| ***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)? |
| 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?’* |