



What is Caring for Others using Psychological First Aid?

Psychological First Aid (PFA) is about being there for family, friends and community when they are having difficulty coping. It is about reaching out to people in a compassionate and non-judgemental manner to bring calm and comfort.

Caring for Others

Many of the same tools you would use when caring for yourself are used when providing PFA to others who may be experiencing loss or grief after a crisis or trauma.

Know that:

- **Trauma** is the response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope and causes feelings of helplessness.
- **Loss** comes in many forms. It may be the death of a family member, friend, pet, or the loss of a home, job or way of life.
- **Grieving** is different for each person and is an important part of life. There is no timeline for grieving; there is no right or wrong way to grieve. When responding to people who are grieving, be sure to do the following:
 - ✓ Reassure them that what they are saying or feeling is to be expected.
 - ✓ Avoid defining what they should be feeling.
 - ✓ Avoid making judgements. A person who is grieving may show lots of emotions, or no emotions at all.
 - ✓ Do not take others' emotions personally.
 - ✓ Allow people time to process their emotions. Pressuring them to move on will not help.

Here are the steps for caring for others:

LOOK – There are things for you to look for when caring for others:

- Are they showing signs of stress? Are they anxious, angry, withdrawn?
- Are they safe and are their basic needs being met?
- Are they hurting others or themselves?
- Are they coping well?
- Do they require special attention? (children, youth, elderly, people with chronic illness)

LISTEN – Approach children, youth and adults and ask them if they need help:

- Be calm: We need to approach people calmly and help them feel safe.
- Be open: When asking if you can help, be open to listening to the person's experience.



LINK – To supportive people or services:

- Resources to meet their basic needs
- Loved ones
- Community, cultural and faith support networks
- Provincial or Territorial Child Protection policies or medical emergency services if necessary

LIVE – Here is where you return to self-care. It is important to take care of yourself before, during and after a stressful situation.

- How do you feel?
- Do you need to link to any of your supports?
- What actions can you take to cope with stress? (listen to music, go out on the land)

Kindness is caring for others.