

# c&fs EAP

## Employee Assistance Program

### How to help others: 5 principles of psychological first aid

- 1. Safety:** Help people access basic needs like food or other essentials—and make it as easy to access as possible
- 2. Calming:** Listen to others who want to share
  - Accept people's reactions, be caring and compassionate
  - Provide accurate information about access to resources
- 3. Connectedness:** Encourage people to be with their loved ones
- 4. Empowerment:** Encourage people to help themselves by engaging in healthy self-care
- 5. Hopefulness:** Where you know it's the case, remind people that more help is coming

### What to Avoid

- Forcing people to share
- Make simple reassurances like “it will all be OK” or “you will get over it”
- Diminishing someone's experience by saying things like “at least you didn't...”
- Making comparisons between what people have experience and your own personal experience
- Making sense of what happened
- Telling people how to feel, act, or what they should have done differently
- Assuming you understand someone's suffering
- Making promises unless you can follow through
- Speaking negatively about existing relief efforts around people who rely on those services

---

This information was compiled and modified from the following sources:

Center for the Study of Traumatic Stress ; National Child Traumatic Stress Network

Sulaski, C. (Reviewed 2019). Individual's reactions to traumatic events. Raleigh, NC: Workplace Options.

U.S. Department of Health and Human Services (HHS), Substance Abuse and Mental Health Services Administration (SAMHSA). (2014, November). Tips for survivors: Coping with grief after community violence (Pub. No. SMA-14-4888). Retrieved August 22, 2019, from <https://store.samhsa.gov>

U.S. Office of Personnel Management. (1993, December). Helping an employee recover from an assault (Chapter 5). In *A Manager's Handbook: Handling Traumatic Events (OWR-15)*. Retrieved January 11, 2019, from <https://www.opm.gov>

Call: 716.681.4300

Visit: [www.eap.cfsbny.org](http://www.eap.cfsbny.org)

