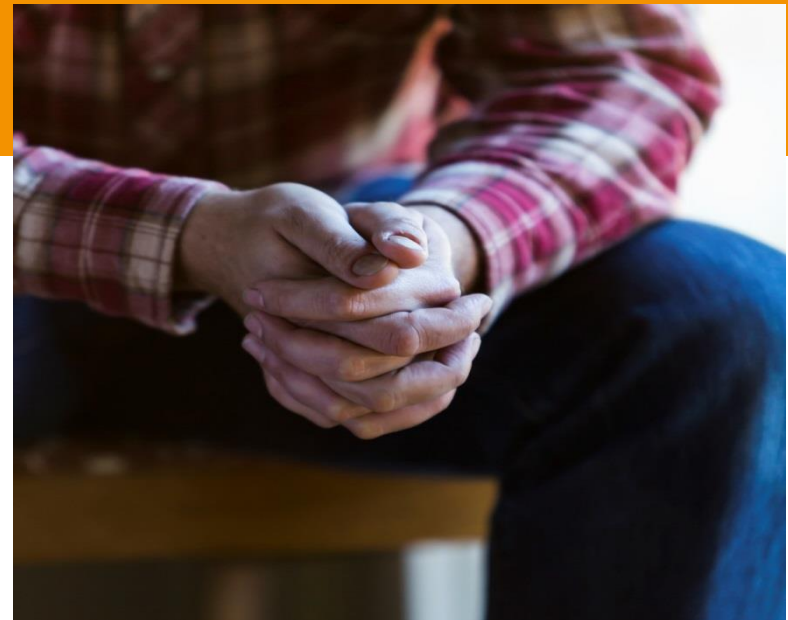


# Traumatic Incident Management

## *Technical Standard Briefing*



everyone fit  
for the future

**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.

# *Legal compliance*

- The Railways and Other Guided Transport Systems (Safety Regulations 2006)
- Management of Health and Safety at Work Regulations 1999 [Section 3]
- Health and Safety at Work Act 1974 [Section 2]
- Equality Act 2010

# Why do we need a company standard?

- Network Rail has no consistent process for how it manages Traumatic incidences
- No company standard or tool for identifying if an employee has suffered or is experiencing trauma and how to mitigate risk of mental ill health following a traumatic incident
- HR policy is a catch all for ill-health including psychological health –does not cover mitigation with guided pragmatic response to Trauma management
- ‘Managing Stress Guide 2005 does not include managing trauma – it is out of date and has inconsistent usage



‘Traumatic incident management’ Standard (NR/L2/OHS/052) is published and available on the [standards website](#) and should be read in conjunction with the Trauma Questionnaire

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

- To provide an effective and consistent process to be applied by managers and responsible persons following traumatic incidents in the workplace
- To support pro-active management of the risks of psychological and physical injury following a traumatic incident, reducing the effects to our people
- To improve the health and wellbeing of our colleagues, ensuring they are supported and receiving treatment as required

# The Standard...

In Scope...	Out of Scope...
<p data-bbox="311 568 904 646">Identifying employees at risk after a traumatic event</p> <p data-bbox="278 701 937 779">Effective support to employees from the point of incident</p> <p data-bbox="278 833 937 869">Referral to support services as required</p> <p data-bbox="258 923 956 1048">Control measures to reduce the risk of the development of a mental health condition following a traumatic incident</p>	<p data-bbox="1031 612 1686 691">Addressing the implications of personal trauma</p> <p data-bbox="1025 745 1692 869">Application to contractors (they have separate arrangements in place through agencies)</p> <p data-bbox="1128 923 1590 959">Replacement of HR policies</p>

# Principles

Ref:	NR/L2/OH/S/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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The majority of people exposed to traumatic events will recover within four to six weeks of the event without the need for further help.

Enforcing psychological intervention or formal professional healthcare services immediately following an incident should be avoided.

Sufficient resources are available to all employees to raise awareness of the normal reaction to a potentially traumatic incident, and to embed principles of watchful waiting throughout the business

Employees more likely to be exposed to potentially traumatic incidents can be offered training to understand the nature of their work and the impact such exposure might have on their mental health.



# *What are the updates to Policies, Process and People?*

- The Trauma questionnaire and standard will be referred to in the following policies and processes amended as necessary:
  - Reasonable Adjustments
  - Sickness Policy
- HR Direct and HR Advisers will be given a technical and practical brief
- HR community/Line Managers will be briefed
- OH Assist will be briefed
- Recorded briefings will be available

# *How do you use the standard?*

## **Immediately following a potentially traumatic incident**

The responsible person on site at the time of the incident establishes if any Network Rail employee has witnessed or has been involved in the potentially traumatic incident  
The responsible person will relieve the employee of duty and arrange for the employee to be accompanied: home/station/depot

## **Assess if an employee who wants to continue working**

shall only do so if the responsible person has assessed they can work safely and arrangements are made so they do not work alone.

## **Informal conversations following an incident**

Employees exposed to a potentially traumatic incident might find it beneficial to discuss the incident informally with others.  
The responsible person or line manager shall offer an informal conversation as soon as they are aware that the employee has witnessed or been involved in a potentially traumatic incident. Should be done in first 24 to 96 hours

# What is the role of the manager?



# What is the role of the manager?

## Trauma Screening Questionnaire

### Your Own Reactions Now to the Traumatic Event

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. 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	NO
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		
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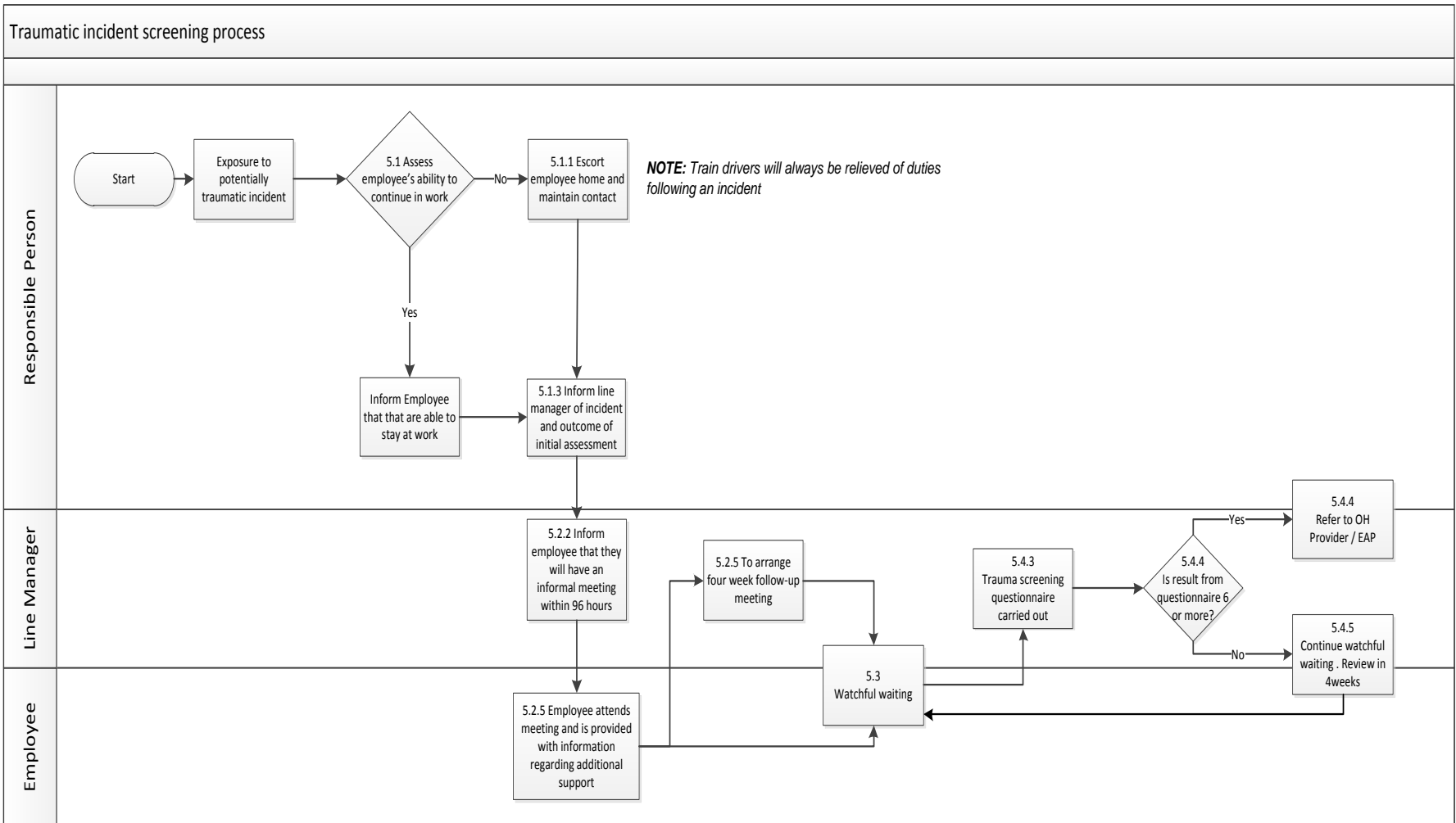
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Answer 6 or more Yes questions: refer to EAP. A formal referral to the occupational health provider should also be discussed with the employee and completed. The occupational health provider will recommend what supportive measures might also be appropriate.

Fewer than six 'yes' responses to the questionnaire line managers should arrange an additional meeting in four weeks' time.

The line manager should also advise their employee to seek advice from their General Practitioner or through the EAP.

# Guidance following an incident...



# Watchful waiting...

- After a potentially traumatic incident, the principles of watchful waiting should be adopted by line managers and employees.
- Watchful waiting is the principle of waiting to see if an employee's symptoms improve on their own, and is the recommended course of action during the first month following a traumatic incident. The principles of watchful waiting include:
  - self-monitoring
  - keeping in contact with employees involved in potentially traumatic incidents
  - looking out for any changes in behaviour and/or any new or worsening mental health symptoms for example, post-traumatic stress disorder.

# *One month following the incident...*

- The majority of people exposed to traumatic events will recover within four to six weeks of the event without the need for clinical intervention.
- Line managers should have a second informal conversation with the employee to establish how the employee is feeling and coping one month after the incident.
- Line managers should complete the Trauma Screening Questionnaire in NR/L2/OHS/052/F01 with their employee as part of the second informal conversation.
- If the employee records six or more 'yes' responses to the questionnaire, the line manager should refer them to EAP. A formal referral to the occupational health provider should also be discussed with the employee and completed.

# Potential symptoms

## Re-experiencing the trauma...

Vivid flashbacks

Intrusive thoughts and images

Nightmares

Distress at reminders

Pain

Sweating

Nausea

## Alertness or feeling on edge...

Panicking when reminded

Easily upset

Angry or startled

Feeling of helplessness

Lack of or disturbed sleep

Confusion

Self-destructive behaviour

## Avoiding feelings or memories...

Keeping busy

Avoiding situations that remind

Feeling detached

Emotionally numb

Unable to express affection

Increased use of alcohol or other substances



# Reasonable adjustments

## Purpose:

A reasonable adjustment helps remove the barriers an employee faces to staying employed as such it enables employees to continue their job with the required support and interventions. Disability also includes mental health conditions.

## Scope:

Reasonable adjustments will be required where a: 'physical feature, provision, criterion or practice puts someone with a disability at a substantial disadvantage.'

## Law:

The Equality Act 2010 requires Network Rail to make reasonable adjustments for disabled applicants and disabled employees who are:

- continuing to work
- Being promoted
- redeployed or;
- seconded.

# *How should assessments and HMAPS be stored?*

- Employees should be given a copy of their trauma questionnaire

File the trauma questionnaire:

- hard copy in a locked secure cabinet that has restricted access
- File electronic copy in a restricted folder
- Upload electronically completed documents to HRSS for the employees personal file - [EmployeeRecords@networkrail.co.uk](mailto:EmployeeRecords@networkrail.co.uk)

# Further Support

## Validium

**Employee  
assistance  
provider**

0800 358 4858

Or

0330 332 9980

*(24 hour phone  
line)*

## OH Assist

**Occupational  
health support**

0845 608 0656

Or

via Safety  
Central

## Route/Function OH Managers

**Colleagues in your  
area who have a  
role in health and  
wellbeing**

<https://www.safety.networkrail.co.uk/healthandwellbeing/Your-Health-and-Wellbeing-Contacts>