

Membership Services

A RETAINED RESPONSE TO CRITICAL INCIDENT TRAUMA



SafeHaven offers a suite of services that provide private and public organisations with comprehensive, robust and flexible solutions to care for the psychological welfare of people after a critical incident.

SafeHaven membership gives you ready access to response services and expertise 24/7, 365 days of the year, no matter where and when you need us.

Our Core Membership services are there to support both the employer and the employee in the minutes, hours, days and weeks following an incident of acute trauma to one or multiple employees.

We are by your side from the outset, building the incident response strategy that will guide both the organisation through the incident and the individuals impacted from the very start.

The 'kick-off' consultation and assessment allows SafeHaven to identify and tailor appropriate resources to meet your organisation's needs.

A dedicated operations procedure is established, agreeing key steps and response hierarchy ahead of an incident.

Membership provides a range of tools, resources and access to guidance and support for your staff and management across the year, as well as pre, mid and post critical incident.

Support at every stage of the incident lifecycle.



How would you respond to an incident today?

Could you confidently and swiftly communicate with the family of a fatally injured employee? Could you confidently inform the wider business of such an event, in a timely and respectful, responsible manner?

How swiftly could you mobilise appropriate trauma-responsive support for an employee who has witnessed or been involved with a critical incident, such as a terror attack, a road traffic incident or a sudden death of a co-worker?

How would you provide support to someone distressed and at risk overseas?

If your business suffered an operationally critical cyber-attack, how would you support staff through the extreme stress?

Do you have suitably trained, in-house resources to confidently engage with those effected by the incident, and decrease their distress?

Are you aware of the legal and reputational consequences of failing to assist your employees in a timely, caring and pre-prepared manner?

Are your policies, standards, guidelines and training fit for purpose, to ensure the right reaction occurs by key people who are empowered to act?



App

When your employees experience a traumatic incident, they need swift, simple and easily accessible support and advice. Specialist advice that can navigate the challenges that shock and distress create, due to the vast changes traumatic experiences induce in the body and brain.

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.

Designed to fully support people post incident, tele-health appointments can be arranged from the App and education hubs and interactive audio and video playlists provide a wealth of support in the hours, days and weeks after an incident.



Deployed Response Teams

When deploying a response team, you will be interacting with our Incident Team Director and Team Coordinator, who will provide an overall strategic plan, detailing our specialist support and how this will integrate with any in-house welfare, wellbeing and crisis management processes.

Psychological needs of individuals, groups and teams are assessed throughout, with ongoing psychological risk assessment and triage carried out to mitigate the impact of the incident across the organisation and facilitate a swifter recovery for all those involved.

From 1to1 crisis counselling, to group defusings and debriefings, through to crisis management briefings and more, you can be assured that the welfare of your personnel will be supported throughout with trauma-informed, appropriate care.



Consultancy

As part of the onboarding process, we carry an appraisal of your existing policies and procedures and provide recommendations on any key areas to review. We also provide a dedicated operating procedure to integrate our support within your existing systems.

Beyond that, should you wish to better understand the psychological risks to your people, identify gaps in psychological welfare and support or develop policies and operating procedures, we are there to assist. We help you navigate the range of best practice guidance documents and ISO standards, to ensure your organisation is both compliant and effective with its psychological crisis response and welfare provision.



Tele-Health

As a specialist mental health service, we offer a range of mental health interventions. Members have access to:

- Critical Incident crisis counselling
- Solution-focused and person-centred counselling
- Trauma-informed psychotherapy: this service provides access to a suite of interventions, including EMDR and Trauma-Focused Cognitive Behavioural Therapy.



**'Kick-Off'
Consultation
& Assessment**



**Dedicated
Operations
Procedure**



**Incident Crisis
Management**



**Critical Incident
Crisis
Counselling**



**Rapid, Dual-
Deployment to both
Incident Sites &
Corporate Offices
on request**



**Care
Assessment
& Treatment
Plans**



**SafeHaven
Psychological
App**



**Management
Resource
Portal**





Our Team

We are an experienced, multi-disciplinary team of mental health professionals specialising in early-intervention critical incident support, crisis mental health care, and the treatment of psychological trauma.

Experts in staff welfare and business continuity after traumatic events, our accredited psychological crisis management service means our standards ensure your people receive a gold standard of care.

Bringing a human touch to all we do, our flexible approach ensures you have support that fits your people and your business.

Our Standards

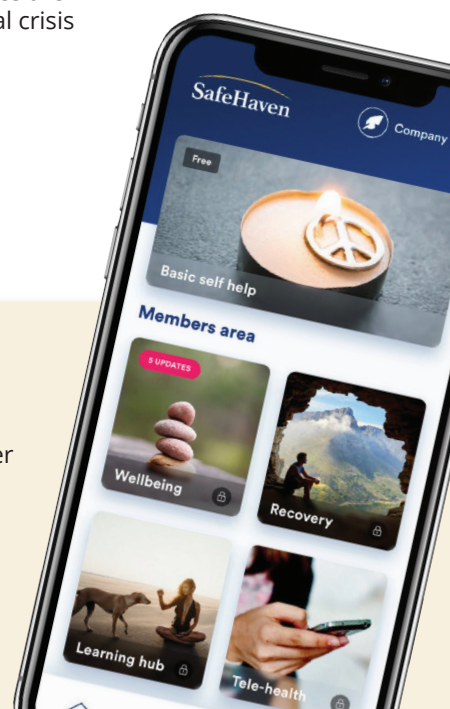
SafeHaven are the only internationally verified psychological crisis response service in the UK.

We are verified by the International Critical Incident Stress Foundation (ICISF). Our services are fully compliant with international standards and best practice standards for psychological crisis management including:

- World Health Organisation
- International Critical Incident Stress Foundation
- British Psychological Society
- International Society for Traumatic Stress Studies
- ISO22330

Critical incidents people access support for:

- Assault
- Bullying
- Coercion
- Conflict exposure
- Harassment
- Self-harm
- Suicide
- Death of a colleague
- Natural or manmade disaster
- Near miss
- Travel accident
- Terrorism exposure
- Vicarious trauma



CONTACT US

Head Office: Haven House, 6-14 Bean Leach Road,
Stockport, Cheshire, SK7 4LD
Tel: +44(0)161 635 1010

SAFEHAVEN.CO.UK

