



managing crises



"Our long standing relationship with ICAS means that all our people can rely upon the professional support of a credible organisation 24/7. With their help and support we are able to offer a service to our people which is second to none."

Premier Custodial Group

Traumatic incidents in the workplace threaten an organisation's three core assets – its people, its finances and its reputation.

There are many examples demonstrating that organisations who were prepared for trauma, and who responded appropriately, enhanced the recovery of morale, performance and shareholder value.

ICAS CRISIScall® provides a range of expert solutions that help in the preparation for and recovery from a trauma. These solutions are a result of 18 years' experience in assisting organisations in the aftermath of international, national and local disasters. CRISIScall® has supported organisations in a range of sectors including oil, chemical, public transport and retail.

Day to day involvement with terrorist attacks, death of employees and assaults on staff has helped ICAS to shape a unique pre- and post-trauma service for organisations. The service promotes resilience and education for employees prior to an incident and facilitates stabilisation and natural recovery after a trauma.





Contracted Trauma Support - CRISIScall®

Formal contracts with organisations enable us to understand the potential threats and risks to business and staff. We are then in a position to review existing emergency plans and include the human dimension, based on compassion, common sense and continuity.

Translating philosophies into action involves:

- establishing training requirements for Human Resources staff, managers and security personnel
- agreeing appropriate response times for trauma consultants on-site when a trauma occurs
- establishing protocols for the continuation of post-trauma services to staff, customers and the general public in the aftermath of a trauma

Post Trauma Services

ICAS post-trauma services are continually monitored, evaluated and reviewed. The unique combination of services and procedures conforms to NICE guidelines and standards. Post-trauma support comprises the following principle aspects:

- **Stabilisation**
ICAS trauma consultants provide practical support and guidance to both the crisis management teams and staff in the immediate aftermath of an incident.
- **Assessment**
Certain staff will be particularly vulnerable to intense post-trauma reactions. ICAS pro-actively monitors and assesses the recovery process of all affected staff in the immediate, short-term and long-term time frames.
- **Treatment**
During this phase ICAS will identify staff at risk of, or who have developed, disorders as a consequence of the trauma and will offer a range of evidence-based treatments (e.g. cognitive behavioural treatment).

Helping Managers

During and after a trauma Emergency Managers within organisations are highly visible and play a pivotal role in the recovery of the business.

As well as providing essential post trauma advice, our consultancy ensures that managers work effectively and continuously without suffering burn out.

Training

In preparing for trauma ICAS works alongside emergency management, HR and business continuity teams to support staff who will be in the 'front line' when an incident occurs. We create and deliver training workshops for Psychological First Aid, Relative Response Support and Incident Responders. They can be delivered to staff groups, ranging from security guards to senior managers. Preparation is the key.



About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

World-class account management allows ICAS to provide specific data for companies to benchmark employee performance across multiple sites and countries, and to direct strategic interventions where necessary.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.

Talk to us

Organisations often invest heavily in business continuity plans but fail to include the human side, leaving themselves exposed to substantial costs and disruption. ICAS, the leading Behavioural Risk Management company, can help.

www.icasworld.com/managingcrises

or call 01908 285200

Supporting Employees | Managing Crises | Developing People | Managing Risk | Managing Absence | Managing Stress

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