



Marine Casualty Investigation *evolved*

Trauma-informed interviewing
and crew wellbeing in marine
casualties

Key features, audiences and benefits

We are Recall Recover Limited | 54 St James Street, Liverpool, L1 0AB | +44 15 17 06 03 04
contact@recallrecover.com | www.recallrecover.com
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Trauma-informed Interviewing in a Marine Setting (TIMS®)

TIMS® is a unique interview model that acknowledges human responses to stress and trauma and has been developed with a view to obtaining information and evidence that is as complete, accurate and reliable as possible, while minimising the chance of harm to the witness.

Crew wellbeing Continuum

Recall Recover's Crew Wellbeing Continuum comprises a range of professional, expert psychological training, critical incident stress management support and psychological therapies to help companies and crews **prepare** for, **respond** effectively to and **recover** from the impact of an incident at sea or offshore.

Key features

- **Delivers more complete and better quality information and evidence from crew interviewees**
- **Actively supports crew wellbeing post-casualty**
- **Provides support and guidance for all crew and a pathway for on-going, more structured psychological support where required**
- **Uses TIMS® investigators trained in awareness of human trauma responses and how to take these into account to offer first line basic stress management strategies during interview**
- **Utilises a unique TIMS® interview model developed for both remote and in-person interviewing and which can be delivered in either setting**
- **Enables rapid assessment to be carried out online or in-person in a very short time frame**

Who is it for?

Shipowners and operators

Ship Managers

Crew managers and agents

P&I Clubs and other liability insurers

Law firms



Benefits

- **Better crew retention**, loyalty and employer reputation within seafarers' networks through enhanced welfare packages.
- **Clear demonstration** of the company's commitment to crew welfare and casualty management planning.
- **Lower claims exposure** due to improved information provision at interview and less likelihood of claims for trauma and psychological injury arising out of a casualty.
- **Prevention and early intervention** around psychological difficulties – including post-traumatic stress reactions – helping prevent costly repatriation, limit operational disruption and foster positive relationship between company and crew.
- **Faster identification** of a need for psychological assessment and possible intervention for those most impacted by a casualty.
- **Comprehensive education** and guidance on the psychological impacts of incidents throughout the whole crew delivers support to those who may not otherwise come forward.
- **Opportunities for lessons** learned through recommendations and advice by qualified clinical psychologists for future crew care and treatment.
- **Protection or mitigation** from adverse issues under employment contracts.
- **Managed interview costs**, with psychological assessment and interventions charged at investigation rates based on usage.
- **Continued care where required**, with post-investigation monitoring and therapy from experts in crew care – delivered via the master/shoreside or one-to-one individual reviews – to ensure a timely return to work.

Provide the best support possible

Recall Recover can aid your crew on their path to recovery.
If you have any questions about our services, please get in
touch at contact@recallrecover.com or call us on
+44 15 17 06 03 04