



# Facilitation Manual *Psychological First Aid* During Ebola Disease Outbreaks

## **PROVISIONAL VERSION**

*As knowledge on Ebola-related safety measures accumulates, this guidance is provisional. Do not upload this document or the accompanying powerpoint slides on the internet but rather create a link to the WHO website and dropbox folders where the latest versions can be found:*

[http://www.who.int/mental\\_health/emergencies/psychological\\_first\\_aidEbolaManual/en/](http://www.who.int/mental_health/emergencies/psychological_first_aidEbolaManual/en/)

[https://www.dropbox.com/sh/id8ko472o5k5nr6/AABWrv-yqGeE9Ze7Aj\\_Kpdta?dl=0](https://www.dropbox.com/sh/id8ko472o5k5nr6/AABWrv-yqGeE9Ze7Aj_Kpdta?dl=0)

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Facilitation Manual  
***Psychological first aid***  
during Ebola Disease Outbreaks



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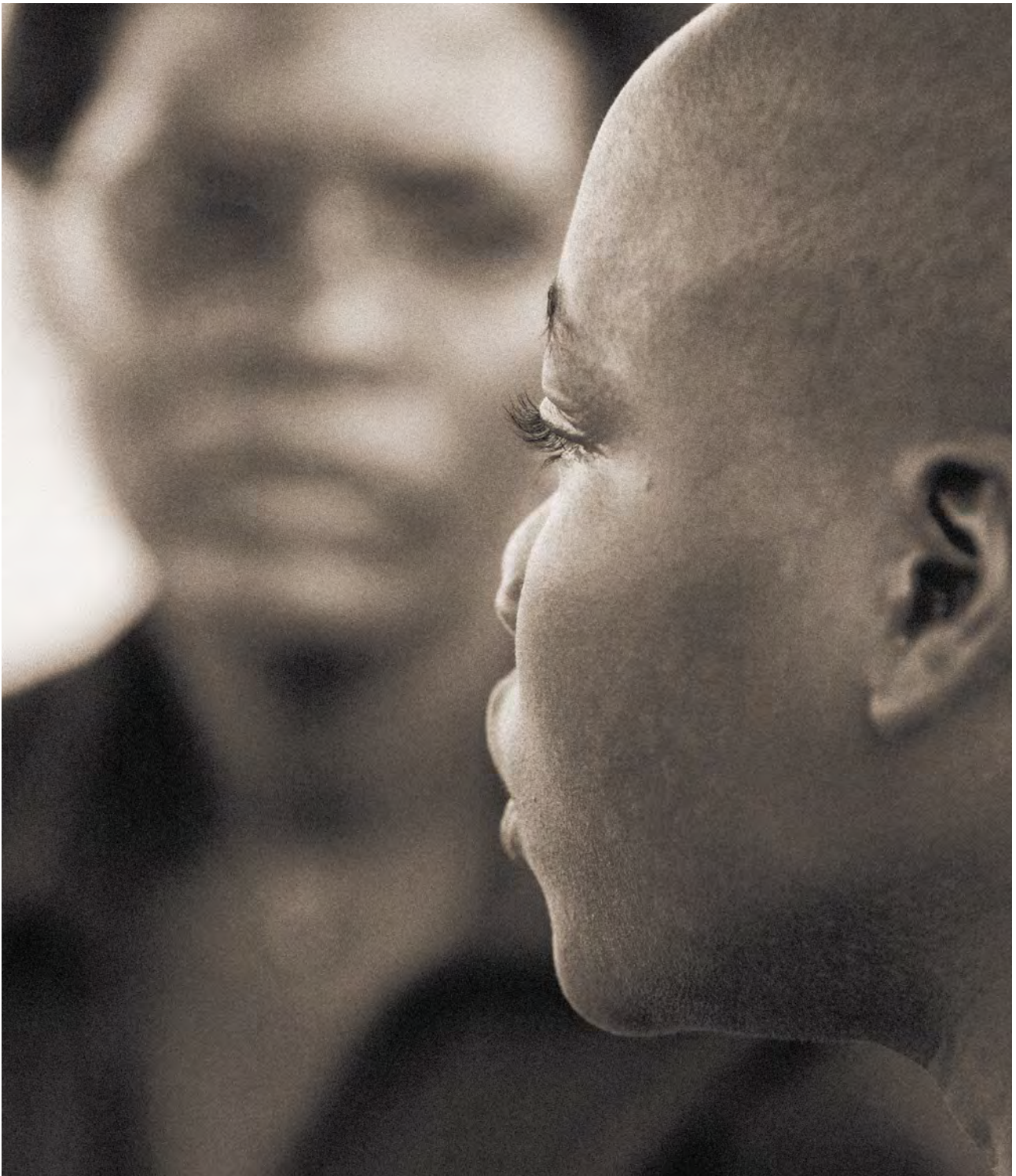
- » **Psychological first aid during Ebola virus disease outbreaks**  
(<http://tinyurl.com/PFA-Eb>)
- » **Psychological first aid: Facilitator's manual for orienting field workers**  
(<http://apps.who.int/iris/handle/10665/102380>)

This document was reviewed by Alison Schafer (World Vision International), Saji Thomas (UNICEF), Julian Eaton (CBM) and Peter Hughes (Royal College of Psychiatrists).

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# OVERVIEW OF THE MANUAL



## INTRODUCTION

This manual is designed to orient helpers to offer psychological first aid (PFA) to people affected by an Ebola outbreak. PFA involves humane, supportive and practical assistance for people who are distressed, in ways that respect their dignity, culture and abilities.

This facilitator's manual is to be used together with the guide *Psychological first aid during Ebola virus disease outbreaks* (World Health Organization, CBM, World Vision International, UNICEF, September 2014).<sup>1</sup>

***The manual is structured in three parts:***

### ***1) Overview of the manual***

This section provides general information about how to use this manual, how to prepare for giving an orientation, and tips for facilitators.

### ***2) Step-by-step orientation***

This section provides a full-day orientation agenda and a step-by-step description of each module, including learning objectives, narrative and tips for the facilitator, accompanying slides, and instructions for group exercises and discussion.

### ***3) Supporting materials***

This section of annexes provides supporting materials to print as handouts for participants.

## HOW TO USE THIS MANUAL

The instructions and materials in this manual are for a full-day orientation (five and a half hours excluding breaks) to prepare helpers to support people recently affected by an Ebola outbreak.

It is important to adapt the orientation and materials to the local culture, language and context, and to the specific context in which your participants will be helping. Remember to build in extra time if you are using a translator. It is helpful if the translator is familiar with *Psychological first aid during Ebola virus disease outbreaks* and orientation materials beforehand.

This manual serves as a guide for PFA orientation, to which you can bring your own style, experience and ideas as a facilitator.

<sup>1</sup> The latest updated version of Psychological first aid during Ebola virus disease outbreaks is available at this link: <http://tinyurl.com/PFA-Eb>

### ***What will participants learn?***

The orientation aims to build the capacity of helpers in crisis situations:

- » To approach a situation safely, for themselves and others;
- » To say and do the most supportive things for very distressed people; and
- » To NOT cause further harm by their actions.

The orientation provides many opportunities for participants to develop and practise PFA skills.

The orientation will not give participants clinical skills in “counselling”. A key learning objective is for participants to understand the boundaries of the support they can provide and when to refer people for more specialized assistance. In particular, helpers will need to be aware of safety precautions and how to refer people who have Ebola symptoms for medical care.

### ***Who is this manual for?***

Facilitators using this manual will often have experience in offering mental health and psychosocial support. It is helpful if they also have:

- » Prior experience assisting people affected by crisis events;
- » Understanding of Ebola virus disease and safety precautions; and
- » Interest and experience in providing orientation and training.

### ***Who should participate in a PFA orientation?***

PFA is an approach that can be learned by both professionals and non-professionals who are in a position to help people affected by very distressing events, such as an Ebola disease outbreak. They may include staff or volunteers of disaster relief organizations (in health and non-health sectors), health workers, teachers, community members, local government officials and others.

It is not necessary for helpers to have a psychosocial or mental health background in order to be able to offer PFA. Helpers who provide various kinds of relief and assistance during an Ebola disease outbreak may find PFA skills useful in the course of their usual work. Participants will ideally:

- » Have the time and willingness to assist in an Ebola outbreak situation;

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