It's normal for people affected by a pandemic to have a wide range of reactions, but not all will develop long-term problems.

People supporting those affected by a pandemic can play a key role in promoting their resilience and emotional healing.

**COMMUNICATE CALM, COMPASSION, AND RESPECT**
through what you do, what you say, and how you say it. Don’t rush; meet them where they are.

**LISTEN TO PEOPLE WHO WANT TO SHARE**
without pressuring them to share. There is no right or wrong way to feel or react.

**GIVE ACCURATE INFORMATION**
without giving false promises or reassurances, like “it will be OK” or “at least things aren’t worse.”

**HELP PEOPLE COPE IN HEALTHY WAYS**
such as prioritizing and focusing on what’s in their control, and identifying and using existing coping skills.

**CONNECT PEOPLE WITH SERVICES & SOCIAL SUPPORTS**
that are tailored to what they need. Assess what they need rather than making assumptions.

**TEACH SHORT-TERM WAYS TO MANAGE STRONG EMOTIONS**
like grounding or deep breathing, if emotions interfere with functioning or prevent healthy coping.