

THE FIRST PSYCHOLOGICAL AID (FPA)

immediate simple and natural actions, aimed to help people facing psychological trauma or crisis.

Address to
Basic needs with
Care and attention
Act at the proper time,
relying on common sense



The GOAL of FPA is: to optimize the first reaction to stress and following experiences.

FPA based on simple human skills: listening, empathy and support. However in the critical situation, those who try to help are often got lost and don't know what to do. Such «not-response» can build an atmosphere of a panic and isolation which strengthens the stress.

First aid:

1. Establish a sympathetic contact (not in persuasive, but in concerning and supporting manner)
2. Provide the psychological safety and comfort
3. Stabilize: calm down those who are emotionally overdriven and disoriented
4. Collect the information: What happened? What do they need? What are they afraid of?
5. Help practically and in proper time, so that the person would feel more control over the situation

6. Inform about the normal reactions in traumatic situations:

- help to recognize and realize individual's reactions;
 - respect and confirm the normality of those reactions;
 - tell about stress, reactions and ways of coping – this will help one to calm down and to find control
 - help the victims as soon as possible to get in touch with those who love them and with supporting services
7. ventilate feelings: help and give opportunity to speak one's mind, to tell about feelings and experience

People may feel

Shock, confusion, anxiety, panic, disorientation, tearfulness, fear, tension, rage, emotional stupor, excitation

They may want

Something familiar and clear, to be with family, to be together with someone, to be engaged in something, to talk, to help, to phone someone

They may need

Support, encouragement, information, guiding, ongoing communication, that someone listened to them

Algorithm of communication 3F:

Facts: has happened ...

Feelings: you may feel...

Future: we will be...