

# If someone is hurting, be careful.

## CALM

Being calm is one of the best things you can do! This may mean controlling the pace of your communication, avoiding raising your voice or fidgeting, and regulating your breathing. You may find regulating your breathing helps them calm down, too!

## AWARE



Be aware of your nonverbal communication! Keep your face muscles relaxed and maintain an open body position. **Avoid** raising your eyebrows, jaw dropping or shaking your head, which communicate shock, grief, and surprise.

## RESOURCES

The more support, the better! What resources fit the need? Think about what's available throughout the school and community, including options for medical, reporting, practical needs, emotional support and coping skills.



## EMPOWERING



When someone is seeking support, they often second guess how much they should be doing differently. **Acknowledge the effort they're making!** Encourage them by recognizing their strength, skills, and resilience.

## FUNNEL (SIGNPOSTING)

When you “funnel” to the appropriate resource, you are maintaining a boundary that will better serve the person you wish to support. If their ask doesn't fall within your role, **refer them to the right person who can help.**



## IT'S NOT ABOUT YOU

Your role is not to “fix it”, “rescue”, or determine if their pain is valid. Remember that just because something upsets you, it may not necessarily upset them, and vis versa. Never make promises you can't keep or disclose your own victimization.

## LANGUAGE

Using Trauma-Informed language can help them feel supported! Remain strengths-based, check for understanding, and validate their experience. Avoid using “should” or asking questions out of curiosity.

