



Cambridgeshire Consultancy in Counselling's Bereavement and Critical Incident Counselling Service

Objectives of Service

Critical Incident Counselling is a service Cambridgeshire Consultancy in Counselling will provide on request from an organisation should a traumatic situation arise. Examples of this could be death of a colleague, accident at work/out of work, store/office raid, the terminal illness of a colleague, suicide, fire, road traffic accident, violence, natural disaster and abuse in or out of work.

The objectives of the service are to enable the organisation to provide support to staff members who may have been impacted by a traumatic situation or event. The service would enable individuals to understand and manage their response and assist them in understanding the process they can expect to go through and whether they may benefit from further support from colleagues or professionals.

Scope of Service

Cambridgeshire Consultancy in Counselling can provide either a Group Service where one or two counsellors would work with up to eight individuals and/or a 'Drop in' Service where counsellors would be available for individual consultations with staff members. The service provided would depend on the requirements of the specific situation/event and would be provided on site shortly after the event has happened. The organisation would be required to provide a suitable quiet/private room(s) in order for this work to take place effectively and safely and to provide a suitable briefing for the counsellors.

Depending on the nature of the incident, it may also be appropriate for CCC to provide group or individual sessions to line managers in order to help them to support affected members of staff. In this instance, CCC must be notified that this is the case as clinical supervisors may be required to deliver the sessions.

The service would only operate in office hours 9-5pm and although it would be at short notice it does not take the place of, or claim to be, an emergency service. It cannot be accessed or fulfilled at weekends, Bank Holidays or for the Christmas period between Christmas Eve and New Years Day.

Terms and Conditions

A Cambridgeshire Consultancy in Counselling agreement will be required for administration purposes to provide contact information and invoicing details. Under this agreement it would then be possible for the Cambridgeshire Consultancy of Counselling to fulfil individual counselling that may arise from the critical incident work should this be appropriate and/or requested by the client and agreed through the organisation.

Only approved and agreed personnel from the organisation may request The Cambridgeshire Consultancy in Counselling for this service.

Please note whilst every effort is made to fulfil a request, Critical Incident Counselling cannot be guaranteed as this depends on the availability of CCC counsellors.



Bereavement and Critical Incident Counselling Service Resources and Costs

Group Counselling

Cambridgeshire Consultancy in Counselling would provide one or two counsellors for group sessions of up to two hours. Two counsellors may be required, in some cases, to safeguard the health and safety of both counsellors and group members, and manage any concerns or issues that may arise for individuals or members of the group.

Fee

For one or two counsellors working for two hours at a time in groups of up to eight individuals, the Group Service fee would be as follows:

£100 per hour per counsellor + £25 per hour travel time and 42ppmile petrol

'Drop in' Service

CCC would provide a counsellor(s) to work on site for three hour session(s) with individuals on a 'drop in' basis. Please note the counsellor(s) would work with individuals for flexible periods depending upon their need rather than a specific time period.

Fee

For one counsellor the 'Drop in' service fee would be as follows:

£100 per hour per counsellor + £25 per hour travel time and 42ppmile petrol

It may be possible to have more than one counsellor should the organisation wish it, subject to availability, though it is not essential for this type of work. The fee would be on a 'per counsellor' basis.

Process

- Should an incident occur, the organisation would contact either the CCC Business Development Manager (bdm@cambridgeshirecounselling.org.uk) or the CCC Co-ordinator of Counselling (counsellingcoord@cambridgeshirecounselling.org.uk)
- Requests could be for either the Group and/or Drop in Service and CCC would be happy to assist in helping the organisation determine which service may be suitable depending upon both the specific situation and/or availability of counsellors.
- CCC would confirm the ability to fulfil the request as soon as possible. Should the request be fulfilled details of the organisation venue, telephone number and an appropriate contact for the counsellors to meet prior to the session would be required. The organisation would then be issued with a CCC booking reference number. Once this is issued, the session fees will apply.

Invoicing

- Payment is within 30 days of invoice

Professional Standards

Cambridgeshire Consultancy in Counselling's counsellors are required to work to BACP/UKCP codes of ethics and standards of practice and the Cambridgeshire Consultancy in Counselling's Code of Practice and are either accredited/registered members of BACP/UKCP/CCC or equivalent, or are working towards such accreditation/registration. All CCC counsellors are required to be in regular supervision and undertake annual DBS checks and continuing professional development.