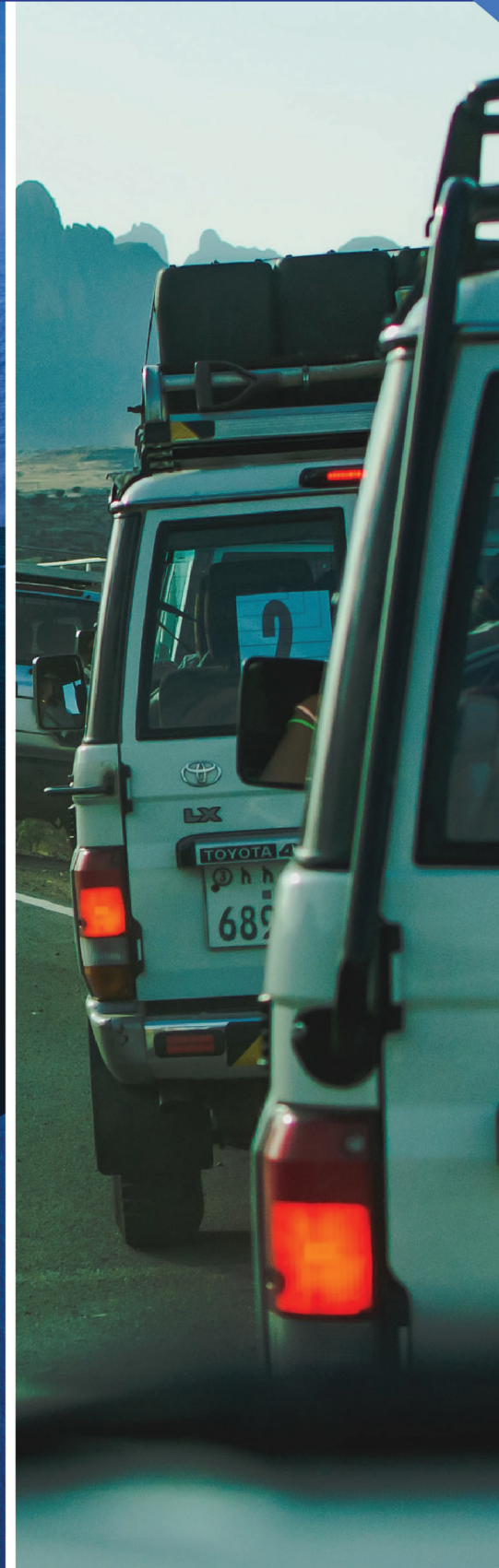


SafeHaven

Crisis, Disaster & Trauma-Responsive
Mental Health Support

Mental Health and Resilience in a Complex World



MANAGING RISK
MITIGATING IMPACT
MAXIMISING RECOVERY

Beirut Explosion

International NGO required immediate assistance. With people physically injured and homes damaged, we were tasked with evaluating the psychosocial needs of 30+ employees in Beirut. Due to the travel restrictions with COVID-19, remote support was coordinated during periods when electricity and internet were available. Deployed psychosocial support addressed both individual and team needs, utilising 1-1, group, informational and interactional interventions, whilst assessing psychological safety concerns. Multilingual capability was mobilised for Arabic, French and English.



Murder in a Community

A student was murdered yards from their school. Call for assistance was received within 4 hours of the incident. Parties to consider included students, parents, staff and local community. Liaison was required with schools, local council, NHS and 3rd parties. Education-specific guidance was provided immediately and a strategic, 7 day coordinated psychosocial response plan implemented the same day. On-call response teams of mental health professionals were stationed on location, identifying and attending to the variable needs of staff, students and parents. Adjunctive tele-health support was provided for 14 days, with a coordinated handover to NHS services.



PREPARE

- ✓ Assessing and **managing psychological risk** to optimise the welfare of your employees.
- ✓ Access our expert consultancy to develop appropriate **policies and operating procedures**.
- ✓ Create trained workplace peer-support networks, through our range of mental health and trauma specialist **training programmes**.

RESPOND

- ✓ Provide immediate specialist psychological first aid guidance to every employee in response to a critical incident through the Recovery Hub within our **App**.
- ✓ Mitigate the impact of a major incident and quickly stabilise the psychological welfare of traumatised personnel with our **on-call specialist mental health incident response teams**.

RECOVER

- ✓ Support personnel with their mental health through the advice, guidance and skills-building in the Wellbeing and Recovery Hubs within our **App**.
- ✓ Aid the recovery of personnel struggling with their mental health through our **tele-health** service, providing access to **trauma specialist mental health professionals**.



POLICIES & PROCEDURES



WORKPLACE TRAINING



ON-CALL SUPPORT TEAMS



TELE & DIGITAL HEALTH



TREATMENT CENTRE

Developing Peer-support Networks

A global organisation with employees in 65+ countries, working in fragile and complex environments, required trauma-responsive psychological welfare services. In line with best practice standards, a psychological risk and gap analysis identified the need for both in-house and specialist services. A policy, SOP and continuum of care was developed, considering cultural, linguistic and practical needs of personnel. A global peer-network was trained in psychological first aid, tailored to meet the needs of the organisation, with ongoing clinical supervision provided by our team. New services were integrated into extended organisational critical incident procedures.



Resilience in Hostile Environments

Government personnel deployed to complex and hostile environments were required to undergo preparatory training. Provision of psychological support post role-play aided individuals impacted by the experience; this was married with bespoke psychoeducation. Educating delegates on emotional intelligence, distress tolerance, self-regulation, psychological trauma risk and building resilience during deployments was contextualised, to provide insight into informed choices from managing work-related challenges through to coping mechanisms in the event of a kidnap situation.





Our Team

Our in-house team of trauma specialist mental health professionals help clients effectively support the psychological welfare of personnel.

Adhering to international psychological crisis management and clinical standards, our team provides global support and expertise to help your organisation prepare for, mitigate and recover from the impact of workplace stress, distress and trauma.

Our Standards

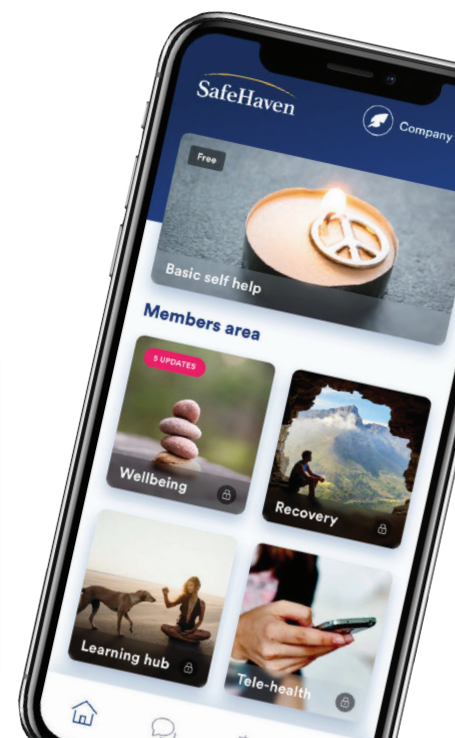
SafeHaven are the only internationally verified psychological crisis response service in the UK.

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 of an employee
- Bullying in the workplace
- Crime and disaster
- Death of a colleague
- Job stress/burnout
- Kidnapping-victim/family support
- Major accident/injury
- Managing mental health
- Road traffic accident
- Robbery victim or witness
- Suicide risk or incident
- Terrorism exposure
- Vicarious trauma risk



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