



TRAUMA STRATEGY: MAKING A DIFFERENCE



**Our Holistic approach to
managing trauma**

TRAUMA: IT'S UNEXPECTED.

All workplaces are susceptible to traumatic incidents. Major accidents, explosions, fires, hold-ups, violence and terrorism can seriously impact the immediate operation of an organisation and, potentially, its long term viability.

Many organisations have disaster recovery plans but these often neglect the human element. They assume that employees, despite the distress caused by a critical event, will be able to fulfil their roles. Sadly, proof points to the contrary: employees can become so debilitated that they simply cannot perform the duties expected of them at a time when they are needed most.

While a disaster is an easily identifiable culprit for employee trauma, did you know more aftercare is required for non-disastrous incidents like corporate moves and mergers? Trauma is not a reactive process based on minimising the downsides of unforeseen events. It is a proactive management practice that strengthens your organisation by being prepared. Planning, training and coaching key staff are important aspects of an effective Trauma Strategy. IPS can guide you in strengthening these aspects and implementing best practices.

MOST COMPANIES ARE UNPREPARED.

THE HIGH COST OF WORKPLACE TRAUMA

1. Litigation and workers compensation claims
2. Workforce attrition and lower morale
3. Protracted medical treatment for physical complaints
4. Increased use of alcohol and other drugs
5. Reduced concentration and work performance
6. Increased distraction, anxiety and potential for accidents
7. Increased irritability with co-workers and customers
8. Increased absenteeism
9. Human resource costs replacing absent or lost staff
10. Cost of business impact and subsequent management of mental health problems

THE HUMAN SIDE OF CRISIS:

Preparing for the TRAUMA

- Policy development
- Crisis management team training
- Resilience training
- Simulations

Development

- Crisis leadership development
- Hostility management

Dealing with TRAUMA

Acute services

- Defusing
- Debriefing
- Telephone defusing
- Demobilisation
- Crisis management
- Psychological first aid
- Individual counselling
- Consultation with senior management

The IPS integrated model of trauma management is based on proven strategies to ensure a continuum of care from preparation and training through critical response procedures. It emphasises preparedness as much as follow-up and management of the crisis after the trauma. Because crises are infrequent, their timing unpredictable and their effects so devastating, there is no single more important factor than preparedness.

THE IPS CONTINUUM OF CARE

Managing the aftermath

FOLLOW UP Counselling and after care

- Periodic follow-up
- Crisis management review
- Process review data collection and analysis

Process and integrate back into the organisation

The Continuum of Care developed by IPS includes:

- planning and preparation, including training, simulations, case studies and policy development
- best practice incident management and aftercare to facilitate recovery
- managing the crisis after the initial impact has subsided



WHY A CUSTOM-TAILORED TRAUMA

EACH COMPANY OF ANY SIZE IN ANY INDUSTRY HAS A UNIQUE SET OF RISKS, PERFORMANCE CRITERIA AND CULTURE.

RESEARCH CONSISTENTLY SHOWS THAT IN ORGANISATIONS WHERE GENUINE CONCERN IS SHOWN TO EMPLOYEES IMMEDIATELY AFTER AN INCIDENT, EMPLOYEES RECOVER FROM TRAUMATIC STRESS FASTER!

STRATEGY IS ESSENTIAL

**NO SINGLE TRAUMA SOLUTION
FITS EVERY ORGANISATION.**

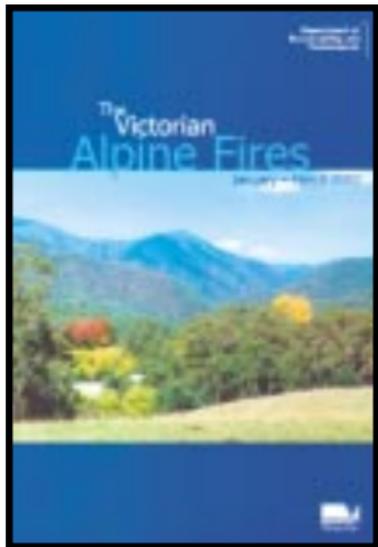
**THIS IS WHY IPS WORLDWIDE
BUILDS TRAUMA STRATEGIES
FROM THE GROUND UP FOR EACH
OF OUR CLIENTS.**

**YOU ARE ASSURED OF OUR
TAILORED APPROACH TO CREATE
THE TRAUMA SOLUTION BEST
SUITED TO YOUR PEOPLE, YOUR
ENVIRONMENT, YOUR BUSINESS.**

AN IPS TRAUMA STRATEGY AT

The Victorian Alpine Fires January –
March 2003

As extracted from the
Department of Sustainability
and Environment Report,
Victoria



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Sustainability and Environment, 2003

“Another exceedingly important decision was the engagement of IPS Worldwide (a provider of employee assistance and critical incident response services) to assist Departmental staff engaged on all aspects of the alpine fire. Psychologists commenced a 24 hour service on 10 January 2003 and stayed for the remainder of the alpine fire. The equivalent of more than 50 days of on-site services were provided in 18 locations. In a report provided to DSE/DPI in May 2003, it was noted that the psychologists were very impressed with the camaraderie and goodwill shown by staff despite the long campaign and the many setbacks and difficulties experienced. ...the following paragraph, extracted from the psychologist's report, is useful in terms of illustrating human issues associated with firefighting:

WORK:

EXTRACT



The main issue faced DSE/DPI/(PV) staff as the duration of the fire campaign continued was fatigue amongst workers on the ground This was counteracted by high morale to begin with, and an observed spirit of mutual co-operation and friendship. As the fire campaign went on, however, there was an identifiable and understandable decline in morale generally. Frustration was evident as efforts to contain the spread of the fire were not always as successful as hoped. This translated at times into a sense of hopelessness and helplessness amongst staff. There were also many people who experienced close encounters with dangerous situations and for these individuals there was a sense of bewilderment, shock and disbelief at what had transpired. Fear was also experienced by some staff, depending on their proximity to the fire front.



...Consistent with the above-mentioned initiative (engagement of IPS Worldwide), a major effort was put into caring for the general well-being of all firefighting personnel, particularly in relation to fatigue and dehydration.”



IPS TRAUMA MANAGEMENT SYS

TO CREATE A SUSTAINABLE TRAUMA SOLUTION, A NUMBER OF INITIATIVES ARE PUT INTO PLACE FOR YOUR ORGANISATION. USING THE MOST QUALIFIED AND EXPERIENCED PSYCHOLOGISTS, IPS CAN DESIGN A RESPONSE STRATEGY THAT WILL SUIT YOUR ORGANISATION'S INDIVIDUAL NEEDS.

BASED ON OUR 20 YEARS OF EXPERIENCE IN THE TRAUMA FIELD, WE KNOW WHAT STRATEGIES WORK BEST IN EACH SITUATION.

HERE IS A TOP-LINE LOOK AT HOW IPS WORLDWIDE BUILDS RESILIENCE AND RESULTS INTO EACH TAILORED SOLUTION.



TEMS: PREPARE FOR THE WORST

CRISIS MANAGEMENT TEAM TRAINING

Prepares your managers for the moment-by-moment challenges of a crisis through critical skills development and desk simulation.

RESILIENCE TRAINING

To help your front line staff and team leaders face the high stress, volatile interactions with new or unpredictable customers or locations. Staff are equipped with practical tools to maintain psychological resilience, confidence and effective behaviour.

SIMULATIONS AND CASE STUDIES

Provide opportunities drawn from real life experience in your business or industry for your managers and crisis response teams to learn crisis management skills. Practicing skills in a safe simulated environment speeds learning and avoids costly mistakes during a crisis.

CRISIS LEADERSHIP DEVELOPMENT

Helps your managers, team leaders and back-up staff remain effective and pro-active as events unfold. Through a combination of self-awareness, emotional and behavioural training, they improve their ability to help others and minimise misjudgment and inappropriate action.

HOSTILITY MANAGEMENT

Helps your front line staff and supervisors learn the skills to defuse aggressive and threatening behaviour. Emphasis is on recognition and early management as well as maintaining personal safety.

TAILORED PROGRAMS

Need a specialised program for your organisation? Speak to an IPS trauma consultant about tailoring a learning and development program to suit the special needs of your business or industry.



IN SUMMARY... TRAUMA: PART OF THE

THE IPS CONTINUUM OF CARE IS FULLY INTEGRATED WITH IPS EMPLOYEE ASSISTANCE PROGRAMS.

Together they provide seamless end-to-end service custom-built for your organisation. Available for any type of business, industry or government agency, IPS is one of the only Quality Endorsed EAP Providers in the world. Our Trauma Management System provides corporate planning, preparation and training, intervention, individual support and monitoring and aftermath management.

EMPLOYEE ASSISTANCE PROGRAMS (EAP)

The strategic benefits of EAP in relation to Human Resource Risk Management and Health Services helps your organisation develop:

- an ability to anticipate change
- a resilience to cope with the pace and complexity of change
- a capability to generate innovative and alternative solutions to take advantage of opportunities and meet changing market conditions.

Operationally this translates to higher efficiency, productivity and quality as well as lower turnover of your valuable workers.

IPS HR SOLUTION

WORKLIFE ESSENTIALS

IPS Worldwide can create a highly customised program of services and resources to enhance quality of life for employees. Utilising internet resources with a strong proprietary reflection of your organisation both in look and content, this is one of the most successful tools of a complete Human Resource solution.

TRAINING AND WORKSHOPS

IPS Worldwide provides cost-effective and comprehensive training programs either at our training rooms, at your premises or online. In the past ten years, over 100,000 people have attended our training courses across the full spectrum of industry, business and government. Our trainers are some of the best in the field with outstanding qualifications and experience.



Contact IPS Worldwide to discuss how we can tailor services to benefit you.

Call our Sydney office on
+61 2 9221 1166 or
email ips@eap.com.au

TIPS FOR RECOVERING FROM A T

EVERYONE HAS THE ABILITY TO RECOVER FROM A TRAUMATIC INCIDENT BUT SOMETIMES THEY NEED A LITTLE ASSISTANCE AND SUPPORT TO MAKE THAT JOURNEY.

There are things that we can all do to minimise the impact of a traumatic incident when it does occur:

- Practice stress management techniques when you feel anxious
- Talk to people – share your feelings with those around you
- Drink plenty of water (this dilutes the toxins)
- Eat good healthy meals even if you have no appetite
- Don't use alcohol or drugs to numb the pain
- Normalise your life – don't withdraw
- Exercise regularly and keep busy
- Pamper yourself – you deserve it

Talk to your trauma management counsellor as often as you need – they are there to support you.





Headquarters

**Level 3
Imperial Arcade
85 Castlereagh Street
Sydney NSW 2000
Australia**

Phone: +61 2 9221 1166

Fax: +61 2 9232 5060

Email: ips@eap.com.au

Web: www.eap.com.au