
Edge Worldwide Limited

Critical Incident Debriefing Policy

1. Purpose

Edge Worldwide Limited is committed to providing support to members of the Management Committee, Coordinators, staff and volunteers who are affected by a critical incident in the workplace.

The impact of critical incidents varies in intensity and personal impact and people can be affected by:

- abusive behaviour
- violent behaviour/assaults
- viewing a disturbing event - e.g. self-harm, suicide, harm to other people
- any event that affects mental wellbeing and causes undue stress.

The purpose of this policy is to ensure that debriefing is available following all critical incidents to assist people in dealing with the incident and its impact upon them.

This Policy should be read in conjunction with the *Workplace Health and Safety Policy* and the *Care Safety and Welfare of Clients Policy*.

2. Policy

Within its capacity to do so, Edge Worldwide Limited will provide a timely, responsive, efficient and effective system of support to anyone suffering from the impacts of a workplace critical incident.

Edge Worldwide Limited will ensure that, in the first instance, members of the Management Committee, the Coordinator, staff or volunteers who may be affected by a critical incident in the workplace are offered the opportunity to talk about their experience with colleagues as soon as practicable, and according to their wishes.

Edge Worldwide Limited will offer prompt access to independent qualified counselling services to any member of the Management Committee, the Coordinator, staff or volunteer who requests it following a critical incident.

All of the above people will be encouraged to:

- request debriefing/counselling processes if they feel it will help them deal with the impacts of a critical incident
 - be responsive to the needs of colleagues to help them in an informal way to deal with the impacts of critical incidents.
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3. Procedures

- Identify and put in place arrangements for offering independent counselling services by a qualified counselling professional should it be needed in the future.
 - In the event of a critical incident, offer immediate on the spot support to the extent possible.
 - Offer debriefing and/or counselling as soon as practicable after the critical incident.
 - Encourage all people directly or indirectly involved with a critical incident to attend a debriefing after a critical incident.
 - Initial debriefing may be carried out by a senior staff member, or, if appropriate and practicable, by an independent counselling professional.
 - If a critical incident occurs that involves a group, offer an initial group debrief.
 - Provide a confidential setting for debriefing.
 - Offer follow up independent counselling services from a qualified counselling professional if support beyond an initial debriefing is requested or otherwise deemed necessary for an individual and/or a group.
 - Designate a senior member of staff as the initial point of contact for critical incident debriefing.
 - In situations where the senior member of staff is the subject of a critical incident, designate the next most senior staff member present with the immediate responsibilities that would normally fall to the usual co-ordinator, unless or until those responsibilities can be taken over by the Management Committee.
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4. Supporting Tools and Forms

Edge Worldwide Limited Critical Incident Debriefing Form

Edge Worldwide Limited Critical Incident Debriefing Tool

5. Definitions

Critical Incident is an occurrence in the workplace that could affect mental health and well-being and/or cause undue stress.

Workplace is a place where work is carried out for a business or undertaking of the House, and includes any place where a worker goes, or is likely to be, while at work.

For any questions regarding this document, please contact EDGE WORLDWIDE LIMITED Worldwide Limited.

Effective Date: 17-03-2025

Reviewed By: Kate Bevan

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