

# Psychological First Aid (PFA) for Schools, Teachers, and Students

Sample Questions for Each Step:  
**Listen, Protect, Connect—Model & Teach**  
During the World-Wide Pandemic

Developed by:  
**Dr. Marleen Wong**  
Senior Advisor, NACTATR

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**NORTH AMERICAN CENTER™  
FOR THREAT ASSESSMENT  
AND TRAUMA RESPONSE**

# Listen

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- Tell me how you have been affected by the stay at home orders during the Corona Virus?
- What's your schedule like from Monday through Friday?
- How do you spend your weekends?
- I am ready to listen when you are ready to share.

# Protect

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- Are you worried about your safety? Or the safety of others?
- What are you most worried about right now?



# Connect

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- Have you ever had to confront a situation like this when you couldn't go outside your home when you wanted to?
- What can your family members do to help?
- What can your friends do to help?
- What do you think you can do to make things better?
- What has been helpful to you in the past when you've faced a crisis?

# Model

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- Thank you for the courage you've shown and for sharing your concerns with me.
- Let's talk about some things you can do to re-connect with family and friends outside your home while you continue to protect yourself from this disease.
- Let's brainstorm some of the ways that other students and adults are coping



# Teach

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- What you experienced is very stressful. It's a health crisis that everyone across the world is facing. Sometimes people feel like they are 'going crazy' because they can't leave their homes, go to school or work or see friends. But during quarantine conditions when all family members have to keep at a distance from others, it's normal to have a difficult time creating a new schedule such as regular times for sleeping, eating or concentrating or even controlling emotions. Are you experiencing any of these common changes?
- Until the stay at home orders are ended and you can return to school, creating a new 'regular' routine is the best thing you can do. It will take extra effort and some self-discipline but it will pay off in relieving your stress.



# Teach (*cont'd*)

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For example, on 'school days':

1. Go to sleep and get up at the same time.
2. Get dressed, eat breakfast and brush your teeth as you would on a regular school day.
3. Attend your online classes on time or if you are being homeschooled, study and do homework from 9:00 A.M. to 12:00 noon and 1:00 P.M. to 2:30 P.M. Build in your nutrition break.
4. Stay off your phone and don't engage in social media during those hours.
5. Spend dinner time and television time with your family.
6. Eat healthy and exercise.



# Ending PFA Statement

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Just know that there are people here who care about you and who want to help. I want to support you any time you want to talk.

**(provide information about official school online chat rooms, blogs, twitter accounts, counseling services, etc.,)**

I really look forward to the time when we all return to school. Take good care of you and your family.

