

MINIMUM OPERATING STANDARDS
Psychosocial Support for Relief & Development Personnel
November, 2005

- *Pick* suitable candidates
 - *Prepare* team members adequately
 - *Provide* ongoing support during assignments
 - *Process* their experiences afterwards
 - *Plan* for transition to other career opportunities
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Pick Suitable Candidates

- Assess current physical hardiness and emotional resilience
- Help candidates determine if this position, at this time, is right for them

Prepare team members adequately

- Offer orientation to possible psychological consequences of this assignment
- Provide basic training in identification and management of traumatic stress
- Review personal self-care regimen and assess general emotional wellbeing

Provide ongoing support during assignments

- Provide individual confidential consultations by telephone, email, or instant messaging throughout the deployment
- Offer onsite psychological services when necessary

Process their experiences afterwards

- Provide individual and/or group confidential consultations and reviews upon completion of assignment
- Refer for professional counseling, when appropriate

Plan for transition to other career opportunities

- Offer individual confidential consultations to those ending their employment to help with the transition to a new position