

UIC World Security Congress Bratislava 2012



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"Management of distressing events and prevention of post-traumatic stress"

Checksheets

1. Management Strategy for Potentially Traumatic Events
2. Monitoring and return to work
3. Information and recommendations for employees
4. Raising awareness of Post-Traumatic Stress management
5. Post-traumatic stress symptoms
6. Intervention

UIC - Occupational
Health & Safety Group
Safety Platform
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Management of distressing events and prevention of post-traumatic stress

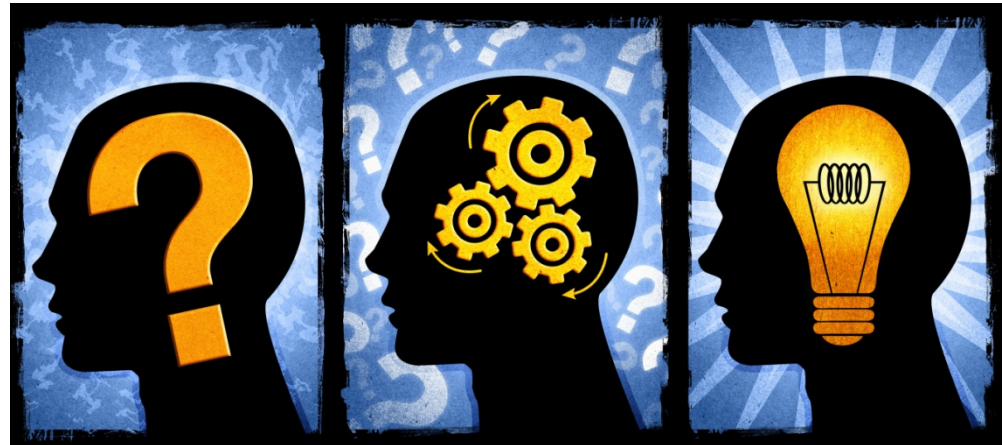
Virginie Papillault, Senior Advisor Organisational and Human Factors – UIC
papillault@uic.org

PRELIMINARY POINTS

- > Occupational Health and Safety Group project
- > Project start date: 6 March 2010
- > Final report: end of 2011
- > Active railways: DB AG, Infrabel, Network rail, SNCB, SNCF, Southeastern Railway, Trenitalia

REASONS FOR THE PROJECT

- > Increased number of psychologically traumatic events affecting railway staff
- > Difficulty of predicting the evolution of post-traumatic stress and the different consequences depending on a person's personality
- > Report by C. Gravert (DB AG)



OBJECTIVES

- > Gather and share experiences on this topic
- > Draw up a guide of recommendations and good practices
- > Make practical memos available for use by staff, managers and bosses

METHODOLOGY

- > Make a list of the different management and prevention strategies used in terms of post-traumatic stress
- > Benchmark the incident management models
- > Identify the best recommendations and good practices

PPTI = Potentially Psychologically Traumatizing Incident

MANAGEMENT STRATEGY FOR PPTIs

- 1. Risk evaluation**
- 2. Preparation and prevention**
- 3. Intervention**
- 4. Post-intervention and follow-up**
- 5. Evaluation and integration of lessons learnt**

1. RISK EVALUATION

- Main principles -

> Draw up an organisational management strategy

- List the duties and activity likely to be affected by a PPTI
- Establish a target group
- Examine job descriptions
- Take the lessons learnt from previous PPTIs into consideration

Non-exhaustive list: station staff, train managers, train drivers, maintenance staff, staff responsible for managing PPTIs, etc.

2. PREPARATION AND PREVENTION

- Main principles -

- > **Put appropriate strategies in place to manage the effects of this exposure**

- ➡ Devise a genuine policy

- ➡ Develop procedures

- ➡ Ensure that all levels within the company are aware of these processes

MANAGEMENT STRATEGY FOR PPTIs

2. PREPARATION AND PREVENTION

- Practical organisation -

> Identify support and care systems

(e.g. peer support, line managers, occupational health team, and staff assistance programmes)

> Training

- Staff likely to experience a PPTI
- Staff responsible for providing support

> Raise awareness among:

- Managers
- Employers
- Social partners
- Field staff



3. INTERVENTION

- Practical implementation (1) -

- > **There are a number of possible strategies for helping someone during or immediately after a PPTI:**
 - **Emergency psychological help (manager or close colleague)**

WHY?

- » Make the person feel safe again
- » Reduce their anxiety and agitation
- » Promote the sense that they are part of a community

HOW?

- » Take the person to a calm location
- » Offer them a drink or medical assistance
- » Ask if they would like to contact someone close to them
- » Find them the means to return home



3. INTERVENTION

- Practical implementation (2) -

- **Information**

- » On the management of reactions, about what has occurred, about the investigation, etc.

- **Links to support systems**

- » Inform them about treatment options
- » Encourage them to contact their support network and get in touch with someone close

- **Reducing the risk of future exposure**

- » Temporarily free the person from their duties immediately after a PPTI
- » Provide encouragement for people returning to work

4. POST-INTERVENTION AND FOLLOW-UP

> **Monitoring those who display more persistent and pervasive symptoms**

- Managers are trained to detect symptoms
- Clear procedures for monitoring staff exposed to PPTIs
- Accessible support services
- Flexibility of intervention options
- Constant support for management and staff
- Clear rehabilitation process for those returning to work

5. ASSESSMENT AND INTEGRATION OF LESSONS LEARNT

- > **Companies must regularly review their care systems for staff exposed to PPTIs**
 - **Post-incident evaluation**
 - » Review the lessons learnt from PPTIs
 - **Systemic analysis**
 - » Assessment to evaluate the effectiveness of the organisational processes
 - **Statistical follow-up**

■ ■ ■ Thank you for your kind attention !

For further information please contact :

Virginie Papillault
papillault@uic.org