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for free.

Rafaela's Test

Study Guide



SEASON 2

STUDY GUIDE CONTENTS

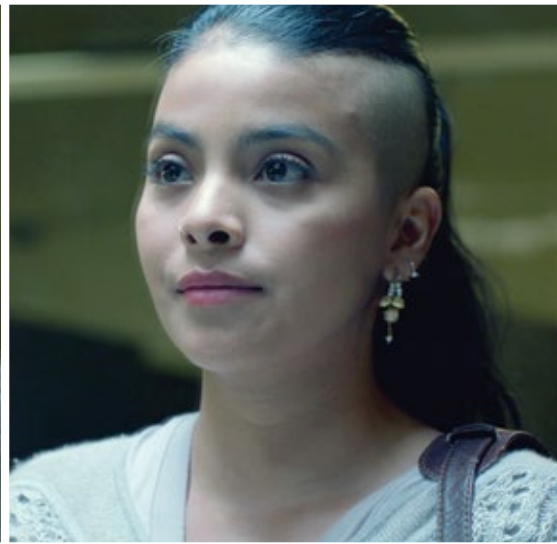
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Rafaela's Test



There are many tests in life...

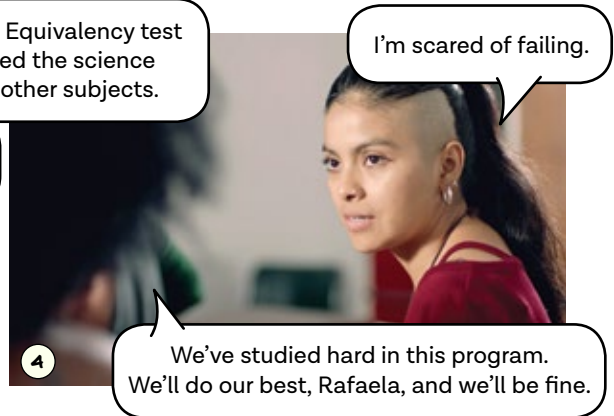
Test Anxiety

Rafaela is studying for her High School Equivalency (HSE) diploma. She is worried about passing the test.

High School
Equivalency Test
Dates: June 15 & 16



Her classmate and friend, Zara, has taken the test before. She has good advice.



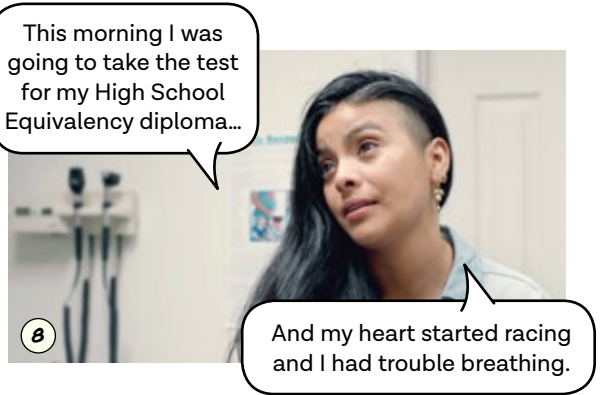
HSE Test Day

Rafaela is too scared to take the test. Outside the school, her heart starts beating very fast. She has trouble breathing.



The Emergency Room

Rafaela goes to the emergency room at a hospital. She talks to a doctor.



She had a panic attack.



The doctor tells Rafaela about a program that can help her—*NYC Well*.



peer counselor = someone like yourself who has experienced anxiety, depression or other difficulties and can help you.

Later That Evening

Rafaela goes home, but she doesn't tell her mom, Alicia, what happened.

Rafaela, why didn't you go to the food cart today after your test?



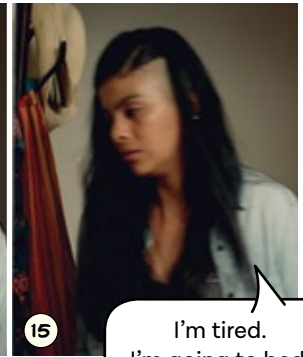
13

Your brother had to work alone all day. I had to stay at home and babysit Isabel.

I'm sorry.



14



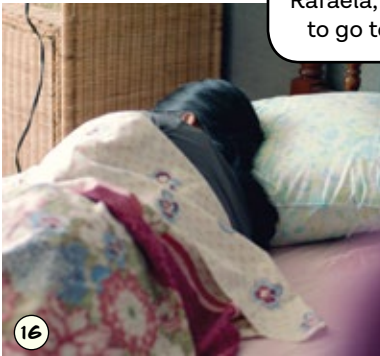
15

I'm tired. I'm going to bed.

The Next Morning

Rafaela doesn't get out of bed to go to work with her mom.

Rafaela, we have to go to work.



16



17

Are you okay?



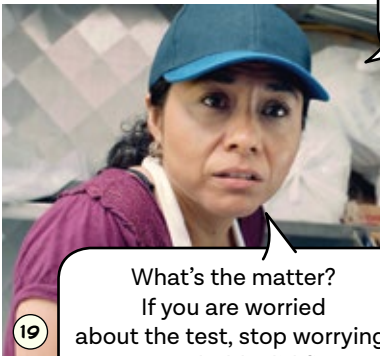
18

I'm fine. I'll be there later.

Rafaela doesn't sound fine.

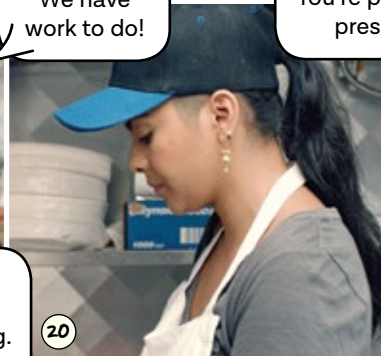
Later on, she goes to the food cart. But she doesn't feel like working.

We have work to do!



19

What's the matter? If you are worried about the test, stop worrying. You probably did fine.



20

You're putting so much pressure on me.



21

Leave me alone!

Zara Visits Rafaela

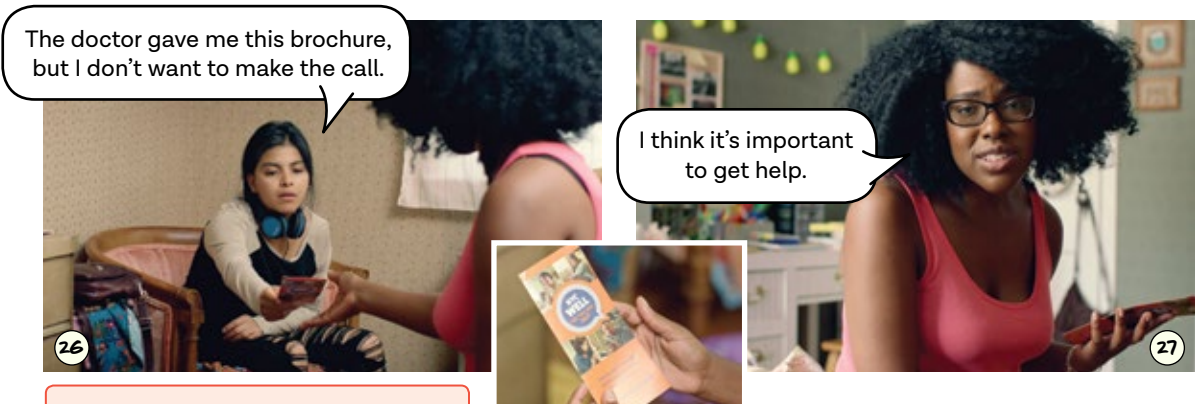
Zara doesn't know what happened to Rafaela on the day of the test.



Rafaela tells Zara about the panic attack.
Rafaela's voice doesn't show any emotion.



Rafaela tells Zara about *NYC Well*.
Zara encourages her to call *NYC Well* to get help.

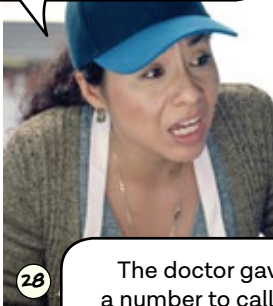


brochure = printed information

Zara Speaks With Rafaela's Mom

They are both worried about Rafaela.

She has been in bed for the last couple of days.



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The doctor gave Rafaela a number to call to get help managing stress and anxiety.



It's 1-888-NYC-WELL. But Rafaela said she doesn't want to call.



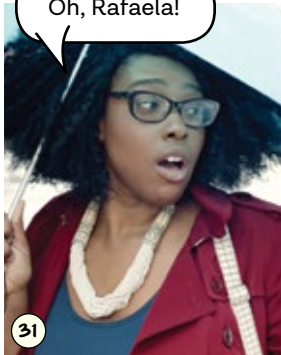
29

Suddenly, Rafaela shows up. She looks and sounds better.



30

Oh, Rafaela!



31



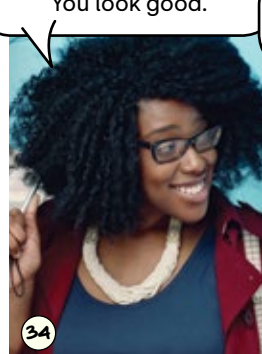
Rafaela, my love. I'm sorry for getting angry with you.



33

It's okay. I know you were worried about me... Both of you.

How do you feel now? You look good.



34

I'm feeling much better.



I've decided to go back to school. I'm not giving up.

Rafaela and Zara Study Together

Rafaela and Zara are continuing in the HSE program. Zara took the test again. She did better than before, but still didn't pass it all. They help each other study.



But after a few weeks, Rafaela feels very anxious again.



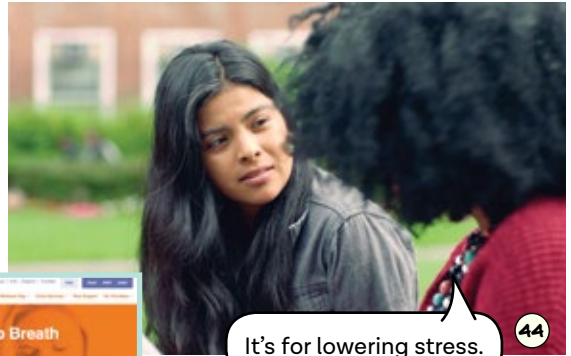
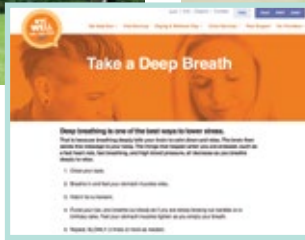
Reducing Stress

Zara gets tips from the *NYC Well* website to help her friend reduce her stress and anxiety.



43

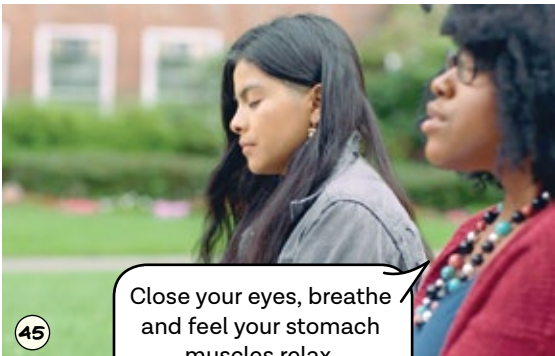
I got this from the NYC Well website.



44

It's for lowering stress.

Rafaela and Zara try a few techniques.



45

Close your eyes, breathe and feel your stomach muscles relax.



46

This one is called, "full body relaxation."



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Can we take the test lying down?

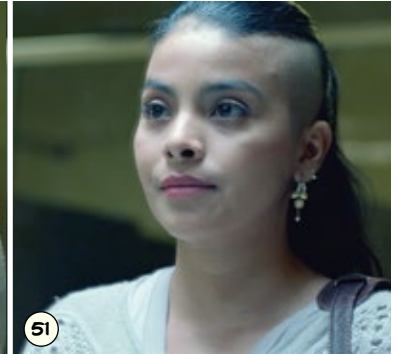


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Let's do this everyday!

HSE Test Day

Before the test, Rafaela takes a few deep breaths. She prepares herself, mentally and physically, for the test.



Rafaela and Zara take the test.

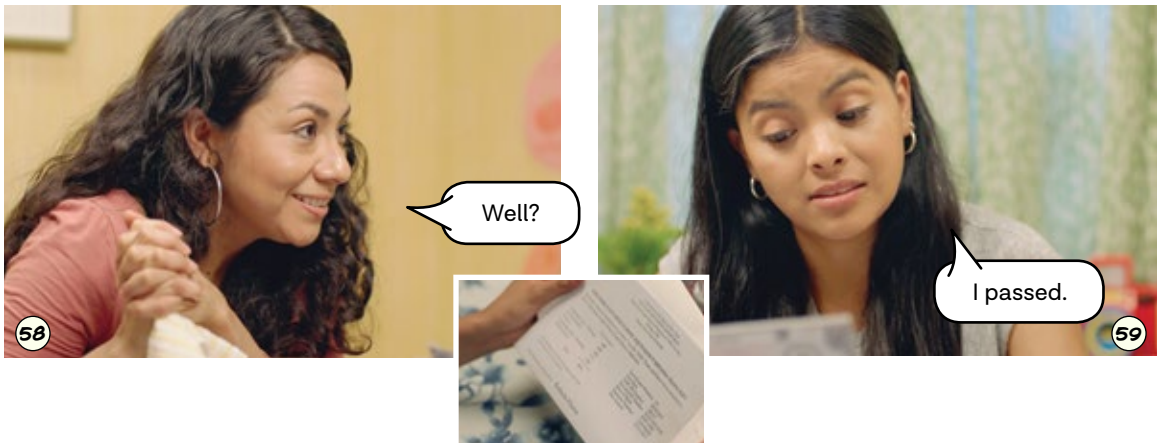


After the test, they meet in the hallway. Zara wants to celebrate. Rafaela doesn't want to. She doesn't sound happy.



The Envelope

A few weeks after the test, the results arrive in the mail.
Rafaela is afraid to open the envelope.
Her brother, Martin, and her mom encourage her.

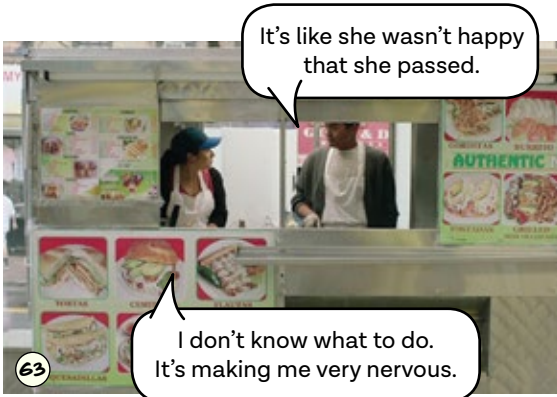


Everyone is happy for Rafaela.
But Rafaela doesn't look happy. Something's wrong...



What's Going On?

Mom and Martin are worried about Rafaela.



At a Café

Rafaela and Zara talk at a café where Zara works.

Zara encourages her to call NYC Well.

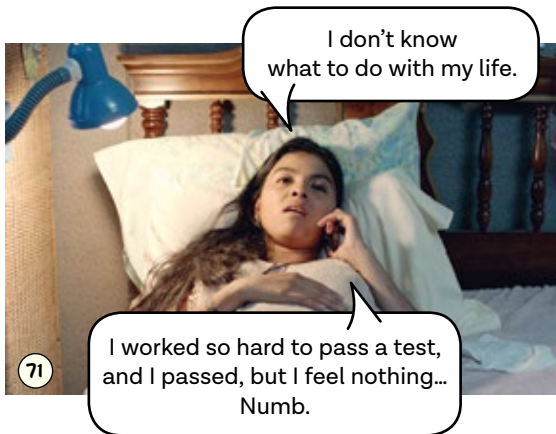


The Call

Rafaela decides to call NYC Well. She speaks with a peer counselor.



Rafaela's nervous, but the peer counselor is a very good listener.



Rafaela opens up.



Rafaela talks about the difficulties in her life.

I'm not living in my home country...
And we don't have a lot of money.

After my father died, things got
more difficult. And some people expect
me to have a husband already.

76

77

And everything is harder
because we're not from here,
and we don't speak perfect English.

The peer counselor understands...

It's really hard I'm sure. There are thousands
of immigrants in New York City going through
difficult situations like you are talking about.

78

Anxiety and depression
are very common.

I didn't know
it was so common.

I don't want to talk about it
with anybody. I don't want
people to think that I'm crazy.

79

... And she reassures Rafaela.

You are not crazy.
And it's important to remember
that this is not your fault.

80

The good news is, we can
help you to get better.

Really?

Absolutely.

81

Mental health is just like physical health.
We can treat it, and it's nothing to be
embarrassed about.

You can get free help at NYC Well.

We don't feel embarrassed when we get the flu.



83

So you don't need to feel guilty or embarrassed if you are depressed.



85

If you would like, we can find a service in your community where you can talk to someone regularly to help you feel better.



86

Would you like me to do that for you?



87

Yes, please. That would be very good.

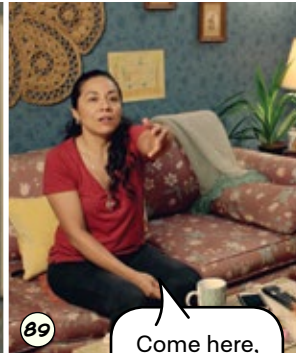
After the Call

Rafaela speaks with her mom.

Mami?



88



89

Come here, my love.



90

I just spoke with someone at NYC Well, and it was very good for me.



91

Who We Are

Complete the sentences. Follow the example.

Alicia • peer counselor • doctor • ~~Rafaela~~ • Martin • Zara



1. My name is Rafaela. I'm originally from Mexico. I live with my mother, my brother and his daughter, Isabel. I work at our family's food cart. I didn't finish high school, but I'm going back to get a High School Equivalency diploma. I have an important story to tell.

2. I'm _____. I'm Rafaela's and Martin's mother and Isabel's grandmother. I manage our family's food cart. I get worried when I see my daughter depressed. I am so glad Rafaela has a good friend like Zara. I am also very glad for the support of *NYC Well*.



3. I'm _____. I'm Rafaela's best friend. We're classmates. We prepare for the HSE test together. It's not easy, but together, we can do it.

4. I'm a _____. I work in the ER (Emergency Room) in a hospital. I help Rafaela when she has a panic attack. I tell her about an important program called *NYC Well*. It helps people with anxiety, depression and other personal issues.



5. I'm a _____. I work at *NYC Well*. I help Rafaela when she needs to talk.

6. I'm _____. I'm Rafaela's brother. I'm also her coworker. We work together in our family's food cart in Sunset Park. We support each other. We are a strong family.



What Happens?

Complete the sentences. Follow the example.

emergency room • stress • ~~HSE~~ • panic attack
anxiety • advice • worried • NYC Well

- Rafaela is studying for her HSE diploma. She tells her friend, Zara, that she is _____ about the test. Zara gives Rafaela good _____. She tells Rafaela, “We will do our best.”
- On the day of the HSE test, Rafaela’s heart starts beating very fast. She doesn’t take the test. Instead, Rafaela goes to the _____ at a hospital.
- The doctor asks Rafaela, “Are you going through a lot of _____ these days?” Rafaela explains about the test.
- Rafaela says, “I thought I was having a heart attack.” The doctor says that Rafaela was having a _____. In a panic attack, the body reacts to stress and anxiety.
- The doctor tells Rafaela about _____. It is a program that helps people reduce stress and _____. It is free and confidential.

encourages • visits • 888 • happened
giving up • stays • depressed

- Rafaela arrives home late, but doesn’t tell her mom what _____. The next day, Rafaela _____ in bed. Her mom is worried.
- Zara is also worried about Rafaela. She _____ Rafaela at home. Rafaela tells Zara about the panic attack. She says, “I don’t want to study anymore. I don’t feel like doing anything anymore.” Zara is worried that Rafaela is anxious and _____.

8. Zara _____ Rafaela to call *NYC Well* but Rafaela doesn't want to call.
9. Zara goes to the food cart and tells Rafaela's mother about *NYC Well*. She gives Rafaela's mother the *NYC Well* phone number. It's 1-_____-NYC-WELL.
10. Rafaela surprises her mom and Zara at the food cart. She says she is feeling better and wants to go back to school. She says, "I'm not _____."

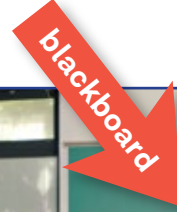
**Breath • counselor • concentrate • better
embarrassed • depression • passed • manage**

11. After a few weeks, Rafaela can't _____ on her studies in school. Zara helps Rafaela. She gives her some information about how to _____ and reduce stress. She got it from the *NYC Well* website.
12. Rafaela and Zara sit on the grass. They do two exercises to reduce stress. One exercise is called "Take a Deep _____." The other exercise is called "Full Body Relaxation."
13. The exercises help. A few days later, Rafaela takes the test. A month later, she gets an envelope in the mail. Her family is so excited. She _____ the test! But something's wrong. Rafaela looks depressed again.
14. This time, Rafaela calls *NYC Well*. She speaks with a peer _____ who listens to Rafaela. She tells Rafaela, "Don't feel _____ if you are depressed. Anxiety and _____ are very common. We can find a service in your community where you can speak with someone regularly to feel better."
15. Rafaela feels _____ after the call. She tells her mom the good news.

Where Is It?

Find these things in the story.

Write the page number(s). Follow the example.



- | | |
|----------------------|-------------------|
| 1. blackboard | <u>pages 1, 8</u> |
| 2. school gate | <u>page</u> |
| 3. clock | <u>pages</u> |
| 4. stethoscope | <u>page</u> |
| 5. NYC Well brochure | <u>pages</u> |
| 6. pillow | <u>pages</u> |
| 7. baseball cap | <u>pages</u> |
| 8. headphones | <u>pages</u> |
| 9. umbrella | <u>page</u> |
| 10. envelope | <u>page</u> |

Talking about Mental Health

Definitions

Find the meaning. Follow the examples.

- | | | |
|------------------------------------|---------|--|
| 1. mental health | _____ | control and lower worries and pressure |
| 2. stress | _____ | deep sadness and no motivation |
| 3. anxiety | _____ 1 | your emotional condition |
| 4. depression | _____ | a free service in NYC that helps people manage stress, anxiety, depression and other personal issues |
| 5. panic attack | _____ | worry and pressure from life problems |
| 6. NYC Well | _____ | nervousness about what can happen |
| 7. peer counselor | _____ | someone like yourself who has experienced anxiety or depression and can help you |
| 8. manage and reduce stress | _____ | when your body reacts strongly to stress and anxiety |

- | | | |
|------------------------|---------|---|
| 9. confidential | _____ | provide care for or cure an illness |
| 10. encourage | _____ | do something fun for a special occasion |
| 11. give up | _____ | feeling ashamed |
| 12. celebrate | _____ | focus your mind on something |
| 13. concentrate | _____ | give someone courage and confidence to do something |
| 14. embarrassed | _____ 9 | private; not shared with the public |
| 15. treat | _____ | quit; stop doing something |

Talking about Mental Health

Dialogue I

Complete the sentences. Follow the example.

panic attack • ~~stress~~ • NYC Well • confidential • reduce
heart attack • peer counselor • text • anxiety

Doctor: Your test results are normal. Your lungs sound very good, very clear. Are you going through a lot of (1) stress these days?

Rafaela: This morning I was going to take the test for my High School Equivalency diploma. My heart started racing and I had trouble breathing.

Doctor: That could be it. Tests can sometimes cause a lot of stress and (2) _____.

Rafaela: I thought I was having a (3) _____.

Doctor: You weren't having a heart attack. But I think you were having a (4) _____. In a panic attack, the body panics in reaction to stress.

Rafaela: I don't want that to ever happen again. What can I do?

Doctor: There's a free New York City program called (5) _____. It has a great website with information about things you can do to manage and (6) _____ stress. You can call anytime day or night. You can speak with a (7) _____ about anything going on in your life. You can (8) _____ or chat if you don't want to talk. It's free and (9) _____.

Rafaela: Thank you very much, doctor.

peer counselor = someone like yourself who has experienced anxiety, depression or other difficulties and can help you.

Talking about Mental Health with a Peer Counselor

Dialogue II

Complete the sentences. Follow the example.

Mental health • ~~common~~
embarrassed • depressed
get better • treat
community



Peer Counselor: Anxiety and depression are very (1) common.

Rafaela: I didn't know it was so common. I don't want to talk about it with anybody. I don't want people to think that I'm crazy.

Peer Counselor: You are not crazy. And it's important to remember that this is not your fault. And the good news is, we can help you to (2) _____.

Rafaela: Really?

Peer Counselor: Absolutely. (3) _____ is just like physical health. We can (4) _____ it, and it's nothing to be (5) _____ about. We don't feel embarrassed when we get the flu. So you don't need to feel guilty or embarrassed if you are (6) _____. If you would like, we can find a service in your (7) _____ where you can talk to someone regularly to help you feel better. Would you like me to do that for you?

Rafaela: Yes, please. That would be very good.

Talking about Feelings

How do you feel today?

Look at the pictures and choose a word. Follow the examples.

confident or stressed? (examples)



I feel stressed.



I feel confident.

relaxed or panicked?



1. I feel _____.



2. I feel _____.

angry or happy?



3. I feel _____.



4. I feel _____.

great or concerned?



5. I feel _____.



6. I feel _____.

Talking about Mental Health and NYC Well



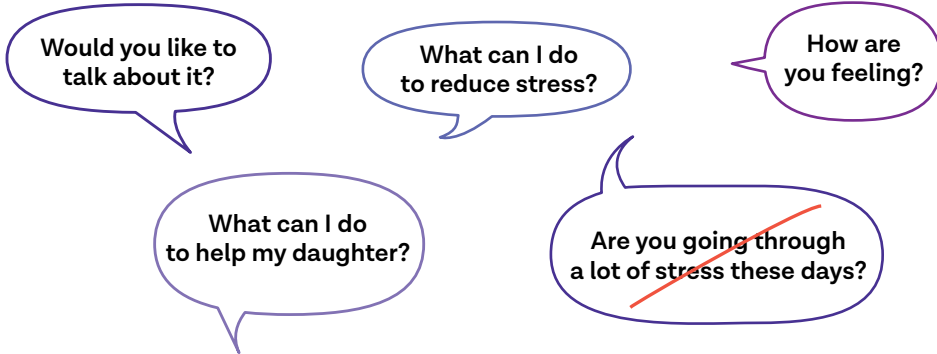
can = possible **can't** = not possible

Circle **can** or **can't**. Follow the example.

1. When you feel stressed, you can / can't concentrate and you can / can't relax.
2. When you have a panic attack, it often feels like you can / can't breathe.
3. When you feel stressed, you can / can't call NYC Well.
4. An NYC Well counselor can / can't help you find a service in your community.
5. When a friend feels anxious, you can / can't encourage your friend.
6. When you are depressed, you often feel like you can / can't do anything.
7. You can / can't learn tips to take care of your mental health on the NYC Well website.

Good Question!

Choose a good question. Follow the example.



1. **You are a doctor.** Ask your patient if she is feeling a lot of stress.

Are you going through a lot of stress these days?

2. **You are a patient.** Ask the doctor what action you can take to reduce stress.

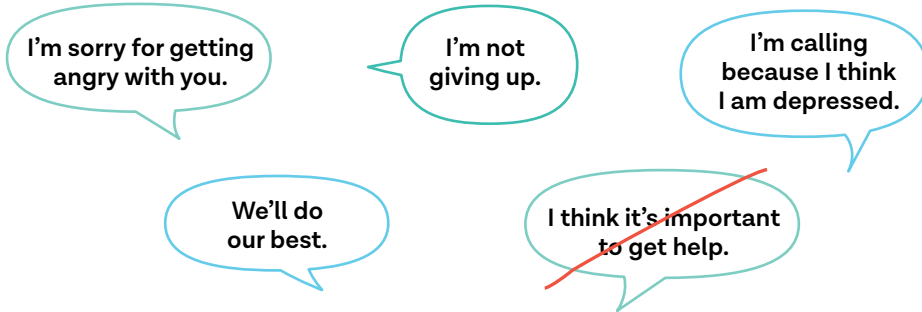
3. **You are a friend.** Ask your friend how she feels.

4. **You are a parent.** Ask your daughter or your son if she/he wants to talk about her/his feelings.

5. **You are a parent.** Ask a counselor how you can help your daughter.

What Can You Say?

Choose the best words. Follow the example.



1. **You are Zara.** Encourage your friend to call *NYC Well*.

I think it's important to get help.

2. **You are Alicia.** Apologize to your daughter for getting upset with her.
-

3. **You are Rafaela.** Tell an *NYC Well* counselor how you are feeling.
-

4. **You are Rafaela.** Tell your friend that you are not quitting.
-

5. **You are Zara.** Encourage your friend about the test.
-

What Can You Do?

Match the problem with the best solution. Follow the example.

Problem

1. Your friend seems depressed.
2. Your sister wants information about going to college.
3. You want to help your friend relax.
4. You want to contact *NYC Well*, but you don't want to talk on the telephone, and it is late at night.
5. You want to get a High School Equivalency (HSE) diploma. You need a free program, but you don't know where to find one.

Solution

- A** There are many free HSE programs in New York City. Go to this website to find a program near you: nyc.gov/findaclass
- B** It's not a problem if you don't want to talk on the telephone. You can text "WELL" to **65173** and talk by texting. Or you can chat on your computer at the *NYC Well* website: nycwell.cityofnewyork.us. *NYC Well* is available 24 hours a day, 7 days a week.
- C** Talking to someone might help your friend manage her depression. Let her know she can talk to you. She can also contact *NYC Well* at **1-888-NYC-WELL**, especially if she wants to talk with a professional or with someone who has experienced depression.
- D** Your sister can find information about applying to college on The City University of New York website: www2.cuny.edu/
- E** If you are looking for ways to help your friend relax, go to the *NYC Well* website: nycwell.cityofnewyork.us/en/coping-wellness-tips/

Watch the Show

Who says it?

Watch **Rafaela's Test**. Listen carefully.
Find out who says these lines.



Rafaela



Alicia



Zara



counselor



doctor

Who says it?

1. "It's someone like yourself who has experienced anxiety or depression or other difficulties and who knows how to help you get through difficult times." _____
2. "When you are done with the tomatoes, can you fill the cooler with ice?" _____
3. "Your mom let me in." _____
4. "She sounds like me when I was her age." _____
5. "I might not have passed my HSE test." _____
6. "Well, if you didn't pass it, then we'll study together." _____
7. "Let her know she is not alone." _____
8. "Maybe you can continue your education." _____
9. "Everyone has a story to tell. Right, mami?" _____
10. "That is very true." _____

Watch the Show

What's going on?

What do you think is going on in these pictures?



Watch **We Speak NYC • Rafaela's Test**
to find out what is going on.
Go to www.nyc.gov/WeSpeakNYC

Dictionary: Translations of Key Words

English	Español	中文
1. anxiety	ansiedad	焦虑
2. confidential	confidencial	保密
3. depressed/depression	deprimido/depresión	抑郁
4. emergency room	sala de emergencia	急诊室
5. High School Equivalency diploma/ High School Equivalency Test	Diploma de Equivalencia de Educación Secundaria / Prueba de Equivalencia de Educación Secundaria	高中相等文凭 / 高中同等学力考试
6. manage and reduce stress	manejar y reducir el estrés	调节并减少压力
7. mental health	salud mental	心理健康
8. NYC Well	NYC Well (programa de ayuda para la salud mental)	NYC Well 网站 (帮助危机中的纽约人。为您连接免费、 t保密的心理健康支持。)
9. panic attack	ataque de pánico	恐惧症
10. peer counselor	asesoramiento de pares (especialista de asesoría de pares, asesor que ha experimentado dificultades similares)	朋辈辅导员 (朋辈支持专家)
11. relaxation	relajación	放松
12. stress	estrés	压力

Русский	বাংলা	العربية
тревога	উদ্বেগ	القلق
конфиденциальный	গোপনীয়	سري
в подавленном состоянии/ депрессия	অবসাদগ্রস্ত/অবসাদ	مكتئب اكتئاب
отделение скорой медицинской помощи	এমার্জেন্সি রুম	غرفة الطوارئ
эквивалент аттестата об окончании средней школы / экзамен для получения эквивалента аттестата об окончании средней школы	হাই স্কুলের সমতুল্য ডিপ্লোমা/ হাই স্কুলের সমতুল্য পরীক্ষা	دبلومة معادلة للثانوية/ اختبار معادل للثانوية
контролировать и снижать стресс	চাপ সামলান ও কমান	السيطرة على التوتر
психическое здоровье	মানসিক স্বাস্থ্য	الصحة العقلية
портал NYC Well (веб-сайт для помощи жителям Нью-Йорка в стрессовых ситуациях)	NYC Well (নিউ ইয়র্কের বাসিন্দাদের সঙ্কটজনক পরিস্থিতিতে সাহায্য করে। বিনামূল্যে গোপনীয় মানসিক স্বাস্থ্য সহায়তার সঙ্গে সংযোগ।)	موقع NYC Well يساعد هذا الموقع سكان نيويورك في الأزمات. ويكون الاتصال مجانيًا، كما أنه يقدم الدعم للصحة العقلية.
паническая атака, приступ паники	আতঙ্কের আক্রমণ	نوبة ذعر
равный консультант (лицо, оказывающее помощь на основании собственного опыта болезни другим больным с тем же диагнозом)	সহপাঠী পরামর্শদাতা (সহপাঠীকে সহায়তার বিশেষজ্ঞ)	المستشار القرين (اختصاصي دعم قرين)
расслабление	বিশ্রাম	استرخاء
стресс	মানসিক চাপ	الضغط

What You Can Do To Manage Your Mental Health (and Help Others)



Rafaela

Be aware of your mental health and know what calms and relaxes you. You can do any activity mindfully, simply by slowing down and focusing. Find tips for living mindfully at *NYC Well*: nycwell.cityofnewyork.us/en/ If you need an interpreter, ask for one!

Alicia

Know the warning signs of suicide. If someone you know is talking about wanting to die, feeling hopeless, or sleeping too much, these could be warning signs. Get more information at *NYC Well* and talk to a counselor. It's free and confidential!



Peer Counselor

Peer Counselors (Peer Support Specialists) give hope and encouragement. Speaking with someone who has personal experience with what you are going through can help you feel that you are not alone. Don't be embarrassed. Stress and anxiety are very common. Call *NYC Well*. We can find a service where you can talk to someone regularly.

Teacher

Test anxiety is very common. You can find relaxation tips on the *NYC Well* website. Learn to breathe. Do your best. If you need help or extra time, talk to your teacher.

Martin

If you or your child has test anxiety, you can find suggestions at: www.copewithschoolnyc.com/coping-test-anxiety/



Zara

Know who to call to help someone in a crisis. A crisis is a time of intense difficulty, distress, or trouble. A crisis can be personal, a family crisis, or related to some other event in your life. If you are in a crisis, call *NYC Well*: **1-888-NYC-WELL.**



Doctor

An emergency is a situation that requires immediate attention. If someone is at immediate risk of hurting themselves or someone else, or is in immediate danger because of a health condition or other situation: **Call 911** immediately.



Answers

Who We Are

1. Rafaela
2. Alicia
3. Zara
4. doctor
5. peer counselor
6. Martin

What Happens?

1. HSE, worried, advice
2. emergency room
3. stress
4. panic attack
5. NYC Well, anxiety
6. happened, stays
7. visits, depressed
8. encourages
9. 888
10. giving up
11. concentrate, manage
12. Breath
13. passed
14. counselor, embarrassed, depression
15. better

Where Is It?

1. pages 1, 8
2. page 1
3. pages 2, 7
4. page 2
5. pages 2, 4
6. pages 3, 11, 12, 13
7. pages 3, 5, 6, 10
8. pages 4, 11, 12, 13
9. page 5
10. page 9

Talking about Mental Health:

Definitions

1. your emotional condition
2. worry and pressure from life problems
3. nervousness about what can happen
4. deep sadness and no motivation
5. when your body reacts strongly to stress and anxiety
6. a free service in NYC that helps people manage stress, anxiety, depression and other personal issues
7. someone like yourself who has experienced anxiety or depression and can help you

8. control and lower worries and pressure
9. private; not shared with the public
10. give someone courage and confidence to do something
11. quit; stop doing something
12. do something fun for a special occasion
13. focus your mind on something
14. feeling ashamed
15. provide care for or cure an illness

Talking about Mental Health:

Dialogue I

1. stress
2. anxiety
3. heart attack
4. panic attack
5. NYC Well
6. reduce
7. peer counselor
8. text
9. confidential

Talking about Mental Health

with a Peer Counselor:

Dialogue II

1. common
2. get better
3. Mental health
4. treat
5. embarrassed
6. depressed
7. community

Talking about Feelings:

How do you feel today?

1. panicked
2. relaxed
3. angry
4. happy
5. concerned
6. great

Talking about Mental Health and NYC Well

1. can't, can't
2. can't
3. can
4. can
5. can
6. can't
7. can

Good Question!

1. Are you going through a lot of stress these days?
2. What can I do to reduce stress?
3. How are you feeling?
4. Would you like to talk about it?
5. What can I do to help my daughter?

What Can You Say?

1. I think it's important to get help.
2. I'm sorry for getting angry with you.
3. I'm calling because I think I am depressed.
4. I'm not giving up.
5. We'll do our best.

What Can You Do?

1. C
2. D
3. E
4. B
5. A

Watch the Show: Who says it?

1. doctor
2. Alicia
3. Zara
4. Alicia
5. Zara
6. Rafaela
7. counselor
8. counselor
9. Rafaela
10. Alicia

Tell the Story

1. Rafaela, Alicia, Zara, Martin, Isabel
2. 1-888-NYC-Well
3. HSE
4. call, text, chat
5. take a deep breath, full body relaxation

**Watch
Read
Learn**



www.nyc.gov/WeSpeakNYC