

INTRODUCING OUR WELLBEING FIRST AIDERS (WFAs)



At CTG we believe that mental wellbeing is as important as physical wellbeing. We want all of our staff to know that there is help on hand, if you need it.

WHAT IS A WELLBEING FIRST AIDER (WFA)?

A WFA is a peer you can turn to if you are under severe stress and/or suffering from emotional or mental distress. They are also someone who can assist you in the aftermath of a critical incident.

WHAT DOES A WFA PROVIDE?

A WFA is the first point of contact if you are struggling and will provide a confidential ear to listen to your wellbeing issues. They are trained to provide short-term support, share information which may be helpful to build your resilience and refer you on to further resources or professional help if needed.

PLEASE NOTE: WFAs will keep all information shared with them confidential unless there is an immediate threat to life, a safeguarding concern or an issue which the law requires them to disclose.

WHAT IS A WFA NOT?

A WFA is not a trained psychologist and won't be able to provide you with professional advice or counselling. A WFA is not an ongoing, long-term support system – they provide initial support and will refer you to resources or professional support such as the counsellors available at CTG Wellbeing. They should not be seen as a replacement for proper treatment of mental health issues.

HOW DO I CONTACT A WFA?

- It's simple. If you feel you would like to talk to someone you can contact any of the WFAs via email using the subject line "CONFIDENTIAL WFA Request"
- Please suggest a few times/dates in the coming week during which you are available and the WFA will come back to you to set up a call/meeting (depending on location).
- If the WFA is unable to follow up within the week they will let you know and refer you to another WFA with availability.
- If you receive an out of office, please do contact them again on their return or email another WFA

WHO ARE YOUR WFAs?

Meet our **Wellbeing First Aiders**. Reach out to any of them for support via email or WhatsApp using their details below.



MAHMOUD SHEHADA

LOCATION: Gaza

LANGUAGES: Arabic, English

mahmoud@ctg.org | +970 59 972 3116

I was drawn to being a WFA because I want to guide people who are going through dark times to get the right help and support.



HELEN REES

LOCATION: Dubai

LANGUAGES: English

helen@ctg.org | +971 56 681 7481

I was drawn to be a WFA because a little support can go a long way.



ALGENE SURIA

LOCATION: Dubai

LANGUAGES: English, Filipino

algene@ctg.org

I was drawn to being a WFA because sometimes all it takes is for someone to talk about their problem.



VANESSA McCULLOCH

LOCATION: Cape Town

LANGUAGES: English

vanessa@ctg.org

I was drawn to be a WFA because I have experienced first-hand the positive impact this support network can have.



SYRINE DEBBECHE

LOCATION: Tunis

LANGUAGES: Arabic, English, French

syrine@ctg.org | +216 99 700 398

I was drawn to being a WFA because trying to get healthier alone can be difficult.



AMEL EDDIRI EL MUFTI

LOCATION: Tunis

LANGUAGES: Arabic, English, French

amel@ctg.org | +216 55 927 110

I was drawn to being a WFA because I'm a good listener and enjoy supporting others in need.

SPEAK TO THE PROFESSIONALS

All CTG WFAs have been trained by Open Briefing, who are experienced in supporting those working in complex environments. Open Briefing's counsellors are the team of professionals available to all CTG staff and consultants at CTG Wellbeing.

If you feel that counselling is the solution for you and don't want to speak to a WFA, you can book via email. All staff have access to 6 sessions and a further 6 sessions post a critical incident; book via email to ctgwellbeing@openbriefing.org

Counselling is currently available in the following languages: Arabic, French, Spanish and English with further languages to be added in the future.