

Psychological First Aid (PFA)



TIPS FOR RED CROSS VOLUNTEERS

1

Pay attention and listen actively;
Accept others' feelings.

2

Calm the person in distress;
Ask about needs and concerns.

3

Helps the person in distress find solutions to their immediate needs and problems.

safety

Avoid putting people at further risk as a result of your actions. Make sure to the best of your ability that the people you help are safe and protect them from physical or psychological harm.

Dignity

Treat People with respect and in accordance with their cultural and social norms.

Rights

Make sure people can access help fairly and without discrimination. Help people to claim their rights and access available support. Act only in the best interest of any person you encounter.