

Psychological First Aid During Ebola Disease Outbreaks

This PowerPoint presentation was provisionally made available in 2014 and this updated 2024 version is published to ensure that all facts on Ebola Disease are in line with the latest evidence.

What we will cover in the training

- Understanding Ebola disease
- Understanding Psychological First Aid
- How to help responsibly
- Providing PFA
 - Good communication with people in distress
 - Preparing to help
 - Action principles: Look, Listen and Link!
 - People who likely need special attention
- Caring for yourself and your colleagues

Introduction

Understanding Ebola Disease

What is Ebola Disease?

- Ebola disease is a rare but severe illness in humans.
- There are different types of Ebola disease such as Ebola virus disease, Bundibugyo virus disease, Sudan virus disease and Tai Forest virus disease.
- When an outbreak of Ebola disease happens, a vaccine may be recommended to help protect people against the disease.
- Vaccination is encouraged if recommended and available.
- Early supportive and intensive care substantially increases chances of survival.
- Appropriate infection control measures can help prevent the spread of disease.
- It's essential to learn how to protect yourself and others.

Who is at higher risk of Ebola Disease?

- Some people are at a higher risk of being in physical contact with a person sick with Ebola disease:
 - health workers and others caring for sick patients,
 - family members or others in close contact with people sick with Ebola disease,
 - and people who have direct contact with bodies during burial rituals.

Who is at higher risk of Ebola Disease?

- *It's important that anyone in physical contact with a person sick with Ebola disease contacts their local health authorities or health care workers.*
- This allows for the person's health to be carefully monitored for 21 days to ensure early treatment if needed and prevent further spreading of the disease.

Symptoms of Ebola Disease

- The symptoms of Ebola disease can be sudden and include fever, fatigue, muscle pain, headache, and sore throat.
- These are followed by vomiting, diarrhoea, rash, and internal and external bleeding.
- The time from when someone gets infected to having symptoms is usually from two to 21 days.

Symptoms of Ebola Disease

- People sick with the disease can only transmit Ebola disease to others when they have symptoms.
- Ebola disease shares many common symptoms with other prevalent infectious diseases such as malaria, typhoid fever, and meningitis.
- Sometimes, the symptoms of Ebola disease can be mistaken with pregnancy related complications in women who are pregnant.
- These similarities can sometimes make it slower to diagnose.

What should you do if you are delivering PFA to someone with symptoms of Ebola disease?

- Encourage and support the person to **call for immediate medical help**.
- Emphasise to the person showing symptoms, that **early treatment increases the chance of survival and prevents the spread of disease to others**.
- Seek help from community leaders if needed.
- Anyone transporting the person showing symptoms of Ebola to a treatment centre must use personal protective equipment.
- Share and list resources available in local community.

While you are waiting for help to arrive to transport the person suspected of having Ebola disease to a treatment centre

- **Do not touch** a person sick with or suspected of having Ebola disease – this helps protect you, the participant, your family, and others.
- **Do not touch** the body fluids such as blood, feces, or vomit of a person who is sick with or suspected of having Ebola disease.
- Do not touch any objects that have been contaminated with body fluids (such as blood, feces, vomit) from a person sick with Ebola disease.

While you are waiting for help to arrive to transport the person suspected of having Ebola disease to a treatment centre

- Wash hands regularly and thoroughly using soap and water or alcohol-based sanitizer.
- Only one person wearing personal protective equipment should attend to the person sick with or suspected of having Ebola disease. While waiting to go to the treatment centre, the person suspected of having Ebola disease should wait in a separate space. If any meals are taken, then ensure separate plates, utensils, and cups.

While waiting for help to arrive to take the person with suspected Ebola disease to a treatment centre

- **Be aware of the danger signs!**
 - If the person suspected of Ebola disease has symptoms of vomiting, diarrhoea or bleeding they need urgent and immediate care by a hospital or treatment centre.
 - These symptoms may indicate the person suspected of Ebola disease is at risk of dying.
 - Others are at risk of infection.
 - The person should be moved only by health workers with personal protective equipment under the guidance of local authorities.
 - Follow advice provided by the local health authorities.

How does Ebola disease spread?

- People can get Ebola disease by touching:
 - animals sick with Ebola disease during food preparation, cooking, or eating.
 - blood or body fluids such as faeces, vomit, saliva of a person who is sick with or who has died from Ebola disease.
 - things that a person sick with Ebola disease or the body of a person who has died from Ebola disease has touched, like bedsheets or their clothes.

How does Ebola disease spread?

- A person with Ebola disease can only spread the disease once they have symptoms.
- People can spread Ebola disease for as long as their body contains the virus, even after they have died.
- Ebola is not airborne, which means it is not transmitted through the air.

When someone dies from Ebola disease, their body is still infectious. What can be done to protect you and prevent others from getting Ebola disease?

- Do not touch or move the body of someone who has died from Ebola disease.
- Contact a safe and dignified burial team so that people appropriately trained can handle the body of the deceased.
- The team will wear gloves and use protective items to clean up and if needed discard items that have been in contact with body fluids of the deceased. This will prevent the spread of the disease and keep people safe. Items that need to be destroyed will be replaced.

When someone dies from Ebola disease, their body is still infectious. What can be done to protect you and prevent others from getting Ebola disease?

- During funerals and burial rituals, do not touch the bodies of the deceased.
- Safe and dignified burial teams will be set up and trained with members of the community.

What's needed to support people who are recovering from being sick with Ebola disease?

- Medical care should be provided regularly to survivors for a period of at **least 18 months** after discharge from a treatment centre.
- Mental health services and/or psychosocial supports should also be offered.
- Semen and breast milk should also be tested until two consecutive negative results are obtained to reduce the risk of further transmission.
- All survivors, their partners, and families should be shown respect, dignity, and compassion.
- Stigma should be reduced collectively, alongside support to help people who have had Ebola reintegrate back into society.

Chapter 1

Understanding Psychological First Aid

Crisis events you have encountered

- Events affecting individuals
 - Car accident, robbery, home fire
- Large events affecting many people
 - Natural disasters, war/conflict
- What physical, social and psychological reactions did people have?
- What was done to help and support people?

An Ebola virus disease outbreak

- Think about individuals, families and communities affected by an Ebola disease outbreak:
 - What kinds of reactions may they have?
 - What can be done to support them?

What comes to your mind
when you hear...

“Psychological First Aid”

Starting with care for ourselves

- Take a moment to reflect upon:
 - How do I take care of myself?
 - How does my team (colleagues, family) support each other?
 - What safety precautions do I need to consider in terms of protection against Ebola?
- Listening and Reflecting Exercise:
 - *What is important to you as you prepare to help in an Ebola outbreak?*

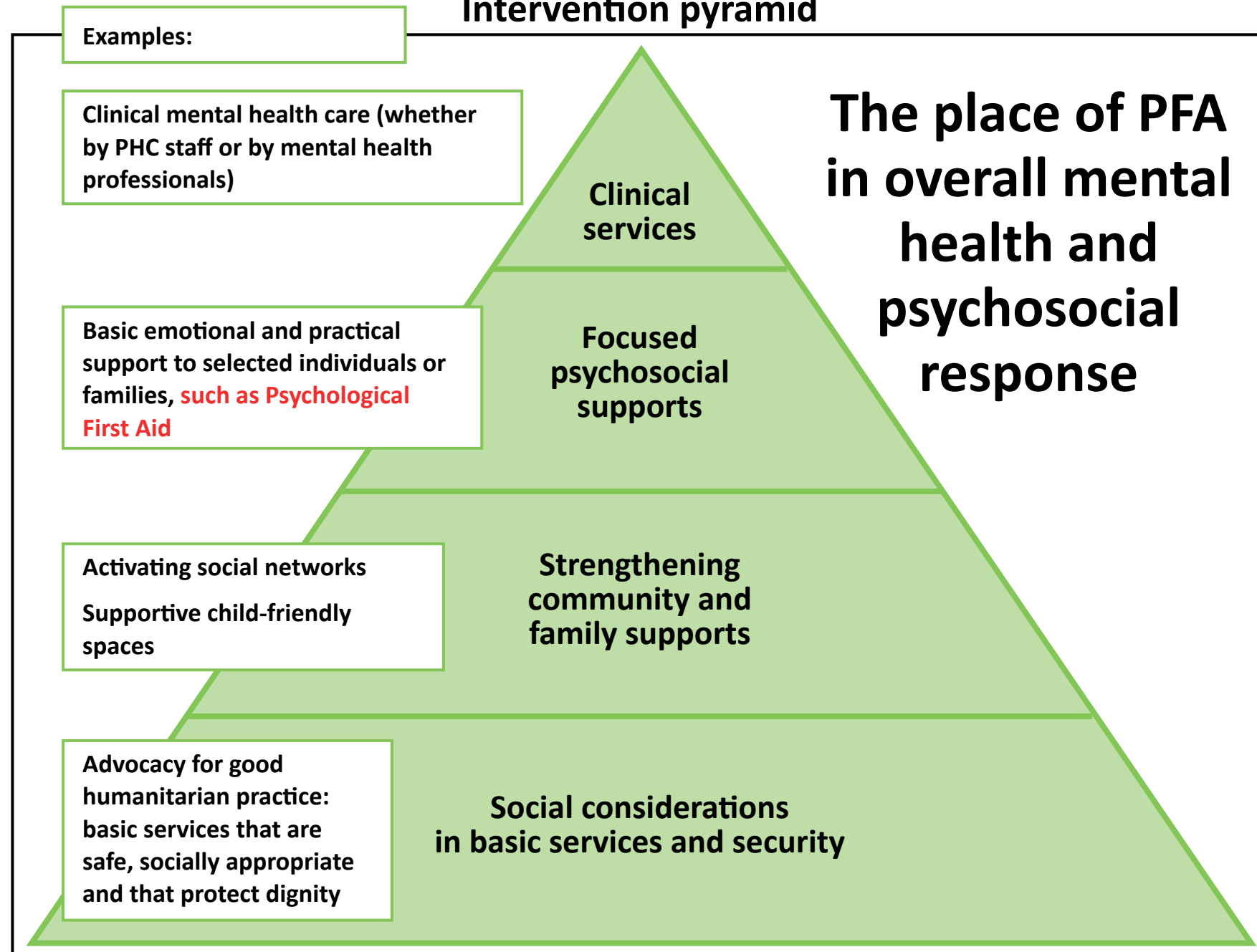
What is PFA?

- Humane, supportive and practical assistance to fellow human beings who have recently suffered exposure to serious stressors, and involves:
 - Providing non-intrusive practical care and support
 - Assessing needs and concerns
 - Helping people to address basic needs (food, water, info)
 - Listening, but not pressuring people to talk
 - Comforting people and helping them to feel calm
 - Helping people connect to info, services & social supports
 - Information is vital in an Ebola outbreak. PFA providers can help to dispel myths, share clear messages about healthy behaviour and improve people's understanding of the disease.
 - Protecting people from further harm

What PFA is NOT?

- It is NOT something only professionals can do
- It is NOT professional counselling
- It is NOT “psychological debriefing”
- It is NOT asking people to analyze what happened or put time and events in order
- Although PFA involves being available to listen to people’s stories, it is NOT pressuring people to tell you their feelings or reactions to an event.

Intervention pyramid



Why PFA?

- People do better over the long term if they...
 - Feel safe, connected to others, calm & hopeful
 - Have access to social, physical & emotional support
 - Regain a sense of control by being able to help themselves

Group Exercise (5 minutes)

During an Ebola outbreak...

- WHO may benefit from PFA?
- WHO may need more advanced support?
- WHEN should PFA be provided?
- WHERE should PFA be provided?

PFA: Who?

- Very distressed people who have been recently exposed to a serious stressful event
- Can be provided to adults and children
- Not everyone who experiences a crisis will need or want PFA
 - Don't force help on those who don't want it, but make yourself available and easily accessible to those who may want support

PFA: Who? During an Ebola outbreak

- Health care providers treating people with Ebola
- Community members anxious about infection
- Healthy people who have been confirmed not to have Ebola but are experiencing distress

Who needs more advanced support than PFA alone?

People who have been exposed to the disease and/or have symptoms of Ebola need access to immediate medical attention.

Also:

- People who are so upset they cannot care for themselves or their children
- People who are at risk of hurting themselves
- People who are at risk of hurting others

Others who may need PFA or specialized support

- People who have lost multiple family members and loved ones to Ebola, particularly orphans who need extra care and protection
- Those who may be stigmatized, such as:
 - People who have recovered from Ebola
 - Health care providers treating Ebola patients
 - Frontline Ebola operations workers (dead body handlers)

PFA: When?

- Upon first contact with very distressed people, usually immediately following an event, or sometimes a few days or weeks after

PFA: When? (during an Ebola outbreak)

When...

- Doing contact tracing
- Delivering survival and hygiene kits to people whose properties were destroyed during household disinfection
- Supporting a health care provider experiencing distress after a long shift at the clinic
- Supporting those who recently lost a member to Ebola and cannot bury according to tradition
- Supporting a child whose parents have been admitted to hospital, and who may feel confused and sad
- Helping members of the community share their frustrations about travel restrictions

PFA: Where?

- Wherever it is safe enough for you to be there
 - ***Safety from exposure to the disease is the most important consideration in where to offer PFA***
- Ideally with some privacy (as appropriate) to protect confidentiality and dignity of the affected person
 - ***But there are limits to confidentiality because of the importance of stopping the spread of disease***

Role Play

Explain to someone who has been exposed to Ebola and/or has symptoms of the disease why you must report this to health surveillance teams.

Role play discussion:

Reporting to surveillance teams

- You can explain that through early detection and supportive treatments people are more likely to survive.
- You can mention the importance of going to the hospital to know their status in order to protect their family and community from the high risk of infection.
- You can inform them of the high risk of infection for anyone in the household who comes in contact with the dead person's body.
- You can also mention any support measures from the Government that are available to help people who are recovering from the illness (e.g., material items and services given when the person is discharged from the hospital).

Chapter 2

How to Help Responsibly

Safety, dignity and rights

Other emergency response measures

Looking after yourself

Respect People's

- Safety
 - Avoid putting people at further risk of harm
 - Make sure that the adults and children you help are safe and protect them from physical or psychological harm.
- Dignity
 - Treat all people with respect.
- Rights
 - Make sure people can access help fairly and without discrimination.
 - Help people to claim their rights and access available support.
 - Act only in the best interest of any person you encounter.

Ethical Do's and Don'ts

Do's ✓

- Be honest and trustworthy.
- Respect people's right to make their own decisions.
- Be aware of and set aside your own biases and prejudices.
- Make it clear to people that even if they refuse help now, they can still access help in the future.
- Respect privacy and keep the person's story confidential, if this is appropriate.
- Behave appropriately by considering the person's culture, age and gender.

DON'TS X

- Don't exploit your relationship as a helper.
- Don't ask the person for any money or favour for helping them.
- Don't make false promises or give false information.
- Don't exaggerate your skills.
- Don't force help on people, and don't be intrusive or pushy.
- Don't pressure people to tell you their story.
- Don't share the person's story with others.
- Don't judge the person for their actions or feelings.

Be aware of other emergency response measures

- Know where people who may have the disease can seek help.
- Know contact information for key service providers, such as:
 - Health centres for Ebola
 - Child protection services
 - Food and material distribution
 - Health care for illnesses other than Ebola

Look after yourself!

- Helping responsibly means looking after your own physical and mental well-being
- Take care of yourself first, so you can best care for others
- In working in a team, support each other

If you begin to exhibit any symptoms of Ebola, do not go to work. Inform your agency and seek immediate medical attention.

Chapter 3

Providing PFA

Communication Role Play



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Good communication: Things to Say and Do

- Try to find a quiet place to talk, and minimize outside distractions.
- Respect privacy and keep personal details of the person's story confidential, if appropriate.
- Keep an appropriate distance depending on their age, gender and culture.
- Let them know you are listening; for example, nod your head or say *"hmmmm...."*
- Be patient and calm.
- Allow for silence.
- Provide factual information, if you have it. Be honest about what you know and don't know. *"I don't know, but I will try to find out about that for you."*
- Give information in a way the all the person can understand – keep it simple.
- Acknowledge how they are feeling and any losses or important events they tell you about, such as loss of their loved ones. *"I'm so sorry. I can imagine this is very sad for you."*
- Acknowledge the person's strengths and how they have helped themselves.

Good Communication:

Things NOT to say and do

- Don't pressure someone to tell their story.
- Don't interrupt or rush someone's story (for example, don't look at your watch or speak too rapidly).
- Don't touch the person/body fluids, given the nature of Ebola disease.
- Don't judge what they have or haven't done, or *how they are feeling*. Don't say: "You shouldn't feel that way," or "You should feel lucky you survived."
- Don't make up things you don't know.
- Don't use terms that are too technical.
- Don't tell them someone else's story.
- Don't talk about your own troubles.
- Don't give false promises or false reassurances.
- Don't think and act as if you must solve all the person's problems for them.
- Don't take away the person's strength and sense of being able to care for themselves.
- Don't talk about people in negative terms (e.g., don't call them "crazy" or "mad").

PFA Action Principles

Prepare

Look



Listen



Link



First, Prepare

Prepare

- Learn about Ebola disease from reliable sources.
- Learn how and where people can access available services and supports, especially immediate medical attention.
- Learn contact information for mental health and psychosocial resources for people who need extra help in coping.

LOOK

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



LOOK	QUESTIONS	IMPORTANT MESSAGE
Safety	<ul style="list-style-type: none"> ➤ What dangers can you see in the environment? ➤ Can you be there without likely harm to yourself or others? 	<p>If you are not certain about the health condition of the person you are talking to, take all necessary safety precautions to protect yourself and others from transmitting the disease.</p> <p>Do not make physical contact with the person or their body fluids (or their clothing or bedding).</p> <p>Let the person know that you are physically healthy at present and that it is important for you to take precautions not to spread the disease.</p>



LOOK	QUESTIONS	IMPORTANT MESSAGE
<i>People with obvious urgent basic needs</i>	<ul style="list-style-type: none">➤ Does anyone appear to have symptoms of Ebola?➤ Who is most at risk in your area?➤ Does anybody have obvious urgent basic needs, such as clothing or food?➤ Who may need help in terms of being protected from discrimination and violence?	<p>Know your role and try to get help for people who need special assistance, such as obvious urgent basic needs. If the person has been exposed to the disease and/ or has symptoms, take them to the hospital, your local health post or designated Ebola Care Centre. Immediately inform health-care staff that the sick person may have Ebola.</p>



LOOK	QUESTIONS	IMPORTANT MESSAGE
<i>People with serious distress reactions</i>	<ul style="list-style-type: none">➤ Are there people who appear extremely upset, not able to move on their own, not responding to others, or in shock?➤ Where and who are the most distressed people?	Consider who may benefit from PFA and how you can best help.

Psychological Distress Responses



- Physical symptoms (shaking, headaches, tiredness, loss of appetite, aches and pains that have a non-medical basis. If there is no fever, these symptoms do not indicate Ebola)
- Crying, sad, depressed mood, grief
- Anxiety, fear
- Being “on guard” or “jumpy”
- Worry that something really bad is going to happen
- Insomnia, nightmares
- Irritability, anger
- Guilt, shame (for having survived, having infected others, or for not being able to help or save others)
- Confused, emotionally numb, or feeling unreal or in a daze
- Appearing withdrawn or very still (not moving)
- Not responding to others, not speaking at all
- Disorientation (not knowing their own name, where they are from, or what happened)
- Not being able to care for themselves or their children (not eating or drinking, not able to make simple decisions)

Helping people in distress



- Most people recover well over time, especially if their basic needs are met
- Those with severe or long-lasting distress may require more support
 - Try to make sure they are not left alone
 - Try to keep them safe until you find help from others.

LISTEN

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



- Learn to listen with your:
 - Eyes: giving the person your undivided attention
 - Ears: Truly hearing their concerns
 - Heart: with caring and showing respect
- Let's see how we...
 1. Approach
 2. Ask
 3. Listen



Approach people who may need support

- Approach people respectfully, keeping a safe distance
- Introduce yourself by name and organization
- Explain that *while you can't touch them, you can listen and care about how they are feeling.*
 - Ask the person how he/she is feeling and coping with the situation, and if you can provide help.
- Ask about the person's physical condition, and let them know that you are physically healthy at present.
- If possible, find a safe and quiet place to talk.
- Ensure they are not putting others at risk of infection.
- If the person is very distressed, try to make sure they are not alone until further help can be found.



Ask about people's needs and concerns

- Although some needs may be obvious, such as some rest for a nurse who has been working long hours in the treatment centre, always ask what people need and what their concerns are.
- Find out what is most important to them at this moment, and help them work out what their priorities are.
- Ask whether they need anything that can be provided to them from a safe distance (e.g., fresh water, food, clean clothes or bedding).



Listen to people and help them to feel calm

- Do not pressure the person to talk.
- Listen in case they want to talk about what happened.
- Offer to sing, read, or tell stories to help assure them they are not alone and to ease their fear.
- If they are very distressed, help them to feel calm and try to make sure they are not left alone.

Help people feel calm

- Keep your tone of voice calm and soft.
- Try to maintain some eye contact with the person.
- Remind the person that you are there to help them.
- Remind them that they are safe, if it is true.
- If someone feels unreal or disconnected from their surroundings, it may help them to make contact with their current environment and themselves by:
 - Placing and feeling their feet on the floor.
 - Tapping their fingers or hands on their lap.
 - Noticing some non-distressing things in their environment, and having them tell you what they see, hear or feel.
 - Encouraging the person to focus on their breathing, and to breathe slowly.

LINK

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



- Help people to help themselves and regain control of their situation.



Help people address basic needs and access services

- Immediately after a crisis event, try to help the person in distress to meet the basic needs they request, such as food, water, shelter and information about medical and social services.
- Learn what specific needs people have and try to link them to the help available (e.g., survival kits if their property was destroyed).
- Make sure vulnerable or marginalized people are not overlooked
- Follow up with people if you promise to do so.

Help people cope with problems



Distressed people may feel overwhelmed with worries...

- Help them to prioritize and address their most urgent needs, to regain a sense of control
- Help them identify supports in their life (friends or family)
 - If they have lost many relatives and friends to Ebola, help them identify additional supports in their community
- Give practical suggestions to meet their own needs
- Ask them to consider how they coped with difficult situations in the past, and affirm their ability to cope with the current situation

Positive coping strategies



- Get enough rest.
- Eat as regularly as possible and drink water.
- Talk and spend time with family, friends or other community members.
- Discuss problems with someone you trust.
- Do activities that help you relax (walk, sing, pray).
- Do physical exercise.
- Find safe ways to help others in the crisis and get involved in community activities.

Negative coping strategies



- Don't take drugs, smoke or drink alcohol.
- Don't sleep all day.
- Don't work all the time without any rest or relaxation.
- Don't isolate yourself from friends and loved ones.
- Don't neglect basic personal hygiene.
- Don't be violent.

Give Information about...



- The illness itself
 - Remember what you learnt about Ebola today
 - Keep informed about the latest updates on the outbreak.
- Loved ones
 - Try to share practical information about admitted patients with their relatives (in consultation with hospital staff)
 - Try to find ways that family members can maintain contact with the person with Ebola.
- Their safety
 - How to stay safe
 - Measures the government is taking to support victims.
- Their rights and responsibilities
- Services and supports

Give Information



Less information shared = more rumours!

- Find accurate information before helping
- Keep updated about common rumours so you can respond with reliable information.
- Say only what you know – never make up information.
 - If you are not sure, offer to find out and let people know where/when you will update them
- Keep message simple and accurate, repeat often
- Give the same information to groups of people to decrease rumours
- Explain source and reliability of info you give

Connect with loved ones and social support



- People who feel they had good social support after a crisis cope better than those who feel they were not well supported.
- Many may have lost their loved ones to Ebola, and may feel stigmatized and isolated.
- Try to identify other community members, groups and networks to provide support.
- Social reintegration for those who survived Ebola or have been confirmed negative for the disease is also important.

In connecting people...



- Help **keep families together**, and keep children with their parents and loved ones if possible, but remember to...
 - Observe the safety measures to avoid Ebola disease transmission.
- If a child with Ebola is admitted to hospital, they should be able to have safe and regular contact with one trusted family member

In connecting people...



- Help people to contact friends and relatives
 - ***Phones** for patients' use only could be used to talk to relatives at treatment centres*
- If requested, help people connect with their spiritual community, prayer or religious leaders, always observing safety measures
 - *Pray with patients by phone or across safety barriers*
- Bring affected people together for support
 - *Link together people who lost family members, and ask communities to care for elderly and children who have lost their carers*

Helping people who are grieving

- During an Ebola outbreak, people cannot see or touch the body of their loved one, or engage in traditional burials, due to risk of infection
- They may feel sad, angry, fearful and unable to accept their loss
- What you can do:
 - Listen, and help them feel calm and safe
 - Allow them time and space to grieve and talk about their loved ones
 - Link them with others who are bereaved for support
 - Encourage them to think of alternative, safe rituals to honour their loved one, along with religious leaders

Ending your assistance

- Use your best judgment of the person's needs and your own needs
- Explain that you are leaving and, if possible, introduce them to someone else who can help
- If you linked them with services, be sure they have contact details and know what to expect
- No matter what your experience, say goodbye in a good way and wish them well

PFA Review

- What have you learned so far?
- What confuses you?
- Do you disagree with anything?
- Do you feel confident about being able to offer PFA during an Ebola disease outbreak?

Ebola Role Plays

How will you *Prepare...Look, Listen & Link?*

1. Distressed woman whose husband is admitted with Ebola to a treatment centre.
2. A grieving family who does not want to give up the body of their deceased loved one for burial.
3. An unaccompanied child, age 10, who is alone and scared at the treatment centre.

Keep in mind safety precautions!

Role Play (1) discussion:

Relative of an admitted Ebola patient

- Greet her with respect, introduce yourself by name and role, find a quiet place to talk (if possible)
- Take safety precautions!
- Explain you are healthy, ask if she has any symptoms or if anyone in the household has symptoms
- Be willing to listen to and acknowledge her fears and concerns (don't assume what they may be)
- Provide information about Ebola using understandable language (avoid technical terms)
- Give realistic assurance (avoid false reassurance)
- Ask about social and practical supports that she can access for herself
- Provide information about available services

Role play (2) discussion:

Bereaved family

- Remember they are grieving, allow them time to express their feelings and talk about their loved one.
- Inform them of the high risk of infection for anyone who comes in contact with the dead person's body.
- Sensitively explore whether anyone in the household may have been exposed to Ebola in caring for the person during their illness, or in contact with their body or belongings.
- Mention the importance of going to the hospital to know their status in order to prevent spread of infection. Emphasize that early detection and supportive treatments improve survival.
- Give accurate information about safe burials, dispel rumours.
- Talk with them about alternative burial rituals and safe ways to mourn and honour their loved one.

Role play (3) discussion:

Caring for children

- Be calm, talk softly and be kind
- Introduce yourself by name, let them know you are healthy and that you are there to help
- Ask the child's name, age, where they are from and information about their family or carers
- Try to speak to the child on their eye level
- Use words and explanations the child can understand
- Find out information about the child's family or carers.
- If unaccompanied, stay with the child while linking with appropriate carers or child protection
- Listen, talk and play if spending time with children, according to their age and safety precautions for Ebola

If talking with a child who has Ebola, explain that although you can't touch them, you can listen and care about how they are feeling.

Key Supportive Phrases

Source: IFRC Psychosocial Support during an Outbreak of Ebola Virus Disease

- I understand your concerns...
- It's not easy...
- You have the right to be (sad, angry...)...
- I hear what you're saying...
- I understand that you are worried...
- We're here for you...
- We are at your service...
- We do care...
- This affects us all...
- What you are experiencing is difficult...
- We can try to find solutions together...
- We are together...
- I want to understand you...
- I heard you say... did I understand correctly?
- I am concerned about you...

People who are likely to need special attention

- Children, including adolescents
- People with health conditions or disabilities
- People at risk of discrimination or violence

Children, including Adolescents

- Children are vulnerable in an Ebola outbreak because of:
 - Disruption of their familiar world
 - Loss of their parents and relatives
 - Stigma and discrimination
- Young children are at a higher risk since they cannot meet their needs
- Girls are at higher risk of sexual violence and exploitation and can be more exposed to Ebola as caregivers

Children do better when they have a stable, calm adult around them!

- Children with suspected Ebola should always be accompanied to a hospital, local health post or designated Ebola Care Centre.
- If a parent needs medical attention, consideration must be taken to ensure any children in their care will be looked after and not left to fend for themselves.

Help keep children safe

- Families and caregivers are very important sources of protection and emotional support
- If separated from caregivers (e.g. orphaned or abandoned) the **first step** is to reunite them with families or carers
- Don't try to do this on your own! Work with trustworthy Child Protection Agencies in your area

People with health conditions or physical and mental disabilities

- Crises can worsen many health conditions (physical and psychological)
- Ebola outbreaks may overload health systems and reduce access to other treatments
- Help people with health conditions & disabilities to...
 - Get to a safe place
 - Meet their basic needs
 - Ask about and help them access medications/treatment for health conditions other than Ebola
 - Stay with the person if they are very distressed and, if needed, link them with agencies for protection and care
 - Help them if they have Ebola symptoms. Avoid physical contact and refer them for immediate medical care

People at risk of discrimination or violence

- Women, people of certain ethnic or religious groups, people with disabilities
- Ebola: Relatives, health workers and others
- They may be:
 - Left out when basic services are provided
 - Left out of decisions about aid, services or where to go
 - Targeted for violence, including sexual violence
- Help them:
 - Find a safe place to stay
 - Connect with their loved ones or trusted people
 - Access information and services
 - Access immediate medical attention if having Ebola symptoms

Chapter 4

Caring for Yourself and Your Colleagues

Care for ourselves

Unique situation of suffering, fear and many deaths disrupting the social fabric of society.

Consider for yourself:

- How do I take care of myself?
- What do I want from others when I am stressed/sad?
- How can our team support each other?



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Practise self and team care



- Before:
 - Are you ready to help?
- During:
 - How can you stay physically and emotionally healthy?
 - How can you support colleagues and they support you?
- After:
 - How can you take time to rest, recover and reflect?

Before: Getting ready to help

- Learn about Ebola, the current situation and the roles of different helpers
- Consider you own health and life stressors
- Make an honest decision about whether you are ready to help in each situation
- Be sure that you know how to observe the safety measures to avoid Ebola

During: Managing stress

Healthy work and life habits

- Remember what helped you cope in the past.
- Take time to eat, rest and relax, even for short periods.
- Keep reasonable working hours to avoid exhaustion.
- Remember, you are not responsible for solving all of people's problems. Help people help themselves.
- Minimize use of alcohol, caffeine or nicotine.
- Check in with fellow helpers and have them check in with you. Find ways to support each other.
- Talk with friends, loved ones or other trusted people.

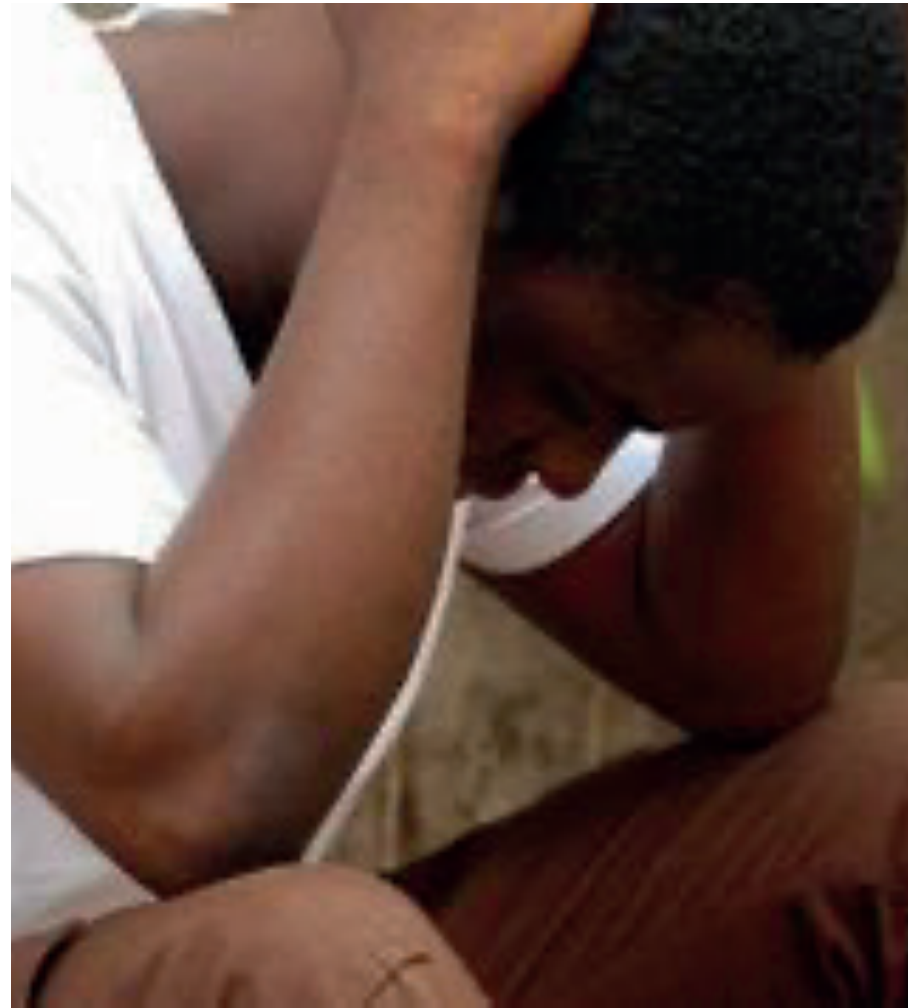
After: Rest and reflection

- After helping in the crisis situation, take time to reflect on the experience for yourself and to rest.
 - Talk about your helping experience with someone you trust
 - Acknowledge what you were able to do to help others, even in small ways
 - Reflect on and accept what you did well, what did not go very well, and the limits of what you could do
 - Take time to rest and relax before resuming work and life duties

Seek support from someone you trust when you...

- Have upsetting thoughts or memories about the crisis event
- Feel very nervous or extremely sad
- Have trouble sleeping
- Drink a lot of alcohol or take drugs to cope with your experience

Consult a mental health specialist if these difficulties persist for more than one month.



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Evaluation



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- Please say...
 - What went well?
 - What could have been better?
 - What did you learn (one thing) that you will use in offering PFA during an Ebola disease outbreak?

THANK YOU & GOOD LUCK!