

## Helping those affected by COVID-19?



# Look.

- › Check for safety.
- › Check for people with obvious urgent basic needs.
- › Check for people with serious distress reactions.



# Listen.

- › Approach people who may need support.
- › Ask about people's needs and concerns.
- › Listen to people and help them to feel calm.



# Link.

- › Help people address basic needs and access services.
- › Help people cope with problems.
- › Give information.
- › Connect people with loved ones and social support.

Read our guidance, adapted from the World Health Organization's psychological first aid guide, on providing humane, supportive and practical help to those affected by COVID-19 at

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