



## Trauma Services

inConfidence Trauma Services are designed to help organizations manage workplace risk by delivering effective, customized and comprehensive services that facilitate healthy resolutions to traumatic events. Research shows that unresolved issues in the workplace, particularly anger and stress, can leave many feeling unsupported by their organization. Workers affected by a traumatic event and experiencing unresolved feelings are more likely to be absent and unproductive.

Our Trauma team, available for consultation and intervention 24 hours a day, seven days a week, is committed to supporting staff and organizational goals in the most respectful and caring way possible. Counsellors can be brought onsite in situations where a group of employees\* have experienced a critical incident.

### Definition of a Critical Incident (or Trauma)

A critical incident is any situation that has the potential to overwhelm a person's sense of vulnerability and/or control. It is any event which is outside the usual range of experience that challenges their ability to cope. Examples include:

#### Sudden and Traumatic Events

- Death of an employee
- Suicide/Homicide
- Robberies and assaults
- Industrial accidents
- Workplace violence
- Threats of harm

#### Planned or Expected Disruptive Events

- Natural disasters
- Mergers/Acquisitions/Restructuring
- Group terminations/layoffs
- Anticipatory grief
- Death/loss

\*If an individual has experienced a trauma they should be encouraged to call the inConfidence program for support.

## What can you expect when you call the *inConfidence* Trauma service?

1. Immediately, the Trauma response team will conduct a comprehensive assessment utilizing Psychological First Aid (PFA) as a framework in order to determine the most clinically appropriate intervention strategies. The goals of PFA are to:
  - ✓ relieve suffering
  - ✓ improve people's short term functioning
  - ✓ promote resilience, cohesion, and organizational and group factors that promote and enhance adaptation
  - ✓ provide social support
  - ✓ deliver education regarding stress and trauma reactions while offering stress reduction techniques and coping strategies
  - ✓ provide resources and referrals whenever indicated
2. A Trauma consultant will spend time with your HR and management teams to coordinate an appropriate strategy to support employees affected by a critical incident. This highly collaborative process blends our professional expertise with your organization's philosophy, culture, and business goals to fully understand the nature and impact of the particular event.
3. The Trauma team will:
  - ✓ Provide relevant informational/educational handouts via email or fax.
  - ✓ Deploy a trauma specialist(s) to one or several locations. The trauma specialist can conduct a group briefing session and/or be available for one-on-one support.
  - ✓ Consult with members of the management team as a follow-up only if a risk issue is disclosed or an employee gives permission for an issue to be disclosed.
  - ✓ Provide information about the *inConfidence* confidential Employee Assistance Program and encourage those having difficulty managing their reactions to the situation to access our counselling services.

## Why you can trust the *inConfidence* Trauma team.

The *inConfidence* Trauma team incorporates an evidence-based approach, using leading-edge methods from the area of behavioural health. Our highly-qualified trauma counsellors have been engaged to provide interventions in response to many high-stress and traumatic situations, including post 9/11 in New York City, robberies, industrial accidents, hostage taking situations, life-threatening communicable diseases (i.e. COVID-19), suicides, homicides, natural and accidental deaths, serious illnesses, natural disasters and workforce reductions.

***The inConfidence Trauma team is here to support you and your employees through difficult times.***

Call *inConfidence* at **1-877-418-2181** anytime.

You can also visit [myinconfidence.ca](https://myinconfidence.ca)