

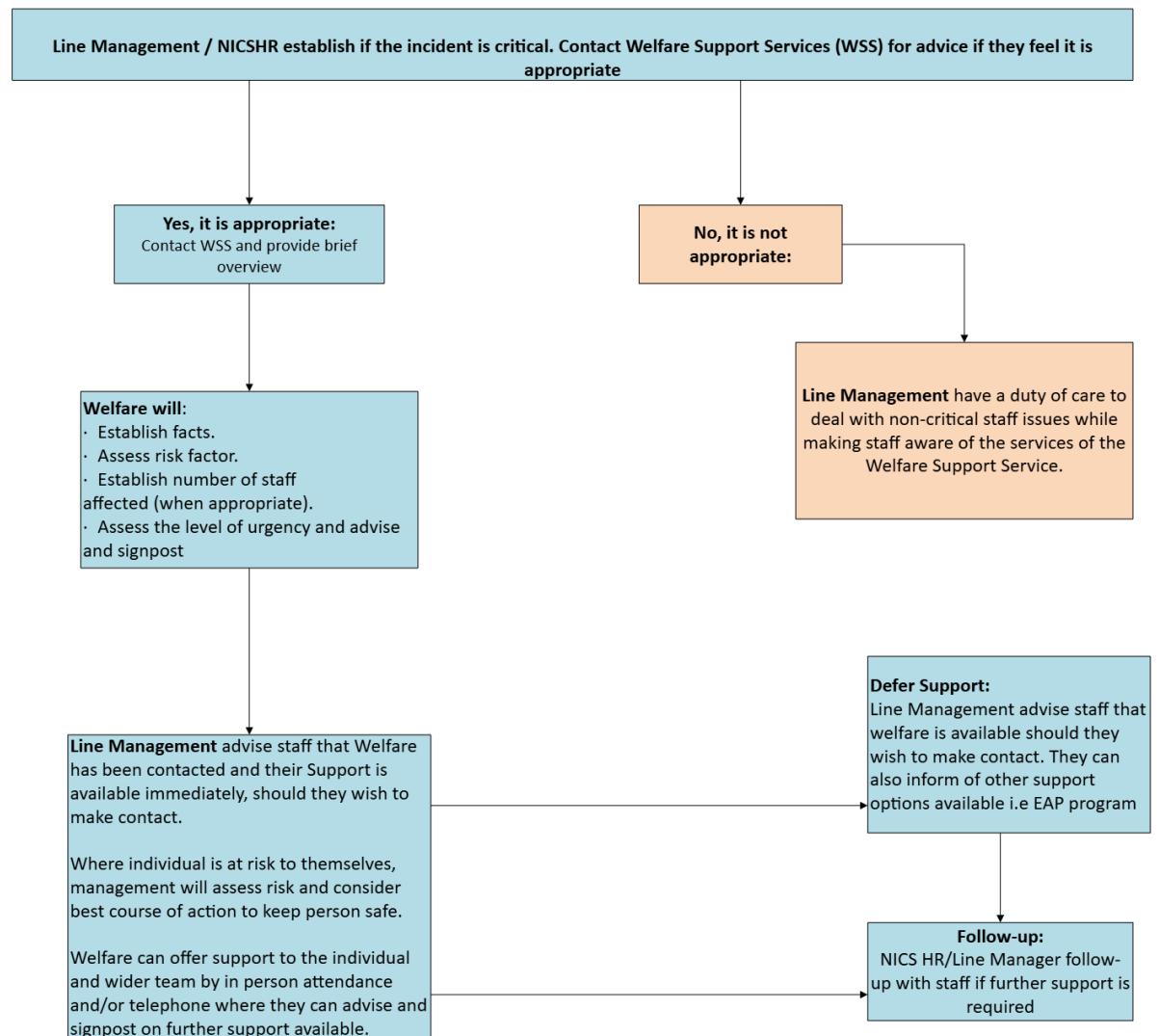
Welfare Support Services (WSS) guidance for NICSHR / Line Management when dealing with Critical Incidents

Whilst a rare occurrence, line managers do occasionally have to contend with incidents of a critical nature. The purpose of the WSS Critical Incident Protocol is to provide managers with a step-by-step guide which outlines Welfare assistance that is available to them in their efforts to support staff.

Examples of critical incidents include, serious situation arising in an office/building, individuals being at risk to themselves/others, sudden illness or death of a member of staff resulting in emotional distress of colleagues.

Where there is doubt over taking the correct course of action, the WSS can be contacted Monday – Friday, 9am-5pm.

Telephone ☎: 02890 251771 E-mail ✉ : Welfare@finance-ni.gov.uk



Further Guidance

[Click here](#) for information on how to respond, when a member of staff has indicated they are going to self harm.