

# Psychological First Aid Core Actions

**1. Contact & Engagement**

**2. Safety & Comfort**

**3. Stabilization**

**4. Information Gathering**

**5. Practical Assistance**

**6. Connection with Social Support**

**7. Information on Coping**

**8. Linkage with Collaborative Services**

*Above all, you must remain calm as you will be more effective in helping a person going through a difficult time.*

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# Psychological First Aid Core Action Goals

## 1. Contact & Engagement

Goal is to initiate contact with person in a non-intrusive, helpful manner. Identify yourself, the organization you are with, and ask the person if you may talk with them.

## 2. Safety & Comfort

Goal is to enhance immediate and ongoing safety, as well as providing physical/emotional comfort. Ensure the situation is safe for both the person who you are assisting and yourself. If you do not feel safe and/or comfortable handling the situation, call for back-up. Whenever possible, work in pairs.

## 3. Stabilization

Goal is to calm and orient people who are overwhelmed and distraught. Keep talking with them and let them know you are there for them. Reassure them you will do what you can to help them get whatever help/resources they need.

## 4. Information Gathering

Goal is to identify immediate needs and concerns, and gather any needed additional information. Ask them who they are, what the problem is, what specific help they need at that particular moment, etc.

## 5. Practical Assistance

Goal is to offer practical help to the person in addressing immediate needs and concerns.

## 6. Connection with Social Support

Goal is to help establish ongoing contacts with primary support. If person is going through heightened mental health crisis which requires immediate attention, contact a behavioral health resource.

## 7. Information on Coping

Goal is to provide information about stress reactions and coping to reduce distress and promote adaptive functioning.

## 8. Linkage with Collaborative Services

Goal is to link people with needed services.

*\*Note: This list of Psychological First Aid Core Actions is from the PFA certification course.*