

**Some things to consider:**

**TRY TO** understand that memories and feelings may stay with you for a long time to come

**TRY TO** take time to sleep, to rest, to think, and be with those important to you

**TRY TO** keep your life as normal as possible

Drive more carefully and be more careful around the home

**TRY TO** say what you need clearly & honestly to family, friends and officials

**TRY TO** avoid alcohol and drugs

**TRY TO** let children talk about their emotions & express themselves in games/drawings

**TRY TO** learn to laugh again

**TRY NOT TO** bottle up feelings. Express your emotions & let others share in the grief

**TRY NOT TO** take on too much

**TRY NOT TO** make any major life changes

**TRY NOT TO** avoid talking about what's happened

**TRY NOT TO** let your embarrassment stop you giving others the chance to talk

If you would like information about the Crisis Support Team for Essex, please visit the website: [www.crisissupportessex.org](http://www.crisissupportessex.org)

In the event of a major emergency, where a lot of people are affected, a helpline will be set up. The number will be publicised via the media or the above website.

Keep this leaflet safe – it may be useful now or in the future.

Use this space to write down some useful names and telephone numbers.

Name	Tel Number

**Other help available- National Organisations**

**Samaritans** 116  
123 [www.samaritans.org](http://www.samaritans.org)

**CRUSE** (Bereavement) 0844 477  
9400 [www.rd4u.org.uk](http://www.rd4u.org.uk)

**Victim Support** 08 08 16 89  
111 [www.supportline.org.uk](http://www.supportline.org.uk)

**Childline** 0800  
1111 [www.childline.org.uk](http://www.childline.org.uk)

The above are free phone numbers except CRUSE which is 7p per min + phone providers charge, although a call back option is available.

We can provide the text in this leaflet in a form which may better suit your needs. Please contact us on 03330 132587 and let us know.



**Coping with Crisis**



**This leaflet has been produced by the Crisis Support Team for Essex, which provides a multi-agency support service to people affected by emergencies in Essex, or residents of Essex affected by an emergency that occurs abroad or in another area of the UK.**

## Coping with Crisis

You, or a friend or relative, have just been through a traumatic experience & may be wondering what is happening to you.

When faced with an emergency or crisis, it is common to experience strong emotional and physical reactions. This is normal and is a way of dealing with what has happened.

This leaflet has been designed by the Crisis Support Team for Essex. It is being given to you to help you understand what you are going through, and how you can help yourself.

Friends & family can help you but you may feel emotionally & physically exhausted, or just want someone who isn't 'involved' to talk to. Agencies have been established to provide emotional support to people, like you, who have been affected by an emergency and the telephone numbers are available on this leaflet.



## Normal feelings you may experience

Each person's response to a crisis is different and feelings may vary in intensity and last for different amounts of time. The following are just some of the reactions you may be experiencing:-

### Fear & Anxiety

- of effects on oneself & others
- of a similar event happening again
- of being alone, or having to leave loved ones

### Guilt

- for being alive
- you should have done something

### Shame

- about the way you feel
- needing support

### Anger

- of what happened
- 'why me?', 'Why not me?'

### Memories

- of people you knew and loved
- 'flashbacks' of the event

### Helplessness

- of being vulnerable
- feeling overwhelmed of what's happened

### Numbness

- event may seem unreal
- can't take everything in

**WARNING - Accidents are more common after severe stress**

## Normal physical reactions

You may find that:

- you feel tired
- you have difficulty sleeping or have nightmares
- you find it difficult to concentrate
- you have a choking feeling in the throat
- you feel your heart beating fast
- you have headaches
- your muscles ache
- you lose interest in sex

These feelings and physical reactions are your body's way of protecting itself after a crisis. Over time, these will go. However, do ask for help if:

- you feel that you can't handle these feelings or physical reactions
- you continue to feel tense, confused, empty & exhausted
- you continue to have nightmares & can't sleep
- you have no-one to talk to
- your work is suffering
- you are isolating yourself from people
- you are having accidents
- you are drinking or smoking too much, or using drugs to cope with your feelings
- relationships with those close to you are suffering