

PSYCHOLOGICAL FIRST AID

FOR THOSE AFFECTED BY THE COVID-19 PANDEMIC

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.