和關心你的人在一起。
- 把照顧好自己放在首位。吃得健康，多喝水。保持活躍，因為運動可以提升情緒並讓您保持健康。獲得充足的休息和睡眠。如果持續有睡眠問題，請諮詢您的家庭醫生。避免過度使用酒精，不要使用藥物。
- 接受值得信賴的人的支持，他們關心並可以以實際方式提供幫助和情感支持。
- 如果可能，請與經歷過相同或類似情況的人交流。當您準備好時，與那些“明白”的人交流通常會有所幫助。

- 每天數次，緩慢地使用腹部深呼吸。這是一種簡單但有效的方式來讓自己平靜下來，讓自己更有掌控感。
- 避免過度使用酒精，不要使用藥物。這可能會對健康產生負面影響並延遲恢復。
- 如果發生在的事情出現在媒體上，請限制您收聽、觀看或閱讀該新聞的時間。
- 如果您也在支持其他受到影響的人，例如兒童、年輕人、親戚、朋友、鄰居、或同事，請記住他們每個人都會有自己的反應。可聯繫受害人援助服務以獲取可以幫助您解決此問題的資源。
- 當您意識到自己需要幫助時，請毫不猶豫地尋求額外幫助。創傷可能造成的壓力和破壞對人們來說往往是壓倒性的，而且無法獨自處理。利用您的支持圈，例如親戚、朋友、鄰居、同事和其他關心你的人。與您的家庭醫生或諮商師討論您的創傷反應和恢復的方法。
- 有時候，創傷反應可能非常嚴重，以至於一個人會患上一種稱為 PTSD (創傷後應激障礙) 的嚴重疾病。在這種情況下，此人肯定需要專業的技能和支持來診斷他們的病情並幫助他們走上康復之路。拜訪家庭醫生並誠實地與他們討論正在發生的事情是明智的第一步。

Seek professional help and support if...

如果出現以下情況，請尋求專業幫助和支持...

- 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

- 您出現上列中的任何反應並且對您來說感覺特別強烈或具有壓倒性，例如情境再現、持續的高度焦慮或恐慌症發作。
- 您因創傷性事件而生病或受傷。
- 您意識到您大部分時間都在掙扎努力應對。
- 您想他人討論您的經歷和對它的反應，但沒有合適的人。
- 您的創傷反應在幾週或幾個月後還沒有緩解，如果它們正在加劇，或者它們嚴重影響您的日常生活並引起您和/或其他人的關注。
- 您越來越依賴並經常使用酒精和藥物來應對。
- 您認為您可能患上了抑鬱症。
- 您感到絕望，並且有自殘或自殺的念頭。
- 您對您的家人、朋友、鄰居或同事的應對方式以及他們目前的心理和生理健康有嚴重的擔憂。

Naku te rourou nau te rourou ka ora ai te iwi

有了你的籃子和我的籃子，人們將能活下去

How can Victim Support help?

受害人援助服務如何提供幫助？

- 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.
- 請致電 0800 842 846 與援助人員聯繫，援助人員可以在這個困難的時刻為您提供實際的幫助和信息、以及情感支持或者轉介其他服務。我們全天候 24/7 為您服務。
- 向您的援助人員詢問受害人援助服務可以如何將您與社區中的專業輔導員聯繫起來，以及任何您所需的財務支持。

Other places you can call to get help:

其他您可以致電尋求幫助的地方：

- 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).
- 撥打或發短信至 1737 的 24/7 需要聊聊嗎熱線 (Need to Talk) 與輔導員交談。
- 撥打當地求助熱線，例如 青年熱線 (Youthline) (0800 376 633 或免付費短信 234) 或生命線 (Lifeline) (0800 543 354)。
- 有關健康問題，請致電健康熱線 (Healthline)，0800 611 116, (24/7)。