

# Zdenka's Story

Zdenka and Ian had planned to meet at the youth centre on Saturday to do some volunteer work. There was a miscommunication about the time, and Ian thought they were supposed to meet at 4:00 pm, so he shows up an hour late. Zdenka has been waiting impatiently. When Ian arrives, Zdenka looks mad. Ian apologizes for getting the time wrong. Zdenka rolls her eyes and makes sarcastic comments about everything being fine and having all the time in the world to waste waiting for Ian. Zdenka is in a bad mood for the rest of the evening and ignores Ian.

You run into Zdenka later that night, and she gets aggressive and in your face about not coming over to hang out last weekend. You are surprised at Zdenka's reaction, and you try to explain yourself. She bursts into tears and then apologizes. She tells you that she is feeling really stressed with school, working part-time, going to cadet / JCR training activities, and volunteering. She feels like she cannot keep up with it all.

Using the *Look, Listen, Link, Live*® model, answer the following questions:

- STEP 1: LOOK. What are the signs that tell you Zdenka needs help?
- STEP 2: LISTEN. How would you approach Zdenka to talk to her? What would you say?
- STEP 3: LINK. Where would you link Zdenka for help and support?
- STEP 4: LIVE. How would you take care of yourself, and what suggestions would you have for Zdenka?