



# PSYCHOLOGICAL FIRST AID ECHO

KanDO Together: Supporting Resilient Communities

Thanks for joining us!

The session will begin on time.

# Psychological First Aid ECHO Part 3

Welcome!

- ▶ Your microphone has been **muted**. Please use the chat or unmute yourself to communicate.
- ▶ We appreciate you keeping your **camera** on.
- ▶ **Completion certificates** will be emailed after all sessions are complete. Make sure your first and last name are visible.
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# Presenters

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# Project Disclosure Statement

- ▶ We have no relevant financial relationships with the manufacturer(s) of any commercial product(s) and/or provider of commercial services discussed in this CME activity.
  
- ▶ We do not intend to discuss an unapproved/investigative use of a commercial product/device in our presentation.

# Mitigating Potential Bias

- ▶ The information and recommendations involving clinical medicine is based on evidence that is currently accepted within the profession.

# After the session

- ▶ Please read the PFA Manual Core Actions 7&8 prior to the next training  
(<https://www.nctsn.org/resources/psychological-first-aid-pfa-field-operations-guide-2nd-edition>)
- ▶ Presentation materials: the slides and chat log will be emailed to you also.

# Agenda

- ▶ Core Action 4: Information Gathering (Joah Williams)
- ▶ Core Action 5: Practical Assistance (Erin Hambrick)
- ▶ Core Action 6: Connection with Social Supports (Melissa Maras)
- ▶ Break (1:55)
- ▶ Break out Rooms
- ▶ Scenario Presentation

# PFA Field Operations Guide Core Actions

1	Contact and Engagement
2	Safety and Comfort
3	Stabilization
4	<b>Information Gathering</b>
5	Practical Assistance
6	Connection with Social Supports
7	Information on Coping
8	Linkage with Collaborative Services



# Information Gathering

**Goal:** To identify immediate needs and concerns in order to tailor PFA interventions.

# Information Gathering

**Step 1:** Identify the survivor's current needs and concerns by asking some of the following key questions:

1) How are you doing now? What are some of your immediate needs and concerns?

2) What happened to you during the event? How were you affected?

# Information Gathering

**Step 1:** Identify the survivor's current needs and concerns by asking some of the following key questions:

1) How are you doing now? What are some of your immediate needs and concerns?

2) What happened to you during the event? How were you affected?

# Information Gathering

Be careful not to press survivors for in-depth descriptions of recent traumatic events that may cause unnecessary distress



# Information Gathering

- 3) How has the event impacted you, your family, and your friends?
- 4) When you look ahead do you have any concerns?
- 5) Is there anything else you would like to share?

# Information Gathering

- Safety
- Basic needs
- Physical health
- Financial/legal
- Emotional
- Harm to self/others
- Substance use/abuse
- Social support
- Other concerns



**PFA App**

# Psychological First Aid Information Gathering Tool (Adapted from McCart & Zajac, 2017)

## Current difficulties and concerns?

- Safety (self or family)
- Access to food / shelter / transportation
- Health or access to medication
- Financial / legal
- Death of a close friend or loved one
- Emotional
- Harm to self/others
- Alcohol or drug use
- Social supports
- Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Relevant PFA modules used

- Safety and Comfort
- Practical Assistance / Linkage to Services
- Linkage to Services
- Practical Assistance / Linkage to Services
- Safety and Comfort / Linkage to Services
- Coping / Linkage to Services
- Safety and Comfort
- Linkage to Services
- Connection with Social Support

# Information Gathering

## **Step 2:** Prioritize areas to address

*Note:* It can be helpful to ask the survivor which issues are the most pressing and create a prioritization list.



# PFA Field Operations Guide Core Actions

1	Contact and Engagement
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4	Information Gathering
<b>5</b>	<b>Practical Assistance</b>
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# Practical Assistance



- Offer practical help to individuals in addressing immediate needs and concerns.
- Identify the most immediate need(s)
- Clarify the need
- Discuss an action response
- Act to address the need

# Practical Assistance

- Helping individuals to set achievable goals that THEY can meet
- Encourage individuals to write down goals/consider potential outcomes
- Helping focus on concrete, immediate successes

# Practical Assistance

- Reverse feelings of failure and inability to cope
- Help individuals to have repeated experiences of success and efficacy
- Help to reestablish a sense of control over one's environment

# Practical Assistance

- Focus on one need at a time
- Take action to solve needs with immediate solutions
- If needs cannot be solved rapidly, take concrete action steps that address the problem (Crisis phone call example)

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# Connection with Social Supports

**Goal:** Establish brief or ongoing contacts with primary support persons and other sources of support to facilitate *both receiving and giving support*

# Connection with Social Supports: Connect

- ★ Take practical steps to help survivors connect with primary contacts
- ★ Encourage connections with immediately available sources of support
  - Special considerations for children & adolescents



# Connection with Social Supports: Show & Tell

- ★ Model support
  - *It sounds like you're saying... (reflect)*
  - *Am I right when I say that...(clarify)*
  - *It sounds really hard...(support)*
  - *What have you done in the past that's been helpful...(empower)*

- ★ Talk about seeking and giving support

Adult/Caregiver	When you're able to leave the Assistance Center you may just want to be with the people you feel close to. You may find it helpful to talk about what each of you has been through. You can decide when and what to talk about. You don't have to talk about everything that occurred, only what you choose to share with each person.
Adolescent	When something really upsetting like this happens, even if you don't feel like talking, be sure to ask for what you need.
Child	You are doing a great job letting grown-ups know what you need. It is important to keep letting people know how they can help you. The more help you get, the more you can make things better. Even grown-ups need help at a time like this.

# Connection with Social Support

Focus on providing practical assistance and problem-solving current needs and concerns (not discussing experience and/or loss)

- ★ Also applies to survivors wanting to give support to others



\*PFA Manual - Appendix E Handouts\*



Break



# Break-Out Rooms



# Break-Out Room Recap



Scenario

# Thank you for attending!

Slides and materials will be sent to your email.