

# Improving Performance Trauma in the Workplace

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Welfare Services

# Overview

- ▶ Your Responsibilities
- ▶ Risk Assessment/ Preparedness
- ▶ Police Wellness and Safety
- ▶ Acute Trauma
- ▶ Psychological Response
- ▶ Resilience
- ▶ Adjustment/ Grief
- ▶ Planning
- ▶ Responding



## Your Responsibilities

- ▶ **Health and Safety Legislation**
- ▶ To promote the prevention of harm to all persons at work through the systematic management of hazards
  - ▶ Identify and manage existing and new hazards through elimination or minimisation
  - ▶ Includes work related stress

# Police Wellness and Safety Team

## Health and Safety

- ▶ Minimise risk to employees and the organisation



## Psychological Welfare

- ▶ Focus on mental health and wellbeing of all staff



## Physical Fitness

- ▶ Ensuring frontline fitness



# Disaster/ Tragedy in the Workplace

Accident  
Disaster  
Unexpected



# Response to Acute Trauma

## Physical

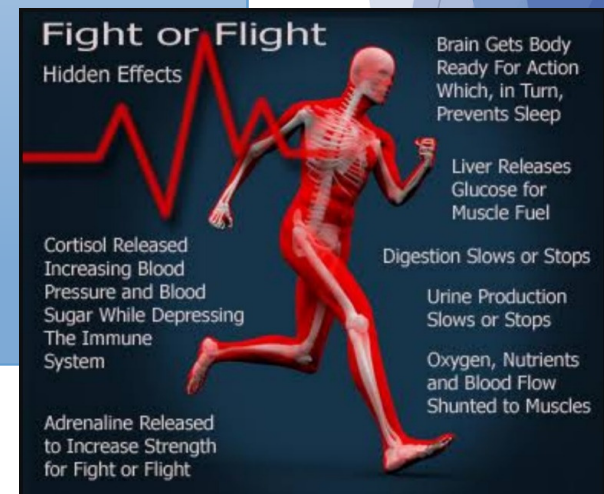
- ▶ Rapid Heart Rate and BP
- ▶ Blood to muscles
- ▶ Increased Breathing
- ▶ Sweating
- ▶ Non-essential systems decreased.
- ▶ Survival

## Behaviour

- ▶ Flight
- ▶ Fight
- ▶ Narrow range of focus
- ▶ Reactive
- ▶ In the moment

## Feeling

- ▶ Fear
- ▶ Afraid
- ▶ Alert
- ▶ Anger
- ▶ In the zone
- ▶ Energized
- ▶ Excited





# Longer Term Psychological Response to Trauma

## Post Traumatic Stress

- ▶ Intrusive memories
- ▶ Avoidance
- ▶ Negative mood
- ▶ Being easily startled or frightened
- ▶ Always being on guard for danger
- ▶ Self-destructive behaviour, such as drinking too much or driving too fast
- ▶ Trouble sleeping
- ▶ Trouble concentrating
- ▶ Irritability, angry outbursts or aggressive behaviour
- ▶ Overwhelming guilt or shame

## Post Traumatic Growth

- ▶ “What doesn’t kill us makes us stronger”
- ▶ Learn new ways
- ▶ Stronger sense of personal values
- ▶ Increased confidence
- ▶ Develop compassion for others
- ▶ Build new connections
- ▶ Increased gratitude
- ▶ Prioritise differently



### kintsukuroi

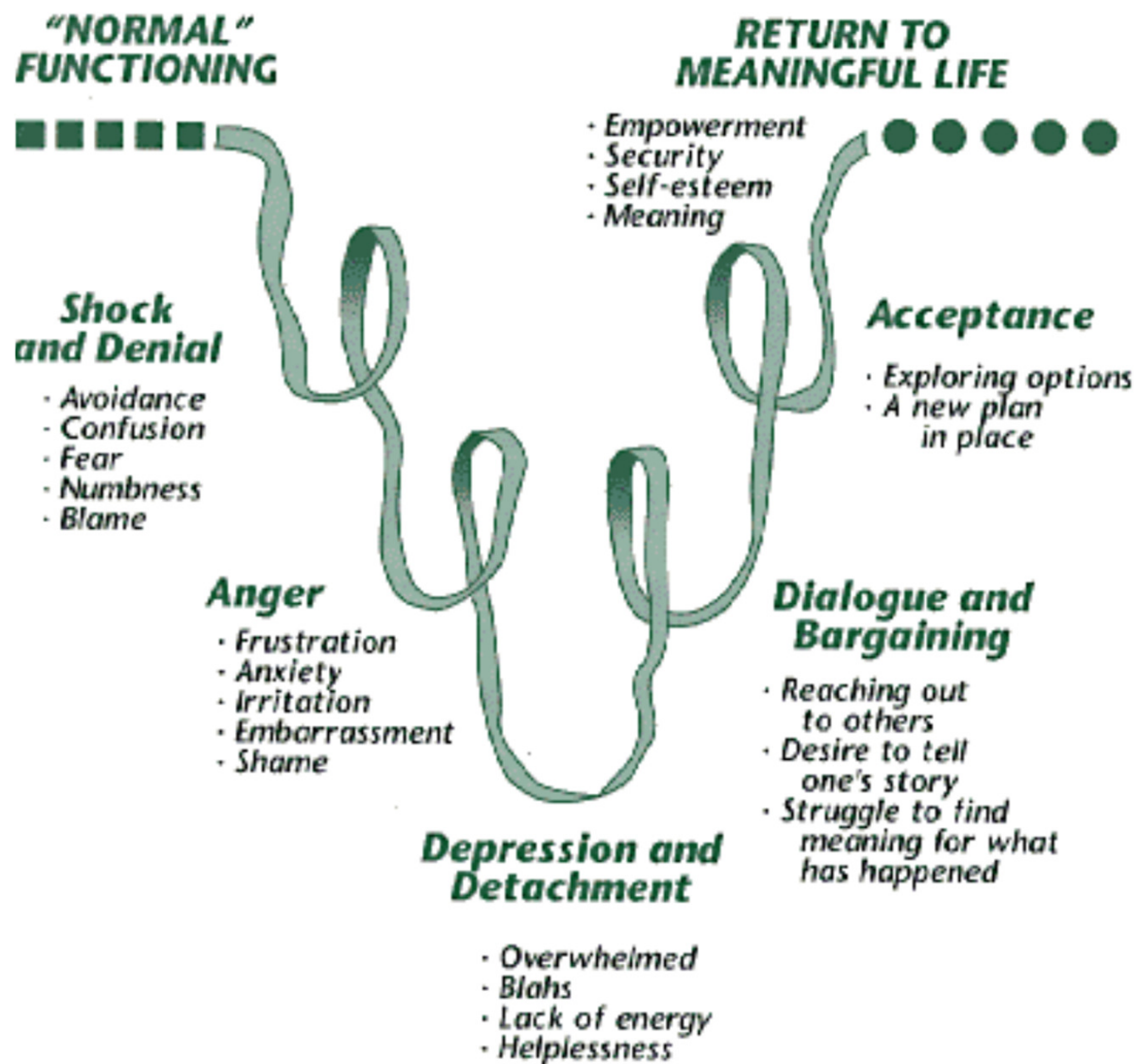
(n.) (v. phr.) "to repair with gold"; the art of repairing pottery with gold or silver lacquer and understanding that the piece is more beautiful for having been broken

# Resilience

- ▶ Generally positive in outlook - Can find the silver lining.
- ▶ Problem solver rather than blamer
- ▶ Strong connections with others
- ▶ Identify as a survivor rather than a victim



# Adjustment Process/ Grief



## Slide 9

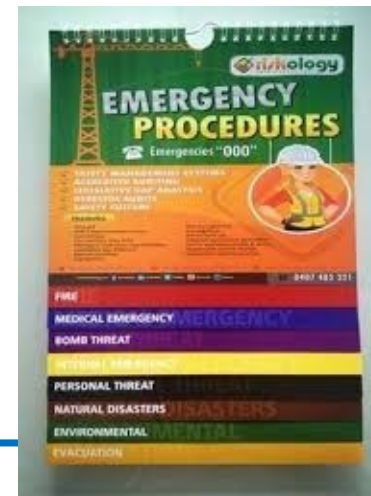
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BIRD, Lesley, 24/05/2017

# Preparedness: Have A Plan

- ▶ Refer to your risk assessment.
- ▶ Consider: People, Environment, Assets, Reputation.
- ▶ Develop a checklist: Information for emergency services; Know the actual physical address, How many people on site, where are they, toxic substances, other hazards, evacuation site.
- ▶ Other information; contact details for specialist people, your selected media spokesperson, individual staff, families.
- ▶ First Aid Equipment and people who can use it.
- ▶ Emergency Equipment in good working order.
- ▶ Training and Training Drills.
- ▶ Regular Health and Safety meetings.
- ▶ Keep good records.



# What Employers should do in a Disaster

## First things First

- ▶ Bring out the plan
- ▶ Present a calming front
- ▶ Follow the plan
- ▶ Make sure people are safe
- ▶ Get affected persons names and contact details.
- ▶ Inform family and friends as necessary.
- ▶ Make sure your people are going home to someone
- ▶ Arrange for media statements

# What Employers should do in a Disaster Longer Term

- ▶ Keep in touch with affected people
- ▶ Arrange a group debrief - what happened, what we learnt
- ▶ Offer people individual psychological support
- ▶ Get some support for self

## Longer Term

- ▶ Assess the damage
- ▶ Problem solve through the fix/ re-establish/ rebuild
- ▶ Look for the opportunity for post traumatic growth



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