



Support Model & Self Care

October 23, 2025

Listen-Affirm-Empower

01

LISTEN-
WITHOUT
RUSHING IN
TO FIX

02

AFFIRM-WHAT
THEY'RE FEELING
(THAT SOUNDS
REALLY TOUGH,
YOU'RE FEELING
WORRIED...)

03

EMPOWER-NEXT
STEPS OR
RESOURCES (FREE
COMMUNITY
MEALS ETC)

Listen Up!

“The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.” ~ Ralph G. Nichols



Affirm Away

- ◆ “That sounds really difficult.”
- ◆ “That sounds incredibly stressful.”
- ◆ “I’m sorry this happened to you.”
- ◆ “Your feelings are valid.”
- ◆ “You’re showing a lot of strength in how you’re handling this.”
- ◆ “I can see why you’d feel that way”
- ◆ “You are worried and unsure about what is going to happen”
- ◆ “As a parent, supporting your children is your top priority”
- ◆ “You are feeling scared about how long this will go on and unsure of what to do”
- ◆ “By the way you are handling this uncertainty, you are showing a lot of strength”
- ◆ “You are worried about the future and hoping for the best”)

Empower!

◆ What resources are available in our communities? Think outside of the box.



- ◆ “Would it be okay if I shared some resources that might help while this gets sorted out?”
- ◆ “It sounds like this isn’t a good time to talk about resources, and that’s okay—you’re welcome to reach out anytime.”

Self-Care is...

To maintain your calm and perspective

- ◆ "I have control over how I react to this situation."
- ◆ "I am calm and centered."
- ◆ "I can breathe through difficult emotions and choose a peaceful response."
- ◆ "This person's behavior is not a reflection of me."

To protect your emotional and mental health

"I am not defined by what other people say or think."
"I release negative thoughts and embrace positivity and peace."



Acknowledge and process your emotions

Take deep breaths: A simple breathing exercise can help reset your nervous system after a stressful call.

Don't take it personally: Remember that the caller's anger is usually directed at the situation, not at you personally.

Acknowledge your feelings: It's normal to be upset. Give yourself permission to feel that way for a moment without judgment.

Talk to someone: Venting to a colleague, supervisor, peer support, or trusted friend can help you process the experience and provide a new perspective.