

# PFA

A Quick Guide of What you Need to Know

2 Of 2 required  
MRC Trainings



## What is Psychological First Aid?

Psychological First Aid (PFA) is an evidence-based approach meant to reduce symptoms of stress in others, and assist in their healthy resilience and any recovery associated with trauma or personal crisis. It is particularly relevant at times of disaster and emergency.

- PFA consists of many different best practices and context-specific approaches
- It is a framework for interacting with others at times of potential crisis or trauma

### ABCs of Psychological First Aid

- **Awareness:** Pay attention to non-verbal communication, distress signals, and safety while learning more and communicating clearly.
- **Balance:** Create clear boundaries, realistic goals, and allow space for emotional reactions.
- **Connection:** Strengthen and expand support systems by connecting to resources and encouraging personal resilience.

Or just remember:

**LOOK**

(carefully observe)

**LISTEN**

(to needs)

**LINK**

(to appropriate resources)

### WHY?

People recover better from crisis if they:

- Feel safe and connect to other people
- Have social, physical, and emotional support
- Feel like they can help themselves and their community



### What Psychological First Aid **IS NOT**

- It is NOT debriefing, counseling, or treatment.
- PFA is NOT professional help. It is a strategy bystanders use to reduce stress.

*For purposes of GO Health VALOR MRC application and training, please email completed certificates to:*

David.Bell@co.genesee.ny.us and Cora.Young@orleanscountyny.gov

Or see more information at: <https://gohealthny.org/phep>

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## Quick Steps to Complete PFA Training for MRC

**#1:** Login/Register for a New York State (NYS) Learning Management System (LMS) account at <https://www.nylearnsph.com/Public/Register/>



**#2:** Find and launch the course titled "Psychological First Aid: Addressing Mental Health Distress During Disasters" or visit <https://bit.ly/3czfFWa>



**#3:** You will be redirected to this webinar by the CDC at [https://emergency.cdc.gov/epic/learn/2020/webinar\\_20200422.asp](https://emergency.cdc.gov/epic/learn/2020/webinar_20200422.asp)



**#4:** After completing the webinar, return to your LMS account, certify your completion, and receive your certificate!

**#5:** Email your completed certificate to [David.Bell@co.genesee.ny.us](mailto:David.Bell@co.genesee.ny.us) & [Cora.Young@orleanscountyny.gov](mailto:Cora.Young@orleanscountyny.gov) to receive MRC credit

**#6:** Optional but recommended:  
Take a more advanced course with Johns Hopkins at <https://www.coursera.org/learn/psychological-first-aid>  
(Course is free but has exam & certificate with payment)



**Contact the Genesee and Orleans County Health Departments  
for general information at: [GOHealthNY.org](http://GOHealthNY.org)**

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