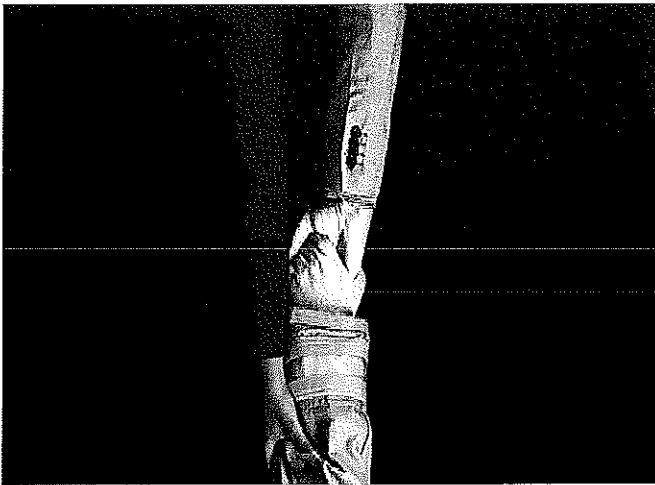


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Intervention

**Section 2:
Just Getting Started
with Intervention**

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Intervention

An important part of developing intervention strategies when you are ***Just Getting Started*** is anticipating possible traumatic exposures, and then planning how these things might be addressed in your organization. Here are a few things that you may need to consider:

- How managers and supervisors should respond to signs and symptoms of PTSD.
- Early Intervention and Screening Protocols.
- How to respond to a crisis situation.
- Knowing how to access treatment and support options in the community, through Employee Assistance Programs (EAP), benefits program or OHIP.
- What the processes are to report traumatic incident exposures and PTSD diagnosis to WSIB to access workers compensation.

How to Respond to Signs and Symptoms of PTSD in a Worker

Senior Leadership, Managers and Supervisors are expected to know how to recognize and respond to signs and symptoms of PTSD in a worker or fellow Manager, Supervisor or Senior Leader. If signs and symptoms are found to be presented it is expected that the Senior Leader, Manager or Supervisor will:

- Keep the communication lines open with the worker and ask how they or other team members can provide support to the worker. If the worker is not ready to talk wait for them to open up. If they do start to share, do not interrupt, it is often difficult for people with PTSD to ask for help, particular if there is a concern about stigmatization.
- Deal with signs and symptoms directly and as soon as possible. If signs and symptoms are recognized it is best to open the dialogue and provide support so that the worker knows they are supported in the workplace.
- Provide information about the options the worker has to address PTSD. Help the worker access support and help resources, if they request or need assistance.
- Encourage the worker to talk to someone they trust about what has happened, this could be team members identified in the workplace to provide peer support, family members, friends, or a manager/supervisor.
- Share with the worker that what they are experiencing is a normal reaction. Provide information about signs and symptoms and when they should speak to a professional or seek additional help.

