

Standard Operation Procedure for psychological counselors

Check yourself before you counsel anyone to handle COVID-19 related anxiety, stress and fear through telephone..

- Have a non-judgmental attitude to help someone in stress/distress.
- Make sure you're available for the person completely
- Make sure you're in a conducive environment to listen with our any interruption
- Active listening with verbal responding is required continuously (empathetical response) as they can't watch you.
- Assure them the confidentiality of information
- Acknowledge their feelings by analysing their symptoms and relax them with few techniques. (e.g. How do you know that you are anxious and stressed?) could you explain me further about the symptoms? Welcome them to open up by asking relevant questions and know about their awareness level.
- Be thorough of Symptoms of anxiety and stress (DSM V/ ICDS)
- Be ready to give relaxation through tele conversation
- Be aware of misconceptions about COVID-19 to help those clear doubts.
- Be prepared to help them to face fear by acknowledging their thoughts and be very gentle in handling adolescents.
- Be prepared of symptoms of COVID-19 in detail to inform and psycho-educate your client.
- Be ready to give tips to enhance their coping skills and behavioral strategies to ensure safety.
- Ensure to check their feelings and acknowledge their cooperation with a welcome note, so that they contact again.
- After psychological first aid , please do refer them if you can't handle them further.
- Contact MCJ Counselling Centre MSSW

