



Psychological crisis counselling at sea

We are here to help you manage a crisis

Guidance to management ashore and the master on board

Worldwide service 24/7/365



● ● ● Reacting to an emergency/crisis is perfectly normal

What is a crisis?

A crisis can arise after you have been closely involved in a serious incident, such as death, an accident at work, piracy, assault or a situation where you have felt your life was threatened and where you have had little or no control, such as a fire on board.

Typically, our feeling that the world is a safe, secure place has been distorted, and the way we react to a crisis is how our minds process the incident and restore normality.

Benefits of crisis counselling

Crisis counselling is first and foremost care for your employees and co-workers and a way to help people get through their experiences and deal with their thoughts and feelings.

For some people, it may be a traumatic experience and for others not - it depends on who you are and the resources and experiences you have.

It is perfectly normal to react to an abnormal event but reactions should decrease and normalize over time. Symptoms usually disappear by themselves after some time with support from workmates, friends and family.

Acute psychological crisis counselling provides professional support and tools for the individual, so that the experience can be mentally processed faster.

At the same time, it will make you more aware of any additional help you may need to get back to normal.



Assembling the crew after an emergency



Management plays an important role in managing a crisis incident and subsequent crisis reactions. First and foremost, ensure that the situation is under control so that the crew feel secure.

One of the most important things is to inform the crew about what is happening and will happen in the near future. Ongoing factual information helps to avoid rumours and creates calm and security.

It is important to establish a shared experience of having the situation under control and you can do so by assembling the crew immediately after the incident and giving them information and enable them to get or give support to their shipmates:

1. Assemble the crew and let individuals speak about their experience:
What happened? What did you do? What did you think?
Let individuals report their views without interrupting and avoid criticizing and addressing fault.
Recognize each other's perception of the situation.
2. Check if there is anyone you should follow up on afterwards.
3. Provide general information about crisis reactions and that it is normal to react to crisis events.
People react differently, so it is important to give each other space and attention.
4. Provide information about the situation and what will happen in the near future, including crisis assistance, and tell them when you plan to give the crew further information.
5. End by encouraging the crew to contact you if they have any concerns.

Take some time to be visible and available for the crew afterwards. Some people find it easier to approach you informally. Offer your help, listen and accept that listening is often enough.

**As a leader on board you may have been particularly involved in the crisis and need support.
You have a special responsibility, so it is especially important that you also get the help you need.
Use the psychologist yourself to review the situation.**





● ● ● How to request crisis aid

The shipping company calls CONOVAH on T: (+45) 4014 1084.

CONOVAH will ensure that a psychologist is available to take the case.

1. After reporting the situation, management will be advised on the best way to deal with the crew and any relatives, including any need for immediate support.
2. It is also a good idea to establish a single point of contact between ship and office and limit requirements and communication from other parts of the company or external sources.
3. Assess whether a psychologist should talk to the master immediately or whether it can await arrival on board the ship.
4. All formalities, including a risk assessment and travel plans must be organised.
5. The psychologist will plan the journey and the intervention process together with the company representative and on board, with the master.

Everything can usually be organised quickly and the psychologist will soon come on board.





The psychologist's duties on board

The psychologist will first and foremost provide an overview of the situation on board together with the ship's management and organise suitable intervention tailored to the circumstances and the specific needs of the crew.

The crew will be informed about the plan and given access to sessions with the psychologist either in groups or individually.

The psychologist will also advise on crisis reactions and how to relate to them.

In addition, the focus will be on how the crew can support each other in the near future.

There may also be situations where one or more crew members are so severely affected that it is agreed that they should disembark, for example if Post-Traumatic Stress Syndrome (PTSD) is suspected.

The psychologist will complete the intervention process with advice to management on board about the current situation and attention points in the coming period and whether specific follow-up measures are needed.





Benefits to the company in offering crisis counselling

As management, there are many reasons for offering psychological crisis counselling, typically:

- To provide appropriate emergency support to affected personnel
 - To get employees back to normal duties quickly
 - To assess if everyone is OK after a critical event and whether it is safe to continue the work
 - Providing help right from the start is better financially and from a human relations point of view than waiting till reactions eventually develop into long-term illness
 - It contributes to successful crisis management
 - It strengthens the company's overall image
 - It sends positive signals to current and future employees
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CONOVAH's crisis aid is on standby 24/7/365



Management advice is as important as crisis counselling for directly affected personnel.

We assist in connection with accidents at work, deaths, fire, piracy, stress, layoffs etc.

We usually start by reviewing your contingency plans and ensuring that they are regularly updated.

We also provide assistance to employees who are, or are going to be, posted abroad or travelling staff, such as fitters and the like.

Emergency psychological crisis assistance is subject to procedures and established ethical guidelines.

CONOVAH ensures that there is always a competent network of psychologists available to assist in your crisis incident.

For further information contact CONOVAH at info@conovah.com





If you need psychological crisis assistance

Contact CONOVAH: T: (+45) 4014 1084

In case of emergency and the need for psychological crisis counselling, we are on standby 24/7.

Be well prepared for any crisis.

Be prepared in order to give yourself and your employees the support they need in difficult situations.



CONOVAH ApS
Symfonivej 18
DK-2730 Herlev

www.conovah.com
info@conovah.com
+45 4014 1084