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Stages of Reaction to Change or Loss

SHOCK	The feeling of surprise, of being caught off balance when something unexpected or unpleasant happens.
DISBELIEF	"Oh no, it can't be true; are you sure?" "They can't do that to us." "I refuse to believe this" (things will return to the way they were before)."
GUILT/ANGER	"Who do they think they are?" Feelings of frustration, guilt, perhaps because we haven't picked up on signals. Anger because we may feel that we have not been kept informed or been told the whole truth.
PROJECT	It is not possible to deal with feelings of guilt or anger over a long period of time, so we tend to project these feelings on to others. "This is all your fault."
RATIONALIZE	When we begin to move beyond our feelings we have entered this phase. We try to understand the problems or visualize new ways of coping.
INTEGRATE	When we accept that our lives are forever changed, but that the experience is now a part of who we are and that we <i>can</i> go on, the loss has been integrated.
