

Supporting those
**adversely affected
or distressed** by the
coronavirus outbreak:
a quick overview

A QUICK OVERVIEW

COVID-19 is an extremely distressing event, which is affecting people's lives and wellbeing differently.

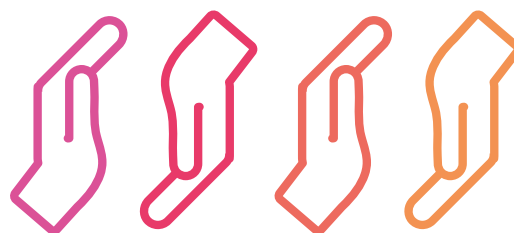
Psychosocial support is a humane, supportive response to individuals and communities who are struggling and who may need support.

Although people may need access to help and support for a long time after an event, psychosocial support is aimed at helping people who are currently affected by or have been very recently affected by COVID-19. To protect your health and safety and those around you – always follow the latest government guidance.

Providing psychosocial support responsibly means:

- Respect safety, dignity and rights
- Adapt what you do to take account of the person's culture
- Be aware of other COVID-19 response measures and services in place
- Look after yourself

Respect safety, dignity and rights



SUMMARY

Providing psychosocial support

- 1. Communication:** To help people in distress feel more safe and secure, understood, respected and cared for appropriately be calm and show understanding.
- 2. Prepare**
 - Learn about the situation
 - Learn about available services and support
 - Learn about safety and security concerns
- 3. Principles**



Look.
Listen.
Link.

Look*	Listen	Link
Check for safety.	Approach people who may need support.	Help people address basic needs and access services.
Check for people with obvious urgent basic needs.	Ask about people's needs and concerns.	Help people cope with problems.
Check for people with serious distress reactions.	Listen to people and help them to feel calm.	Give information.
		Connect people with loved ones and social support.

**Even though it may not be possible to be face-to-face with those who need support, it is still possible and important to look for signs and understand their needs*

SUMMARY

Be aware of and set aside your own biases and prejudices

Ethics

Do's and don'ts are offered as guidance to avoid causing further harm to the person, to provide the best care possible and to act only in their best interest. Offer help in ways that are most appropriate and comfortable to the people you are supporting. Consider what this ethical guidance means in terms of your cultural context.



Do's

- Be honest and trustworthy.
- Respect people's right to make their own decisions.
- Be aware of and set aside your own biases and prejudices.
- Make it clear to people that even if they refuse help now, they can still access help in the future.
- Respect privacy and keep the person's story confidential, if this is appropriate.
- Behave appropriately by considering the person's culture, age and gender.



Don't's

- Don't exploit your relationship as a helper.
- Don't ask the person for any money or favour for helping them.
- Don't make false promises or give false information.
- Don't exaggerate your skills.
- Don't force help on people, and don't be intrusive or pushy.
- Don't pressure people to tell you their story.
- Don't share the person's story with others.
- Don't judge the person for their actions or feelings.