



# Trauma support

## Supporting those making a life-saving intervention on the railway



Interventions can be emotionally challenging so it's important that we know how to help colleagues who are making them.

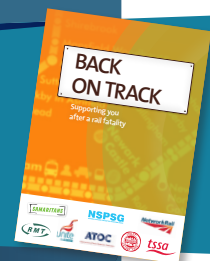
Here are some of those ways:

Give your colleagues the opportunity to speak about their experience and just listen. There's a listening tips leaflet which can help you become a more effective listener. Details can be found on Samaritans website: [www.samaritans.org](http://www.samaritans.org)



Provide support for staff and customers in the aftermath of a traumatic event such as a suicide. Post-incident support can be requested from Samaritans. Their volunteers will attend at stations, depots or offices. For more information contact [railcompanies@samaritans.org](mailto:railcompanies@samaritans.org)

Consider going on Samaritans Trauma Support Training course. It has been designed specifically for those who may need to support colleagues involved in traumatic events. If you've already been on it you can refresh your skills by reading the industry's Back on Track leaflet



**116 123** FREE  
This number is FREE to call  
[jo@samaritans.org](mailto:jo@samaritans.org)  
[samaritans.org](http://samaritans.org)

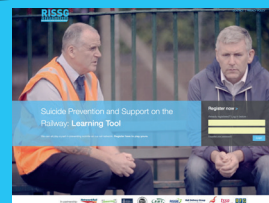


Consider making a third-party referral to Samaritans for staff and passengers by calling the national helpline on 116 123. You can arrange for a listening volunteer to call back at a later date or time as long as you have the permission of the person you're making a referral for





Recommend they watch the Learning Tool videos, in particular modules 9 and 10. They cover 'Dealing with an incident' and 'Recovering from an incident'  
For more details visit: [www.nspsglearningtool.co.uk](http://www.nspsglearningtool.co.uk)



Invite a Samaritans volunteer from a local branch to your workplace or team meeting to speak about what Samaritans do and how they can help support individuals

Suggest they speak to their line manager or supervisor or contact your organisations Health & Wellbeing or Human Resources team. The company's employee assistance programme can also offer support



Railway Mission

Suggest they contact the Railway Mission. Railway Chaplains will offer support to anyone regardless of their faith.  
Email [support@railwaymission.org](mailto:support@railwaymission.org) for more details

Reach out to rail colleagues who work in suicide prevention or those that have been in your position



If you would like more information concerning trauma support, contact [suicideprevention@raildeliverygroup.com](mailto:suicideprevention@raildeliverygroup.com)

