

A close-up portrait of a middle-aged man with a grey beard and mustache, wearing a blue and white striped shirt. He is looking slightly to the right with a serious expression. A pair of glasses is hanging from his shirt. The background is a soft, out-of-focus light blue and white.

Support for
agents
following a
**Traumatic
Incident at Work**

Violent attacks, threats, verbal abuse and other traumatic experiences can leave you feeling isolated, shocked and confused.

There are a number of common reactions to traumatic stress that include feelings such as anger, feeling sad or upset, being jumpy or tense and anxious. You may re-experience the traumatic incident in flashbacks or intrusive thoughts. There may be problems with concentration, eating, and sleeping.

Such changes are normal in the aftermath of a traumatic event and should begin to improve in the week or so afterwards. However, sometimes troublesome feelings do not go away or they may not start until a later date. Trauma Support sessions are available as a matter of course to Post Office Agents Network to help you process these feelings and to give you guidance on how to move forward.



What is a Trauma Support meeting?

Trauma Support meetings are facilitated by specially trained staff. You do not have to attend these meeting if you do not wish to but they can be of benefit.

Talking over what happened with someone who cares can help.

If you have experienced a trauma we would like to offer you some help to overcome your difficulties by arranging for one of our trained Trauma Supporters to meet with you. The Trauma Supporter:

- > Will be there to listen
- > Can arrange extra help or counselling
- > Support your return to work



Confidentiality

Agents can trust that Trauma Supporters will treat all personal information confidentially whether obtained directly or indirectly with the following limited exceptions:

- > Where there are concerns that someone is at risk of harming themselves or another
- > Where any criminal activity is disclosed
- > Where business processes or policies have not been followed

Helpful hints following a Traumatic Incident

Do:

- > Talk about your feelings ask for help
- > Speak to your GP
- > Try relaxation or exercise to unwind
- > Go back to the workplace as soon as you can

Benefits of Attending a Trauma Support Meeting

- > To be able to receive support from someone who understands what you have experienced and is focused on your needs
- > Learn about possible reactions to a traumatic incident and understand that they are normal
- > Consider strategies for dealing with unresolved issues and moving on

Avoid:

- > Excessive alcohol
- > Taking un-prescribed sleeping pills
- > Cutting yourself off from your work colleagues or family members
- > Getting overtired
- > Skipping meals
- > Bottling things up

Agents Support Helpline & Assistance

24/7 Advice Information and Support

Telephone: 0800 032 5712

Remember.....we are here to help. Please call to discuss any concerns you may have following a traumatic incident.

Further Support

- > Some people may require additional professional support and our Trauma Supporters can help you to access specialist trauma-focused counselling where this is required through the Agents Support Helpline & Assistance for Post Office Network Agency
- > Agents Support Helpline & Assistance can provide access to a nationwide network of counsellors who can provide trauma-focused counselling if required

You may find the following websites useful:

Samaritans

National 24 hour listening service for people in crisis.

Tel: 08457 90 90 90

www.samaritans.org

Victim Support

Practical advice and emotional support to victims and their families following crime.

Tel: 0845 30 30 900

www.victimsupport.org.uk

