

Traumatic Event Support

Support your most important asset

When an unexpected traumatic event occurs, your entire workplace can be affected. Your response to the situation can often be critical in ensuring employee well-being and business continuity. Traumatic Event Support offers you expert support and consultation when you need it the most.

What is a traumatic event or critical incident?

It is any situation faced by employees that causes them to **experience unusually strong emotional reactions** that have the potential to interfere with their ability to function at work or at home.

Shepell offers employees and people leaders the opportunity to address their own emotional and physical reactions to the event, facilitates a healthy return to the workplace, and guides the re-establishment of daily routines. Traumatic workplace events, when well-managed, can actually bring strength and resiliency to a team by providing post traumatic growth, and a sense of group empowerment fostered by a sense of 'surviving together'.

How can we help?

- Preparation for and response to the predictable organizational trauma that follows significant *restructuring, downsizing or major change of any other kind in the workplace*
- Consultation, support, and development of an action plan to support employees following a traumatic event such as a *suicide, the death of a fellow employee or family member, serious injury to an employee, mass casualty incidents, or threats to safety and natural disasters*
- *Education and training* in stress management, psychological resiliency, vicarious trauma (compassion fatigue), and mental health in the workplace *for employees and people leaders*
- Consultation, preparation, and planning regarding *traumatic event response protocols* for your organization

- Major *disaster planning* and consultation, contributing to business continuity plans
- Support with the establishment of *peer teams*, including the selection, interviewing and training of peer candidates and promotional awareness of peer systems

What you can expect from us

Traumatic Event Support is available on a 24-hour basis, to organizations of any size and industry. It is the most seasoned and comprehensive service of its kind in Canada, with counsellors trained in critical incident debriefing, community crisis response, and general trauma interventions. We respond to an average of 500 cases each month and serve a number of high incident employers.

Our expert and time-sensitive support for your employees and managers can help you manage productivity in the workplace after a traumatic event and ensure that your business continues to thrive. Our clients can be assured of the appropriateness of interventions, the consistency of quality, the level of training and expertise available from trauma specialists, and the timeliness of response of our Traumatic Event Support team. You'll be secure in the knowledge that every employee affected by a traumatic event will receive risk assessment and follow-up that can minimize the likelihood of potential short-term disability and long-term disability claims, and possible liability to the organization.

The key: timely and expert support

Traumatic events often occur without any notice, and can affect your entire workplace. Timely assessment of the situation and decisions surrounding next steps are critical. Engaging expert support from outside the organization has been demonstrated to be the most effective means to ensure a thorough, professional impact assessment and planning process.

How to activate support for a traumatic event: one call is all it takes

If your organization is in need of Traumatic Event Support Services, contact Shepell **24/7/365** by calling **1-800-387-4765**.

Starting with an **Immediate Support Consultation**, our trauma experts will assess the situation, recommend and develop a course of action, and coordinate professional, onsite services as needed. We don't apply a fixed model to our critical incident work, because each situation is different. We adapt and work within your organizational structure and culture, to ensure the complex event planning that takes place during that first call is specifically tailored, to ensure the fit with your staff.

If you would like more information around stress management training, support in creating traumatic event response protocols, or establishing peer support teams, please contact your Shepell Account Manager. We will arrange a consultation with one of our subject matter experts for you.

Pricing for Traumatic Event support is available from your account manager. Some onsite services may incur additional costs related to travel expenses, in areas outside Shepell's trauma counsellor network, or where requested response time necessitates counsellor travel from another region. These expenses are billed to client organizations at cost.