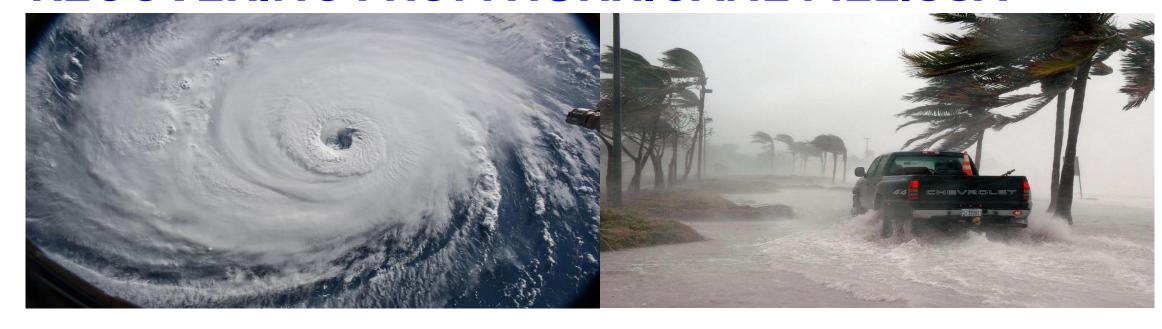


RECOVERING FROM HURRICANE MELISSA



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Leading Through Crisis – Managing Post-Hurricane Stress & Trauma in the Workplace

Recognizing signs of PTSD, vicarious trauma, and burnout in managers and staff.



Introduction

- We are all aware of the statistics, as it relates to hurricane Melissa
- What I am going to do is discuss the stages of recovery, after impact, and how it relates to your organization and employees.







What is PTSD

- Post-traumatic Stress Disorder (PTSD) is a mental health condition that develops in response to experiencing or witnessing a distressing event involving the threat of death or extreme bodily harm.
- Psychology Today



Post-Traumatic Stress Disorder PTSD

- Natural Disasters as a Type of Trauma
- Natural disasters are one of the often overlooked, but psychologically (and physically, financially, socially) devastating types of trauma.

Elyssa Barbush Ph, Trauma & Hope



Symptoms of PTSD

- Bad Deams or Reliving the event (flashbacks)
- Irritability (Emotional Outbursts)
- Problems Concentrating on (tasks or conversations)
- Avoidance (People / Socializing/ group activities)
- Hypervigilance (always on easy, overreacting)
- Not wanting to discuss the event / always discussing the event
- Shared Anxiety

Risk Assessment:

- Evaluating the hazards potentially facing the organization
 - Lack of services (Supply Chain)
 - Inaccessibility to Employees / Clients/ Facilities
 - Environmental Hazards
 - Information Systems



Business Impact:

- Assessing the risk in key organizational aspects such as:
- Finance
- Operations
- Business Reputation



Developing & Continuing Recovery Objectives:

- Conduct a business impact analysis, to identify time-sensitive or critical business functions, and processes and the resources that support them.
- Identify, document, and implement how to recover critical business functions and processes.
- Organize a business continuity team, and compile a business continuity plan to manage the business disruption.
- Conduct training for the business continuity team as well as testing and exercises to evaluate recovery strategies and the plan.



Building Communication and Notification Strategies

- Following a disaster in the community, it is in the best interest of the business, to communicate with all employees.
- Employee information, typically compiled in a human resource information system, includes home addresses and telephone numbers.
- Consider asking for additional information including home email addresses and cellular telephone numbers (for text messaging/SMS). Also, request the name and contact information of a family member or friend, who can be reached in an emergency.
- The confidentiality of this information should be protected and only be available to authorized users who are operating from their office, emergency operations center or alternate business facility.



Employee Assistance & Support

- Many employers have employee assistance plans (EAP) and providers.
- Services include access to professionals, who can assist employees to deal with the emotional impacts of a disaster.
- Employers can also arrange for services from professionals within the community.
- Reach out to public officials and mental health providers, within the community, to identify services that may be available to employees.



Employee Data Base

Get Information on:

- Current location, if living separately from family, as well as, their location
- Dependents / Children/ Parents/ Grandparents
- Special Needs
 - Physically Challenged
 - Mentally Challenged
 - Home or Institutional Care
 - Support System Family Members / Care Givers
 - Employee Demographics Location



Roles & Responsibilities

- Designating people for specific tasks
- Specifying duties associated with each task
- Based on position or Skill sets
- Exception
 - Availability
 - Family Commitments
 - Location Accessibility
 - PTSD (Current/ History)



Training

- Training is essential, to ensure that everyone knows what to do, when there is an emergency, or disruption of business operations.
- Everyone needs training to become familiar with protective actions for life safety (e.g., evacuation, shelter, shelter-in-place and lockdown).
- Sheltering and lockdown drills should also be conducted.
- Employees should receive training, to become familiar with safety, building security, information security and other loss prevention programs.



TEST & EXERCISES

Test & Exercises

Pointers:

- Train personnel; clarify roles and responsibilities
- Reinforce knowledge of procedures, facilities, systems and equipment
- Improve individual performance, as well as, organizational coordination and communication
- Evaluate policies, plans, procedures and the knowledge and skills of team members
- Reveal weaknesses and resource gaps
- Comply with local laws, codes and regulations
- Gain recognition for the emergency management and business continuity program



Strategies for coping with PTSD

- Avoid prolonged exposure to Impact Zone (TWEL)
- Limit the employee time in the Impact Zone (Monitor the Signs)
- Grounding Technique Having a Object / Word/ Action/ as a copping mechanism
- Breathing Exercises to help relax the body and mind to avoid hyperventilation
- Muscle Relaxation Use various screeching techniques to relax your muscles
- Social Support Have support groups or individuals to reassure the person of the situation and of necessary guidance.



Strategies for coping with PTSD

Trauma-informed Supervisors

- Safety Ensure safety of the individual throughout the organization and access to PTSD services.
- Trust Organizational policy and procedures should be transparent and always provide accurate and truthful information
- **Peer Support / Self Help** Enable employees to feel valued, recognise their strengths, develop skills and innovative thinking.
- **Collaboration** Ensure empowerment, a voice and choice, while working in collaboration with mutually agreed Goals.

Strategies for coping with PTSD

Self Care for Leaders

- Leaders dealing with trauma involves not just recognizing PTDS Symptoms in employees but in your selves. But recognizing it is not enough, you need to deal with it.
- Set Boundaries Establish clear boundaries for your time and energy, to prevent being overwhelmed
- **Pace yourself** Avoid overcommitting and create a daily schedule with reasonable time lines and objectives
- Maintain a work life balance Make time for activities, outside of work, to help recharge and maintain perspective
- Seek Professional help





YOUR QUESTIONS







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