

A blurred photograph of an office environment. In the foreground, the back of a woman's head with her hair in a bun is visible. In the background, a man is looking towards the camera. The scene is overlaid with a semi-transparent teal gradient.

# Support in the event of a Critical Incident

# Vita Health Group are experienced in delivering support and advice in response to a critical incident or traumatic event in the workplace.

## In the event of an incident, calls can be made to the helpline 24hrs a day, 7 days a week.

Calls are managed by our qualified counsellors who are all trained in critical incident response and can provide immediate support, guidance and advice about further support if needed.

We also work with a team of Critical Incident responders who can deliver additional support to a team or workplace, either on-site or via virtual delivery, depending on your needs.

Following an incident or traumatic event, we provide immediate and on-going assistance to ensure that our clients and their employees can return to business as usual as quickly and effectively as possible. Included with your EAP:

- Immediate telephone support and guidance for those affected.
- 24/7 telephone support for managers dealing with the incident.
- A range of materials for managers and affected staff that can be dispatched to support internal communications and to offer best practice support and advice.
- One to one counselling accessed via the EAP helpline, or management referral
- Options for additional on-site or online support from our Critical Incident Responder team.

Managers can contact the helpline 24/7 to seek support following an incident, and they will be supported by a qualified counsellor, trained to provide evidence-based support and advice in the event of a critical incident.

In addition, following this call, a Critical Incident Manager will be assigned to the case. They will provide a follow up call to the manager within 24hrs to confirm the arrangements for any potential on-site support or to check in regarding any changes to the situation. This follow up call will be provided between the hours of 8am-8pm Monday to Friday, 9am-5pm Sat/Sun.

We are committed to ensuring that we respond to critical events in a compassionate and evidence-based way. If providing on-site support, this is in the form of individual supportive sessions, allowing individuals to share their thoughts and feelings about a sudden, unexpected event, and providing information and guidance to support self care and monitoring.

In relation to responding to trauma, our priority is to ensure individuals are well supported, and given the best advice about how to look after their psychological wellbeing in the days and weeks following a traumatic event.

All of our Critical Incident Responders are qualified, registered counsellors, who are trained in providing on-site Critical Incident support and advice following a traumatic event.

## On-site Critical Incident Support

Our standard on-site critical incident response is delivered at least 72hrs following an incident.

This is in line with best practice, allowing space and time for the immediate natural psychological coping mechanisms of individuals to kick in.

Where this on-site support is indicated one of our Critical Incident Responders can provide support to those individuals who may not have other support networks available or who need an independent person to talk to for support and evidence-based advice.

“

It was so validating to have someone really actively listen to how I was feeling and show empathy for a challenging situation

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# Due to the potential for the development of post traumatic stress, all support provided is in line with National Institute for Health & Care Excellence (NICE) Guidance.

## What does the support involve?

Our support is tailored to the needs of the individual, however, it will include:

- Helping people to reduce their anxiety
- Validating the natural emotional reactions to a shocking event
- Helping people to determine what they need to do to look after themselves in the short term, and identifying practical steps to doing this.
- Providing people with information about their EAP service and the 24/7 helpline support
- Providing people with information about the natural psychological coping processes following an event, and when to seek further support if things are not returning to normal.
- In line with NICE guidance for the prevention of PTSD, this is NOT psychological debriefing or any derivative form of this.

Where trauma is assessed to have had an impact on an individual's mental health, and/or there are positive screening markers for post-traumatic stress disorder (PTSD), we are able to provide the appropriate level of mental health psychological therapy via the Vita Health Group specialist Psychological Therapies service.

This is an additional service accessed as an add on to standard EAP.

This service combine a number of specialisms, including BABCP accredited trauma focused CBT Therapists and EMDR practitioners. Overall clinical governance is delivered in line with HCPC, BABCP and BPS professional regulatory governing body standards.

Where appropriate, relevant managers are informed of any individual who appears to be struggling with adjustment after an event. Line managers are provided with a copy of our 'Critical Incident Guide for Managers' to assist with supporting their staff.

If on-site support is provided, a follow up phone or video call is offered for the relevant manager or HR rep usually 4- 6 weeks following an event to discuss any remaining needs.

## How to get in touch

You can contact us via email at [cisupport@vhg.co.uk](mailto:cisupport@vhg.co.uk) for further information.

Please ask us about how we can support you in developing your company Critical Incident Response Procedure, so you are prepared for responding in the unlikely event of a significant workplace incident.