



Hamdard Force Guides

In our MHPSS service model, the objective of integrating mental health services at the level of the community is to promote accessibility, acceptability, and scalability of mental healthcare, as well as increase the likelihood of positive clinical outcomes including treatment adherence. At this tier, community members will be trained as a Hamdard force to provide basic psychological support; identify people with mental healthcare needs; refer and connect them to MHPSS and other relevant services; and seek help for their own well-being.

The title Hamdard Force describes a dual focus on the intervention and the workforce implementing it, deemed appropriate due to its cultural relevance and acceptance.

The primary guidelines used for developing the Hamdard Force intervention is the [Psychological First Aid](#). This guide offers a humane, supportive response to a fellow human being who is suffering and may need support.

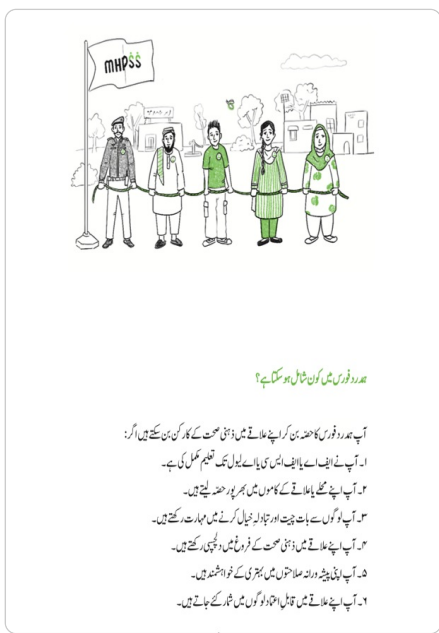


The guide has been contextualized to Pakistan's cultural and healthcare context, using an implementation science framework – [ADAPT guidance](#), a four-stage structure for systematically adapting interventions to new contexts. Triangulation method of data utilizing consensus based, co-production approach involving multi-stakeholders were used in exploration of need and implementation challenges of community-based intervention. Through an adaptation workshop, the proposed changes were adapted across three domains – structural, content and digital using the [Framework for Reporting Adaptations and Modifications to Evidence-based interventions \(FRAME\)](#).

CONTENTS	PAGE		
INTRODUCTION	01	Introduce yourself	30
Humanitarian crisis & mental health	03	Identify their needs and concerns	31
How are people likely to react during a crisis?	04	Help them feel calm	31
Who may need help?	05	MODULE 5 LINK	32
MODULE 1 HAMDARD FORCE: CODE OF CONDUCT	08	Link people with basic services	34
Basic rules of Hamdard Force	10	Link people with social support	34
Important ethical considerations	12	Provide accurate information	35
MODULE 2 ABOUT YOUR TRAINING	14	About other emergency services	35
Psychological First Aid (PFA)	16	MODULE 6 TECHNIQUES TO HELP	36
The three action principles of PFA	18	Help people to think clearly to solve their problems	38
MODULE 3 LOOK	20	Strengthen their support system	39
Look for safe practices	22	Help to cope with stress	39
Look for people with urgent basic needs	23	MODULE 7 CHILDREN & ADOLESCENTS	44
Look for people with physical conditions and disabilities	24	Help parents of infants	47
Look for signs of distress	25	Help parents of young children	48
MODULE 4 LISTEN	27	Help parents of older children & adolescents	50
Listen attentively	29	Help children	53
		Support Children	53
		MODULE 8 PEOPLE WITH MENTAL HEALTH CONDITIONS & DISABILITY	56
		How can you help?	58
		Who should you refer?	34
		How can you refer them?	59
		MODULE 9 PEOPLE AT RISK OF DISCRIMINATION OR VIOLENCE	60
		Who may be at risk?	62
		Why are they at risk?	63
		What is the impact of violence?	63
		How can you help?	64
		What can you do?	66
		MODULE 10 CARE FOR YOURSELF	69
		Why is it important to look after yourself?	71
		How to manage your own stress?	71
		When to seek help for yourself?	72
		Check your own mental health	73
		How to seek help for yourself?	74
		ANNEX 1 ROLES AND RESPONSIBILITIES OF SERVICE PROVIDERS	77
		ANNEX 2 OTHER SUPPORT SERVICES	81
		Answers	83

To address gaps in knowledge, knowledge to practice, cultural and healthcare contexts, the content of the guide has been modified and simplified, highlighting actionable steps and instructions. Furthermore, the guide has been translated into more conversational Urdu for easier comprehension, effective implementation, and its integration into routine healthcare practice, as well as in emergencies. All modules have integrated quizzes for reinforcing knowledge retention and encouraging critical thinking.

Illustrations have been created using a signature SS-style (specific visual style) doodle by an artist with lived experience of a mental health condition.



س۔ا	نہیں مل کر ہیں	✓	✗
۱	لوگوں کو وہ بھی تسلی دینے کیلئے ان سے جھوٹ بولنا اور جھوٹے وعدے کرنا صحیح ہے۔		
۲	جب لوگ غلط فیصلہ کر رہے ہوں تو آپ کو ان کے فیصلے کرنے نہیں۔		
۳	آپ کا اپنی رائے اور پسند / جانہداری سے باخبر رہنا ضروری ہے۔		
۴	آپ کو لوگوں کو بتانا چاہیے کہ اگر انہیں فوری مدد نہیں چاہیے تو وہ ضرورت پڑنے پر کسی بھی وقت مدد حاصل کر سکتے ہیں۔		
۵	اگر کسی فرد کے متعلق کوئی غیر معمولی بات آپ کے علم میں آتی ہے تو آپ کو اسے دوسروں کو بتانا چاہیے۔		
۶	لوگوں سے انکی جنس، عمر، اور ثقافت کو مد نظر رکھتے ہوئے پیش آنا چاہیے۔		
۷	کسی سے بات کرنے سے پہلے اس کے ذہن کے بارے میں معلومات رکھنا ضروری نہیں ہے۔		
۸	آپ کو اپنی خدمات کے عوض رقم یا تحفہ لے لینا چاہیے۔		
۹	آپ کو کسی کی تسلی کیلئے جھوٹے وعدے کر لینے چاہیے۔		
۱۰	آپ کو دشمنی اور انتہائی کرکے کسی بھی قسم کی خدمات کو لوگوں پر مسلط کرنی چاہیے۔		
۱۱	پریکٹس کے عالم میں لوگوں کے رد عمل اور جذبات کے بارے میں آپ کو متنبی رائے قائم کرنا چاہیے۔		
۱۲	آپ کو کسی بحر ان کے دوران اپنے معاشرتی اور مذہبی عقائد کو لوگوں پر مسلط کرنے چاہیے۔		

The guide has been restructured to address the needs of the target audience and is presented in a modular format, dividing each module into clearly defined sections, highlighting actionable steps and incorporating bullet points to address gaps in mental health literacy, and strengthen the skills of Hamdard Force to achieve learning outcomes. This structure helps the workforce navigate the content and apply knowledge effectively in implementation.

