

Appendix 7 – TYC 15 Dos and Don'ts in the Delivery of Psychological First Aid as (outlined from ARTICLE: *Psychology Today: Psychological First Aid can help support family and friends through a crisis, Everly, 2018*)

1. Do remain calm when speaking to a person in distress. Show concern but be a confident reassuring presence. The other person will gain confidence from your confidence.
2. Don't get caught up in the situation. Remember the antidote for stress is calm and confidence.
3. Do listen. Encourage the person to talk about what happened and their reactions to those events. If the person does not want to speak at that time, ask if you can check back with them later.
4. Don't interrupt, unless the disclosure seems to be escalating the distress.
5. Do try to identify “the worst part” of the situation, if possible. Do this carefully, and it can help you identify the core issues at hand if they are not otherwise obvious.
6. Don't rush. If the person is medically stable and safe, the passage of time alone begins to de-escalate situations.
7. Don't be dismissive. Don't minimize their concerns or say, “Well at least...” as an attempt to distract, or help the person feel better.
8. Don't act on some preconceived notion of what you think the person needs. Ask what they need (Everly, Brelesky & Everly, 2018). Perspective taking such as this will foster trust.
9. Don't hesitate to ask specific questions about the person's ability to competently attend to others (significant relationships, childcare, eldercare) or perform the duties of their job.
10. Don't hesitate to ask about intention to harm themselves or others. Seldom will this be an issue, but sometimes you may sense feelings of profound hopelessness, depression, anger, or vindictiveness. In such cases, it's important to inquire and follow up. In the most rare and extreme cases, you may have to help the person get immediate professional care.
11. Don't make promises you can't keep.

12. Do determine what else if anything is needed after your initial conversation. Don't hesitate to ask for guidance or assistance from a healthcare professional if you are worried about the person's well-being.
13. Do serve as a liaison to connect the person with continued assistance, if necessary.
14. Do advocate for this person in seeking further assistance, if necessary.
15. Do follow up a day or so later to see how the person is doing.