

# PSYCHOLOGICAL FIRST AID

## FOR STAFF AFFECTED BY THE COVID-19 PANDEMIC

It's normal for people affected by a pandemic to have a wide range of reactions, but not all will develop long-term problems. Managers should not be in a counseling role with their staff. However, when staff face personal or work challenges related to COVID-19, managers are encouraged to react in ways that promote resilience and emotional healing.



### COMMUNICATE CALM, COMPASSION, AND RESPECT

through what you do, what you say, and how you say it. Don't rush; meet them where they are.



### LISTEN TO CONCERNS, BUT MAINTAIN PROFESSIONAL BOUNDARIES

by not pressuring them to share or asking personal questions. Express empathy and concern as professionally appropriate.



### SHARE INFORMATION OPENLY AND HONESTLY

without giving false promises or reassurances, like "it will be OK" or "at least things aren't worse."



### HELP THEM TROUBLESHOOT NOVEL CHALLENGES

by seeking their input, helping them prioritize and focus on what's in their control, and using their skills.



### REFER TO SERVICES & SUPPORTS AS APPROPRIATE

that are tailored to what they say that they need. As much as possible, do not mandate that they seek services.



### OFFER SHORT-TERM WAYS TO MANAGE STRONG EMOTIONS

like grounding or deep breathing, if emotions interfere with patient care.