



# Incident Management

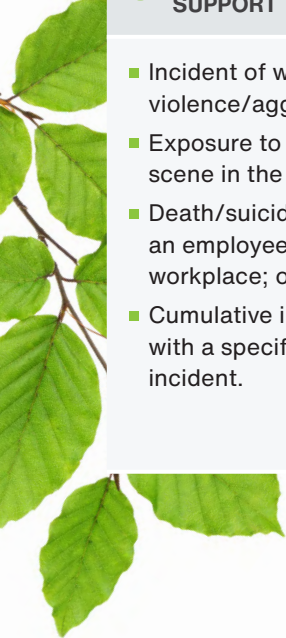
Incident Management Support is a flagship service for TELUS Health – one that is highly valued by our customers. The service supports both employee and organisational wellbeing, as exposure to, or involvement in, a Critical Incident can have far reaching consequences. Employers have financial, legal and moral imperatives to minimise the number and severity of traumatic events employees encounter, and to minimise the exposure and impact on staff.

Incident Management Support can encompass a local-level event, affecting an individual employee, right through to major incidents that affect the whole organisation, such as natural disasters.

This service is delivered by a TELUS Health clinician with additional experience in the field of Critical Incidents. All TELUS Health’s clinicians who provide services under our Incident Management banner have completed our internal accreditation in Incident Management.

**At TELUS Health, we break down Incident Management into four (4) categories:**

INCIDENT MANAGEMENT			
<p><b>1 CRITICAL INCIDENT SUPPORT</b></p> <ul style="list-style-type: none"> <li>■ Incident of workplace violence/aggression;</li> <li>■ Exposure to a traumatic scene in the workplace;</li> <li>■ Death/suicide of an employee in the workplace; or</li> <li>■ Cumulative incidents with a specific, triggering incident.</li> </ul>	<p><b>2 GRIEF SUPPORT</b></p> <ul style="list-style-type: none"> <li>■ Death of an employee away from the workplace;</li> <li>■ Death of an employee’s family member;</li> <li>■ Terminal diagnosis of an employee; or</li> <li>■ Terminal diagnosis of an employee’s family member.</li> </ul>	<p><b>3 ORGANISATIONAL CHANGE SUPPORT</b></p> <ul style="list-style-type: none"> <li>■ Redundancy/restructure;</li> <li>■ Organisational change;</li> <li>■ Conduct/termination/ disciplinary meeting; or</li> <li>■ Change of work role/ work type.</li> </ul>	<p><b>4 PLANNED WORKPLACE SUPPORT</b></p> <ul style="list-style-type: none"> <li>■ Exposure to difficult workplace situations;</li> <li>■ Potentially distressing workplace training/ education;</li> <li>■ Team support when a colleague returns to work following a significant life event; or</li> <li>■ Cumulative incidents without a specific, triggering incident</li> </ul>





# Critical Incident Support

## What is Critical Incident Support?

TELUS Health's Critical Incident Support model is based on the latest research and current best-practice approach. Our model provides an integrated set of strategies to prevent severe, long-term reactions to workplace incidents by assessing individual needs and situational context. The model follows a five-touch point approach, designed to provide a phased, targeted service, focused on providing the appropriate psychological support, education and intervention at different states of recovery following an incident.

The support is targeted/provided to those in the organisation that witness, or are exposed to, a Critical Incident. TELUS Health's definition of a Critical Incident is an incident where there is actual or potential risk, peril or danger to a person or an entity. The individual/s have been exposed or impacted within their workplace, or while carrying out their duties.

## Events classified as a Critical Incident

- Robbery or armed robbery;
- Physical assault / attempted assault;
- Sexual assault / attempted assault;
- Verbal assault or threat;
- Onsite suicide / witness to suicide;
- Terrorist related event;
- Natural disaster;
- MVA during work; and
- Death or injury within the workplace.

## A few facts about Critical Incident support:

- Addresses financial, legal and moral imperatives to reduce workplace trauma;
- Prevents severe, long-term reactions to workplace incidents;
- Encourages early return to work;
- Decreases absenteeism following a workplace incident;
- Provides guidance and recommendations specific to organisational needs;
- Provides ongoing liaison with the referring manager around employee wellbeing; and
- Provides a psychological Critical Incident report, outlining the response and outcomes.

## Benefits of Critical Incident Support:

Critical Incident Support can be a valuable service to mitigate any psychological risk following an incident. Workplace Critical Incidents are considered the most impactful category of incident, as they result in individuals being exposed to a real or perceived risk of peril or danger. These generally, but not always, lead to an impact on wellbeing and functionality, at both a physical and psychological level, across multiple domains (work/home).

- **Psychological Support:** aimed at assisting the individual to return to their 'normal' pre-incident emotional state and function in a timely manner.
- **Work Maintenance and Adjustment:** designed to support the client to adjust back into the workplace, identifying any potential barriers and intervening to allow for continuity of work as early as possible following an incident.
- **Organisational and Management Support:** providing practical strategies required to continue risk identification and early intervention for staff most requiring support.
- **Supporting Managers:** to create a safe and functioning workplace post-incident and facilitating an early return to work for staff while also reengaging them.

Critical Incident Support can be delivered in both an individual or group setting, depending on the circumstance of referral, accessibility of staff and clinical best practice.

## Reporting

Reports will be provided in line with all contractual **Service Level Agreements (SLAs)**.

## NEXT STEPS

If you are a manager and need to access TELUS Health's Critical Incident Support service, please call us on 1300 360 364 and press Option 3 for Incident Management support. A member of our team will ask some questions relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.



## Grief Support

### What is Planned Grief Support?

TELUS Health's Grief Support service provides support following a death that has occurred outside the workplace of a person who either worked for the organisation concerned or was well known to the employees at that organisation. If the death/suicide occurs in the workplace, we would recommend utilising our Critical Incident Support service.

Grief Support can be offered to the entire organisation, specific teams or individuals. Grief Support does not follow the same response model as a 'Critical Incident'. It does involve same-day onsite support and follow-up as required.

### A few facts about Grief Support

- Addresses financial, legal and moral imperatives to support employee mental health;
- Identifies staff with pre-existing conditions, which may be complicated by grief;
- Provides space to restore clarity and calmness;
- Creates a supportive and safe workplace as staff process the incident; and
- Decreases absenteeism following an incident.

### Benefits of Grief Support

Grief is our natural response to loss. While we primarily think about grief in terms of the loss of a loved one, we can also experience grief with the loss of a job, our health, a relationship or change in family structure.

When grieving it's normal for a person to experience a wide range of emotional, physical and social responses. These responses can often feel overwhelming, particularly if they haven't experienced a major loss before or if it triggers memories of a previous loss.

Workplace grief can also be challenging, especially when a person may not have the same social or coping structures that they use in their personal lives. Often many questions are raised around what to do/say and not do/say.

Grief support can assist teams to navigate dynamics and support an employee after a loss.

### Manager and individual Benefits:

Grief Support can assist with:

- **Psychological Support:** aimed at assisting the individual through the bereavement process with supportive counselling and self-care strategies.
- **Work Maintenance and Adjustment:** designed to support the client to adjust back into the workplace, identifying any potential barriers and intervening to allow for continuity of work as early as possible post-incident.
- **Organisational and Management Support:** providing practical strategies required to continue risk identification and early intervention for staff most requiring support.
- **Supporting Managers:** to create a safe space for employees to process grief and reduce complications associated with any pre-existing conditions.
- **Provision of Guidance and Recommendations:** specific to the organisation's needs.

### Reporting

Reports will be provided in line with all contractual **Service Level Agreements (SLAs)**.

#### NEXT STEPS

If you are a manager and need to access TELUS Health's Grief Support service, please call us on 1300 360 364 and press Option 3 for Incident Management support. A member of our team will ask some question relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.



# Organisational Change Support

## What is Change Support?

TELUS Health's Change Support service is designed to assist individuals, teams and organisations manage change, restructuring and redundancy in their workplace.

During redundancy, TELUS Health can provide coaching to notifiers ahead of the announcement, day-of-notice onsite support and ongoing follow-up support to employees, as required.

This service can be used to provide support to individual employees, who may be the subject of an internal investigation or termination, and to either managers (for coaching) or employees (psychological support) in preparation of, or in response to, performance conversations.

Change Support can be accessed 24/7/365 a year.

## Categories of Change Support

- Organisational change;
- Performance conversations;
- Termination;
- Restructure;
- Redundancy;
- Disciplinary meeting; and
- Changes to role type / tasks due to unforeseen circumstances (global pandemic).

## A few facts about Change Support

- Creates a supportive and safe workplace at the time of difficult change;
- Addresses financial, legal and moral imperatives to support mental wellbeing in the workplace;
- Prevents mental health symptoms associated with disruption and change;
- Supports maintenance of working capabilities during the process; and
- Decreases absenteeism during the process.

## Benefits of Change Support

TELUS Health can assist your organisation during any process of change to ensure the change occurs as smoothly as possible. Our service provides guidance and recommendations specific to organisational needs and includes ongoing liaison with the organisation around employee wellbeing at the time of change.

Organisations usually plan for change in advance and TELUS Health can help from the outset. Facilitating and supporting managers early, as well as providing guidance and recommendations to the support needed on the day of announcement, is only part of TELUS Health's Change matrix to support organisations going through change.

## Manager and individual Benefits

Change Support can assist with:

- **Psychological Support:** aimed at assisting the individual through initial reactions and ongoing challenges associated with the change.
- **Work Maintenance and Adjustment:** designed to support managers to maintain working capability.
- **Organisational and Management Support:** providing practical strategies required to continue risk identification and early intervention for staff most requiring support.
- **Supporting Managers:** to create a safe and functional workplace throughout the change process.

## Reporting

No formal reporting is provided at the end of Change support however the clinician who provided the service will be able to provide verbal feedback to the referring manager.

## NEXT STEPS

If you are a manager and need to access TELUS Health's Change Support service, please call us on 1300 360 364 and press Option 3 for Incident Management support. A member of our team will ask some question relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.



## Planned Workplace Support

### What is Planned Workplace Support?

Planned Workplace Support is part of TELUS Health's Incident Management pillar and is support provided in a planned and proactive manner in relation to workplace events that are not considered critical, but may result in employees experiencing a level of psychological distress. This service is utilised in anticipation of events that may result in a trigger of an adverse psychological response. Planned Workplace Support responds to a request for support that is preventative in nature and focused on ensuring the ongoing wellbeing of employees. The support can be provided onsite, virtually or via telephone, and is **available 24/7/365**.

It can be booked for a period of support of up to one (1) month at a time and can include individual or multiple days of support.

### A few facts about Planned Workplace Support

The service is provided by experienced Incident Management clinicians who are skilled at providing support to potential adverse psychological responses that an employee may experience, which are consistent with those often observed following a critical/grief/change incident (e.g. acute emotional distress, cognitive disruptions, sense of overwhelmingness, issues of risk).

### When would Planned Workplace Support be useful?

- Exposure to difficult workplace situations;
- Potentially distressing workplace training or education;
- Team support when a colleague returns to work following a significant life event; or
- Cumulative incidents without a specific, triggering incident.

### Benefits of Planned Workplace Support

Planned Workplace Support is an opportunity for organisations to provide care for their employees' wellbeing.

Proactive support demonstrates an organisation's investment in wellbeing, in fostering a psychologically safe workplace, while also maintaining financial, legal and moral imperatives. It fosters a culture of addressing workplace mental health and ensures ongoing support for individuals following a training session or in circumstances that some individuals may find challenging.

Support can be delivered in both an individual or group setting.

### Benefits to Organisation and Employees

Planned Workplace Support can assist with:

- Providing recommendations around ongoing support following an event;
- Maintaining or improving employee psychological wellbeing following an event;
- Providing employees with psychoeducation and resilience building strategies; and
- Identifying and supporting employees who may have experienced distressing symptoms and normalise responses.

### Reporting

Reports will be provided in line with all contractual **Service Level Agreements (SLAs)**.

### NEXT STEPS

If you are a manager and need to access TELUS Health's Planned Workplace Support service, please call us on 1300 360 364 and press Option 3 for Incident Management support. A member of our team will ask some question relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.