

When a marine casualty occurs, much of the damage – the loss of life, personal injury, property damage and operational disruption – is apparent in tangible form. Other less tangible forms of damage, such as crew stress and trauma and the effects they can have on a return to normal operations, are less visible.

TIMS - A new approach

Qwest Care introduces a new approach to crew interviewing and the surrounding wellbeing issues that may arise following a casualty which has been developed by Captain Terry Ogg and Dr Rachel Glynn-Williams, Consultant Clinical Psychologist, called Trauma-Informed Interviewing in a Marine Setting, or TIMS for short. The approach combines enhanced investigative interviewing techniques with expertise in ordinary human psychological responses in post-critical incident situations.



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 interviews.
- 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.
- 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 - help 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.

Who is it for?

- Shipowners and operators
- Ship Managers
- Crew managers and agents
- P&I Clubs
- Law firms

Benefits/What does it cover?

- 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.
- 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.

