



Recall Recover

Marine Casualty Investigation *evolved*

Trauma-informed interviewing
and crew wellbeing in marine
casualties.

Key features, audiences and benefits.

Recall Recover Ltd.

54 St James Street, Liverpool, L1 0AB
Registered business number: 0567321



Trauma-informed Interview 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 evidence that is as complete, reliable and accurate as possible, whilst 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.

How we work

A Recall Recover TIMS™ Investigator and a Clinical Psychologist will work together with the client organisation from the outset to establish what they and the involved crew or staff members need. In most cases, the TIMS™ Investigator will attend on site, or remotely if physical attendance is not possible. The Clinical Psychologist will be directly available online or phone following the incident, to establish what are the immediate needs to crew and staff and to provide initial guidance and support via the master or shoreside leaders.

Recall Recover can deploy a professional Critical Incident Stress Management team, where the nature of the casualty demands, to attend either online, onboard or at the nearest safe location. The CISM team comprises a minimum of two CISM-trained psychological trauma experts, who work in conjunction with senior crew and shoreside leaders to support individuals, crew and staff groups.

We always seek pre-approval from clients for each discrete aspect of the investigation and wellbeing support processes and agree the required scope of work.

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 in-person and remote interviewing and which can be delivered in either setting.
- Enables rapid assessment to be carried out on-line 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

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Benefits

- **Better crew retention**, loyalty and employer reputation in 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 to 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 crew 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 reach out to us at contact@recallrecover.com or call us on +44 15 17 06 03 04.

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