



...LOOK...

Check for safety
Check for people with obvious urgent basic needs
Check for people with serious distress reactions



...LISTEN...

Approach people who may need support
Ask about people's needs and concerns
Listen to people, help them feel calm



...LINK...

Help people address basic concerns and access services
Help people cope with problems
Give information
Connect people with loved ones and social support

PSYCHOLOGICAL FIRST AID IN CRISIS SITUATION



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What is it for?

Psychological first aid is a useful way for humanitarian staff and volunteers to help persons who are in shock or crisis. In this state, people may be visibly distressed, affected by violent emotions, be apathetic or have lost hope.

Psychological first aid is about providing basic, human support; delivering practical information and showing empathy, concern, respect and confidence in the abilities of the individual. The affected persons should be met with compassion, listened to and protected from their surroundings. They might need help with practical needs and problems while gradually becoming stronger and better able to care for themselves.

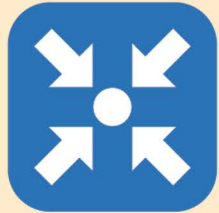
It can help with:

- People with life-threatening injuries who need medical care
- People who are so upset that they cannot care for themselves or their children
- People who may hurt themselves
- People who may hurt others

Who can provide psychological first aid?

Simply YOU...this is not only for Professionals!

How can you help?



STAY CLOSE

People in crisis may temporarily lose their basic sense of security and trust in their surroundings.

Humanitarian workers can help to rebuild trust and security by staying physically close and by displaying a sense of care and empathy. Be prepared to encounter violent outbursts of feelings, the affected person might even shout or reject help. Do not become alarmed by anxiety or an extreme show of emotions.



LISTEN ACTIVELY

It is important to take the time to listen carefully in order to help someone going through a difficult time. Listen actively by asking clarifying questions, without probing. There may not be much time, but it is still important to give the person basic support until assistance arrives.



ACCEPT FEELINGS

People in crisis may display very different emotions, from joy of having survived to shame of having escaped injury. Accept the affected persons' interpretation of the events and acknowledge their feelings. Do not insist on correcting factual information or perceptions of the sequence of events.



PROVIDE GENERAL CARE AND PRACTICAL HELP

When a person is in a crisis situation, practical assistance can be a great help. Contact someone who can be with the affected person, arrange for help with children or accompany the person home or to receive further medical care. Follow the wishes of the affected person but avoid taking more responsibility for the situation than the person actually needs.



...LEARN...

Learn about the crisis

Learn about the services and support

- Who is providing for basic needs in the area where you work?
- Where and How can people access these services?
- Who else is helping? What community members?

Learn about safety and security concerns

- Are there areas where you should not go?
- What dangers are there in the environment?

Throughout the process, do not forget to...

