

## Case Studies

*April to October 2019*

How could Clarity help you? It's often useful to hear how we have helped others. This is a brief summary of most of the Incident Response work carried out by Clarity in a six month period.

### Croatia/Italy

April

A consultant from Clarity met with a group of employees from a Tour Operator following an intensive period of work with thousands of students. The staff had dealt with an unusually high number of critical incidents and now required support to help them to understand and manage their reactions to those events.

### Sri Lanka/Singapore

May

Clarity's consultant spent two days in Singapore providing support to a large group of employees who had suffered tragic loss in the Sri Lankan terrorist bombings a few days earlier.

### Paris

June

After a young female customer in a Touring group made a very serious attempt on her own life Clarity's consultant travelled to Paris. He met a manager (previously trained by Clarity) early the next morning and over the next two days supported the customer in hospital before accompanying her to the airport and seeing her onto her flight home - having liaised with her family in Mexico.

## **Budapest/Belgrade/Sofia                  June**

A large party of customers were on the Danube one evening when a nearby tourist boat capsized causing the tragic death of 28 South Korean tourists and crew. The customers helped some of the survivors out of the water. The next day their group travelled to Belgrade where they were met by a Clarity consultant. She joined the tour for the next two days providing direct support to the customers and advice to the Tour Director (previously trained by Clarity).

## **British Virgin Islands/England          June**

Following the tragic drowning of the skipper of a charter yacht Clarity provided guidance to managers and telephone-based support to the family and crew colleagues of the deceased before, during and after a visit to the Islands by the family.

## **Croatia    July**

One member of a large touring group of young adults who were on a cruise element of their Tour fell on board and suffered a serious head injury. His condition deteriorated and it was feared his injury might prove fatal. Clarity's consultant provided face to face support to the passenger's father and fellow passengers, as well as working closely with and advising the managers (previously trained by Clarity) who were responding to the incident.

## **Gulf of Mexico/Bahamas                  July**

Heavily armed pirates boarded an offshore construction vessel and fired shots at the crew in the Gulf of Mexico. Clarity provided a helpline for the crew after which our consultant was asked to travel to the Bahamas where he went on board and provided direct support to the crew for two days.

## **Strait of Hormuz/Dubai                      July - October**

Clarity provided written guidance to the crew of a ship boarded and held hostage in the Persian Gulf. When the crew members were finally released Clarity's consultant provided direct face to face support and assessments for every crew member and some of their relatives.



## North East France

August

A child tragically drowned in a lake at a camp site. Staff were involved in attempts to help the child and were with the parents when death was confirmed. Clarity provided guidance to the company's managers and a consultant travelled to the site to provide direct support to the staff and some of the customers who were involved.

## Staffordshire/England

September

Three robbers armed with a shotgun and iron bar terrorised the night staff at a hotel. One staff member was injured before managing to escape.

Clarity's consultant contacted the staff to introduce the support service available to them, before arranging face to face support meetings, providing guidance to managers and follow-up support to help the affected staff return to work.

## Grand Canyon USA

July

After a customer on a rafting vacation tragically died Clarity was asked to draft some text offering support to the remainder of the party. Clarity was also asked to be on standby to provide telephone based or face to face support if required.

## The Bahamas

September

Following Hurricane Dorian Clarity was asked by a Yacht Charter company to provide support for its affected Bahamian employees in the affected islands, many of whom were missing in the initial days after Dorian's landfall. Telephone based support (often using Satellite phones) continued for weeks and will remain available to the affected employees indefinitely.

## Greece/Albania

October

A young Australian woman tragically died after a scuba dive. Clarity's consultant met her touring group to provide support for them and their Tour Director (previously trained by Clarity) for three days as they travelled through Greece to Albania.

Another Clarity consultant provided direct telephone-based support to the parents and sibling of the young woman up to and after her funeral.

## Germany/Netherlands

October

A river cruise ship with more than 140 passengers was in collision with a cargo vessel on the Rhine just as the passengers were enjoying their Gala Dinner. Almost everything on the tables was left smashed on the deck and several passengers suffered injuries – fortunately minor.

Clarity provided guidance to the management and Cruise Director (previously trained by Clarity). A consultant arrived at the ship the next morning and quickly introduced himself to everyone on board. He provided support to several passengers and advice on follow-up to the cruise company.

## Hungary/Czech Republic

October

When a river cruise ship was damaged by riverside trees at night a large window was forced into a stateroom and onto the occupied bed.

Clarity drafted some text to help the Cruise Director (previously trained by Clarity) offer support to the affected passengers. Clarity then kept a consultant on standby to travel if required and maintained contact with the Cruise Director until the end of the cruise to ensure that all possible support was available.



Clarity is led by Martin Alderton (left) and Mark Bradley (below). Both have a world-class depth of experience.

Martin is a former Community Mental Health Team manager who has responded to more than 500 incidents, designed and run hundreds of training courses across the World, lectures at two Universities and has appeared on the BBC, ITV and Sky.

Mark Bradley is a psychotherapist who trained Indonesian psychologists for MSF in Banda Aceh after the 2004 Tsunami. He has led many hostile environment training courses, including in Iraq and Afghanistan.

Mark has considerable experience of working with young people, provides post-trauma support for Police Officers and was a member of the London 2012 Olympics trauma response team.

