



TRAINED. PROFESSIONAL. CARING.

**Experiencing stress associated with the COVID-19 Pandemic? You are not alone.**

The BCPA Covid-19 Psychological Support Service is designed to help health care and other essential workers who are experiencing stress, anxiety, or uncertainty due to the evolving COVID-19 pandemic.

**What is the BCPA COVID-19 Psychological Support Service?**

The Psychological Support Service offers “psychological first aid” telephone calls, free of charge, to any health care or other essential worker (19+) affected by the COVID-19 pandemic.

\*We are currently unable to open this service to the public but we recognize that all British Columbians are experiencing stress and anxiety during this difficult time. Please keep checking back as we anticipate that we will be able to open up this service shortly.

**What is psychological first aid?**

Psychological First Aid is a brief (up to 30 minute) telephone consultation to provide you with information and strategies to help you cope with the stress associated with the COVID-19 pandemic. It is designed to help people who usually cope with daily life pretty well, but who might be feeling overwhelmed during this very stressful time. A psychological first aid call is similar to speaking with a doctor or nurse after you have a physical injury. It is a practical tool for you to use.

**Is psychological first aid the same as therapy?**

Psychological first aid is not the same as psychological therapy. The psychologist who calls you will not become your on-going care provider.

**How many times can I use this service?**

You can use the service as many times as you like. If you would like to receive a psychological first aid phone call again, simply fill out another online request form on the day that you would like service.

**Who will be calling me?**

Individual psychologists registered with the College of Psychology of British Columbia are volunteering their time to provide this service.

**How does it work?**

Fill in the brief form below and a psychologist will call you within 24-48 hours. Calls are returned between 10am and 8pm.

*\*Please note that wait times may be longer on weekends.*

**Is my information confidential**

Because psychological first aid is not therapy, the psychologist who speaks with you will not keep notes on the content of your conversation. What will be recorded along with your name and contact details is the date that you were called and the resolution of that call.

**What happens if I miss the call from the psychologist?**

If you are not able to answer when the psychologist calls, they will leave a brief message for you, and your name will remain at the top of the “active list” so that another psychologist can call you later that day. You will remain on the list for up to 48 hours at which point you will be removed. If you still require services, simply complete the form again and you will be re-added to the queue.

**What if I want to continue seeing the psychologist after the pandemic?**

The psychologist who provides you pro bono PFA during the pandemic would not be able to later charge you for their services, as this would be considered unethical. If you feel you would benefit from obtaining formal therapeutic help from a Registered Psychologist, we encourage you to refer to the [BCPA website](#) or [College of Psychologists of BC](#) website to locate a Registered Psychologist who can provide you with longer term support.