PSYCHOLOGICAL FIRST AID TOOLS
PSYCHOLOGICAL FIRST AID HELP CARD

Print out the Quick Reference card to help you in the moment to give practical help

<table>
<thead>
<tr>
<th>PROMOTE SAFETY</th>
<th>SELF EMPOWERMENT</th>
<th>CONNECTEDNESS</th>
<th>SELF CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SAFEGUARD &amp; SUSTAIN</td>
<td>• ACTION EDUCATE</td>
<td>• Help connect friends &amp; loved ones</td>
<td>• Check your readiness to respond before you go</td>
</tr>
<tr>
<td>• Meet basic survival needs</td>
<td>• Clarify disaster information</td>
<td>• Keep children with relatives</td>
<td>• Understand the nature of the request</td>
</tr>
<tr>
<td>• Provide simple accurate information</td>
<td>• Engage towards meeting own needs</td>
<td>• Ask questions</td>
<td>• Give consideration to your physical and emotional health</td>
</tr>
<tr>
<td>• Repeat information as often as needed</td>
<td>• Guide toward what to expect, teach resilience</td>
<td>• Make referrals as need</td>
<td>• Use the support resources during response</td>
</tr>
<tr>
<td>• Identify resources</td>
<td>• Work to ‘normal’ life activities</td>
<td>• Promote your own resiliency</td>
<td>• Expect recovery period after an incident</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CALM &amp; COMFORT</th>
<th>PREVENTION STRATEGIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• FACILITATE FUNCTION</td>
<td>• Share your thoughts with someone you trust</td>
</tr>
<tr>
<td>• Have a Compassionate Presence with them</td>
<td>• Keep active with regular exercise</td>
</tr>
<tr>
<td>• Active listening</td>
<td>• Eat properly balanced diet—avoid food high in processed sugar</td>
</tr>
<tr>
<td>• Don’t push for information</td>
<td>• Avoid tobacco, alcohol, and illegal drugs which mask stress</td>
</tr>
<tr>
<td>• Use stress management techniques</td>
<td>• Look for humor in a situation wherever you can</td>
</tr>
<tr>
<td>• Be flexible and supportive</td>
<td>• Help others as one can; don’t have an agenda</td>
</tr>
<tr>
<td>• Comfort, Console, Soothe</td>
<td>• Maintain a regular routine with uninterrupted sleep cycles</td>
</tr>
<tr>
<td>• Engage towards meeting own needs</td>
<td>• Learn and use coping techniques including breathing and muscle relaxation</td>
</tr>
<tr>
<td>• Guide toward what to expect, teach resilience</td>
<td>• Look at life’s daily challenges as opportunities</td>
</tr>
</tbody>
</table>

When in doubt CONSULT!! with supervisors or local resources

Overall, People want to be heard!
PSYCHOLOGICAL FIRST AID (PFA) APPS

U.S. Department of Veteran Affairs
https://me.va.goobilv/app/pfa-mobile

University of Minnesota
https://www.sph.umn.edu/pfatutorial/

Search PFA in your app store to download
IMMEDIATE RESOURCES FOR REFERRAL

Disaster Distress Helpline
1-800-985-5990
Multi-lingual confidential trained crisis counselor center.

Disaster Distress Helpline - Texting Option
Text 'TalkWithUs' to 66746 for texting option

National Suicide Prevention Lifeline
1-800-273-8255

Emergency Department
Mayo Clinic Security
Spiritual Care for Staff

We experience a range of emotions – whether it be fear, anger, anxiety, or grief!
If you want someone to talk to about these feelings, reach out to a Chaplain at your Site or Region

Chaplain Care: For Patients, Families, Staff & Teams

Arizona: Call Spiritual Care 2-1122
Florida: Call (904)-953-2000 for on-call chaplain
Rochester & SEMN: Call 127-02000 to page on-call chaplain

Staff Care
As helping professionals, when we reach out for support, those in our care do better too.

Options: speak over the phone, video chat, or in-person visits

NWWI Eau Claire: Call (715)-838-3311 for on-call chaplain
SWMN Mankato: Call (507) 625-4031 for on-call chaplain
SWWI La Crosse: Call (608)-785-0940, ext. 2-2218

Conversation starters
What do you & your team need today?
What are you feeling?
What are your worries?
Where is your calm in the storm?
What do you find peace beyond all understanding?
LET’S TALK WARM LINE

• Access by calling the Employee COVID-19 Help Line at: 1-833-558-0757 and press prompt "5."

• Available weekdays 8 a.m. to 5 p.m. CDT

• This line is for Mayo Clinic staff to call as a touchpoint if they want extra support, are feeling overwhelmed or just need to talk for a few minutes with a colleague trained in emotional support. While it's not a crisis hotline, it's a supportive place to talk for staff affected by the changes caused by COVID-19 or other life events.
EMPLOYEE ASSISTANCE PROGRAM (EAP)

• A resource provided by Mayo Clinic at no cost to you. Offers counseling and other resources

• completely confidential

• Available to employees and their family

• Services offered can vary depending on who your EAP provider is.
## FIND YOUR EAP PROVIDER

<table>
<thead>
<tr>
<th>Site</th>
<th>Service Provider</th>
<th>Call</th>
<th>Visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona</td>
<td></td>
<td></td>
<td><a href="http://www.VITALWorkLife.com">www.VITALWorkLife.com</a></td>
</tr>
<tr>
<td>Florida</td>
<td></td>
<td></td>
<td>(username = mayo clinic password = Member)</td>
</tr>
<tr>
<td>Mayo Clinic Ambulance</td>
<td>VITAL WorkLife</td>
<td>800-383-1908</td>
<td></td>
</tr>
<tr>
<td>Mayo Clinic Health System regions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rochester employees living outside of MN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rochester</td>
<td>Mayo Clinic EAP</td>
<td>507-266-3330</td>
<td>Mayo Clinic EAP</td>
</tr>
<tr>
<td>Decorah (Physicians)</td>
<td></td>
<td></td>
<td>(no log in required)</td>
</tr>
<tr>
<td>Rochester</td>
<td></td>
<td></td>
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<tr>
<td>Decorah (Physicians)</td>
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VITAL WORKLIFE

• 24-hour a day support and resources online or by phone

• New in 2020: download the mobile app to make it even easier to connect to VITAL Worklife

Enter the following credentials when prompted.

Username: mayoclinic
Password: member

Take a private assessment in the tool to evaluate your current state.

Click on the phone icon and then tap to call a live counselor 24-hours a day
MAYO CLINIC EAP

- Request an appointment
- Read the brochure or watch a short video
- Join the mailing list to connect with upcoming events
- Review the resources tab for information on:
  - Addiction
  - Grief
  - Legal assistance
  - Community resources
  - And more!

http://intranet.mayo.edu/charlie/employee-assistance-rst/
COVID-19 Well-Being Care Kit

http://intranet.mayo.edu/charlie/well-being/covid-19-well-being/
OFFICE OF PATIENT EDUCATION

Coronavirus Disease 2019 | COVID-19

Resources for Adults

Patient Education

✓ Stress Management
✓ Sleep Management
✓ Anxiety and Mood Management

Self-Help & Free Mental Health Apps | Print Friendly

http://intranet.mayo.edu/charlie/office-patient-education/clinical-corner/psych
Well-Being Index

Get started:
1. Go to Create an Account
2. Enter Invitation Code: Mayo
3. Enter your email address (does not need to be Mayo email address) and create a password

Already have an account set up? Go to the Well-Being Index and sign in to receive additional resources and track your well-being progress.

Download the Well-Being Index Mobile App

http://intranet.mayo.edu/charlie/well-being/well-being-index/
OTHER RELIABLE INFORMATION

Resources for the Community

Travel

Schools & Childcare

Businesses & Employers

Community & Faith-Based Organizations


https://www.coronavirus.gov/