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