

PFA Check list

1. Preparation

- a. Get information about the incident
- b. Who is involved?
- c. Available resources for potential referral?
- d. Own and other's safety and security concerns?
- e. Your relationship with the person?
- f. Pre-assessment and self-assessment
- g. If needed to talk confidentially, secure the space
- h. Tune in
- i. Make contact with Staff Welfare Officer

2. Coordination

- a. Inform the manager that you will approach the person
- b. As needed, link up with HR, Security

3. First intervention

- a. Acknowledge the incident and offer sympathy
- b. Ask for permission to check in with them
- c. Help person feel comfortable
- d. Ask about needs
- e. Ask about concerns
- f. Listen if they want to talk but don't pressure them to talk
- g. Help them to feel calm

4. Follow up Session(s)

- a. Ensure to touch base with the person again
- b. Follow up on the issues raised as concerns
- c. Assess of daily functioning
- d. Psycho-education
- e. Support the person to take charge
- f. Assist if needed in establishing links
- g. Assist in access to support services