

Industrial Disasters & Family Assistance



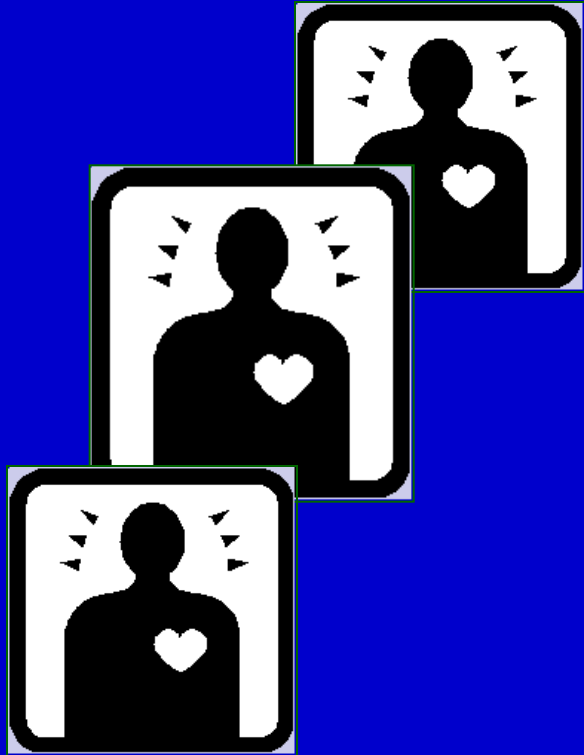
Industrial Disasters & Family Assistance

Prevention of accidents and handling emergencies is a matter of prime importance in responsible industrial concerns

There is also a history that besides harming the employees; industrial disasters have led to major sufferings to near-by community as well.

In such cases besides direct victims, their family members also pass through psychotrauma and need very special care

Here, we will discuss the ways and means that could help in effectively supporting the victims and their family members in grief, hostility, anger, frustration, and shock



FAST

Family Assistance Support Team

Humanitarian Support at:

- Accident Site
- Hospitals
- Hotels
- Passenger Information or Special Assistance Center
- Family Support Centers
- Family's Residence
- While Traveling

Provision of Information to:

- The General Public
- The Family of Victims
- Meeters and Relatives at the Site
- Injured Persons at the Hospitals

Humanitarian Support

- Meeting the Family or Victims at their Home
- Serve as a liaison
- Provide Professional Counseling
- Escort Members of the Family
- Provide Immediate Financial Support

Humanitarian Support

- Respect for Values, Beliefs and Culture
- Respect the Wishes of the Family
- Confidentiality
- Return of Personal Belongings (Condition and Time)

Humanitarian Support

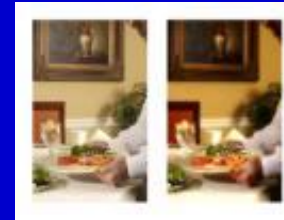
- Transportation of Remains
- Support in Identification of Deceased
- Memorials: Respect the Wishes of the Families
- Annual Remembrance Service

Support to Families can be given in several way.... Providing Information About

- Confirm if the person is a victim
- Victim's Condition
- Victim's Location
- When to Return Home
- Next Step

Tangible Support:

- Transportation
- Food and Drink
- Clothing
- Monetary



Emotional Support

- Listening
- Providing First Hand and Credible Information
- Consoling



Special Assistance Team

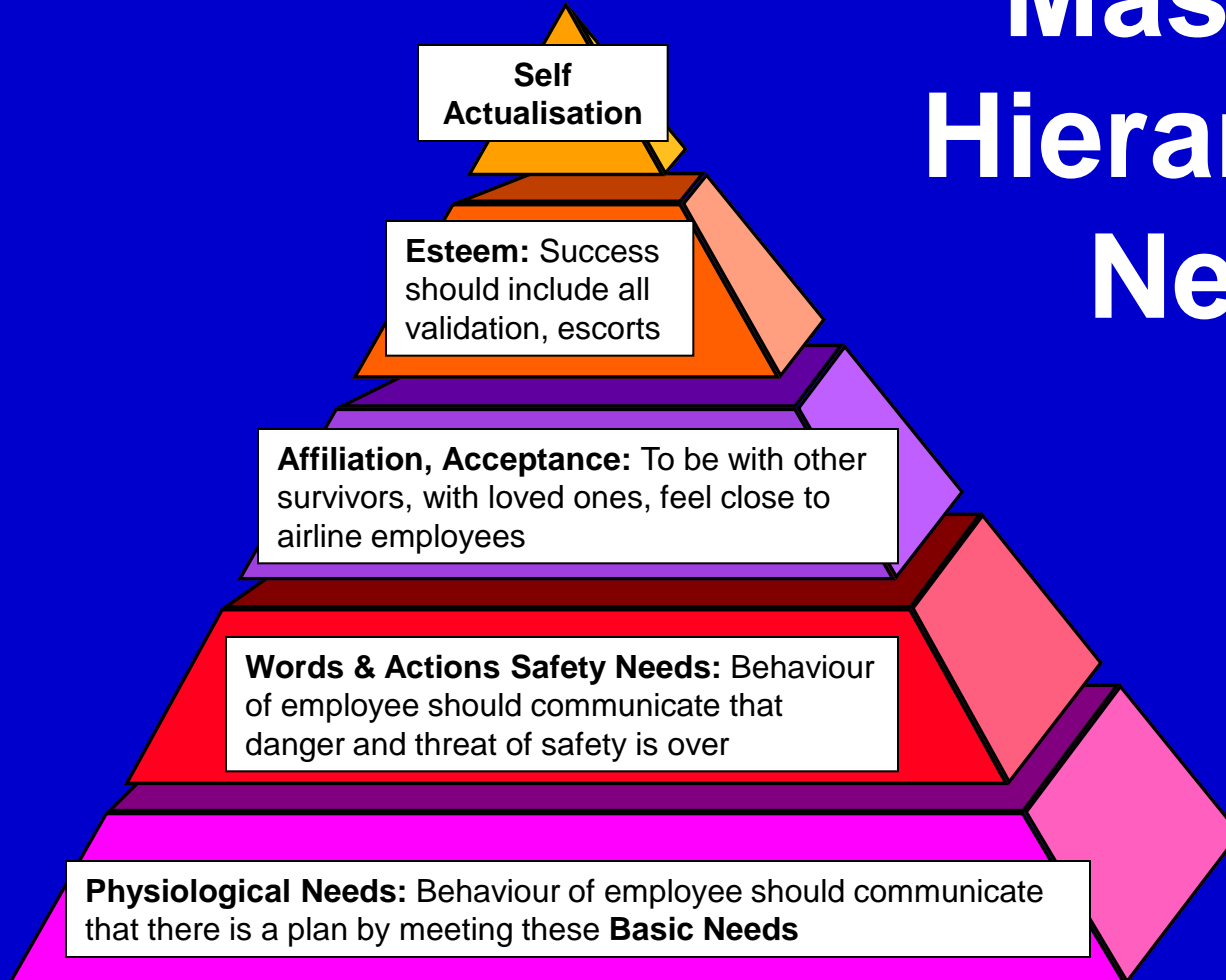


Special Assistance Team Support

- Emotional
- Physical

“To demonstrate personal care as if the survivor or family member is your own personal relative”

Maslow's Hierarchy of Needs



**Don't
Judge !**



Traumatic Stress

Symptoms are the normal reactions of normal people in a highly abnormal situation.

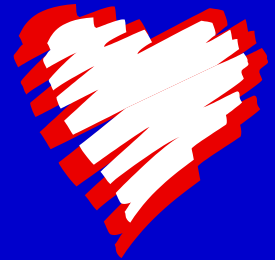
Who gets hurt?

- **Survivors**
- **Next-of-Kin**
- **Special Assistance Team Members**
- **The Company**
- **The Community**

- **Cognitive : Thoughts**



- **Emotive : Feelings**

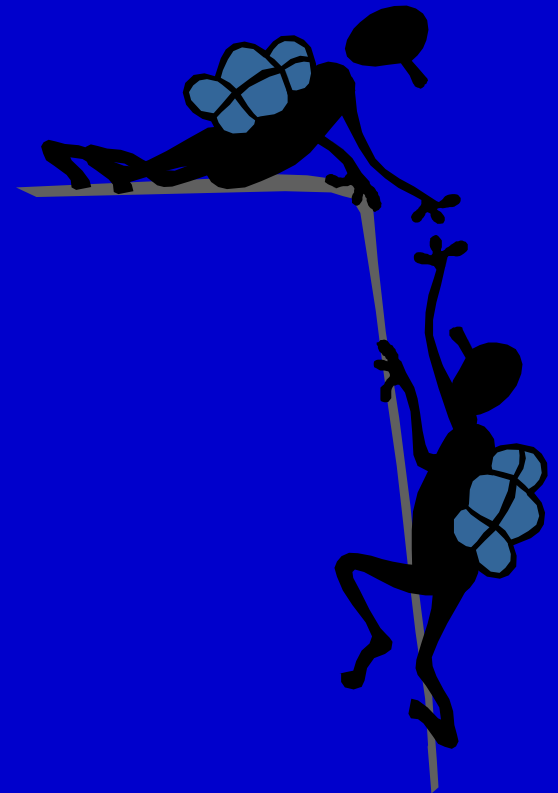


Crisis Communication

- **Different families react differently.**
- **You deal with different emotions: hostility, anger, shock, frustration, and grief.**
- **Each family has its own set of circumstances.**
- **Everything is so individual.**
- **It is important to really listen.**
- **You must not take things personally.**

How would you differentiate empathy from sympathy?

- Empathy is feeling for someone. Sympathy is feeling sorry for somebody
- Sympathy is having pity for someone. Empathy means caring without getting your own emotions tied up in what the other person is feeling.



Effective Communication

- **Body language**
- **Eye level – Eye contact**
- **Tone of voice**
- **Mirroring (Tone and Rhythm to create rapport)**

Effective Communication

- **Use of voice to create calm**
- **Angry people – How to approach**
- **Win : Win Problem solving techniques**

Ideal Responses

- **Allow venting of feelings**
- **Acknowledge Situation** (Do not try to defend the company or employees)
- **Promise only what has been approved by the Company and what realistically can be accomplished**

Ideal Responses

- **Never discuss causes of the accident**
- **Consider every response carefully, choose your words wisely**
- **If you have nothing to say.....Remain silently supportive**

Effective Responses

- *“I am truly sorry for your loss”*
- *“I am truly sorry for you and your family having to go through this event”*
- *“I am here to assist you in any way possible”*

Inappropriate Responses

- *“Accidents are not planned”*
- *“We always had a good safety record”*
- *“It was better for them this way”*
- *“It could have been worse...”*

Inappropriate Responses

- *“At least only 5 people died”*
- *“All things happens for a reason...”*
- *“It was their destiny”*
- *“They are sitting right beside God enjoying paradise....”*

Inappropriate Responses

- *“Do not worry you are going to get another pet or toy”*
- *“They were old it was their time to go anyway”*
- *“Think that they did not feel any pain...They died instantly”*

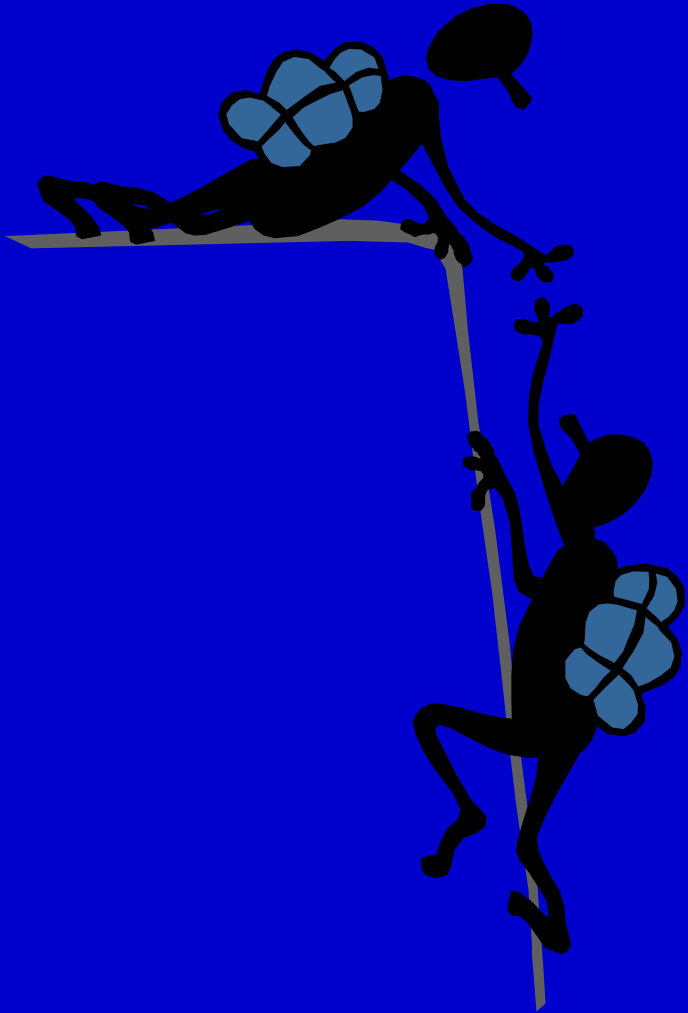
Inappropriate Responses

- *“Crying won’t bring them back”*
- *“When my mother died, this is what I did....”*
- *“It was not the airline’s fault, it was....”*
- *“We all have to die one day....”*

Self care by Team Members

- **Take regular breaks**
- **Create Shifts**
- **Support each other (Create a “buddy system”)**
- **Debrief daily**

- **Be aware of your own mental health.**
- **Watch others for signs of stress or burn out**
- **Ask for counselling if you feel overwhelmed**



**Stay out of
the Ditch!**

Making Contact

Set the Stage

Deliver the Message

Determine the Needs

Verify & Confirm

Conclude the Contact

