TT 2.8: 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.
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