Standard operating procedure (SOP) · FLD-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 9.10

At a glance

- Patients and staff are offered psychological support, and the offer is recorded.
- Staff are offered a debrief after each critical incident.
- Support is referred to a named person or service.
- Offers and answers are recorded on FLD-FRM-004.
- Stop and get help straight away if: a distressed patient or staff member is not offered support, or the offer is not recorded.

1. Purpose

To support patients and staff through trauma, loss and exhaustion (9.10).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

People in a field setting face trauma, loss and exhaustion. Offering psychological support, and recording the offer, makes sure it reaches those who need it.

5. Responsibilities

Role	Responsibility	Competence
Psychosocial lead	Makes the offer and runs the debrief	Counsellor
Nurse	Records the offer and the answer	Nurse

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Offer support.

- Offer support to every patient with a traumatic event, and to staff after a critical incident.

Key point: Offered, not waited for.

Step 2. Record.

- Record the offer and the answer on FLD-FRM-004.

Key point: Always recorded.

Step 3. Refer.

- Refer to the named service the same day where the person accepts.

Key point: Same-day referral.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Offers recorded	100%	Monthly	Psychosocial lead	Escalate to field unit lead

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
FLD-FRM-004	Psychosocial offer and debrief record	Record

17. Evidence

Reference	Note
E-009	Based on the IASC Guidelines for Mental Health and Psychosocial Support in Emergency Settings (2007).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

No e-learning course is linked to this document yet.

Planned course: Psychological first aid for field staff. New course planned.

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

Download this document as PDF

Download this document as an editable Word file