

PSYCHOLOGICAL FIRST AID



Muhamad Haikel



- Psychosocial Support Consultant
- Registered Social Worker-Provisional
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CRISIS EVENTS

Earthquake, Tsunami & Nuclear
Meltdown 2011 - Japan



Bali Bombing 2002 - Indonesia

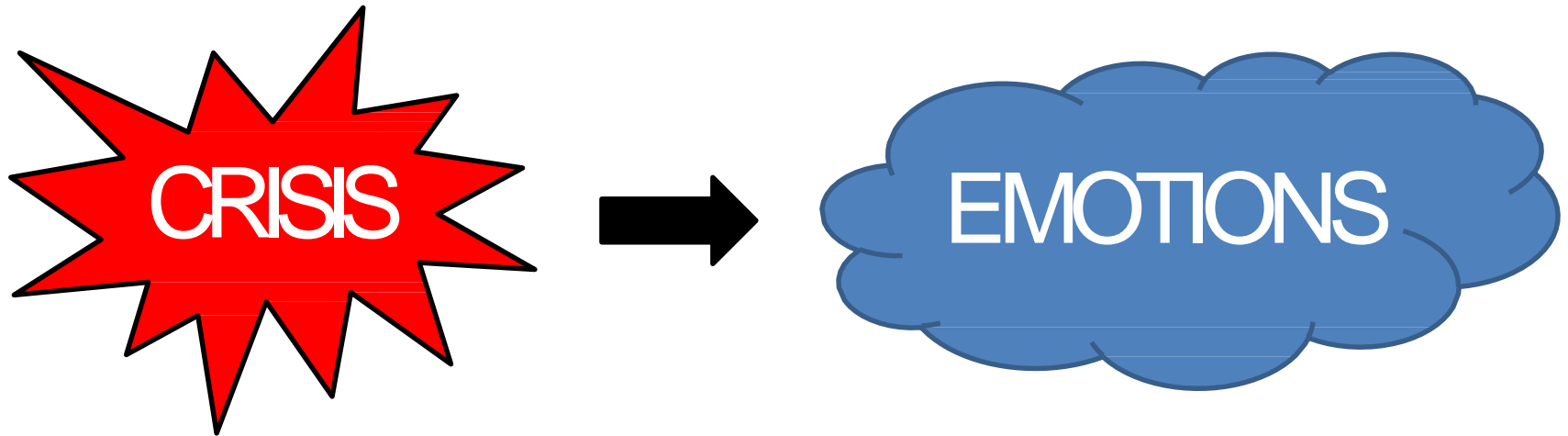


SARS Outbreak 2003 - Singapore



SMRT Incident 2016 - Singapore





PSYCHOSOCIAL SUPPORT

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- **Actions** that addresses both the **psychological** and **social** needs of **individuals, families and communities**
- Delivered in **specific programmes** or **integrated** within other activities



(IFRC Reference Centre for Psychosocial Support, 2017)

Examples:

Mental health care by mental health specialists (psychiatric nurse, psychologist, psychiatrist etc)

Basic mental health care by PHC doctors
Basic emotional and practical support by community workers
(Psychological First Aid)

Activating social networks
Communal traditional supports
Supportive child-friendly spaces

Advocacy for basic services that are safe, socially appropriate and protect dignity

The place of PFA in overall mental health and psychosocial response

Specialised services

Focused (person-to-person) non-specialised supports

Strengthening community and family supports

Social considerations in basic services and security

PSYCHOSOCIAL SUPPORT & PSYCHOLOGICAL FIRST AID

Psychosocial Support is the umbrella approach on the level of intervention

Example

Beslan: After the Beslan school siege in 2004, the International Federation and the Russian Red Cross established a community centre, a visiting nurses programme and summer camps for the affected children

Psychological First Aid is one of the intervention strategy under the umbrella

Example

Beslan: At the community centre, trained volunteers attended and provided psychological first aid to affected parent(s)

PSYCHOLOGICAL FIRST AID

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Humane, supportive and practical first response given to people or persons in emotional distress during or immediately after a crisis



Objectives of Standard *Psychological First Aid*

- **Preserve** lives and limbs *psychosocial well-being*
- **Prevent** further injuries or worsening of condition *emotional distress from worsening, and prevent further harm*
- **Provide** care and comfort *safe space for expression of emotions and stories*
- **Promote** recovery *natural resilience and psychosocial well-being*

Colleagues at the Workplace



Commonly-said Phrases

“Don’t cry.”

“Calm down.”

“I understand.”

“It’s okay.”

“Cheer up.”

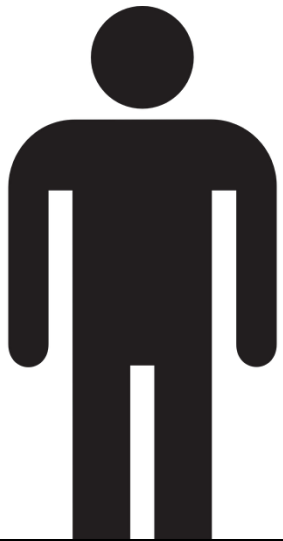
“It’s not that bad.”

“Think of the positiveside.”

“You must get a hold of yourself.”

PSYCHOLOGICAL FIRST AID

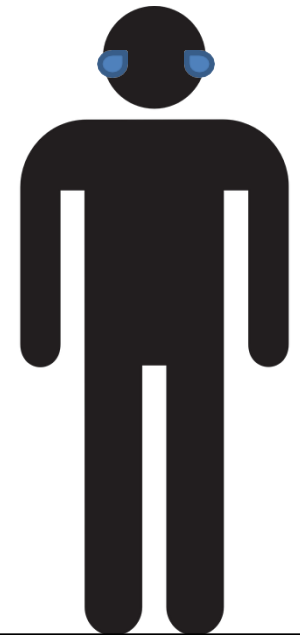
Video Demonstration



Claire, Paramedic

PFA Provider

EMOTIONAL
SUPPORT



Leah, Lady with
down syndrome

Affected Person



Step ① – PREPARE

Would she normally leave you?

What was she wearing?

What's her name?

Step ① – LOOK

- Leah
- Signs of stress
- Introduce herself
- Approach gently

Step ② – LISTEN

Active Listening

- Body language
- Paraphrasing
- Summarising
- Clarifying

Eye contact

Stay Close

- Be available
- Appropriate touch
- Stabilisation
- Calming

Can I come stand next to you?

Accept Feelings

- Emotions
- Sharing
- Silence
- Empathy
- Normalisation
- Empowerment

Did you see your mum have a fit and it's upset you?

Step ③ – LINK

Provide Practical Help

Basic Needs

Social Support

Services

Information

Uncle Rob

PFA Action Principles - PLLL

- Step ① – **PREPARE**: Self, Information, Environment, Equipment
- Step ② – **LOOK**: Signs of Stress
- Step ③ – **LISTEN**: Active Listening, Stay Close, Accept Feelings
- Step ④ – **LINK**: Provide Practical Help

Course Details & Registration

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*Source: NEA

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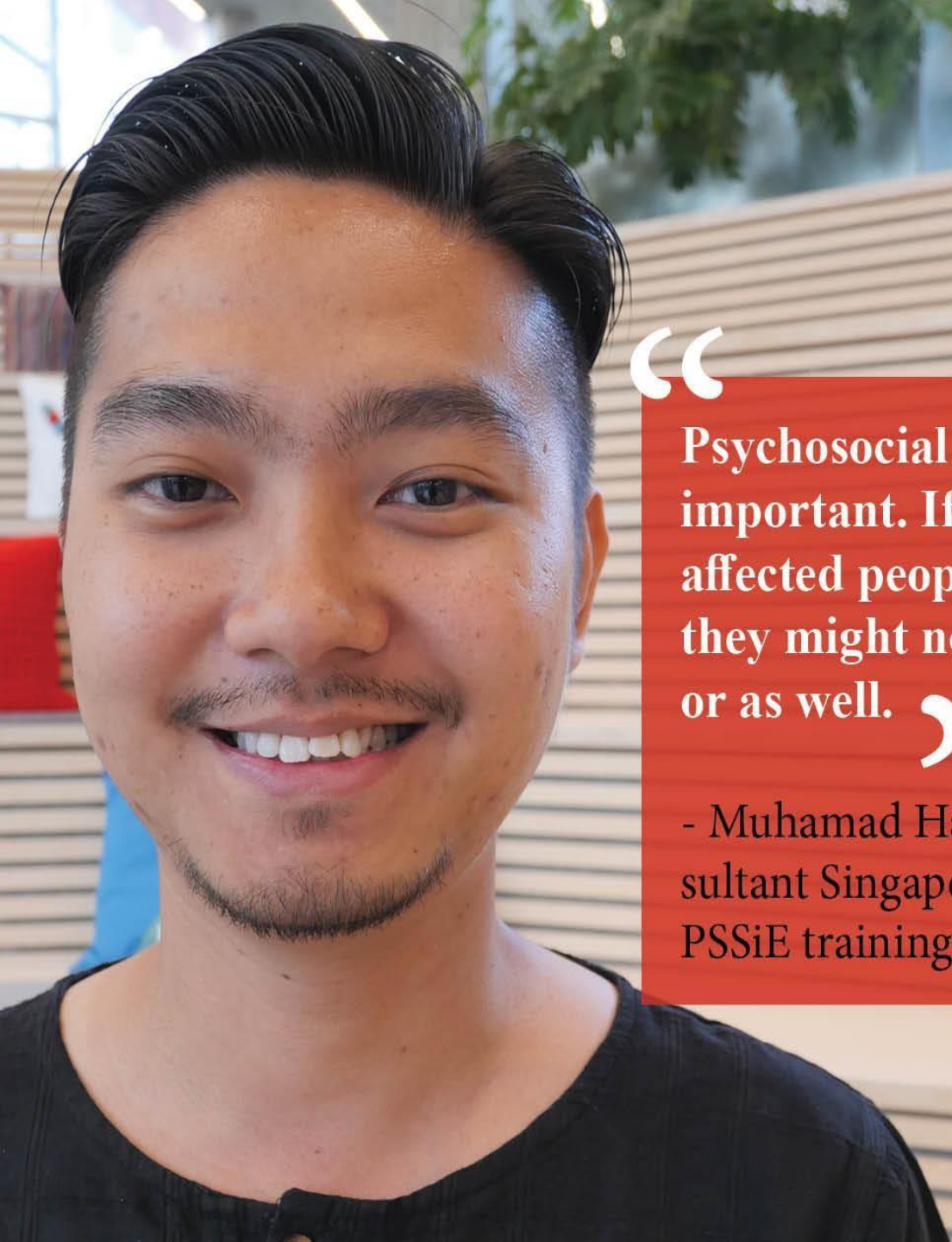
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“

Psychosocial support in emergencies is so important. If you don't support the affected people's psychosocial wellbeing they might not be able to recover as fast or as well.

”

- Muhamad Haikel, Psychosocial Support Consultant Singapore Red Cross, participant at the PSSiE training