PROVIDING NEEDED HELP

5. Provide Practical Assistance

- Discuss a plan to resolve their concerns or meet their needs.
- Take actions to help address their needs.

6. Connect Individuals with Social Support

- Help people contact their friends and loved ones.
- Keep families and children together.
- Encourage use of available sources of support.

7. Facilitate Coping

- Give basic information on normal stress reactions.
- Provide practical suggestions on how to cope that guide people toward helping themselves.
- Include information on when to seek additional mental health services.

8. Link with Collaborative Services

- Identify and direct people to government and nongovernment services available.
- Remember to address the needs of children, adolescents, and older adults.

Getting Mental Health Care

For crisis counseling and long-term mental health care resources in Los Angeles County, call the County of Los Angeles Department of Mental Health 24-hour access hotline:

1 (800) 854-7771

Psychological First Aid (PFA)

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These are the eight PFA core actions. They consist of three main steps:

making contact,

conducting a rapid needs assessment,

and providing the help people need.

MAKING CONTACT

1. Make Contact and Engage

- Introduce yourself and ask for permission to talk.
- Describe who you are and what you do.
- Describe what you will do to help.

ASSESSING NEEDS

2. Ensure Safety and Comfort

- Ask about and help people meet their needs (food, water, glasses, hearing aids, medications).

3. Stabilize (if necessary)

- Find out and address the main sources of distress.
- Remain calm and give people the opportunity to talk.
- Suggest a few calming breaths or take a moment before deciding what to do.

4. Gather Information on Current Needs and Concerns

- Identify individuals in need of immediate referral for mental health or other services.
- Identify needs for additional services.