–Action Step	Goal	Key Activities to Perform	Things to Consider and Sample Questions to Ask
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?'*
2. 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?'*
3. 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)?
4. 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?'*

–Action Step	Goal	Key Activities to Perform	Things to Consider and Sample Questions to Ask
5. 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?'*
6. 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?'*
7. 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.'*
8. 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?'*