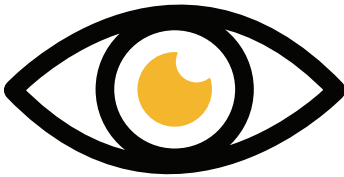

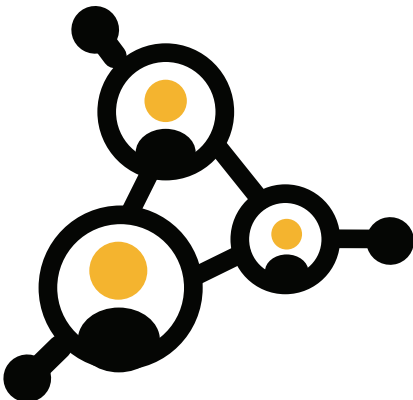




— PSYCHOLOGICAL FIRST AID —

ACTION PRINCIPLES	
	<p>LOOK for</p> <ul style="list-style-type: none"> • Information on what has happened and is happening • Who needs help • Safety and security risks • Physical injuries • Immediate basic and practical needs • Emotional reactions
	<p>LISTEN refers to how the helper</p> <ul style="list-style-type: none"> • Introduces oneself • Pays attention and listens actively • Accepts others' feelings • Calms the person in distress • Asks about needs and concerns • Helps the person in distress find solutions to their immediate needs and problems
	<p>LINK refers to helping the person</p> <ul style="list-style-type: none"> • Access information • Connect with loved ones and social support • Tackle practical problems • Access services and other help