

**Working with critical incidents - Prepared not scared; are you ready to respond?**  
**Tuesday 17 April 2017**  
**Hilton Edinburgh Grosvenor**

Time	Session	Presenter
<b>09:00 – 09:20</b>	<b>Registration and refreshments</b>	
<b>09.20-09.30</b>	Welcome and introductions	Nicola Neath
<b>09.30-10.15</b>	Preparation for Critical incidents	Sandi Mann
<b>10.15-11.00</b>	Post Incident Support	Nicola Jones
<b>11.00 -11.30</b>	<b>Refreshment break</b>	
<b>11.30 -12.15</b>	Self-care (title TBC)	Fiona Dunkley
<b>12.15 -12.45</b>	Recognising the vicarious traumatisation of the therapist through the Supervisory Relationship.	Gwen Randall
<b>12.45-13.45</b>	<b>Lunch</b>	
<b>13.45 -14.15</b>	Flight, Fright, Freeze	Nicola Neath
<b>14.15 – 15.00</b>	Glenfell Tower (tbc)	Anne Scoging
<b>15.00 – 15.30</b>	<b>Refreshments</b>	
<b>15.30-16.15</b>	Negotiating the Enduring Trauma Imprint in Critical Incidents	Paula Fenn
<b>16:15 – 17:00</b>	Address people's longer term psychological needs after major incidents	Jelena Watkins

**Post incident support**  
**Nicola Jones**

**Session information:** As an employee assistance provider, Health Assured have recognised the importance for being prepared for incidents that are out of our control and have devastating effects. We have seen first-hand the impact that terrorist attacks, deaths in the work place and other critical incidents have on the workplace. This workshop aims to help you to understand the importance of preparation and how you can do this, explain what a critical incident is and how this helps in real life situations and finally as therapists how you can help during or after a critical incident.

**Biography:** Nicola Jones has been working at Health Assured for 3 and a half years and manages the Counselling and Case Management team in our Manchester Office. Nicola has been a Counsellor for 7 years and has an Advanced Diploma in Counselling and CBT, Psychology and Business degree and is a BACP member. As Counselling Manager, she is responsible for the clinical governance and provides clinical support and guidance as required. She is also our Designated Safeguarding Officer.

As a key clinical contact for our corporate clients, Nicola has supported the onboarding of new clients through engagement and development of specific clinical pathways, working closely with organisation's in-house psychologists, occupational health and HR teams. Nicola's main focus is trauma based and she has worked closely with clients as a CISM responder.

**Psychological First Aid Following The Manchester Arena Bomb**  
**Sandi Mann**

**Session information:** Heads Up CIO is a new organisation based in Manchester that provides cognitive psychological first aid following traumatic events. The model used is an Israeli-based intervention termed the 6C Protocol, that is aimed at restoring people in shock to cognitive functioning within the first hours and days following a traumatic event. Following this, a different model, MSI, is used to work with people in order to reduce the likelihood of PTSD later developing. Both of these models are interventions rather than therapy, and thus do not go against current NICE and WHO guidelines about how to treat traumatised individuals in the time prior to PTSD diagnosis.

Heads Up CIO's very first work in this country was in the aftermath of the Manchester Arena Bomb in which 22 people were killed in a terrorist attack that shocked the world. Over 100 Mental Health professionals were rapidly trained by Israeli professors and got to work setting up a pop-up trauma centre in Manchester city centre.

**Biography:** Dr Sandi Mann is a Chartered (Academic) Psychologist with certificate and diploma in CBT as well as a trained EMDR practitioner. She teaches MSc Clinical Psychology at the University of Central Lancashire and has a private practice in Manchester. She is columnist for Counselling At Work (BACP publication) and has written various books including Overcome Phobias and Panic Attacks (Hodder and Stoughton).

Sandi is trained by and volunteers with Heads Up CIO and helped provide trauma support following the Manchester arena bomb.

**Negotiating the Enduring Trauma Imprint in Critical Incidents**  
**Paula Fern**

**Session information:** Being involved in a Traumatic Event can create a range of long term effects throughout all levels of human experiencing. Trauma is not the thing that happened, but the experiential outcomes causally linked with a Trauma Inducing Event.

These effects can be termed the Trauma Imprint and include pervasive and enduring problems at somatic/physical, cognitive, emotional, meaning making/existential and relational levels. A further aspect of The Trauma Imprint is Dissociative Memory - which can immediately protect the system from overwhelm - but remain detrimentally active and activating throughout the psycho-physiological system. Examples of traumatic events and their effects, in conjunction with clinical case material, will be explored to exemplify understanding.

Understanding the Trauma Imprint provides a foundational knowledge base for practitioners who work with clients many weeks or months post a traumatic event. But can this framework of understanding be utilised in service to individuals during and immediately after being involved in a Critical Incident? Crucially, by acknowledging the enduring nature of this Imprint, first responders can competently navigate their responses in order to directly attend to the immediate needs of victims whilst mitigating against the development of more entrenched traumatic effects. Such intervention strategies will be shared alongside personal experiences of the Grenfell Tower disaster.

**Biography:** Paula Fenn, M.Couns, B.A (Hons), Grad.Dip Psychoanalytic Psychotherapy, Dip.Reggression Therapy, Dip.Past Life Regression, Cert.Hyp, Dip.Healing, Grad.Dip Crystal Therapy, CGMA - is a Psychotherapist (BACP Accred) in private practice in the Bath area of the UK. After practicing in London as a Management Consultant and a Chartered Accountant she retrained as a Psychoanalytic Psychotherapist and also graduated from the University of Notre Dame with a Masters in Counselling. Paula published a book based upon her phenomenological research in the realms of symbolism within the therapeutic relationship entitled *The Therapeutic Encounter with Spiritual Symbols* (2012) and has published a number of articles on grief, sexual intimacy and envy. She is currently the Chair of the EARTH Research Committee where she is involved in projects embracing the fusion of mind, body and spirit. Paula also trains practitioners on a range of clinical practice topics to include Working with Trauma, Transference and Countertransference, and Dreams and the Symbolic Dimension; alongside sharing her particular interest in the energetic intersect between client and therapist to affect transformation. Paula has particular expertise in working with developmental and acute traumas, and dominantly works with adult individuals presenting with complex traumas and personality disorders via an integrated synthesis of analytical, regression and energy based treatment protocols. Paula's email is: [transitionalspace@outlook.com](mailto:transitionalspace@outlook.com)

**Addressing People's Longer Term Psychological Needs after Major Incidents: Lessons**  
**Learnt from**

**Jelena Watkins**

**Session information:** The UK has experienced an unprecedented number of disasters in 2017. All of these major incidents have required significant resources and expertise to address their traumatic impact due to the complexities involved.

The impact of major incidents on people directly affected tends to be long term and complex, and yet, psychological support is often provided and funded on a relatively short-term basis.

When it comes to the psychological interventions, are current humanitarian assistance plans working well in practice or do they need revising following recent experiences, to more appropriately reflect the long term nature of the need for psychological support?

Building on her specialism in the delivery of trauma services and wider psychosocial support following disaster, the presenter has been advising authorities responding to the Manchester Arena attack as well as the Grenfell Tower disaster. In addition, she continues to work as a trauma psychotherapist with those directly affected by a number of other major incidents, including the London Bridge and Parsons Green attacks. The presentation will draw on her ongoing learning from these recent experiences, as well as on her previous experience of working with victims of terrorism for over a decade.

#### **Biography:**

**Recognising the vicarious traumatising of the therapist through the Supervisory Relationship. The impact on the organisational dynamic and the lessening of impact through the provision of clinical Supervision and Consultation.**  
**Gwen Randall**

**Session information:** The session directly addresses elements of the programme overview. I.e. speaking from first-hand experience of working within an organisation providing services to clients fleeing conflict/war. Taking referrals for traumatised clients and our therapists being trained in managing vicarious trauma. In addition, EAPs will benefit from this training as I work with EAP clients experiencing trauma from for example, critical medical emergencies, drug and alcohol workers experiencing trauma through their work. Ex-military who are experiencing severe PTSD symptoms and struggling to reintegrate into civilian life causing problems in their working lives. In addition, relational trauma caused by severe bullying or abuse. The session will provide specific information regarding the process of working through complex PTSD and a flavour of interventions within the time available.

**Biography:** Gwen Randall works with victims of torture and abuse fleeing war. She provides clinical supervision and training to therapists. In addition, Gwen works for an organization providing therapeutic services for victims of domestic violence/emotional abuse/workplace difficulties resulting in trauma responses. She promotes self-care for both therapists and herself as this is an important part of her role when providing a professional and affective service to clients. Gwen's specialism is of working with traumatized clients both in her capacity as Clinical Supervisor and in her role as therapist on a daily basis.