| ***Action Step*** | ***Goal*** | ***Key Activities to Perform*** | **Things to Consider and*****Sample Questions to Ask*** |
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| 1. ***Contact and Engagement***
 | To respond to contacts initiated by affected persons, or initiate contacts in a non-intrusive, compassionate, and helpful manner. | Respond to or initiate contact with the responder * Introduce yourself (if you do not know the responder)
* Ask the responder for permission to speak with them
* Explain that you are there to see if you can help
* Identify any barriers or limitations to communication
* Employ behaviors to effectively communicate with the responder
 | * *If you do not know the responder: ‘Hello, my name is \_\_\_\_\_. I work with \_\_\_\_\_. I am checking with people to see how they are doing and if I can help them in any way. Is it ok if I talk with you for a few minutes?’*
 |
| 1. ***Safety and Comfort***
 | To enhance immediate and ongoing safety, and provide physical and emotional comfort. | * Identify hazards, dangers, obstacles and barriers
* Ensure that the responder is safe
* Direct any concerns for safety to the Safety Officer or their Deputy
 | * Be alert to possible tunnel vision and avoid it.
* Maintain situational awareness.
* *‘Are you thirsty? Would you like a bottle of water?’*
* *‘Are you hungry? Would you like some food?’*
 |
| 1. ***Stabilization***

 ***(if needed)*** | To calm and orient emotionally-overwhelmed/distraught responder. | * Calm and orient (if necessary) the overwhelmed or disoriented responder
* Provide physical and emotional comfort to the responder (look for simple ways to make the physical environment more comfortable)
 | * Are there responders that are experiencing signs of physical or behavioral distress and require immediate attention?
* What immediate stabilization or stress reduction technique would be most beneficial for this / these responder(s)?
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| 1. ***Information Gathering: Current Needs and Concerns***
 | To identify immediate needs and concerns, gather additional information, and tailor Psychological First Aid interventions. | * Identify immediate needs and current concerns
* Gather information about the responder’s ability to adaptively cope with previous critical incident stress
 | * Is the responder displaying signs of functional impairment?
* What are the responder’s most immediate and primary needs and current concerns?
* *‘Have you ever experienced these kinds of feelings or reactions before?’*
 |
| 1. ***Practical Assistance***
 | To offer practical help to the responder in addressing immediate needs and concerns. | * Use the information gathered to tailor interventions based on the responder’s needs
 | * What services or resources are needed by, appropriate for, and available to the responder?
* *‘Is there anything that I can do to assist you in meeting any of your immediate needs, current concerns, pressing problems, or challenges?’*
 |
| 1. ***Connections with Social Supports***
 | To help establish brief or ongoing contacts with primary support persons or other sources of support, including family members, friends, and community helping resources. | * Facilitate interactions with family members, friends, and community helping resources (i.e.: provide coverage while the responder contacts support persons)
 | * *‘Would you like to take a break and call \_\_\_\_\_\_\_\_\_?’*
* Refer for further evaluation or higher level of care (if indicated)
* *‘Is it ok if I introduce you to someone that is better able to help you?’*
 |
| 1. ***Information on Coping***
 | To provide information (about stress reactions and coping) to reduce distress and promote adaptive functioning. | * Provide the responder with information about stress reactions and coping
 | * *‘The reactions that you are experiencing are common. Many responders that go through an incident like this experience \_\_\_\_.’*
* *‘If you want, I can give you some information on \_\_\_\_\_\_ that may help you feel better.’*
 |
| 1. ***Linkage to Collaborative Services***
 | To inform and link the responder with available services needed at the time or in the future. | * Link the responder with available services that are needed and available at this time or in the future
 | * *‘Would you like me to tell you about some resources that are available that you can use if you choose to?’*
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