

## Critical Incident Support for Colleagues

- To ensure you are supported It is important you contact your Line Manager / Senior Manager as soon as possible after you have become aware of a critical incident.
- It is important to seek advice and guidance about contacting team members involved in a critical incident, as there may be a variety of circumstances where it is not right to immediately discuss the incident. (Contact your line manager who can seek guidance from their Director).
- Any internal and external communication enquiries should be directed to the Communications Team.
- Each situation and circumstances will be different, therefore the types of and level of support should be tailored to the needs of the individual colleague(s) involved.

Support	General Information	Contact Details
Making time to talk	Where there has been a critical incident, it is important to support colleagues and provide them with the opportunity to discuss what has occurred.	Additional Support is available from HR Case Management Team <a href="mailto:Askhr@scotborders.gov.uk">Askhr@scotborders.gov.uk</a>
Quiet and safe space	Ensure the colleagues involved have access to refreshments and have some time to themselves.	Manager to be on hand as a support.
Special Leave	In some circumstances it may be right to offer a period of Special Leave following an incident – please contact HR Case Management Team for guidance.	Contact HR Case Management Team <a href="mailto:Askhr@scotborders.gov.uk">Askhr@scotborders.gov.uk</a>
Additional staffing	Depending on the circumstances of the incident, it may be necessary to wrap more supports around those concerned.	Other Managers. Provision of cover.
Specialist Trauma Counselling	Whilst the Employee Assistance Programme (see below) offers an avenue of support, in some circumstances, it is right to offer more specialised trauma counselling. This can be in the form of group and / or individual sessions and can be organised through HR Case Management Team.	Contact HR Case Management Team <a href="mailto:Askhr@scotborders.gov.uk">Askhr@scotborders.gov.uk</a>
In person HR support	On request from the Service, an HR colleague can be made available in person	Contact HR Case Management Team <a href="mailto:Askhr@scotborders.gov.uk">Askhr@scotborders.gov.uk</a>
Employee assistance Programme (EAP)	Contact HR to discuss further if needed.	<a href="#">Employee Benefits Platform Focus On Employee Engagement   Vivup</a>  24-hour helpline 0330 380 0658
Occupational Health Referral	Offer a referral to OH (Occupational Health).	Contact HR Case Management Team <a href="mailto:Askhr@scotborders.gov.uk">Askhr@scotborders.gov.uk</a>
SBC Staff Health and Wellbeing Handbook	Employee Wellbeing and Health Handbook – support, resources and benefits available.	Intranet access <a href="#">Staff Wellbeing Handbook September 2023</a>  Internet access <a href="#">staff_wellbeing_handbook</a>

Aviva DigiCare+ Workplace app	The Aviva mental health consultation is available to all SBC colleagues and their eligible immediate family members, this service offers quick access to tailored mental health advice from a qualified therapist.	To access these services, Download the <a href="#">Aviva DigiCare+ Workplace app</a> from the App Store or Google Play. To register, use your personal email (not your SBC one) and enter the pin number which is <b>8245</b> .
CRUSE Bereavement Support	For staff, CRUSE Bereavement Support are funded by the Scottish Government to provide free workplace support where there has been a suicide. This can be put in place within days of making contact.	<a href="https://www.crusescotland.org.uk/how-can-we-help/bereavement-services-for-employers/suicide-bereavement-support-for-workplaces/">https://www.crusescotland.org.uk/how-can-we-help/bereavement-services-for-employers/suicide-bereavement-support-for-workplaces/</a>
Self-help – Togetherall – available for all adults with a Scottish Borders postcode.	On-line Mental Health support.	<a href="http://www.togetherall.com">www.togetherall.com</a>
Community Support	Local church ministers and their communities may be a support for discussion or offer to be in the area.	
GP / NHS Support	Staff should be encouraged to contact their own GP for support as needed.	