

IMMEDIATE AFTERMATH

WHAT HAPPENED ?-

Y N

 Are you getting first hand information

 Did the source witness the event? If you are getting a second hand information, who told your source?

 How do they know it's accurate? What steps are needed to verify the source of information? Ask them to describe what they saw in as much detail as possible.

Emerging facts	Time entered	Verified	By whom

HOW BAD IS IT? -

Y N

 Is there ongoing danger?

 What is the number of serious injuries and /or death? Are these confirmed?

 How many people are directly involved?

 Survivors actually present when the incident occurred.

 Those who felt their life threatened.

 How many are directly involved?

Who needs to be contacted?

Y

N

- Occupational Health and Safety
- EMO
- EFAP
- Communications
- _____

What is being done

Y

N

- Is first aid being administered
- Are driveways accessible to emergency vehicles?
- Is everyone accounted for?
- Are employee's out of harm's way?
- Are employees being protected from distressing sights, and media encroachment?
- Have people been evacuated or separated from danger?
- What is being done for the injured?
- What is being done with the bodies of fatalities?
- Which hospitals are being utilized _____
- Do families of victims need to be notified? By whom? How?
- To whom should family inquires be directed to? _____
- Have accommodations been made for family members who arrive on the site?
- Are members of the media being accommodated, yet restrained from excessive information?

Surroundings

How widespread is the damage?

Y

N

How has the community been affected?

there threats to, or effects on surrounding property?

Priority Actions	Responsible person	Deadline

Property

Y

N

Has company property been damage? How?

Is the damage ongoing?

What is being done to contain any continuing damage?

Is the incident site being protected for investigation

How is the perimeter around the incident site (entire facility) being secured?

Business disruption

Y

N

Should production be reduced or halted?

Can employees remain at the worksite safely?

Liability and reputation

Y

N

Are we at fault, or perceived to be at fault.

Is there apparent outrage directed towards the organization, employees, management?

THREE KEY QUESTIONS TO ASK YOURSELF

What needs to stop that is presently occurring?

What needs to start that is not presently happening?

In what ways can this situation escalate in severity?

De-escalation meetings

Your employees will probably be eager to get away from the site, but don't let them go just yet. You need to hold a de-escalation meeting, where you take stock of what has happened, convey key information and assess their well being. Ideally these meetings take place soon after the incident, before employees are sent home. The Branch or General Manager should lead them. The meeting gives Management an opportunity to:

- Provide current, appropriate information to employees and others following a traumatic incident.
- Stabilize and calm employees from the emotions of the traumatic incident.
- Educate those affected regarding potential stress reactions and symptoms
- Collects information
- Dispel rumors
- Inform employees about what will happen the next day back at work.

The essential topics include:

1. Acknowledge the significance of the crisis with words like “ we are all saddened and shocked....”
2. Reconstruct facts to the degree possible. Elicit input from those with different perspectives or accurate information.
3. Advise everyone not to talk to the media. Those never confronted by the media may feel they have to respond. But they may not realize their words can be taken out of context and hurt those already suffering.
4. Discuss expected reactions. Anxiety, adrenaline reactions, loss of appetite, sleep disturbances, intrusive thoughts and concentration difficulties. Let employees know these are normal reactions and can be expected by all most everyone.
5. If possible ask everyone to report to work the following workday. Explain that this will not be a normal workday and that management led meeting will take place soon after they arrive. They will be updated on information.
6. Ask if there are questions.
7. Establish a buddy system, those directly involved should be contact daily for the next few days. Concerns for that person should be reported to the EFAP Coordinator.
8. Arrange transportation for those too distract to drive.
9. Remain afterwards to speak one on one for those who don't feel comfortable speaking in public.
10. Supervisors and Managers should be advised to arrive early the next day to be briefed prior to employees arriving.