



MBLGlobalLtd



Human Innovation for Insurers

#HumanIndemnity

The psychological post event harm caused to survivors of critical incidents such as fires, natural disasters and terrorist attacks can be significant.

From an individual kidnapping to industrial scale disasters, MBL Global provides a socially responsible, coordinated turnkey solution to deal with one of today's most pressing problems worldwide – mental health.

MBL Global provides rehabilitation for individuals suffering psychological trauma following an incident.

We deliver a comprehensive rapid response and post event counselling service, providing 1:1, virtual, group and telephonic post-event case management as required.

Our services deliver...

Psychological rehabilitation for individuals affected by trauma.

MBL Global provides comprehensive post-event incident management and counselling services globally on an individual to industrial scale basis.

MBL Global provides:



How MBL Global services work:



Contact assigned local emergency number

Calls are routed to one of our 14 global critical incident centres. Our 24/7/365 global critical incident team with experienced and qualified incident managers personally coordinate, oversee and manage the incident and its follow up activity throughout.



Telephonic incident risk & service assessment

Following an event, we immediately provide a 24/7 helpline for an agreed period.



Dispatch of rapid response critical incident team / on-site counselling

We ensure that our on-site team has the appropriate incident skills, experience, cultural nuances and languages to manage the incident and assess professional requirements, post an event.



Hiring of suitable and local venue for individual and group counselling

Subject to the terms agreed, we locate a suitable venue in proximity to the event for an agreed period where counselling can be provided.



Post event one-on-one / face-to-face / group / virtual / telephonic counselling

Carried out on or near site and thereafter at a location convenient to the survivors.



Delivery across our global network

Our global network of counsellors ensures that we are able to transfer case files and provide a seamless service to survivors should they change location post the event.



Professional standards

Operational infrastructure is ISO 9002/ANAB accredited. Our services are provided in accordance with in-country local standards.



Managing our professional network

During and post the event we manage our clinical teams allowing them space for personal reflection and acknowledgement of their process whilst working on site.



Additional programme support

An MBL Global project team manages the onboarding and implementation of programmes. Additional support and reporting requirements agreed on all programmes.

Typical response scenario timeline.

Trauma counselling requirement identified:
Incident Manager assigned

0-3 hrs



Trauma Helpline.
Telephonic critical incident stress management. Deploy a rapid response team if possible.
Triage to determine support.

12-24 hrs



Ongoing incident evaluation.
Onsite and telephonic critical incident stress management. Create individual case files.

Until conclusion



Assessment, referral to local counselling (group, one to one, virtual or telephonic), or other appropriate service provision as required.

3-12 hrs



Create an incident / intervention plan. Onsite and telephonic critical incident stress management. Seek near site location.

24 hrs - 1 week



Near site group, one to one, virtual or telephonic critical incident intervention. Individual case management determined.



For more information contact MBL Global

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