



| Quick Reference | PSYCHOLOGICAL FIRST AID (PFA) |
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| <p>EMPLOYEE ASSISTANCE PROGRAM (628) 652-4600 eap@sfgov.org</p> <p>National Crisis Hotline 988 (voice or text) www.988lifeline.org</p> <p>National Domestic Violence Hotline (800) 799-7233 (SAFE) www.thehotline.org</p> <p>SF Mobile Crisis Unit (628) 217-7000</p> | <div> <div>Tips for Your Call with SFHSS EAP for CIR</div> <div> <ul style="list-style-type: none"> Take a moment to breathe and gather your thoughts. Have someone with the event details on the call. Be prepared to discuss the situation and receive guidance on next steps. <ul style="list-style-type: none"> Interventions vary; your EAP counselor will guide you on the best approach. The immediate priority is ensuring employees feel safe and cared for through Psychological First Aid (PFA). </div> </div> <div> <div>Psychological First Aid (PFA)</div> <div> <p>Recognize that people react and are affected differently to events due to factors like:</p> <ul style="list-style-type: none"> The event nature and severity Past experiences Current stress Support systems Current mental health </div> <div>  <p>PFA is an evidence-based approach to help individuals cope after a critical incident.</p> </div> </div> <div> <div>The first 0-24 hours:</div> <div> <ol style="list-style-type: none"> Check for employees who may be in serious distress and don't leave them alone. Gently approach employees who may need support. Ask about their needs, and address basic concerns like water, restrooms, or leaving for the day. Offer to help contact a trusted friend or family member. Ask thoughtful questions to understand their need. </div> </div> <div> <div>As days and weeks pass:</div> <div> <ol style="list-style-type: none"> Ensure accuracy by getting information from a designated point person. Check in with employees individually and as a group. Monitor for ongoing distress and consult with your SFHSS EAP Counselor. Prioritize self-care for both you and your employees during this stressful time. Contact SFHSS EAP with questions. </div> </div> |

| EAP Counseling Services | SFHSS Internal EAP | ComPsych External EAP | Management/Organizational Consultations | Critical Incident Response (CIR) | Critical Incident Timeline |
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| <p>This Leadership Pocket Guide gives you a quick and easy reference to EAP services.</p> <ul style="list-style-type: none"> ☑ Free ☑ Confidential ☑ Voluntary ☑ Telehealth or in-person ☑ 6 sessions per problem in a 12-month period <p>Available to employees of:</p> <ul style="list-style-type: none"> • City & County of SF • SF City College • SF Superior Court • SF Unified School District | <p>Licensed clinicians with diverse experience in counseling, consulting, business, and navigating city systems.</p> <p>Monday-Friday 8 AM to 5 PM</p> <ul style="list-style-type: none"> • Individual & Organizational Counseling/Consultation • Critical Incident Response • Help navigating ComPsych External EAP and mental health and substance abuse benefits • Workplace Mediation • Workshops and Trainings | <p>Guidance Consultant Customer Service Reps refer to therapists in the community.</p> <p>Available 24/7/365 for referrals</p> <ul style="list-style-type: none"> • Personal problems • Couple Counseling • Therapist preference such as ethnicity, gender, LGBTQIA+ <p> For consultations or help with a critical incident, ask for an SFHSS EAP Counselor.</p> | <p>Consultation for:</p> <ul style="list-style-type: none"> • Concerns about an employee • Disputes between employees • Team or Unit difficulties • Help with referral resources • Help with challenges in times of change and transition • Guidance for referring an employee to EAP <p>Coaching for:</p> <ul style="list-style-type: none"> • New supervisors, managers, and directors • How to manage long-term employee difficulties | <p>A Critical Incident is a highly stressful or traumatic event that overwhelms a person's typical coping abilities and/or is an occurrence that is atypical for the everyday work environment.</p> <p>Examples Include:</p> <ul style="list-style-type: none"> • Death of a co-worker, client, patron or patient • Violence in the workplace • Witness to violence • Witness to a traumatic event • Physical or Sexual Assault • Disaster | <p>0-24 Hours Call EAP and ask for an SFHSS EAP Senior Counselor for CIR.</p> <p>0-24 Hours Leadership provides Psychological First Aid (PFA)</p> <p>0-24 Hours Distribute EAP handouts (<i>EAP will send via email</i>)</p> <p>48 Hours – 1 Week Individual and/or group CIR Intervention.</p> <p>Timeframe may vary, depending on incident and other factors.</p> |