

Compassion And Respect for Everyone (CARE): Psychological First Aid

Frequently Asked Questions (FAQ)

Are you experiencing stress, anxiety, or uncertainty due to the evolving COVID-19 pandemic? Psychological First Aid is now available to staff and professional staff at our Hospital. To learn more, read some of our Frequently Asked Questions about

Psychological First Aid:

1. What is Psychological First Aid?

Psychological First Aid is a method of helping people during times of extreme stress. The aim is to help people feel supported so that they feel less distressed and better able to cope with their challenges. Having access to a compassionate and supportive person can help people to feel less alone and make informed decisions about what they need to be well.

2. Why should I use Psychological First Aid?

Psychological First Aid has been field-tested and is evidence-based in many disaster settings. The research shows that people recover better after disasters and emergencies when they receive physical, social, and emotional support. Even though strong reactions are to be expected during times like these, a sense of safety and connection can prevent serious mental health problems from developing in the future.

3. How is Psychological First Aid different than counselling?

Psychological First Aid is different than counselling in that it focuses on providing more practical support in determining the needs of people during a disaster or emergency. Unlike counselling, Psychological First Aid does not focus on past problems or explore beliefs and feelings in a comprehensive manner. It's an opportunity for people to talk about how they are being impacted by their circumstances and what might be helpful to them. In certain situations, the psychosocial professional may recommend that an individual also seek counselling services.

4. Who can access Psychological First Aid?

Compassion And Respect for Everyone (CARE), Psychological First Aid, is available to all staff, professional staff and learners at our Hospital. A team of our Hospital's psychosocial staff are available to meet with any staff members who may be experiencing stress or uncertainty and need support.

5. When can I access Psychological First Aid at our Hospital?

Virtual 30 minute appointments are available in group or individual settings with some evening appointments available. To book your appointment, please contact care@tbh.net. Psychological First Aid is best used during and in the immediate aftermath of disasters or emergencies.

6. Is there a cost associated with accessing this service?

No, this Psychological First Aid service is free for all staff who are in need.

7. Are CARE/Psychological First Aid Appointments Confidential?

Yes, the team carefully adheres to professional standards of ethics and confidentiality. Your use of this service will not be shared with the organization, including your colleagues, leadership, HR, or OH&S. Except for danger to self or others, child or elder abuse or neglect, or authorized legal access, no information is released without consent of the client. The psychosocial professional will provide this information to you during the first meeting.

To book an appointment or for more information about Care And Respect for Everyone (CARE), Psychological First Aid at our Hospital, email care@tbh.net. Your email will be responded to by our CARE Team assistant who will keep your enquiry confidential, sharing y only with the psychosocial professional you select.