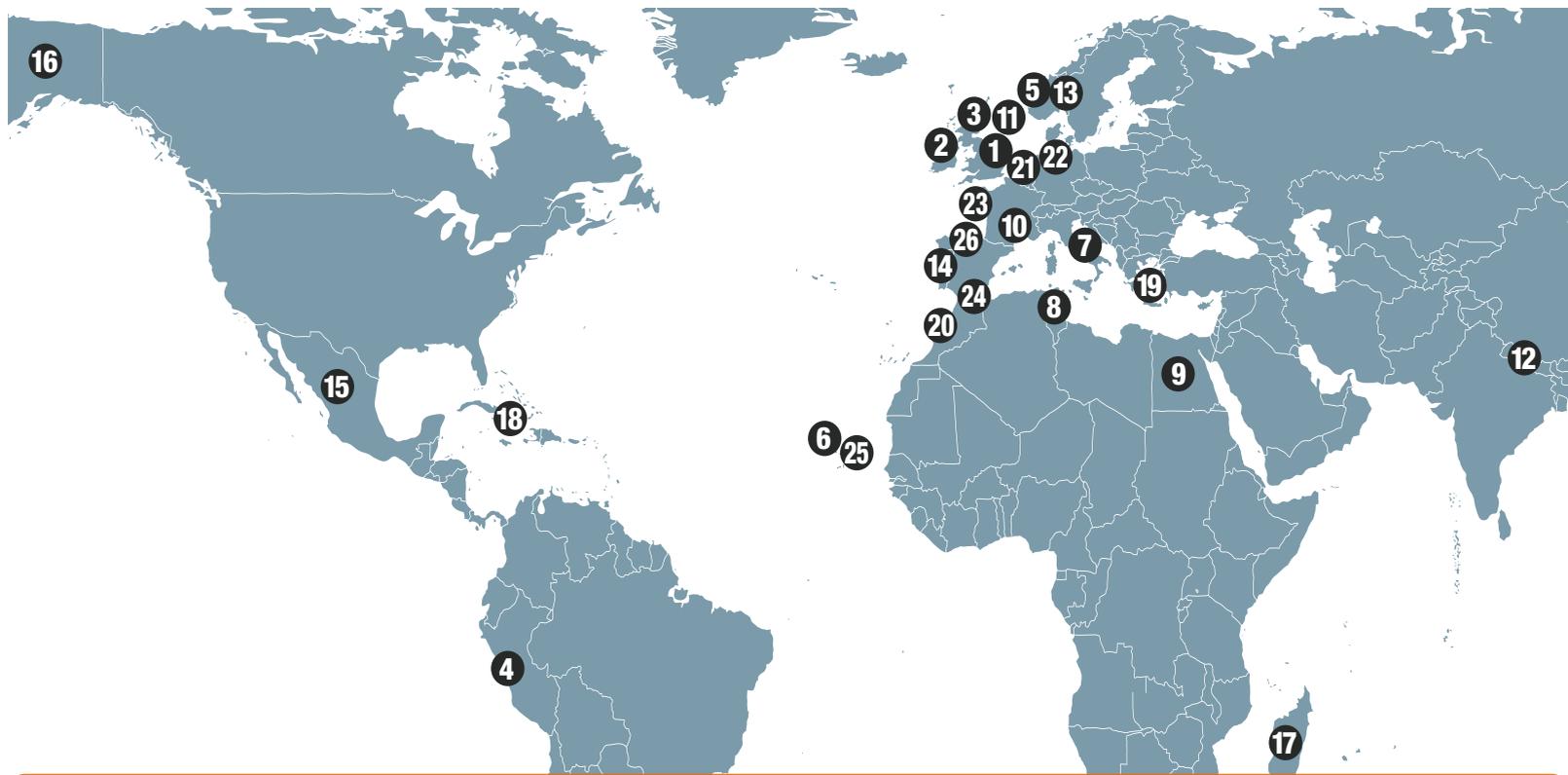


## Providing Specialist Trauma Support - wherever and whenever it is needed



1.2.3. Raids, train fatalities, sudden deaths, stress cases 4. Coach crash 5. Train incident affecting 154 customers 6. Lifeboat incident resulting in multiple fatalities 7. Passengers and crew support after storm 8. Toddler drowned whilst on holiday 9. Hot air balloon explosion 10. Coach crash, French Alps 11. Supply vessel in storm, resulting in fatality in North Sea 12. Plane crash 13. Fatal polar bear attack 14. Madeleine McCann disappearance 15. Hurricane Dean & Wilma 16. Motorbike fatality 17. Fatal rock fall 18-26. Support to Filipino cruise liner staff after typhoon

Our specially trained clinical practitioners travel thousands of miles to locations across Europe and beyond, to provide specialist trauma care and associated assistance to people affected by major incidents, some of which are highlighted on the map above.

Our services have been used by a diverse range of companies including Carnival UK, Cosmos, DB Schenker, DHL, Paddy Power, Pets at Home, Ski Bound, Thomas Cook, Tui and Virgin Trains, who are all committed to protecting the psychological welfare of their staff and customers.

### Defusing – a critical part of trauma aftercare

How you respond in the immediate aftermath of an incident is pivotal to the recovery process of the individual/s involved. Effective 'defusing' has two main aims;

- To support colleagues and customers through their immediate reactions
- To limit the angry reactions, resentment and complaints that stem from any perception of lack of attention and support



#### Specific goals of defusing:

- Contain and calm the situation
- Acknowledge the seriousness of the incident
- Give a clear message of concern from the company
- Provide necessary practical help, support and information
- Prepare affected individuals for the support in place

The needs of the affected staff should remain the paramount consideration

Learn more about defusing, [click here](#)

### Case Study – Virgin Trains

CCP has worked with Virgin Trains for eleven years.

Unlike generic counselling providers, CCP offers a bespoke therapeutic approach, which is highly directive and has a strong educative component.



#### The Results

Drivers cope better with the aftermath of traumatic incidents and return to the working environment in two to three days.

Virgin Trains has received very positive feedback from the drivers, citing the fact we are experts in our field as a major advantage. They also appreciate the opportunity of talking to a specialist third party, rather than a member of staff or a generic counsellor.

Drivers have also acknowledged their appreciation that specialist trauma care is available to them, which reinforces Virgin Trains' reputation as an employer that values its staff.

"CCP has an excellent understanding of the requirements of each driver and the business needs of Virgin Trains, following a traumatic incident."

Colin Barratt, Driver Depot Manager

To read the full case study, [click here](#)