

## What is Trauma?

- Exists on a spectrum:
  - “Big T” trauma (major life events)
  - “Small t” trauma (ongoing stress, transitions)
- Affects everyone differently
- Natural response to overwhelming experiences

## The Window of Tolerance

When we're within our window:

- Think clearly
- Make decisions effectively
- Interact well with others

When we're pushed outside:

- May struggle with daily tasks
- Have difficulty concentrating
- React differently than usual

## Signs to Notice

Someone might be struggling if they show:

- Difficulty remembering details
- Strong reactions to changes
- Withdrawal from others
- Frequent headaches/fatigue
- Changes in work patterns
- Avoidance of certain tasks

Small actions matter – being kind, patient, and understanding makes a difference in creating a supportive workplace for everyone.

## How to Help: The DO's

- Listen without trying to fix
- Show patience and understanding
- Respect privacy
- Know available resources
- Maintain appropriate boundaries
- Take care of yourself too

## How to Support: What to Say

- “I hear you”
- “That sounds challenging”
- “Would you like information about support services?”
- “I care about you”
- “You're not alone”

## Listen & Refer

- You're not expected to be a therapist
- Focus on being a supportive colleague
- Know when to refer to professional help
- Maintain healthy boundaries
- Practice self-care

## Additional Resources

**Crisis Lines:** 1-800-784-2433 or 9-8-8

**Mental Health Support Line:** 310-6789

**Drug and Alcohol Info and Referral:** 1-800-663-1441

**Mental Health Services:** [helpstartshere.gov.bc.ca](http://helpstartshere.gov.bc.ca)

**Mental Health Information:** [heretohelp.bc.ca](http://heretohelp.bc.ca)

**Free Wellness Program:** [bouncebackbc.ca](http://bouncebackbc.ca)