

# Are you working to help people affected by the COVID-19 pandemic?

Use these principles of Psychological First Aid (PFA) when working with survivors:



Respond to requests and initiate contacts in a nonintrusive, compassionate, and helpful way.



Help people meet their basic needs.



Calm emotionally overwhelmed or disoriented individuals.



Identify immediate needs and concerns.



Empower people to take steps to meet their needs.



Encourage people to reach out to family and friends via phone, text, or other virtual methods.



Provide information about common stress reactions.



Link people with available resources.

## ADDITIONAL RESOURCES:

Disaster Distress Helpline: 1-800-985-5990

National Suicide Prevention Lifeline:  
1-800-273-TALK (1-800-273-8255)

The Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline:  
1-800-662-HELP (1-800-662-4357)

PFA Online Course from the National Child Traumatic Stress Network and National Center for Posttraumatic Stress Disorder: <https://www.nctsn.org/resources/psychological-first-aid-pfa-online>.

SAMHSA Disaster Technical Assistance Center website at <https://www.samhsa.gov/dtac> or call us at 1-800-308-3515.

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.  
1-877-SAMHSA-7 (1-877-726-4727) • 1-800-487-4889 (TTY) • <https://www.samhsa.gov>

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