



Support for life

Critical response service

Specialist support when an unexpected or traumatic incident occurs in the workplace



While businesses do everything possible to minimise risk and injury to staff or customers, there are rare occasions where an unexpected or traumatic incident happens. These critical incidents can impact everyone who was directly, or indirectly, involved.



Our critical response service is designed to support you and your business to provide the appropriate, and often immediate, support your employees need when they experience an unexpected or traumatic incident.

What is a critical incident?

A critical incident is any unexpected or traumatic incident that happens in the workplace and is likely to cause emotional distress to staff. This could be:

- Death of a colleague or customer
- Serious injury to a member of staff or a customer
- Physical or psychological threat (life threatening risk or situations of extreme violence)
- Incidents where the circumstances are so unusual or the sights and sounds so distressing, that individuals need support to cope with the trauma experienced

Critical response service

When an unexpected or traumatic incident occurs, it is essential to deal with the situation promptly and efficiently. It is important to gauge the reaction of employees and assess the impact on their mental health.

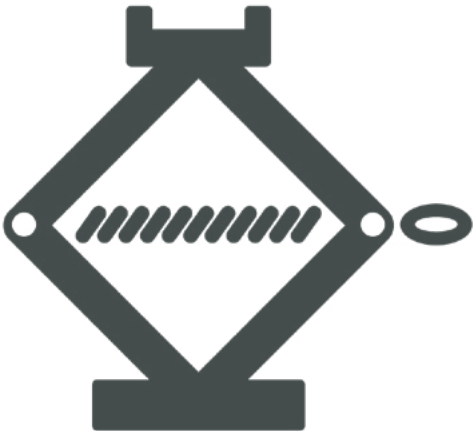
The first thing to do is call our helpline on **08081 311 333**. Our helpline will discuss what has happened and take your details. A Ben advisor will call you within 4 hours and they will be your dedicated contact as we work together to support you and your employees.

Guidance and reassurance

Your Ben advisor will support you with the wellbeing of your employees during and post incident. They will talk to you about the incident and make you aware of possible reactions (physical, emotional, behavioural) that employees might experience. They will be available to offer telephone support or, if required, come to your workplace to offer ongoing support.

Briefing

Individuals are often shocked by their physical and emotional responses to a critical or traumatic incident and often, it is these feelings, as opposed to the actual event, that cause ongoing distress. A wellbeing briefing, which explains how and why people might feel or react, reassures people and helps allay any additional fear or distress.



Onsite visit

We can provide a briefing at your workplace or offer 1:1 support to staff. If required, the date and time of visit will be agreed with your Ben advisor.

Follow-up briefing

The Ben advisor contact you 4-6 weeks after the incident to ensure your employees have come to terms with the incident and to highlight what additional support is available, if anyone needs it.


Counselling

If someone requires counselling in the future, this is something that Ben can look to provide. We would encourage people to have discussed this with their GP first in case there are any additional health concerns.

Information for employees

We can provide information about understanding trauma for employees. Our leaflets explain the mental and physical reactions they might experience and it is often useful for staff to take leaflets home so their friends and family can also understand what they might be experiencing and explain why they could be acting differently.





“I have been in the motor trade for 22 years and I watched a Ben TrustFord story video at our annual conference which brought a tear to my eye. Little did I know that Ben would be on our site less than three weeks later, helping our team through emotional turmoil. Ben has had a profoundly positive effect on many of our team, who are not just dealing with the recent events but their own individual tumultuous lives too.”

Michael McCulloch, General Sales Manager at TrustFord Ballymena

TrustFord

“The help Ben provided to us recently was invaluable. Following the critical incident we had at one of our sites, we asked for Ben’s support and I didn’t expect for the team to be with us so quickly. Colleagues have felt supported through the grief they have been feeling and I have felt better equipped to help them. From the bottom of my heart, I want to say thank you to the Ben team.”

Sarah Rowlands, HR Manager at VWG Division, Sytner Group

◆ Sytner Group

Total health and wellbeing

We aim to improve the health and wellbeing of your workforce, to deliver tangible commercial benefits to your business, and the automotive industry as a whole.

As a not-for-profit organisation, dedicated to the total health and wellbeing of the automotive industry, our services are continually shaped by the needs of the industry, its companies and people.



Let's work together

Let's start building a valuable and mutually beneficial partnership together, to help provide 'Support for life' to your people and the industry.

Get in touch at ben4business@ben.org.uk, call **01344 298 135** or visit www.ben.org.uk/Ben4Business for more information.

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