A humane, supportive and flexible response to those who are suffering or distressed during or after crises or emergencies

Psychological First Aid

1. ENGAGE
   - Reach out with a caring message.
   - Communicate availability (office hours).

2. COMFORT
   - Express that you are sorry (e.g. for their loss).
   - Communicate care for their well-being.

3. CALM (if indicated)
   - Speak slowly with warmth and assurance.
   - Invite student to take 4 breaths, exhaling slowly.

4. CLARIFY
   - Any academic worries? Emotional concerns?
   - Inquire about sleep, nutrition, & social support.

5. EDUCATE
   - Offer information on common grief/trauma reactions.
   - Validate each person’s grief/trauma journey as unique.

6. ENCOURAGE
   - Self-care (exercise, nutrition, sleep, journaling, art, meditation, social connection)
   - Self-compassion and awareness of thoughts and feeling.

7. SUPPORT
   - Provide academic assistance as possible.
   - Share information about relevant campus resources

8. CONNECT
   - Facilitate connections with relevant staff & faculty.
   - Refer to CAPS, HPS, and SHW, as needed.

CAPS Crises Resources:
- Urgent Care
- 24/7 Phone Support
- Grief Handout
- RISE Workshops
- Support Forums
- Headspace App

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UC San Diego
STUDENT HEALTH AND WELL-BEING
Counseling and Psychological Services