

TRAUMA AND PSYCHOLOGICAL FIRST AID (PFA)



Workshop
on
Supporting People
in the
Aftermath
Of
Current Crisis
Events Prevalent
In Kashmir



PSYCHOLOGICAL FIRST AID WORKSHOP

Organised by CMHS –K under
the aegis of Help foundation in
collaboration with Directorate
of Health services Kmr. And
supported by RCPsych
London and WHO Geneva

Aims and objectives

In view of the current political turmoil in Kashmir, it was decided to conduct the Psychological First Aid training to help the people of Kashmir deal with physical, social and psychological aspects of trauma.

Following the meeting between various stake holders which included Directorate of Health Services Kashmir and HELP foundation-a voluntary organization and an active collaborator of WHO formulated mh-GAP training in Kashmir, which is being implemented in Kashmir over the past several years in collaboration with Directorate of Health Services Kashmir under the patronage of Dr Saleem ur Rehman, HELP foundation and other stake holders and supported by Royal College of Psychiatrists London as part of MOU signed between Health and Medical education department of J&K and Royal college of Psychiatrists, London, it was found that in order to help all the relevant organizations, both of Govt. and private sector working on ground to help the people of Kashmir, there should be proper coordination and training of all the professionals working on ground in order to deliver the services to the best of their ability and to use the available resources effectively.

It was agreed that all the professionals should be trained in the use of WHO formulated Psychological First Aid (PFA) module which has been validated and tested and found quite useful in similar situations.

Dr. Mohammad Muzaffar Khan, Consultant Clinical Psychologist, State coordinator for mh-GAP Kashmir and Director, CMHS-K on behalf of Directorate of health Services Kashmir and HELP Foundation Kashmir requested Dr. Sayed Aqeel Hussain, Consultant Psychiatrist currently working at LINCONSHIRE Partnership NHS Foundation Trust and International Coordinator for mh-GAP in Kashmir to help coordinate and deliver Psychological First Aid training in Kashmir

Dr. Sayed Aqeel Hussain requested Dr. Shekhar Saxena, Director WHO, mental Health and substance abuse, to provide technical assistance with regards to conducting the first Psychological First Aid training in Kashmir. Following the request, Dr. Mark Van Ommeren principle author of the WHO devised Psychological First Aid module kindly agreed to provide all teaching and training material to conduct the psychological First Aid workshop.

It is important to mention that the Psychological First Aid (PFA) has been chosen as a mental health theme for the year 2016.

PSYCHOLOGICAL FIRST AID: PRESERVING DIGNITY IN CRISIS RESPONSE

Mark van Ommeren and Shekhar Saxena Department of Mental Health and Substance Abuse World Health Organization

Key Messages:

- Crisis events involving exposure to trauma and sudden loss occur in all communities of the world.
- Orientation in psychological first aid gives responders a framework for how to respond in a natural, supportive, practical manner.
- A common mistake in current humanitarian responses in many countries is to only make psychological first aid available in the absence of other care.
- Psychological first aid is feasible and appropriate during crises and should be complemented with other essential mental health and psychosocial activities.

Due to the prevailing political turmoil around the world, Psychological First Aid training was specifically made as one of the components of MOU signed between Royal College of Psychiatrists London and Health and Medical Education Department of Jammu and Kashmir by Dr. Sayed Aqeel Hussain on the advice of Dr. Shekhar Saxena, Director WHO, Mental health and Substance abuse, Head of mh-GAP in the world and responsible for supervising the formulation of both mh-GAP modules and Psychological First Aid by WHO.

Dr. Shekhar Saxena is also responsible for implementing the 2013 to 2020 Global Mental Health action plan.

Despite the political turmoil, restriction in mobility and scarce availability of resources, the Chairperson of the HELP foundation, Mrs. Nighat Shafi, agreed to take up the challenge and provide venue and logistic support for the smooth conduction of the workshop and it was agreed to conduct the workshop at Central Office of HELP Foundation on 11th of August 2016 and an Ad was published in various local daily newspapers informing all interested professionals/helpers/stake holders working on ground to help the people of Kashmir suffering due to current political turmoil.

In view of the prevailing situation, HELP foundation offered to bear all the expenses and no registration fee was charged from any participant.

Dr. Sayed Aqeel Hussain flew from U.K to conduct the PFA training with support from Dr. Mohammad Muzaffar Khan, Consultant Clinical Psychologist. Organizers of the training were impressed by the exceptional response to the training and despite the restrictions of transport, all the participants who had registered for the training came to attend the training on time.

Participants included lawyers, Medical Officers, Social workers, Professionals working with various local, national and International NGOs, professors from various colleges and Universities and Students.



HELP FOUNDATION

(HUMAN EFFORT FOR LOVE & PEACE)

#50 Tulsi Bagh, Srinagar 190008

Behind Amar Singh College, Srinagar.

www.jkhf.in



PSYCHOLOGICAL FIRST AID TRAINING

In View of the Present Psychological Crisis Prevailing in Kashmir Valley,

Center for Mental Health Services-Kashmir, (CMHS-K)

under the aegis of

HELP FOUNDATION J&K in Collaboration with **Directorate of Health Services Kashmir**, as part of MOU Signed between Royal College of Psychiatrists, London and Health and Medical Education Department of J&K, is organizing workshop on
“Psychological First Aid (PFA)”

using

WHO formulated Psychological First Aid Module.

PARTICIPANTS INVITED:

Representatives of NGO/Professionals working in Health Services, both Govt and Pvt. Post Graduate Students of Psychology/Social Work and Sociology.

TRAINERS/EXPERTS

DR. SAYED AQEEL HUSSAIN

(MRCPsych U.K.)

WHO Certified Trainer for

Psychological First Aid

Consultant Psychiatrist at

Lincolnshire Partnership NHS

Foundation Trust, U.K.

International Coordinator for
mh-GAP

DR. MOHAMMAD MUZAFFAR KHAN

(M.Phil Clinical Psychology, CIP,
Ranchi)

Consultant Clinical Psychologist

State Coordinator mh-GAP

Director Center for Mental Health
Services-Kashmir (CMHS-K)

Venue: Central Office of HELP Foundation, 50-Tulsi-Bagh, Srinagar.

Dated: 11/08/2016 | Time: 11:00 am to 3:00 pm

**HELP FOUNDATION AN ACTIVE COLLABORATIVE PARTNER OF
mh-GAP KASHMIR.**

For Registration Contact: **8713893065, 0194-2310256, 2312023, 2312026**

Email address: cmhskashmir2016@gmail.com | WEBISTE: www.jkhf.in

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**Detailed Account of
The
Psychological First Aid
(PFA)
Training
Held on 11th of August 2016**

In view of the current Psychological crisis HELP foundation through (CMHS-K), a mental health facility conducted a one day workshop on Psychological First Aid, in collaboration with Directorate of Health Services Kashmir and supported by WHO Geneva. The experts included Dr. Aqeel Hussain, (MRCPsych U.K.) and Dr. Mohammad Muzaffar Khan, Director Center for Mental Health Services-Kashmir. The workshop was conducted to train the participants in helping the people who get traumatized because of the situations currently prevailing in Kashmir.

40 participants including volunteers and representatives from international organizations such as ICRC and MSF, Doctors, lawyers, social activists, Journalists and post graduate students of Psychology and allied sciences attended the workshop.

The workshop started with a brief introduction about the background of organization and introductions of the participants and the trainers. A deep breathing relaxation session was done with the participants under the instructions of Dr. Mohammad Muzaffar Khan. Then Dr. Muzaffar Khan talked about the basic contents to be discussed in the workshop.

He then steered his discussion towards what is going on in Kashmir nowadays and how distressful people feel under these situations.

The participants were asked about the various physical, social and Psychological reactions they noticed while helping the traumatized victims of present day crisis in Kashmir and they were also asked about the ways in which they individually or under their organization, tried to help these victims.

While answering the question about the various reactions of the injured people that they noticed, while helping them, they said, that they could see people crying, feeling short of breath.

Regarding the question about what they did to help such people, they said that they tried to provide the basic necessities such as water, food, clothing and other such things and that they also tried to console such people.

Then they were asked about what comes to their mind when they hear the word, Psychological First Aid. Different participants gave different responses. Some of them said, it was about counseling, some said it was about listening to what the victim has been through. Some said, it was about talking to the victims about what had happened. Some said it was about debriefing.

The discussion was then steered towards the responsibility of the helpers towards themselves, by asking them the questions such as, “What I do to take care of myself?” and “What does my team (family, colleagues) do to take care of each other?”

Dr. Muzaffar Khan shared his own experience at this point of time by saying that when the crisis broke out and injured people started to be rushed into the State Hospital, he went there

as a volunteer to help the victims by boarding on the ambulance as it was not safe to go by his own car and when he reached the state hospital, he found the crowd being very hostile towards anyone whosoever entered the emergency ward.

The participants were then asked about what they felt as a helper in such a situation, and most of them said that it was very difficult to help people under such situations as the victims felt suspicious of every person approaching them to offer help. Many of the participants said that it was very difficult to offer help as they felt as if they were under scanner by the security agencies and police.

Then the participants were introduced by Dr Sayed Aqeel Hussain as to what Psychological First Aid (PFA) is and is not about and who may benefit from PFA, and when and where to offer PFA. They were introduced to intervention pyramid in which the various steps of the pyramid were discussed and the proper position of PFA was described for the participants. They were told that before offering PFA, the 'HELPERS' should make sure that the 'helped' are provided the basic necessities and that they are connected to their relatives. At this point of time, participants discussed how many of the volunteers and people from various organizations jump upon the needy people or the injured ones and try to force their help upon them and it most of the times has lead to increase in the troubles of the victim.

Harris Abrar from Borderless World Foundation, shared his own experience at this point of discussion. He said, "Some days before I had to take one of the persons to hospital as he had suffered heart attack and I took the patient in the ambulance. Since the patient's condition was critical, I switched on the siren and when I reached the hospital, the situation over there was very chaotic and the people who were there to help the injured jumped upon the ambulance and it took me a lot of time making them understand that the patient was not the victim of pellet injuries but was a heart patient and their crowdedness had created more problems for the patient."

The participants were told that different people have different reactions to the same event and not everybody who faces the crisis situation suffers from trauma. The participants were told that not everybody who is injured needs PFA and that they should not force their help on the injured people as it may turn counterproductive. At this point of time,

Dr Aqeel shared his experience of the time while he was working in U.K as he had to see one patient who was currently a postman and was attacked and had developed PTSD in reaction to that attack. The strange thing about this case was that the person was in army before he joined as a postman and during his tenure as an army personnel he had never developed PTSD or any such kind of trauma related condition. This example shows the varying response a same person have under different environments and whether he trauma is sudden or expected.

The participants were told that PFA was needed to help people feel better over the long period of time by making them feel safe, connected to others, calm & hopeful, having access to social, physical & emotional support and by making them regain a sense of control by

being able to help themselves. Once the helper does these things, the patient may start to feel better over a long period of time.

Dr. Aqeel then emphasized the importance of PFA in the Current crisis prevailing in Kashmir and how the victims should be helped as per the PFA module.

He also said that PFA can't help people who are in severe distress such as people who were critically injured, people who were in shock or the people who may injure themselves or others and that such people should be referred to the hospital for proper treatment.

The participants were told that it is not necessary that PFA be offered immediately as it may be offered even days or weeks after the initial crisis event passes as the victim may not be in a position to receive PFA properly and reiterated. Mr. Muzamil wagay- project coordinator- CHILDLINE 1098 that PFA should be offered at a place, where the confidentiality of what the victim shares is respected because the dignity of the affected person was of prime importance.

The importance of preparation by the helpers for providing PFA was discussed and its role in the overall design of PFA was put to light.

After this the principles of PFA, i.e., Look, Listen and Link were discussed.

The participants were asked what in their opinion were the signs that a person was in distress and many of the participants shared their opinions about it. The opinions were noted down and discussed in light of PFA module and they were corrected wherever the trainers felt necessary.

They were then told about the proper ways of listening to the sufferer and why was that very important principle in the overall design of PFA. At this point of time, Dr. Sameera, a medical officer with Health Services Kashmir said, "We as Kashmiri population do not know how to listen and we talk more and listen less and this was a very serious problem". She also said, "We need to modulate the PFA module as per the local Kashmiri culture".

At this point of time, a role play was done by Dr. Muzaffar Khan and Dr. Aqeel to show to the participants the Do's and Don'ts of the good communication between the helper and the helped and later the participants were asked what in their opinion was wrong and right in the role play. This made them understand the proper communication style between helper and helped in a better way.

The participants were then told about the role of "Link", and how it was important to link the needy to the service providers and how it was important to do the follow-up of the patients if they were promised about it. They were told about the ways in which the distressed people should be helped in prioritizing the urgent needs, how they should be helped in locating the sources for help and how they should be made to feel better by reminding them of the ways they coped with crisis events in the past. Positive coping strategies were discussed with the participants, so that they may be able to guide the distressed person in coping the crisis situation. The participants were told about why it was important to Find accurate information

before helping., why it was important to remain updated about the events and why was it important to make sure that people were informed about where & how to access services - especially vulnerable people.

They were told that it was important to keep this thing in mind that they should only say what they knew and that they should not make up information and thus increase the sufferings of the victim further. They should keep the messages simple & accurate, and repeat them often. They should explain source & reliability of information while forwarding it to the victim and that they should let them know when/where the volunteer will update them.

Finally the ways in which the assistance is ended was discussed with the participants.

In the end, everything that was discussed in the PFA workshop was reviewed with the participants and their response was noted on an evaluation sheet.

PRESENTATION AND RESPONSE DURING CURRENT TURMOIL IN KASHMIR

Children distressed

Sluggish

Lost endurance

Suffocating

Children trying to imitate distressing behaviour

People becoming dejected with regards to their career

Abnormal body sensations

Restricted movement

Less social exchange

Unable to offer prayers

General Helplessness

Fear and isolation

Mistrust

No psychosocial support

No medication available

Social isolation

Feeling of connectedness towards oppressors

Exams not conducted

Depression and anxiety

Not much support around initially except by volunteers which was not upto mark

Uncontrolled hypertension ,fatigue and helplessness

Overprotectiveness

Not aware of proper psychological support

Numbness of senses

Collective consciousness increases

Increase in religious activities and cultural rituals

Panic attack

Shouting and crying

Aggression

Shouting slogans

Exaggeration

Spreading rumours

Visiting shrines

Attributing it as something that has come from Almighty

Applying turmeric to forehead to relieve distress

Reassuring each other

Hugging and holding hand

EVALUATION

To a question in the evaluation form, “What you found most useful in this orientation” different participants answered differently. Following is the verbatim responses to this question of the various participants.

1. “I learnt how to reach out to people in distress in crisis”.
2. “The workshop threw light on the applied things”.
3. “The whole orientation programme was very informative and will be of great help to my job”.
4. “PFA is very useful equipment to be used in current situations as every human being has got affected by the current situations in Kashmir”.
5. “The most useful thing, I found in this orientation workshop was that we people need to have good listening skills to understand the victim’s situation”.
6. “It was a good experience. I would like to join such types of workshops in future”.
7. “The PFA training was useful”.
8. “The ways, methods and prospects used in this workshop were very nice and useful”.
9. “Such kind of orientation workshops are very much needed in the conflict ridden Kashmir, as the level of Trauma (Natural and Manmade), we as a population have gone through was tremendous. It was a brilliant and knowledgeable event”.
10. “I learnt the importance of listening with empathy and the importance of assessing needs and concerns of the victim”.
11. “The crisis situation which is going on in the valley reflects the need of such workshops as at this point of time such things are the need of the hour. The ways in which the things were discussed and the role-play about Do’s and Don’ts of communication were very helpful to me”.
12. “The pyramid of interaction discussed during the workshop was very helpful to me in understanding my role in the overall scheme of helping people in need”.
13. “It was a completely new and enriching experience for me”.

14. "The things which we already do can be done in a more proficient and disciplined way".
15. "The principles of PFA, i.e., LOOK, LISTEN and LINK were very useful to me".
16. "The workshop summed up and revised the importance of understanding that counseling and help providing needs skills that need to be learnt".
17. "Facilitator created a supportive atmosphere and teaching methods were effective".
18. "I learnt that effective listening is as important as providing any other help".

To a question, "What suggestions do you have to improve the orientation for future participants, different participants answered differently. Following is the verbatim responses to this question.

1. "The orientation must be well planned and prepared".
2. "The orientation must be done over a period of two to three days as one day seems not to be enough to cover every important aspect of the workshop and local facilitators must be involved in the workshop".
3. "More role plays must be planned as it seems to be a little bit boring without role-plays"
4. "More people should be invited and more time should be spent".
5. "The duration for the group work was too short and should be prolonged".
6. "More of the activities and exercises should be there".
7. "Some more role-plays and group work should be put into the whole time table".
8. "The workshop should be extended over 2-3 days at a stretch so that everything will go smoothly and effectively and participants must be made to turn off their mobile phones before the start of the workshop".
9. "The workshop was very good in every respect, and should be done in every school and college".
10. "The trainers should use the Kashmiri language to train the participants".
11. Nazir Ganaie wrote, "Make it repeat for the rest of the professionals like lawyers, journalists and other such people".
12. "Time management should be taken care of, interaction with participants must be increased, and actual case studies must be discussed".
13. "Involve more NGOs, students in a step by step fashion".
14. "Focus on more role plays and practical examples".

15. “The cultural and ethical components need to be refined and tuned”.

The participants suggested that more such workshops need to be conducted in order to make the people working with various NGOs able to help the needy in a more proficient and professional way.

The overall response from the participants was heartwarming and encouraging for the trainers, facilitators and organizers of the workshop.

<http://www.greaterkashmir.com/news/srinagar-city/psychological-first-aid-workshop-organised/225501.html>

<http://kashmirreader.com/2016/08/12/workshop-held-to-offer-psychological-first-aid-to-victims/>

<https://www.facebook.com/sayed.a.hussain.731/posts/10210682044595765>

Summary of PFA Kashmir by Dr Sayed Aqeel Hussain

One Day Psychological First Aid workshop was conducted by myself and Dr Mohammad Muzaffar Khan at Centre for Mental Health Services Kashmir under the aegis of HELP Foundation using the WHO Formulated Psychological First Aid Module.

The module was held in collaboration with Directorate of Health Services Kashmir and supported by WHO Geneva.

The significance of Psychological First Aid is evident by the fact that this years Mental Health theme is Psychological First Aid.

it is worth mentioning that I got Psychological First Aid incorporated into the MOU signed between the Health and Medical Education Department of Jammu and Kashmir and RCPsych on the recommendation of Dr Shekhar Saxena Director WHO Mental Health and substance misuse and head of mhGAP in the world.

Dr Saxena was also responsible supervising the formulation of Psychological First Aid by WHO and is responsible for implementing the 2013-2020 WHO Global Mental Health Action Plan around the world.

The training was attended by nearly 50 participants from diverse professionals which included representatives of various NGOs, doctors, psychologists, social workers and other allied professionals and more than 30 are on waiting list for the next training. We appreciated the enthusiasm of the participants who managed to reach the venue despite lack of transport due to restrictions.

The training was also attended by deputy head of red cross of south asia division as well as all members of the MSF besides members of all reputed organisations working on ground to help people effected by current political turmoil.

The recommendations and report of the workshop will be submitted to WHO during the

psychological first aid workshop review session at the WHO headquarters Geneva on 10th and 11 october which will be attended by myself on the invitation of Dr Shekhar Saxena.

The participants appreciated the relevance of training in the current political turmoil and requested more trainings to be conducted which will be conducted by HELP Foundation in collaboration with Directorate of Health Services kashmir and supported by WHO.

I would like to offer my thanks to Mrs Nighat Shafi chairperson of Help Foundation for providing excellent logistic support in the current turmoil without which it would not have been possible to conduct the training.

I am also thankful to Dr saleem ur Rehman Director Health Services Kashmir patron of mHGAP in Kashmir for supporting this workshop.

My special thanks to Dr Shekhar Saxena and his team for providing technical support and placing complete trust in me and Dr Muzaffar for conducting the training on behalf of WHO.

We hope the training will be helpful in the current political turmoil in addressing the physical, emotional and psychological needs of the people of kashmir

PHOTOGRAPHS OF WORKSHOP



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- News: Workshop held to offer Psychological First Aid to victims
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- Webinar: Assessment and Recommendations
- Webinar: Training, Monitoring, Evaluation, Supervision and Implementation
- Editorial: What Liason Psychiatry can learn from mhGAP
- News article: J&K to Sign MoU with Royal College of Psychiatry London
- Blog: "MRCPsych Exam: Beyond the borders of UK and the challenges of Revalidation"
- "Autistic children get hope with therapy center at Sgr"
- "Training programs under mhGAP to be held in Kashmir"
- British Indian Psychiatry Association - Newsletter 2014
- Newsletter: British-Indian Psychiatric Association
- News: "Two week mhGAP training in Kashmir extremely successful" (CGMH)
- "Kashmiri medico puts Ganderbal on global radar"
- "London-based psychiatrists to help with mental health issues in JK"
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Chester M. Pierce, MD Division of Global Psychiatry



The Humanology Project

Submitted by **Sayed Aqeel Hussain** on Friday, 12th August 2016

One Day Psychological First Aid workshop was conducted by myself and Dr Mohammad Muzaffar Khan at Centre for Mental Health Services Kashmir under the aegis of HELP Foundation using the WHO Formulated Psychological First Aid Module. The module was held in collaboration with Directorate of Health Services Kashmir and supported by WHO Geneva. The significance of Psychological First Aid is evident by the fact that this years Mental Health theme is Psychological First Aid. It is worth mentioning that I got Psychological First Aid incorporated into the MOU signed between the Health and Medical Education Department of Jammu and Kashmir and RCPsych on the recommendation of Dr Shekhar Saxena Director WHO Mental Health and substance misuse and head of mhGAP in the world. Dr Saxena was also responsible supervising the formulation of Psychological First Aid by WHO and is responsible for implementing the 2013-2020 WHO Global Mental Health Action Plan around the world. The training was attended by nearly 50 participants from diverse professionals which included representatives of various NGOs, doctors, psychologists, social workers and other allied professionals and more than 30 are on waiting list for the next training. We appreciated the enthusiasm of the participants who managed to reach the venue despite lack of transport due to restrictions. The training was also attended by deputy head of red cross of south asia division as well as all members of the MSF besides members of all reputed organisations working on ground to help people effected by current political turmoil. The recommendations and report of the workshop will be submitted to WHO during the psychological first aid workshop review session at the WHO headquarters Geneva on 10th and 11 October which will be attended by myself on the invitation of Dr Shekhar Saxena. The participants appreciated the relevance of training in the current political turmoil and requested more trainings to be conducted which will be conducted by HELP Foundation in collaboration with Directorate of Health Services Kashmir and supported by WHO. I would like to offer my thanks to Mrs Nighat ShaFi chairperson of Help Foundation for providing excellent logistic support in the current turmoil without which it would not have been possible to conduct the training. I am also thankful to Dr Saleem ur Rehman Director Health Services Kashmir patron of mhGAP in Kashmir for supporting this workshop. My special thanks to Dr Shekhar Saxena and his team for providing technical support and placing complete trust in me and Dr Muzaffar for conducting the training on behalf of WHO. We hope the training will be helpful in the current political turmoil in addressing the physical, emotional and psychological needs of the people of Kashmir.

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27.	Mohammad Yaseen Shalla	9906421172		Saen Kasheer
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President Royal College of Psychiatrists London Prof. Sir Simon Wesley

Hon,ble Chief Minister of Jammu and Kashmir Mrs Mehbooba Mufti

Hon’ble Minister of Health and Medical Education Government of Jammu and Kashmir Shri Bali Bhagat

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We hope the report will be helpful in conducting Psychological First Aid Training across the World.