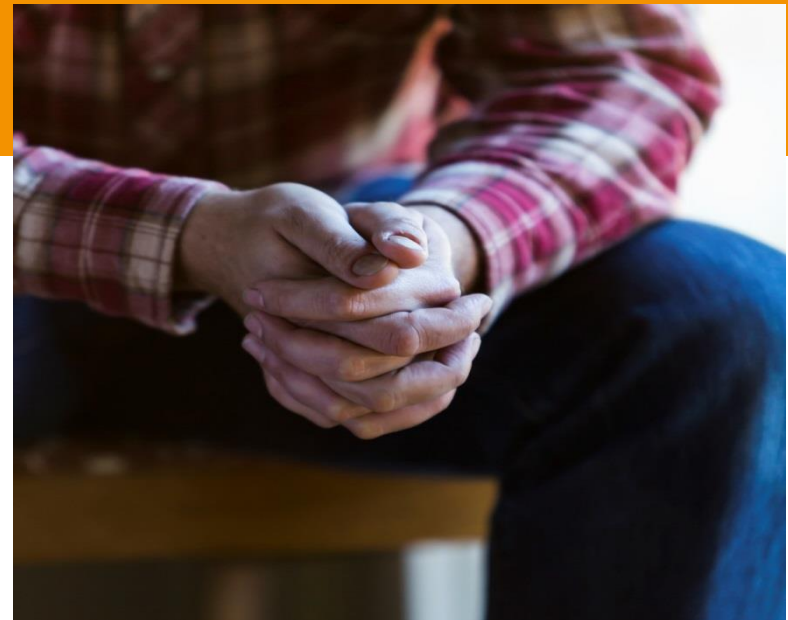


# Traumatic incident management

*New Standard*

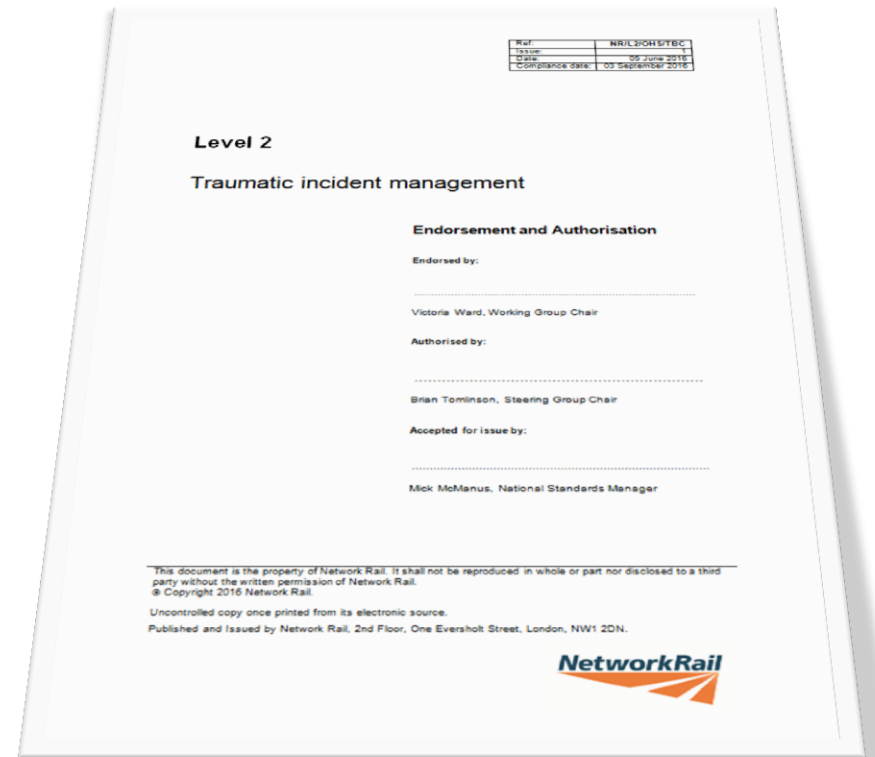


**Employees involved in, or who witness, potentially traumatic incidents may have an increased risk of developing a mental health condition.**

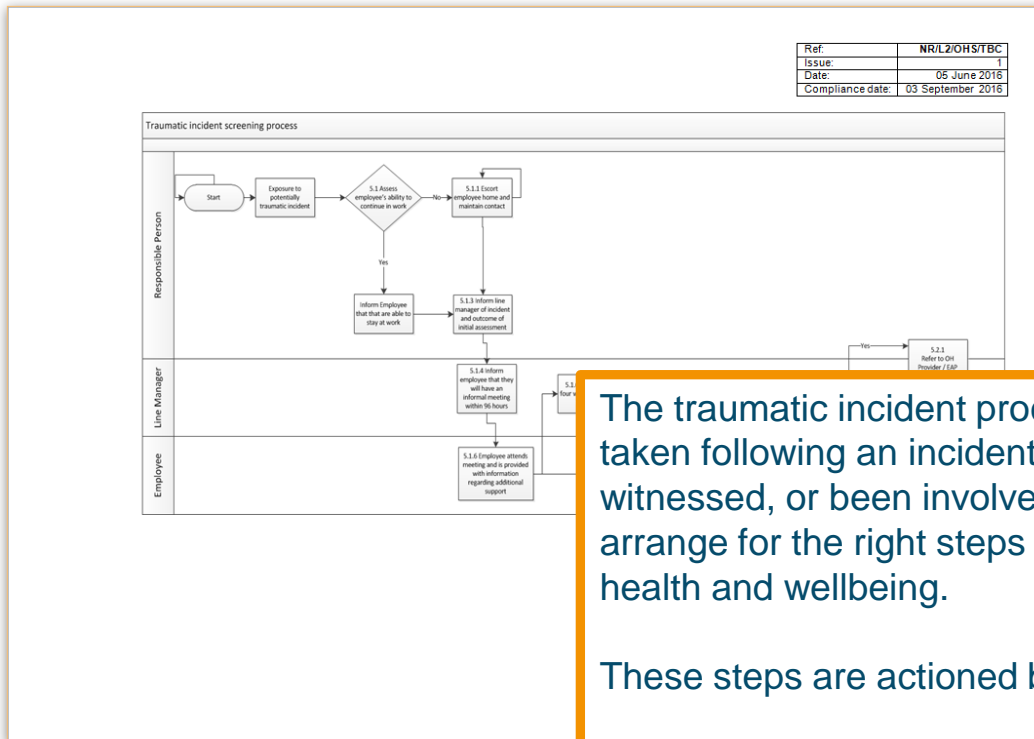
Network Rail's commitment to supporting its employees, who are exposed to a potentially traumatic incident, complies with the Health and Safety at Work etc. Act 1974.

# What are the key points?

- Control measures will be identified and actioned to help reduce the risk of employees developing a mental health condition following a potentially traumatic incident
- Employees more likely to be exposed to potentially traumatic incidents will be trained to understand the nature of their work and the impact such exposure might have on their mental health
- Recognise that mental health conditions can develop days, months or even years after experiencing a trauma and assessment should reflect this



# What are the key points?



The traumatic incident process identifies key steps that should be taken following an incident to identify anyone that may have witnessed, or been involved in, a potentially traumatic incident and arrange for the right steps to be taken to ensure the employees health and wellbeing.

These steps are actioned by:

- The responsible person on site at the time of the incident
- Employees line manager
- Employee

# What are the key points?

|                  |                   |
|------------------|-------------------|
| Ref:             | NR/L2/OHS/TBC     |
| Issue:           |                   |
| Date:            | 05 June 2016      |
| Compliance date: | 03 September 2016 |

## Appendix B - Trauma Screening Questionnaire

### B.1 Your Own Reactions Now to the Traumatic Event

B.1.1 Please consider the following reactions which sometimes occur after a traumatic event. This questionnaire is concerned with your personal reactions to the traumatic event which happened a few weeks ago.

B.1.2 Please indicate whether or not you have experienced any of the following AT LEAST TWICE IN THE PAST WEEK:

|  | YES, AT LEAST TWICE IN THE PAST WEEK |
|--|--------------------------------------|
| 1. Upsetting thoughts or memories about the event that have come into your mind against your will                |                                      |
| 2. Upsetting dreams about the event  |                                      |
| 3. Acting or feeling as though the event were happening again  |                                      |
| 4. Feeling upset by reminders of the event   |                                      |
| 5. Bodily reactions (such as fast heartbeat, stomach churning, sweatiness, dizziness) when reminded of the event |                                      |
| 6. Difficulty falling or staying asleep  |                                      |
| 7. Irritability or outbursts of anger  |                                      |
| 8. Difficulty concentrating  |                                      |
| 9. Heightened awareness of potential dangers to yourself and others  |                                      |
| 10. Being jumpy or being startled at something unexpected  |                                      |

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Page 9 of 13

The majority of people exposed to traumatic events will recover within four to six weeks of the event without the need for further help.

Line managers should have an informal conversation with the employee to establish how the employee is feeling and coping at this point in time.

The Trauma Screening Questionnaire should be completed with the employee. If the score is six or above a referral should be completed with the occupational health service to determine what supportive measures may also be appropriate.

Where the screening score is less than six but greater than zero an additional meeting should be scheduled in four weeks.

# ***What is the purpose of the standard?***

- Supporting employees who may be at risk of developing a mental health condition following a potentially traumatic incident
- To support line managers when managing a colleague who has witnessed, or been involved in, a potentially traumatic incident
- To be compliant with the Health and Safety at Work Act 1974
- To improve the health and wellbeing of our colleagues

# Further support

For further information and support visit the Health & Wellbeing portal:

<https://www.safety.networkrail.co.uk/healthandwellbeing/Mental-Wellbeing/Mental-wellbeing/Coping-with-Trauma>

For further support and guidance please call our Employee Assistance Provider, Validium:

**0800 358 4858** or **0330 332 9980** (24 hours)

To refer a colleague following the completion of the trauma screening questionnaire, contact OH Assist:

Ring the OH Assist helpdesk on **0845 608 0656**

Visit the OH Assist website for more information - [www.networkrail.ohassist.com](http://www.networkrail.ohassist.com)