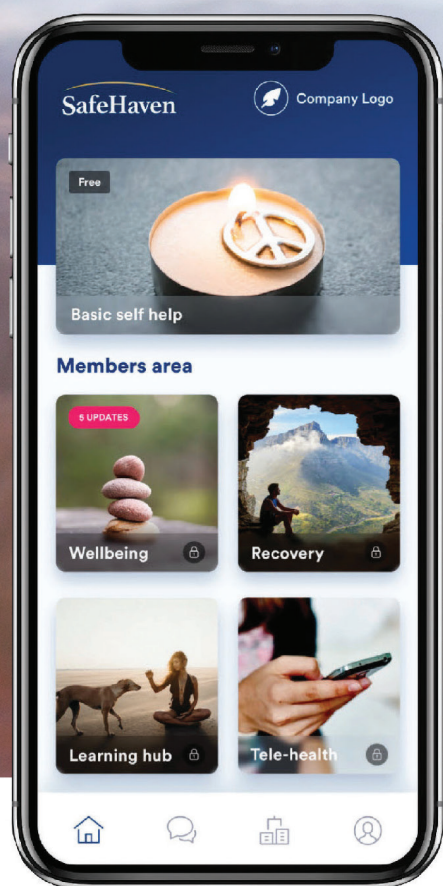


# SafeHaven

Crisis, Disaster & Trauma-Responsive  
Mental Health Support



SafeHaven APP

*Feeling better...  
and understanding why!*



A close-up photograph of a person's hand giving a thumbs up gesture. The person's face is blurred in the background, showing a positive expression. The image is framed by a large, curved graphic element in shades of blue and yellow on the left side.

# SWIFT SIMPLE EASILY ACCESSIBLE TRAUMA-RESPONSIVE CARE

When your employees are stressed or have experienced a traumatic incident, they need swift, simple and easily accessible support and advice. Advice that is a specialism and often beyond your existing EAP programme. Advice that comes from experienced psychiatrists, psychologists and trained therapists.

As your people recover and manage their ongoing wellbeing, the critical step so often missed is the psychoeducation to foster and embed these skills. It is this education that explains the science behind what they are doing, and why it is making them feel better.

Welcome to **SafeHaven**

# Our App

The SafeHaven App is a psychological first aid tool that enables organisations to meet best practice guidelines and international standards for supporting personnel both pro-actively and in the aftermath of an incident.

Fully compatible across all devices, our app provides personnel with psychoeducation and skills to build and maintain psychological resilience; as well as understand how to support themselves and colleagues when acutely stressed, upset or distressed.



- ✓ Guidance compliant
- ✓ Conforming to international standards
- ✓ Compatible across all devices (web, iOS & Android)
- ✓ Quick and easy deployment
- ✓ Multilingual capability
- ✓ For large scale or personal trauma
- ✓ Fosters resilience
- ✓ Supports recovery

Easily deployed to people around the globe and with multilingual capability; organisations are provided with their own administration portal, from where licences, staff access, co-branding and company wellbeing formation are all easily managed.

In addition, there is optional tele-health support - providing access to experienced trauma specialist mental health professionals who can support your staff at any stage.





# The Challenge For Organisations

## WHY PUT OUR APP AT YOUR EMPLOYEES' FINGERTIPS?

Every day your people are continuously impacted by ordinary life stressors. From their home life to their work environment and everything in-between, with evidence from global health trends supporting this.

- 1 in 6 people report common mental health problems (such as anxiety and depression) every week.
- There has been a significant increase in common mental health difficulties in the last 10 years.
- In the UK, worker stress, anxiety or depression were up 37% in 2019-2020; with these conditions making up 51% of all reported cases.
- Suicide and self-harm rates are increasing.
- Major depression is thought to be the second leading cause of disability worldwide.

In addition to everyday stress, critical incidents occur, resulting in your employees being exposed to an array of difficulties, many of which are beyond your control, for example:

### PERSONAL-LIFE STRESSORS

Relationship difficulties/divorce  
Bereavement  
Financial strain  
Health difficulties

### WORKPLACE STRESSORS

Overload of work  
Deadlines  
Conflict with colleagues  
Job uncertainty

### INDIVIDUAL INCIDENTS

Assault  
Bullying  
Harassment  
Vicarious trauma exposure

### LARGER SCALE INCIDENTS

Travel accidents  
Death of colleague  
Mergers/layoffs  
Terrorism exposure





# Support Your Personnel Effectively

The impact of critical incidents for an organisation are considerable. Typically, it includes:

- Absenteeism and turnover of personnel
- Poor presenteeism (present at work but in a distracted state)
- Employee conflicts
- Task avoidance
- Increased accidents
- Increased unrest and lowered team morale
- Team cohesion reduced
- Compromised occupational functioning

Whilst personal crises and workplace critical incidents cannot be predicted, they can be prepared for. People can be provided with trauma-informed guidance ahead of time that helps them learn how to effectively help themselves and others.

After shock or distress, swift, simple, appropriate guidance that enables an individual to experience some control is known to facilitate recovery and reduce unhelpful coping strategies. However, in the aftermath of a crisis there are so many challenges to attend to that dedicating personnel to provide this across a workforce in a comprehensive yet tailored manner is usually not feasible. The SafeHaven Psychological First Aid App achieves this and assists in returning your employees to a state of psychological wellbeing as soon as possible. Our App provides this and more by helping people:

- ✓ Understand signs and symptoms they are experiencing
- ✓ Take steps to reduce those symptoms
- ✓ Make informed choices that foster recovery
- ✓ Increase their skills to aid recovery
- ✓ Be clear about when they need to access professional help
- ✓ Understand what options are available for additional help
- ✓ Have access to trauma-responsive mental health professionals
- ✓ Guidance for friends and family



# App Hubs

## WELLBEING HUB

This area provides basic psychoeducation on stress and resilience, and facilitates skills-building to help reduce the likelihood of a mental health crisis. Offers access to a range of audio and video content covering mindfulness, meditation, sleep hygiene, breathing techniques and more.



## RECOVERY HUB

Here staff can access self-help psychological first aid information to facilitate recovery from an acute stress experience.



## LEARNING HUB

People in your organisation who have completed any peer-level training with SafeHaven can have access to this learning centre. They will have access to training videos and refresher materials to help keep their skills and knowledge up-to-date.



## SUPPORT HUB

Where an organisation is subscribed to our tele-health service, personnel can arrange an appointment direct through the App.





# Administration Portal

## UPLOAD & MANAGE APP ACCESS

Our admin system and dedicated support team create an easy rollout process.

01



## UNDERSTAND & MANAGE USAGE

See how many licences have been used and add/remove users. Assign/reassign licences, if personnel change during the year.

02

03

## LAYER ADDITIONAL SUPPORT & TRAINING

SafeHaven have a suite of services which interact with the App, such as direct tele-health and Corporate level training and policy development.



# Further Support Services



## CONSULTANCY SERVICES

Our consultancy service that develops wellbeing and crisis mental health care policies and associated standard operating procedures. This can include impact analysis of psychological risk across an organisation, associated gap analysis and recommendations against best practice guidelines and related ISO standards for psychological welfare of personnel.



## WORKPLACE TRAINING

A range of classroom training solutions to enable organisations to develop in-house psychosocial peer-support networks. Courses range from mental health awareness to trauma & resilience programmes and psychological first aid training. Our courses are accredited by the British Psychological Society for Continual Professional Development.



## DEPLOYMENT SERVICES

On-call teams of mental health professionals trained in psychological crisis support are available 24/7 to be deployed to support your personnel in the aftermath of an incident. Teams travel around the globe to provide single or multi-day support to individuals and groups/teams; assisting in stabilising people after shock, facilitating recovery and supporting business continuity.



## TELE & DIGITAL HEALTH

Access experienced trauma-informed mental health professionals through the tele-health service. Meeting HIPAA security compliance standards for tele-health care, a range of general and trauma-focused psychological therapies are provided, alongside health and wellbeing professionals; with support available in multiple languages.



## TREATMENT CENTRE

The UK treatment centre offers specialist face-to-face treatment for psychological trauma; including intensive treatment retreats in the Lake District, Iceland and the Bahamas



# License Options

LICENSE TYPE	WELLBEING HUB	RECOVERY HUB	TRAINING HUB	TELE-HEALTH
STANDARD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
SUPPORT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
TRAINING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
ALL-INCLUSIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## STANDARD LICENSE:

This provides access to the Wellbeing Hub and Recovery Hub. The Wellbeing Hub educates people on psychological resilience, different types of stress and teaches skills to manage stress and foster resilience. The Recovery Hub provides immediate practical guidance on how to help yourself, or another, after a distressing or traumatic experience. Together these Hubs help people to better manage their psychological health and understand how to support others.

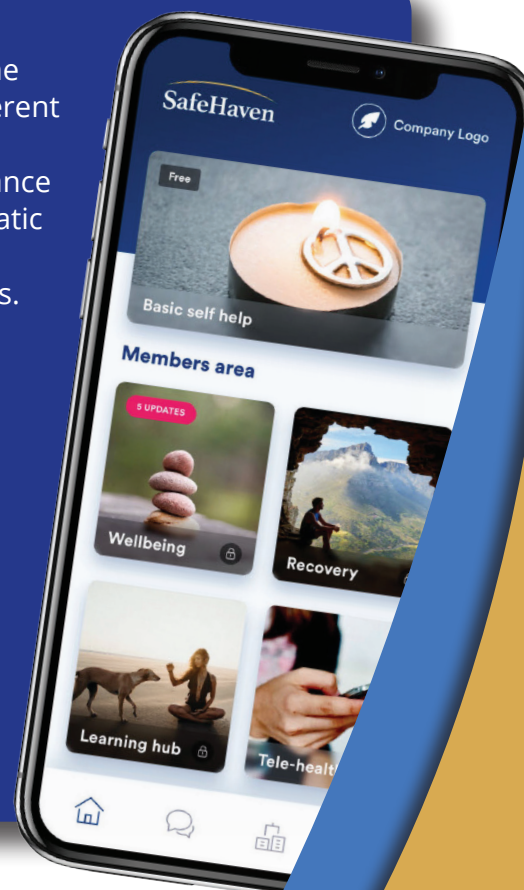
## SUPPORT LICENSE:

This provides access to everything within the Standard License PLUS access to Tele-Health support.

## TRAINING LICENSE:

This provides access to everything within the Standard License PLUS access to the Learning Hub, including course materials from any completed SafeHaven training course.

**ALL-INCLUSIVE LICENSE:** Providing access to all areas – the Wellbeing Hub, Recovery Hub, Learning Hub and Tele-Health support.



# Testimonials

Over the past three years, Amnesty has developed a new duty of care framework which includes access to psychosocial support for our employees and SafeHaven have been instrumental in helping us shape our approaches particularly around incident support.



Charlotte and her talented team are an invaluable resource, training our employees in psychological first aid and co-creating a new critical incident policy. Whenever we've needed rapid support or reassurance, Charlotte and her team have been there giving world class advice and expertise as we apply theory into real practice and it's clear they all have a deep passion for trauma prevention and recovery. Despite a challenging brief, Charlotte has always remained professional and extremely knowledgeable and it has been a pleasure to have SafeHaven as our go-to resource.

**S. Draper.**

**Head of Internal Communications and People Engagement. Amnesty International.**

SafeHaven were outstanding from start to finish. We engaged them to support colleagues following a serious incident which resulted in a fatality. Within hours, SafeHaven had provided resources on dealing with trauma. They arrived on site as agreed and formulated a plan for the next few days. They delivered briefings and ran groups and individual sessions for impacted staff, and provided telephone counselling. SafeHaven brought expertise, structure, empathy and calm at a time when the community were reeling and leadership were dealing with numerous issues, demands and actions arising from the incident. They were clear in their debriefs and recommendations. I absolutely believe that their involvement has enabled our community to recover as quickly as possible, and would not hesitate to engage them again.



**E.B. Head of Social Impact, Global Media Group.**

Our first interaction with SafeHaven was by chance following a distressing incident within our business when we were let down by our usual provider who was unable to support at such short notice. Safe Haven didn't hesitate to assist and helped us to effectively manage our employees' mental wellbeing during a very difficult time. We have used their services many times since then and the feedback from our employees is always overwhelmingly positive. Charlotte and her team are always so helpful and professional, nothing is too much trouble.



**L Finlayson. HR Manager. Prinovis.**





## Our Team

Our App and Online suite is the tip of a busy iceberg. Our business provides Critical Incident Stress Management or CISM services globally. On any given day our clinicians maybe deploying to a critical incident such as a train crash or the operational response to a terror attack. Or we maybe writing policies, executing training and embedding tools that help organisations get their response to such traumatic incidents right.

Picturing incidents like those is helpful in that it takes us to the height and heart of what a high stress state might feel like, and we can well imagine why the 'fight or flight switch' stays 'on' for months or years after being close to such an event. But living with ongoing or snowballing stress in a persons 'day to day' life creates the same effect on the body and mind and ultimately your employees wellbeing, happiness and productivity.

In all of these areas, the SafeHaven Team support organisations to support their people.





## Our Founder

Charlotte is Managing Director of SafeHaven and a trained integrative psychotherapist with over 20 years experience; with specialism's in crisis, disaster and trauma-responsive mental health care and organisational psychosocial support.

Charlotte has consulted on national and international projects; supported organisations working in complex, fragile and extreme environments; advised on policy and SOP development; and developed and delivered multiple psychosocial support training programmes and mental health care in response to crises and disasters.







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