

TOPIC: PSYCHOLOGICAL FIRST AID

ACKNOWLEDGE: Thank you for being here and participating in this safety talk. I know your time is valuable, so I will ensure every moment of this talk is worth your while (*make eye contact with the entire group*).

Training Tips:

Ask a lot of questions: While delivering your Safety Talk, ask questions that ‘hook the mind’ and engage your participants. The simple act of asking questions is a High Impact Training technique!

Raise a hand when asking questions: Directed to your audience, you’ll often find that people are more willing to answer your questions and become active participants... try it out! Also, pause for a moment after asking a question; waiting for and encouraging responses from the group.

Provide an example of a personal experience: (or a recent news event) For instance: “A close friend of mine once _____”, or “Just last week _____”. This is a very effective method to help participants relate to your topic. It often helps them to realize: ‘*Yeah, this could affect me. I should listen to this.*’

What’s in it for Me? (WIIFM): I am here to deliver a brief safety talk on Psychological First Aid. This is a very important subject as psychological first aid events can occur unexpectedly at any workplace. (Encourage and wait for responses).

ASK: Who can tell me what Psychological First Aid is and when it might be needed?”

ANSWER: Psychological First Aid is important, first-line psychosocial support for people affected by crisis events. Immediately after a crisis event, those who assist are often co-workers, family members, neighbors, community members and first responders of various kinds (emergency medical teams, police, firefighters)

ASK: When do you think a person might need psychological first aid? (Encourage and wait for responses).

ANSWER: Psychological first aid can be applied before, during or after any crisis event such as a workplace accident, news of a family tragedy or any other event that causes distress.

ASK: Does anyone know of a crisis event and support that had to be provided to an individual, their family or the community? (*Encourage and wait for responses. Allow people to share their stories and experiences...this is the high impact part of training!*).

ASK: Why do you think people need support after a crisis event? Answers might include:

- People need a connection in a compassionate manner to express their feelings and fears or to bring calm and comfort.



SAFETY TALK

- Reassuring people that what they are feeling is expected and that they can access social, physical and emotional support.
- Assist people to feel that they are able to help themselves, as individuals and communities.
- Being supportive shows that you are there to help and they are not alone.



Crisis Events can occur to anyone and anywhere.

Seeing another worker getting hurt or worse can be a traumatic event. Having such a sudden loss in the workplace gives no opportunity to prepare for such sadness and grief. Such an event can require Psychological First Aid.



*Psychological First Aid provides emotional and practical support to individuals, families or communities who are having difficulty coping. It is about establishing a connection with people in a compassionate manner in order to bring calm and comfort. *definition from Canadian Red Cross.*



Remember that you are not a psychologist, counsellor or other mental health professional. Your job is to provide support to the person needing care until you can link them with the care they need.

Psychological First Aid aims to do the following:

Look: Assess if the person is safe (people maybe in shock and must be removed from a dangerous area). Check them for any signs of distress such as uncontrollable sobbing, silence, incoherence. Prioritize anyone requiring the most immediate attention.

Listen: Approach people and ask them about their needs or concerns. Then determine what support they need. Be calm when you approach them and be open. Ask if you can help and listen to their request. Don't make assumptions – provide accurate information and encourage the person you're helping with healthy coping strategies. Be respectful to the person you are helping and compassionate to their feelings.

Link: When providing psychological first aid, it is your responsibility to link the person you're helping to support services that can assist them. A support service can be: their family / friends, community (Church, Red Cross, volunteer organizations, etc.) or professional services (grief / trauma counsellors, psychologists, Crisis Response Centre, etc.). The support service can be specialized for the specific event such as victims of: harassment and violence, addiction, acts of self-harm (suicide, cutting), child abuse, senior abuse, domestic violence, and experiencing traumatic stress. **NEVER** leave the person you are assisting without linking them to a resource they need.



Remember the person you are helping's problems are not your problems. Try to detach your emotions from the event and do not internalize the situation you are dealing with.

SAFETY TALK



Remember, avoid saying things such as, “everything will be ok” or lie to the people you are providing care for. Imagine if you lost your home, workplace or someone close to you. Saying “everything will be ok” can give false hope or misleading a person to think that everything will fix itself. Be honest and give comfort where possible.

Do's ✓	DON'TS X
<ul style="list-style-type: none"> » Be honest and trustworthy. » Respect people's right to make their own decisions. » Be aware of and set aside your own biases and prejudices. » Make it clear to people that even if they refuse help now, they can still access help in the future. » Respect privacy and keep the person's story confidential, if this is appropriate. » Behave appropriately by considering the person's culture, age and gender. 	<ul style="list-style-type: none"> » Don't exploit your relationship as a helper. » Don't ask the person for any money or favour for helping them. » Don't make false promises or give false information. » Don't exaggerate your skills. » Don't force help on people, and don't be intrusive or pushy. » Don't pressure people to tell you their story. » Don't share the person's story with others. » Don't judge the person for their actions or feelings.

Source: World Health Organization Psychological first aid: Guide for field workers

STATE: If you have any questions regarding the topic discussed today, please let me know. If I don't have an answer for you now, I will direct your question to another individual, if you are comfortable with that. We want you to be safe and feel safe while at work!

If you are interested in attending a full Psychological First Aid Training course, please let me know. Canadian First Aid Training provides Psychological First Aid Training for anyone interested in attending. They can be contacted at (204) 233-2328 for more information. www.canadian-training.ca

Facilitator, remember to:

1. Ask for the commitment of your employees,
2. Answer all questions,
3. Thank them for their time and
4. Document that this safety talk occurred.

SAFETY TALK

RECORD OF SAFETY TALK	
Psychological First Aid	
Company Name:	Work Location Dept.:
Talk Given by:	Date / Time:

Results of inspection, demonstration or other activity or suggestions during talk:

List of All Employees Who Attended the Safety Talk:	
Name (PRINT)	<i>Signature</i>
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	
18.	
19.	
20.	

Signed: _____ Position Held: _____