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To: HSC Trust Chief Executives  
Council Chief Executives

10 April 2020

Dear Colleagues,

### **Supporting you to support others during COVID-19**

#### **New interim guidelines and E-Learning module unveiled by HSCNI in collaboration with the Red Cross, the Red Crescent and NHS Education Scotland**

The World Health Organisation (WHO) and Red Cross advise that people are more likely to be able to psychologically cope with and recover from ongoing crisis situations like COVID-19 if they can:

- Feel safe, connected to others, calm and hopeful;
- Have access to social, physical and emotional support; and
- Feel able to help themselves, as individuals and communities.

To support staff, the HSC NI in collaboration with the Red Cross and NHS Education Scotland has made available interim guidelines and a short E-Learning module on Psychological First Aid.

Learning psychological first aid skills and understanding reactions to crisis, empowers helpers to help others and apply the same skills to their own lives.

These resources are particularly applicable for anyone working or volunteering with local statutory, community or voluntary communities at this time.

The information is designed for individuals with varying levels of skill and experience in the area of psychological first aid. For those who have extensive experience of working with people in emotional distress some elements of the training will already be familiar.

***Improving Your Health and Wellbeing***



The Resources and E-Learning Webinar will help individuals and teams to help people with whom they are in contact both during and after the COVID-19 pandemic by:

- Addressing basic needs and concerns and providing practical support
- Connecting them to information, services and social supports
- Offering comfort and helping them to feel calm
- Reducing distress and fostering adaptive coping
- Protecting them from further harm

We would ask you to encourage your staff, volunteers and or support networks to participate in the learning and help support those who are working tirelessly in our communities.

Below are the details of how to access the online learning portal.

Anyone who has access or is a member of the HSC Learning Centre can log on and **Psychological First Aid** will appear in the list of available courses.

Anyone who is not a member of the HSC Learning Centre can use a guest log in via the following link:

<https://www.hsclearning.com/course/view.php?id=1042>

Yours sincerely



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