**Appendix D – Staff Welfare Checklist - Wiltshire Libraries**

**Staff Welfare Checklist**

Incident reports should be completed to record incidents which have resulted in employee distress or emotional harm.

If CLM or SLA feels that an incident has adversely affected a member of staff, please complete this checklist. This checklist **must** be completed if the emergency services have been contacted.

|  |  |  |  |
| --- | --- | --- | --- |
| Action  | Completion Y/N | Additional Notes | Additional Actions |
| CLM or member of SMT in CLM absence to speak to all the staff involved in the incident as soon as possible. CLM to advise staff member about well-being help available and support and training available if appropriate. |  |  |  |
| SMT to send each member of staff a personal email of support or talk to them. |  |  |  |
| CLM to speak to customer witnesses if appropriate |  |  |  |
| CLM to take notes of meeting with staff member.  |  |  |  |
| Staff member to send a written account to CLM |  |  |  |
| Main staff member involved to complete incident form |  |  |  |
| CLM to complete incident form and advise team of main details |  |  |  |
| CLM to advise team about Health & Safety response. |  |  |  |
| CLM to update/review risk assessments |  |  |  |
| CLM to review a week after event to check staff well-being/further developments |  |  |  |
| CLM to keep team informed of any extensions to ban |  |  |  |
| CLM to meet borrower and speak to them before talking to Library Staff Manager and staff team and confirming ban lifted |  |  |  |
| After ban lifted CLM to review weekly for first four weeks and then monthly for a year.  |  |  |  |