

Psychological First Aid: Responding to a Student In Crisis

(1) Managing the situation

- C present a calm, reassuring demeanor,
- C clarify for classmates and others that the student is upset
- C if possible indicate why the student is upset (correct rumors and distorted information)
- C state what can and will be done to help the student.

(2) Mobilizing Support

- C try to engage the student in a problem-solving dialogue
- C encourage the student's buddies to provide social support
- C contact the student's home to discuss what's wrong and what to do
- C refer the student to a specific counseling resource.

(3) Following-up

Over the following days (sometimes longer), it is important to check on how things are progressing.

- C Has the student gotten the necessary support and guidance?
- C Does the student need help in connecting with a referral resource?
- C Is the student feeling better? If not, what additional support is needed and how can you help make certain that the student receives it?

Another form of "first aid" involves helping needy students and families connect with emergency services.