**Psychological First Aid and Psychosocial Support**

**in Complex Emergencies[[1]](#footnote-1) (PFA-CE)**

**Summary of the desk research report**

In times of more frequent and long-term disasters and crises, the project PFA-CE, funded by EU Humanitarian Aid and Civil Protection, aims at improving Mental Health and Psychosocial Support (MHPSS) disaster response capacities of European emergency and volunteer organisations by strengthening Psychological First Aid (PFA) and Psychosocial Support (PSS) competencies of staff and volunteers. The project aims at exchanging experience and developing a training package for all staff and volunteers.

The Desk research was done by the University of Innsbruck with the following aims:

Compiling information on existing guidelines, tools and recommendations for three topics

1. Psychological First Aid
2. Community based psychosocial support
3. Volunteer and staff support including management and support for spontaneous volunteers

On the basis of the selected materials and through structured experience exchange and collecting best practice in the areas of flooding, migration crisis and earthquake a **Train the Trainer package** shall be developed. The objective of the training package, which will be tested within the project, is to provide trainers within disaster management organisations adaptable tools which can be included in the training of all volunteers and staff member involved in emergency response

## Methodology

Our methodology was a web research looking for the following materials (in English language)

* Guidelines and handbooks on Psychosocial support and psychological first aid in disasters
* Guidelines and handbooks on staff and volunteer support in disasters
* Scientific research findings and practice reports on the topics menationed

Additionally materials were collected from the partners in Italian, German, Croatian, Slovenian and Serbian. These materials will be put on the website .

In the first round we selected 70 relevant scientific articles, 219 tools and 81 guidelines (see references in the Appendix) and 8 practice examples by selecting relevant materials for all three areas. This process was guided by the main objectives of the project. These documents were analysed regarding their usability (general quality criteria and content) for preparing a basic training for all volunteer and staff regarding PFA, PSS and volunteer/Staff support as well as managing convergent volunteers.

In step two, documents were further reduced by selecting only those documents that we find useful (regarding sicentific quality, didactic quality, content and adequacy) for the development of a general and basic introduction course on PFA and PSS, self-care and peer support and guidance for the management of convergent volunteers. Only those documents will be described in the following.

## Results

We selected 11 training materials that we recommend as a basis for the training package to be developed in the course of this project.

The following table gives an overview of the selected materials. Training materials will be used for the development of the training package, guidelines and tools as well as additional materials may serve as background information for trainers and participants

|  |  |  |  |
| --- | --- | --- | --- |
| **Psychological first aid** | **Community based Psychosocial support** | **Staff and volunteer support** | **Management and support of spontaneous volunteers** |
| 3 guidelines | 2 guidelines | 3 guidelines | 6 guidelines |
| **2 training materials** | **3 training materials** | **3 training materials** | **3 training materials** |
|  | 3 additional materials | 4 tools |  |

In the following we will give you an overview of recommended training materials and guidelines.

## Psychological First Aid recommended materials

**Training materials**

* World Health Organization, War Trauma Foundation and World Vision International. (2013). *Psychological first aid: Facilitator’s manual for orienting field workers.* WHO: Geneva.

http://apps.who.int/iris/bitstream/10665/102380/1/9789241548618\_eng.pdf; Manual, 82 p.

* Save the Children. Psychological First Aid training manual for Child practitioners, One day training programme <https://resourcecentre.savethechildren.net/library/pfa-one-day-programme-manual> and powerpoints; Manual 44 p., powerpoints 24

**Guidelines**

* World Health Organization, War Trauma Foundation and World Vision International. (2011). *Psychological first aid: Guide for field workers*. WHO: Geneva.

<http://www.searo.who.int/srilanka/documents/psychological_first_aid_guide_for_field_workers.pdf>; Guide, 56 p.

## Community based Psychosocial Support recommended materials

**Training materials**

* IFRC Reference Center for Psychosocial Support; Community based Psychosocial support Training KIT for a five days training including particpants handbook, trainer handbook and ppt ;

<http://pscentre.org/topics/training-kit-publications/>

* UNICEF. (2009). *A Practical Guide for Developing Child Friendly Spaces*.

[https://www.unicef.org/protection/A\_Practical\_Guide\_to\_Developing\_Child\_Friendly\_Spaces\_-\_UNICEF\_(2).pdf](https://www.unicef.org/protection/A_Practical_Guide_to_Developing_Child_Friendly_Spaces_-_UNICEF_%282%29.pdf); Guide, 108 p

**Guidelines**

* IASC Mental Health Guidelines: Inter-Agency Standing Committee (IASC) (2007). IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings

[www.who.int/mental\_health/emergencies/guidelines\_iasc\_mental\_health\_psychosocial\_june\_2007.pdf](http://www.who.int/mental_health/emergencies/guidelines_iasc_mental_health_psychosocial_june_2007.pdf)

* International Federation of Red Cross and Red Crescent Societies Reference Centre for Psychosocial Support (PS Centre). (2009). *Psychosocial Interventions. A Handbook.* Copenhagen, Denmark.; <http://pscentre.org/resources/>

Handbook, 194 p.

## Self Care and Peer support recommended materials

**Guidelines**

* Antares Foundation (2005). Managing stress in humanitarian workers. Guidelines for good practice. [https://cms.emergency.unhcr.org/documents/11982/45255/Antares+Foundation%2C+Managing+Stress+of+Humanitarian+Workers+-+Best+practice+guide%2C+2005/41f70ba9-c429-4d89-8263-2567d956298a](https://cms.emergency.unhcr.org/documents/11982/45255/Antares%2BFoundation%2C%2BManaging%2BStress%2Bof%2BHumanitarian%2BWorkers%2B-%2BBest%2Bpractice%2Bguide%2C%2B2005/41f70ba9-c429-4d89-8263-2567d956298a)
* Burger, N. (2012). Guidelines for psychosocial support for uniformed workers. Extensive summary and recommendations.
* Emergency Support Network (ESN) & Tunnecliffe, M. (2007). Best practice in peer support. <http://www.emergencysupport.com.au/articles/PeerSupport_BESTPRACTICE.pdf>

**Training materials**

* International Federation of Red Cross and Red Crescent Societies (IFRC) & The International Federation Reference Centre for Psychosocial Support (n.d.). Caring for volunteers. Training manual and powerpoint. Available at:

<http://pscentre.org>

* International Federation of Red Cross and Red Crescent Societies (IFRC) &The International Federation Reference Centre for Psychosocial Support (2009). Community-based psychosocial support. Trainer’s book. A training kit. Module 7 Available at: <http://pscentre.org/wp-content/uploads/CBPS_ENTrainer.pdf>

## Spontaneous volunteers recommended materials

**Training materials**

* Points of Light Institute & CNCS. (2011). Managing Spontaneous Volunteers in Times of Disaster (eCourse). Available at: <https://www.nationalservice.gov/resources/disaster-services/managing-spontaneous-volunteers-times-disaster-0>
* Western Region Homeland Security. (2016). Spontaneous Unaffiliated Volunteers Training Series. Available at: <http://wrhsac.org/projects-and-initiatives/spontaneous-unaffiliated-volunteers-training-series/>

**Guidelines**

* Australian Government. (2010). Spontaneous Volunteer Management Resource Kit: Helping to Manage Spontaneous Volunteers in Emergencies. Commonwealth of Australia, Canberra. Available at: <https://www.dss.gov.au/our-responsibilities/communities-and-vulnerable-people/publications-articles/spontaneous-volunteer-management-resource-kit>
* Centre for Voluntary Sector Research and Development (Canada) & Public Health Agency of Canada (2007). MAINTAINING THE PASSION – Sustaining the Emergency Response Episodic Volunteer. Available at: <http://www.redcross.ca/cmslib/general/crc_disastermanagement_maintaining_e.pdf>
* Federal Emergency Management Agency &Emergency Management Institute. (n.k.). Management of Spontaneous Volunteers in Disasters. *Student Manual. Available at:* <https://www.volunteerflorida.org/wp-content/uploads/2013/04/G489-Mgt-of-Spontaneous-Volunteers-in-Disaster.pdf>
* Points of Light Foundation, NVOAD, and UPS Foundation. (2005). Managing Spontaneous Volunteers in Times of Disaster: The Synergy of Structure and Good Intentions. Available at: <https://www.fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf>

The PFA-CE project, funded by the European Union – Civil Protection, aims at improving disaster response capacities of European emergency and volunteer organisations by strengthening Psychological First Aid and Psychosocial Support competencies of staff and volunteers.

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1. The term complex emergencies may be a little bit confusing, as is normally used in a different meaning. In this project we refer to complexity in the sense of long lasting and repeated disaster situations that pose a special challenge to European MHPSS management systems. With our project we aimed at the following Improvements to be reached [↑](#footnote-ref-1)