Crisis Management for Organisational Resilience
Critical incidents and traumatic events are unpredictable and can happen at any time. Organizations can be confronted by a plethora of such unexpected critical incidents, including workplace crises, which can disrupt business operations and impact on the wellbeing of employees. An organization’s ability to overcome these crises depends very much on the robustness of the organizational structure, operational processes (including business continuity plans) and, more importantly, the resilience of its staff.

CGH TRaCS is dedicated to building individual and organizational resilience by improving workplace mental health and by managing the psychological impact of traumatic incidents. We believe that by improving an individual’s mental resistance and resilience to traumatic stress, we can contribute towards organizational resilience and business continuity. The TRaCS team includes psychiatrists, psychologists, counselors and managers who are trained and experienced in providing crisis intervention and mental health support and to assist organizations build resilience.

The TRaCS Employee Assistance Program (EAP) is a comprehensive service that can be adopted entirely or clients can select specific components to meet their business requirements.

TRaCS Services

- iWorkhealth Corporate Assessment Tool
- Employee Counseling Service
- Crisis Support Services
- Resiliency Training and Capability Building (Crisis Intervention & Management, Mental Health First Aid Singapore)
- Peer Support Program Consultation

TRaCS Services

iWorkhealth Corporate Assessment Tool

Studies have shown that poor management of job stress leads to a plethora of health issues including psychological, social, and behavioral problems which could result in absenteeism, high turnover and poor job performance.

iWorkhealth Corporate Assessment Tool is a validated online questionnaire for assessing how job-related factors and family/social characteristics affect an employee’s psychosocial health. The iWorkhealth Corporate Assessment Tool is recommended for organizations intending to implement and maximize the impact of appropriately targeted corporate wellness programs. The tool comes in two versions:

- iWorkhealth has 35 questions and is useful for small and medium sized companies who are initiating workplace health programs. Each participant receives a confidential report of his psychosocial wellbeing and the organization receives a consolidated report which is compared against industry benchmarks. Areas of concern are highlighted and interventions recommended.

- iWorkhealth Plus has 84 questions and is a more comprehensive version of the iWorkhealth Tool. The iWorkhealth Plus provides a corporate wellness profile highlighting significant key relationships between the various aspects of the work environment and the achievement of a balanced work-life for employees. It is recommended for medium and large sized companies who are keen to assess their employees’ psychosocial health, implement relevant workplace health programs and monitor the company’s corporate wellness.

The iWorkhealth Corporate Assessment Tool was jointly developed by Changi General Hospital, the Ministry of Manpower, the Singapore Anti-tuberculosis Association, the Civil Service College and the Health Promotion Board.
Employee Counseling Service (ECS)

It is common for employees to face life challenges such as parenting issues, marital/relationship issues, addictions, grief and loss and coping with work demands. These challenges can be stressful and can take a toll on an employee’s emotional and physical well-being. Having a proactive approach to seek help when needed increases their ability to cope and builds personal resilience. Employee Counseling Service can be customized according to the organization’s needs, to provide an unlimited employee counseling helpline and/or face-to-face counseling sessions with our professionally trained mental health counselors. Appropriate referrals will be made for other professional assistance, when necessary. Employee information is strictly confidential.

Crisis Support Services

Traumatic incidents such as sudden death or injury of a colleague and work related incidents are known to have an impact on employees’ psychological and emotional well-being. TRaCS has a Crisis Support Team that is ready to respond on-site, to assist affected employees. The Crisis Support Service includes access to an emergency hotline, on-site assessment, strategic planning, on-site large and small group crisis interventions, on-site individual crisis intervention, organizational consultation and follow-up/referral services.

Resiliency Training and Capacity Building

Crisis Intervention and Management

Crisis Intervention is an acute mental health intervention which requires specialized training. The training builds organizational resilience by equipping employees and management with the necessary planning, management and support skills to help staff cope with and mitigate the psychological and emotional impact of a crisis. TRaCS is an ICISF® recognized provider of the following CISM courses:

- **Individual Crisis Intervention & Peer Support Course** Graduates of this two-day course will be able to provide psychological first aid to individuals in crisis and can contribute to the organization’s overall business continuity management.
- **Group Crisis Intervention Course** The two-day Basic Group Course outlines the fundamentals of CISM and gives participants the knowledge and tools to provide small and large group crisis interventions. The ICISF “Individual Crisis Intervention & Peer Support” is a prerequisite.
- **Advanced Group Crisis Intervention Course** The two-day Advanced Group Course teaches advanced critical incident stress management techniques and post-trauma syndromes with the emphasis on crisis intervention in complex situations. The ICISF “Individual Crisis Intervention & Peer Support” and “Group Crisis Intervention” are prerequisites.
- **Suicide Prevention, Intervention and Postvention Course** This two-day course will provide participants with basic information about suicide as well as help participants develop practical skills for prevention, intervention and postvention. The ICISF “Individual Crisis Intervention & Peer Support” and “Group Crisis Intervention” are prerequisites.
- **Strategic Response to Crises Course** Knowing what sequence of crisis intervention processes to use for which individuals or groups, at what times, and under what circumstances is crucial to all effective early intervention programs. Participants on this two days course will learn how to assess the crisis situations, the effects of the critical incidents on exposed people and how to create an effective plan of action to assist those in crisis. ICISF’s “Individual Crisis Intervention & Peer Support”, “Group Crisis Intervention”, “Advanced Group Crisis Intervention” should be viewed as prerequisites.

1. The International Critical Incident Stress Foundation, Inc., is an internationally recognized, non-profit nongovernmental organization in special consultative status with the Economic and Social Council of the United Nations. Based in the US, ICISF is dedicated to the prevention and mitigation of disabling stress.
Mental Health First Aid (Singapore)

A mental health survey conducted locally showed that 1 in 6 (16.6%) adults were found to have a mental disorder at some time in their lives. Mental health issues can occur anywhere. At the workplace it can be disruptive to the person suffering the problem and to colleagues. Having staff trained to recognize the signs of a person with a mental health problem, can provide initial help and are able to guide the person to professional care will help in recovery and reduce the impact on the workplace. Mental Health First Aid (MHFA) are basic steps which can be applied to help someone who is having a mental health problem till the person finds professional help. CGH TRaCS conducts the following MHFA-S courses.

- **MHFA-S (Adult) Course** The two-day MHFA-S (Adult) Course aims to help participants recognize the signs and symptoms of a person developing a mental health problem or in a mental health crisis, provide initial help and then guide that person to the appropriate professional help. Common mental health issues discussed include psychosis, mood, anxiety and addiction disorders.

- **MHFA-S (Older Person) Course** This course teaches participants to recognize common mental health problems in older persons such as depression, dementia, anxiety, psychosis and confusion. Over two days, participants are taught basic first aid steps to support the older person in a mental health crisis until the person is referred for professional help.

- **Youth MHFA-S Course** This two-day YMHFA-S Course helps the trained adult to recognize common mental health problems in youth, provide initial help and support, and guide the young person towards appropriate professional help.

Peer Support Program Consultation

Peer support in the workplace is a formalized system in which peers are specially selected and trained to provide brief psychological and emotional support. Workplace peer support programmes (PSP) are comprehensive, multi component crisis intervention systems that are developed for and operate within organizationally defined boundaries and protocols. TRaCS can help organizations set up a workplace peer support program and to provide peers with crisis intervention and relevant skills training.

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1CGH is appointed by MHFA Australia as its local representative, MHFA (Singapore).
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CGH Trauma Recovery and Corporate Solutions operating hours:
9.00 am to 5.00 pm (Monday to Friday)

For more information, please visit
www.cgh.com.sg
www.traumarecovery.com.sg
www.mhfa.sg
www.iworkhealth.com.sg

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