TT 10: Dos and Don’ts of Psychological First Aid

Adapted from: World Health Organization. [*Psychological first aid: Guide for field workers*](https://www.who.int/publications/i/item/9789241548205). 2011. Other languages are available.

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| **DOS**   * Be honest and trustworthy. * Respect people’s right to make their own decisions. * Be aware of and set aside your own biases and prejudices. * Make it clear to people that even if they refuse help now, they can still access help in the future. * Respect privacy and keep the person’s story confidential, if this is appropriate. * Behave appropriately by considering the person’s culture, age and gender. | **DON’TS**   * Don’t exploit your relationship as a helper. * Don’t ask the person for any money or favor for helping them. * Don’t make false promises or give false information. * Don’t exaggerate your skills. * Don’t force help on people and don’t be intrusive or pushy. * Don’t pressure people to tell you their story. * Don’t share the person’s story with others. * Don’t judge the person for their actions or feelings. |