

JOURNEY TO RECOVERY

Supporting train drivers
after a rail fatality

Second edition



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WELCOME ON BOARD

Railway suicides have an enormous emotional impact, specifically to train drivers, rail employees and witnesses as well as to friends and family of the deceased.

Suicide prevention

Rail Industry partners including Network Rail, the Train Operating Companies, the unions, the British Transport Police (BTP), Samaritans, and the Rail Safety and Standards Board (RSSB) have been working together since 2010 to reduce suicide on the railway and to support anyone involved in a railway suicide after an incident.

The partnership is delivering a programme of bespoke training for railway industry staff and the BTP; call-out services to reach out to vulnerable people at railway sites; and support to rail staff and members of the public who witness a fatality. The partnership has also developed Trauma Support Training for anyone who has a role in supporting staff who have experienced traumatic events, in particular driver managers and union representatives. The Trauma Support Training and this Journey to Recovery booklet are additional support mechanisms to complement the existing care offered by Train Operating Companies.

A message from ASLEF

ASLEF is Britain's trade union for train drivers. ASLEF is only too aware of the severe impact railway fatalities have on its members and their families. Sadly rail fatalities do happen and train drivers and rail staff may experience them in their careers on the railway.

Being involved in a railway fatality is probably one of the most distressing and traumatic events that a train driver will ever experience during their career. Over the last few years, a considerable amount of work has been carried out by all industry stakeholders aimed at reducing the amount of fatal incidents that occur on the network. ASLEF continues to be at the forefront of this project and will continue to work closely with all involved for improvements in this area for its members. It is regrettable but we must accept that no matter how hard we all work to reduce fatalities, we will never stop them completely.

This booklet has been produced by a partnership of ASLEF, train operators, Network Rail, the BTP, Samaritans and the RSSB on behalf of the Rail Industry Suicide Stakeholder Group (RISSG). It is hoped that the information contained within will be helpful in supporting members of train crew involved in a traumatic incident at work. RISSG comprises of rail industry stakeholders and seeks to represent their interests in preventing suicides on the rail network. This is the second edition of the 'Journey to Recovery' booklet which was originally published in 2013. It has provided an opportunity to update the content and once again show the industry's commitment to addressing the impact of traumatic events on its people.

RED SIGNAL: WAIT HERE

Paul Trigwell tells his story

Rail suicides affect everyone involved. In 2008, someone chose to take their life in front of my train and my life changed instantly forever. That day will be a day I'll never forget.

Before the incident, I'd been a train driver for six years and always thought that suicides were something that happened to someone else. When it did happen to me I was not shocked as such, but surprised. At the time of the incident I remember being calm and controlled. It wasn't how I expected to feel. It was only later that I began to feel the immensity of what had happened.

Sadly in my life, witnessing this act of suicide was not the most traumatic event that had ever happened to me. What it was though was just another event that added to all the others and I knew from that day it was time to confront my innermost fears and try to understand my feelings. I decided to seek help through counselling and I'm very pleased to say that this approach worked for me. I know it's not for everyone. But that's just a good example of how we're all different in our needs following a traumatic event.

One of my biggest anxieties though was what my work colleagues thought about me and how they felt I should have reacted, how long I should have had off work, was I claiming compensation and so on.

This alone seemed a great pressure on how I was to come to terms with the events of that day.

I returned to work within two weeks of the event and continued to have my counselling. This was my way of dealing with what I'd witnessed and coming to terms with how I felt. If there's one thing I'd like to say about how I think people should deal with trauma, it's to do what's right for you. Not what other people think you should do.

One thing I couldn't come to terms with was that railway suicides were continuing to happen and people like me continued to have to witness them. I also found it hard to accept that people in our society got to a stage in their life where they felt suicide was the only answer. I know as a train driver, we all have our own views on how we feel about the people that jump in front of trains. That's our right. I felt that I wanted to do something to help these people and perhaps prevent or reduce the number of rail suicides.

After speaking to Samaritans I found out that Network Rail was starting a five-year project with British Transport Police,

Samaritans and train operators with a view to reduce railway suicides. This would also include training for train operators on how to better understand the effects of trauma on railway staff. We may never stop railway suicides but I hope that through this project we'll be able to reduce them.

'If there's one thing I'd like to say about how I think people should deal with trauma, it's to do what's right for you.'

Paul Trigwell
East Midlands train driver



RED SIGNAL: WAIT HERE

Alan Hudson tells his story

I've been a train driver for about 15 years. I also teach people to drive, and I'm a driver assessor.

I knew absolutely nothing about the railway before I joined the company. I had heard of people being hit by trains but thought nothing of it. When I joined the company there was the odd mention of it but that was it – just mention of it – and when it happened to me it was a shock, but in 2009 there was still no training, no teaching, nothing, nobody taught me anything about how to deal with it.

I pulled into a station, I did my normal station duties and I moved away. I was doing approximately 15-20 miles an hour – just powering up. I spotted somebody on the track and I actually thought they were a trespasser. It's bizarre how quickly it actually happened, I slammed on the brakes but he went under and my first thought was 'it's happened', and then I just went into automatic pilot and I pressed the emergency alarm on the train to put the signal out to get help.

I phoned up the signaller but I couldn't explain anything. I didn't know what train I was on, I was in that much shock. And then it all just stopped and it went normal and I went into what I class as 'train mode', I just switched off with what had happened and dealt with everything.

My wife was waiting up for me when I got home and then I found I just kept talking over and over again. I just needed to talk and that's what I emphasise to drivers with problems, you need to tell somebody, you really, really do.

The next day my wife went to work. I was in the house by myself and I couldn't sit down, I was pacing around, I didn't know what to do, I was still in shock.

I started to get angry and annoyed with the reaction of people around me and how I was being treated.

I found that my recovery really started when I went back to work. I was really nervous because I knew I was going to get asked about what happened, I didn't really want to talk about it, I wanted to move away from it and I wanted to move on.

When I returned to the depot there was a driver sitting in the corner by himself where he always sat, and I knew he'd been involved in a recent fatality too and I went over. I explained the way I was feeling (still angry and nervous) and he said that it's normal and that he felt exactly the same.

He said that I'd feel the same for a while but carrying out my normal routine would help. So he spoke about his fatality, I spoke about mine, and I realised that people need someone to turn to so that they can discuss their feelings.

After the suicide I started to feel guilty, I was convinced that I should have been able to stop the train, so I returned to where it happened to convince myself that I couldn't have stopped. Two days later I started feeling guilty again – I thought if I'd had two more seconds of time I would have stopped. So I went through various stages of feeling guilty to feeling angry at the person – it wasn't my fault! He shouldn't have been there!

I started going back out on the trains and every time I went past the site I was going through a memory of it happening. I could see him lying there; but I gradually started getting over it through talking about it but I continued having nightmares. I still have nightmares now but once I wake up I know it's a nightmare and I can go back to sleep because it doesn't frighten me. It did when I first started having them but I can manage them now and it's not all the time.

After the incident I felt there was a lot of pressure building inside me and I needed to get it off my chest, I needed to get it out and I think that's where the talking came in, I needed it. I thought if I didn't I probably would have exploded and that's possibly the anger which comes from the guilt that I felt. I think people often don't recognise that's what people are doing, releasing that valve.

I think it's really important to inform new drivers that they could be involved in a fatality because it prepares them a little. Although you can never be fully prepared for a fatality, if it does happen, there's help available.

'I realised that people need someone to turn to so that they can discuss their feelings.'

Alan Hudson
Tyne & Wear Metro train driver and assessor

FIRST STOP: ACTING ON IT

Align here for what to do and expect if you experience a railway fatality

If an incident happens you will need to follow these procedures as closely as you can. Each incident will be different but these are the main points to consider/be aware of.

1

TELL THE SIGNALLER WHAT HAS HAPPENED IMMEDIATELY

You will need to give them the following details:

- ▶ Name and depot
- ▶ Mobile number (if available)
- ▶ Train headcode and journey detail
- ▶ Exact location of the incident
- ▶ Direction of travel.

ATTENTION!

Most railway fatalities are not suspicious however until an assessment by the BTP is carried out the location remains a crime scene. Local police may assist and be on scene before the BTP, they may have slightly different ways of managing you and the scene to the BTP, don't be alarmed by this.

DON'T WORRY IF...

You have difficulty answering the questions, this often happens following an incident. Police officers understand this and that you may be nervous. Your view or understanding of the incident may also be dependent on factors such as lighting, weather or visibility and they will take this into account.



2

TALKING TO THE BRITISH TRANSPORT POLICE

Following any fatality the BTP will need to speak to you soon after the event. Calling the BTP Fatality Hotline **0300 123 2277** allows you to be in control of this process and minimise the time you will need to remain on site after the event.

Everyone reacts differently to a fatality and you may find that you don't want to or can't bring yourself to use the Hotline number after the event. That's fine. Its use is optional and you must do what feels right for you.

When you call the BTP Fatality Hotline your call will be routed to an experienced police call handler who will ask you to confirm details of what you have been a witness to. Don't worry about this process, you are their key witness at this stage and your welfare is their primary concern.

Questions you will be asked are not set questions but will be similar to:

- ▶ **What did you see and/or hear?**
Summarise this for them as best you can.
- ▶ **Was the person looking or moving towards the train as it approached?**
This helps the police ascertain if the person was aware of the train approaching, whether they were conscious or not or even possibly already deceased.
- ▶ **What were the actions of the person? What were they doing?**
Did they move or run towards the train, lie down, look away as the train approached etc.?
- ▶ **Was the person alone? Was there anyone else near to them?**
This will help the police identify witnesses.

All of these questions will help the BTP determine whether the incident was potentially deliberate, accidental or was caused by another person. It will also allow them to determine the resources and support you need and allow them to get it to you as quickly as possible.

Upon their arrival police officers will approach you. This is completely normal. They will be checking on your welfare and asking you to tell them about the incident. If you have already spoken to the BTP via the Fatality Hotline it is unlikely you will be asked further questions unless the officers need to clarify something with you. If this is the case they will do this as sensitively as possible.

Each incident can be different dependent on the circumstances; as a general rule the train will not be allowed to move until the BTP have concluded their initial on site investigation. Whilst 'chain of care' procedures may differ between train operators, your management team or operations control will arrange to have support sent to the scene as soon as possible. A relief driver may move the train as required.

3 WHAT MAY HAPPEN NEXT

- ▶ A manager will contact you and arrange for you to be relieved from duty and you will be taken home.
- ▶ Your manager should arrange a debriefing session with you between 24 and 96 hours following the incident.
- ▶ You will need to give an account of what has happened to others. Your manager will guide you through this.
- ▶ You will need to give a statement to the BTP, you are a key witness and they will need a formal statement from you.
- ▶ You will be offered counselling and ongoing support from the occupational health service.

SECOND STOP: REACTING TO IT

Align here for some reactions you might have after a traumatic incident on the railway

Fatalities, near misses, and violence on the network are traumatic. People may be affected in different ways and there is no 'right' way to respond to a traumatic event. Use this guide to understand your reactions and know what to expect.

Reaction: SHOCK

When? Straight away

How likely? Very likely

How long will it last? Up to 72 hours

What are the symptoms?

- Faintness, nausea
- Tearfulness, flushed or pale skin
- Cold and shivery, hot and sweaty
- Shaking, talking loudly and/or quickly
- Irritability or snappiness
- Stillness, becoming silent or withdrawn
- A sense of things not being real

Why? It's an instinctive reaction to temporarily protect you from what's happened.

Reaction: ON EDGE / HYPER-ALERT

When? Any time between the shock wearing off and a while after the incident

How likely? Likely

How long will it last? Varies, depending on the person

What are the symptoms?

- Trouble sleeping or concentrating
- Shaking, sweating, nausea
- Feeling overwhelmed, jumpy and always on alert
- Feeling irritable or more angry than usual

Why? Being on edge means you can react quickly if another crisis happens and can give you the energy to carry on afterwards.

Reaction: **ANGER**

When? Any time between the shock wearing off and a while after the incident

How likely? Likely

How long will it last? Varies, depending on the person

What are the symptoms?

- Feeling angry with people or situations 'for no reason' e.g. not related or proportional to the situation
- Trouble sleeping or concentrating
- Feeling irritable or more frustrated than usual

Why? Anger is a normal reaction following trauma and it is a typical emotional response to the event which will fade with time.

Experiencing any kind of reaction doesn't make you weak; it makes you human.

Reaction: **AVOIDANCE**

When? Within days or even months of the incident

How likely? Quite likely

How long will it last? Usually short term but can continue if not addressed

What are the symptoms?

- Feeling unable to return to the place where the incident occurred e.g. work/part of your usual route
- Feeling panicky or anxious around reminders of the incident e.g. people, places, smells, sounds etc.
- Blocking thoughts of the incident out of your mind, avoiding conversations or specific activities for fear they will make you think of the incident

Why? Avoidance is a technique which is used by our minds and bodies to protect us from having to think about the trauma which has occurred. This avoidance can become problematic in itself if not addressed and can have a greater impact on our day-to-day lives than the trauma itself, as it can make many situations feel threatening and scary.

Reaction: RE-EXPERIENCING

When? From immediately after the shock to a while after the incident

How likely? Quite common

How long will it last? Varies, depending on the person

What are the symptoms?

- Flashbacks
- Nightmares
- Unable to stop thinking about it
- Seeing images of what happened
- Feeling like what happened is still happening
- Feeling overwhelmed by everything connected to the incident
- Thinking about what happened

Why? Flashbacks are involuntary reliving and are simply your brain trying to process what you have witnessed/experienced.

PLEASE BE PATIENT WHILE WE EXPERIENCE SOME DELAYS...

Returning to work: Generally speaking, following a trauma it is better to get back to work gradually with support rather than wait until you feel 100% better and then return. Ask to speak to your company's occupational health specialist and create a personal plan with your line manager.

Reaction: POST- TRAUMATIC STRESS

When? Typically develops between one and six months after the incident

How likely? One in three people might experience this

How long will it last? If left untreated then symptoms can continue for years, it is important to seek help as soon as you can

What are the symptoms?

- Flashbacks and nightmares
- Unable to sleep or relax
- Unable to face anything or anyone that reminds you of what happened
- Feeling constantly 'on guard'
- Aches and pains, diarrhoea, irregular heartbeats, headaches
- Feeling panicky or low in mood
- Using alcohol or drugs (including painkillers)

If these feelings are really intense and go on for many weeks or months, you may have Post Traumatic Stress Disorder (PTSD). You should speak to your manager and visit your GP to make them aware of how you are feeling. Your GP will be able to guide you towards further help on NHS and your line manager will be able to support you to return to work feeling well.

TRAVELLING PAST TRAUMA...

'I think my reaction may be stronger than I'd expect it to be/I am struggling to deal with what's happened...'

It's common to pass through four key stages when coming to terms with a traumatic incident. You might pass in and out of these at different times and not always in the same order.

It generally takes about four to six weeks to recover from a traumatic incident, but everyone is different. 'Recovered' doesn't mean that you'll be 100% fine about what has happened, but you should notice a reduction in acute symptoms related to the incident.

1 Not admitting there's a problem (denial)

Tell-tale signs: Phrases like: 'I don't care, it was his (the victim's) own fault.'

2 Feeling angry and resentful (anger)

Tell-tale signs: Lashing out, outbursts and phrases like: 'What an inconsiderate sod.'

3 Feeling sad and low (depression)

Tell-tale signs: Changes in behaviour patterns such as loss of appetite.

4 Feeling ready to move on (acceptance)

Tell-tale signs: You can think about what happened without feeling distressed.

SELF-ASSESSMENT

Sometimes it is difficult to recognise symptoms of trauma in yourself. If you are experiencing any of the symptoms listed in the statements below, you are encouraged to consider seeking support to help manage your ongoing reaction to the traumatic event you experienced.

Please approach your line manager or GP for advice if you are having or experiencing any of the following:

- 1** Upsetting thoughts or memories about the event that have come into your mind against your will.
- 2** Upsetting dreams about the event.
- 3** Acting or feeling as though the event were happening again.
- 4** Feeling upset by reminders of the event.
- 5** Bodily reactions (such as fast heartbeat, stomach churning, sweatiness, dizziness) when reminded of the event.
- 6** Difficulty falling or staying asleep.
- 7** Irritability or outbursts of anger.
- 8** Difficulty concentrating.
- 9** Heightened awareness of potential dangers to yourself and others.
- 10** Being jumpy or being startled at something unexpected.

Source: Brewin, C.R., Rose, S., Andrews, B., Green, J., Tata, P., McEvedy, C., Turner, S. & Foa, E. B. (2002) Brief screening instrument for post-traumatic stress disorder. *British Journal of Psychiatry*, 181, 158-162.

COPING SKILLS

There are lots of things you can do to help yourself cope following a traumatic incident:

- 1** Try and get enough sleep.
- 2** Get enough to eat and make healthy and nutritious food choices.
- 3** Do some light exercise e.g. walking, swimming or cycling.
- 4** Vary the work that you do.
- 5** Do something pleasurable: make time for yourself, relax and do things you enjoy.
- 6** Focus on what you have done well recently and past successes.
- 7** See previous 'mistakes' as opportunities to learn, don't beat yourself up about them.
- 8** Pray, meditate or relax.
- 9** Speak to a colleague who has experienced the way you are feeling, offer each other mutual support.
- 10** Spend time with people you love and who care about and support you.
- 11** Talk about your problems with people you trust.
- 12** Be proud of what you're good at, as well as aware of what you struggle with.
- 13** Pay attention to what you're feeling.

Adapted from B. Hudnall Stamm, 2009 and samaritans.org, 2015

If you've stopped doing things you usually love, you're feeling tearful, not eating or sleeping properly, drifting from people close to you, taking alcohol or drugs to cope or self-harming then talk to your GP and speak to someone you trust about how you're feeling.

THIRD STOP: SEEKING HELP

Align here for useful resources and where to get help after a traumatic incident on the railway

Even if you think you've moved on, it's useful to know you can get help if you ever need it. Here are some organisations you can turn to:

Your employer

Every Train or Freight Operating Company has a process in place to provide care and support for drivers that have been involved in a fatality. No two cases or people are the same, and there will be different options to help gradually reintegrate you into the work place. Your line manager will be able to put you in touch with a member of the occupational health team, and between them they'll be able to help you to develop a plan that is personal to you and your circumstances.

Other organisations

Anxiety UK www.anxietyuk.org.uk

Tel: 08444 775 774 (calls made to Infoline subject to charge). Mon–Fri 9:30am–5:30pm

NHS www.nhs.uk/Conditions/Post-traumatic-stress-disorder/Pages/Introduction.aspx

www.talk2gether.nhs.uk/post-traumatic-stress-disorder

www.nhsinform.co.uk/health-library/articles/p/post-traumatic-stress-disorder/introduction

MIND www.mind.org.uk

ASLEF

ASLEF representatives continue to be available to call upon if you feel the need for additional support, or if you simply want to talk things through in confidence with a colleague.

ASLEF believe that your welfare should be the primary focus after such a potentially distressing event. To help achieve this, ASLEF have worked with Samaritans to

develop a Trauma Support Training course for Train and Freight Operating Company managers and union representatives. These courses concentrate on helping the attendee better understand the different ways in which traumatic events can affect people, and provides tools to help them identify the best way to handle each event on an individual basis.

Where to get support

There are many different organisations where you can get support for your specific needs. You could consider a colleague or a friend. Alternatively speak to your line manager or contact your company's employee assistance programme or a support organisation such as The Railway Mission or Samaritans.

There are many other organisations, and particularly local groups that can be found online, in the telephone directory or by speaking to your GP.

Samaritans has been working with the rail industry to reduce suicide and to support staff and passengers after incidents since 2010. If you're struggling to cope or feeling down, Samaritans can provide you with support any time of day or night by phone, email, or through face-to-face visits at a local branch. What you talk about stays between you. It's not a religious organisation, it's available to anyone, and you don't have to be suicidal.



116 123

This number is **FREE** to call



jo@samaritans.org



samaritans.org



visit us – find your nearest branch on our website

Learning Tool

The Rail Industry Suicide Stakeholder Group (RISSG) has developed a Learning Tool on behalf of the rail industry. The Group consists of representatives from across the industry.

The tool has been developed to make the details and materials of the suicide prevention programme more accessible to all of its people through video content that can form part of a briefing, training or personal awareness package.

www.nspsglearningtool.co.uk

Purpose of the Learning Tool:

- ▶ Increase the vigilance of staff on the rail network and reduce barriers to approaching a vulnerable person.
- ▶ Provide basic guidance on talking to a vulnerable person; how and where to seek support and safely resolve the situation.
- ▶ Increase awareness of trauma, how it can affect people and the warning signs.
- ▶ Provide basic guidance on talking to someone who may be suffering from trauma and how and where to seek further support.
- ▶ Increase awareness of the RISSG's other suicide prevention and support products.

Coroner's Court

Your line manager will be able to provide you with information about the Coroner's Court. The coroner (or Procurator Fiscal in Scotland) will not necessarily ask you to attend court but if you have any concerns about this, you should talk to your manager.

In certain circumstances it may be possible to get the coroner to reconsider the need to call you as a witness if it is believed that this will cause further trauma or hinder recovery.

ADDITIONAL INFORMATION: CORONER'S COURT

Why is there a Coroner's Inquest?

A Coroner's Inquest investigates deaths that have been reported to them if it appears that:

- the death was violent or unnatural
- the cause of death is unknown
- the person died in prison or police custody
- and other circumstances such as they hadn't seen a GP in recent times, death may have been caused by industrial disease or was sudden.

The inquest is led by a coroner who is an independent judicial office holder, appointed by a local council. Coroners usually have a legal background and may have medical training.

The purpose of a Coroner's Inquest

An inquest is a public fact finding inquiry into the circumstances of a person's death. It establishes the identity of the deceased, how, where and when the death occurred but it won't go into who, if anyone, was responsible for it. It is important to remember that an inquest is not a trial.

This hearing is held in public. Whether or not there is a jury will depend on the interests of the relatives and whether it is 'in the public interest'. It will normally be heard by a jury if the death occurred at work, in police custody or prison or if there is a risk that further deaths could occur in similar circumstances to the death in issue.

Deaths that occur on the railway are nearly always heard by a jury. The inquest establishes and confirms fact and can reassure the public that any necessary action by authorities may be promptly taken to prevent and ensure similar avoidable deaths do not occur in the future.

In order to determine the circumstances surrounding a person's death, the coroner may require witnesses to be called to give their account at the inquest. These witnesses must attend, and can face penalties for not attending.

In the event of a railway fatality, a train driver may be required to attend the Coroner's Court as they are a key witness and may have been the last person to see the deceased alive.

Procedure

Coroner's Inquests do not happen at a set time and can take up to 12 months to start, in some cases longer depending on the coroner's availability.

The inquest is usually opened straight away and immediately adjourned for inquiries to be made by the coroner's officer/police. A date will then be set by the coroner which can sometimes be many weeks away. On the date of the full inquest, the coroner reopens the inquest and witnesses are called.

Inquests are held in public which means there will be members of the press/media, general public and the deceased's family, as well as other interested parties in attendance.

Giving Evidence

Although not all train drivers are called to give evidence, many are. If you are called to attend the Coroner's Court you will be given full support from your manager and/or union representative. It is natural to have concerns or feel nervous about this, and if you do feel this way, please do approach your manager or union representative for advice and support.

You will receive a full briefing about what will be expected of you and what you can expect. Support is also available independently from the Coroner's Court Support Service. When it is your turn to give evidence, you'll be led by a clerk to either a witness box or a desk or table.

You will always be asked to swear on oath or make an affirmation; this essentially confirms to the court that the evidence you give will be a true and honest account.

You may be asked to read directly from the statement that you made earlier to the police, or the coroner may decide to walk you through your statement. They understand how difficult this can be for you and others present.

You may also be asked further questions to confirm areas that need clarification in your statement. If there are solicitors present, the coroner may grant them permission to ask you questions should they wish to.

The end of the Inquest

After giving your evidence you may be released by the coroner and allowed to leave court or, if you wish, you may request to stay. At the end of the inquest, the coroner will give a verbal verdict of the death of the deceased.

Verdicts may conclude that the death was an accident, a suicide, unlawful or a lawful killing, caused by industrial disease, natural causes, or they may give a narrative verdict which is a statement in words as to the reason for death. An open verdict is given when there has not been sufficient evidence provided to prove any particular verdict.

TIPS ON GIVING EVIDENCE

- ▶ Be familiar with your evidence
- ▶ Arrive in good time to settle your nerves
- ▶ Direct your comments/answers to the coroner
- ▶ Take your time – it's normal to be nervous
- ▶ Consider your answers, pause to think
- ▶ Ask if you need clarification of a question
- ▶ If you can't remember – say so – it's not a test!
- ▶ Say it in your own words – it's far easier
- ▶ Don't give opinions – stick to facts.

YOU'VE REACHED YOUR DESTINATION

You now know:

- ▶ The procedures you should follow if you are involved in a rail fatality
- ▶ Signs of how you might react after a rail fatality, how to identify these and how to cope
- ▶ How and where to get help if you want it
- ▶ What might happen if you are asked to attend the Coroner's Court.

'The railway industry is working together to reduce suicide on the railway. Sadly, fatalities do continue to happen.

When they do, it is important that we work together to support our colleagues and customers to minimise the impact of the trauma.

This booklet aims to help drivers recover from traumatic events by making them aware of the operational processes and procedures around rail fatalities and gives them the right information to access the support that is available to them.'

David Horne
Managing Director, Virgin Trains East Coast

HELPING YOU AFTER AN INCIDENT

This card can be removed and kept on your person for use as a prompt, should you be involved in a fatality or other traumatic incident on the railway.

Rail Fatalities

After an incident, rail procedures are in place to support you.

To access this support you should:

- 1** Call the signaller and tell them what happened
- 2** Contact the British Transport Police via the Fatality Hotline Number **0300 123 2277**, or if you prefer, wait for arrival of BTP to site
- 3** Await contact from your manager/organisation to arrange cover.

N.B. Your company may have specific procedures but these are the basics.

Driver Guidance

supporting you after a traumatic incident

You should seek help and support if you are experiencing any of the following issues, which are normal reactions to trauma:

- 1** Upsetting dreams, thoughts or memories about the event
- 2** Physical reactions (fast heartbeat, stomach churning, sweatiness, dizziness)
- 3** Difficulty sleeping
- 4** Irritability or anger
- 5** Difficulty concentrating
- 6** Being jumpy or startled.

There are many organisations that you could turn to for support. You can search for them online or ask your GP. **If there's something troubling you, you can call Samaritans free on 116 123.**

‘You can never be fully prepared for a fatality, but knowing what to do, how it might affect you and where to find help should you need it, is really important.’

Alan Hudson

Tyne & Wear Metro train driver and assessor

For more details about the rail industry suicide prevention programme email: suicidepreventionprogramme@networkrail.co.uk

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