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Critical Incident Response (EAP)

Empower Workplaces

Critical Incident Response is a highly responsive management and assessment service designed to support individuals dealing with normal emotional reactions resulting from involvement in or exposure to a critical incident. These incidents can include sudden, overwhelming, threatening, or prolonged events such as assaults, threats, severe injuries, death, fire, or bomb threats. Such events are unexpected and occur outside of the employee's typical work role.

Who is it for?

- This service is for any employee who has experienced or been affected by a critical incident, including those who may have heard about the incident.

What it involves:

- **Immediate assessment and debriefing:** Provides an immediate response to assess and debrief employees affected by the incident.
- **Psychoeducation:** Offers information on typical emotional responses, expected short-term impacts, and guidance on when to seek professional help.
- **Normalization:** Helps employees understand that their reactions are normal given the circumstances.

What to expect:

- **Rapid response:** Quick support following an incident.
- **Onsite assistance:** Availability to attend the workplace in person if required.
- **Trauma-informed care:** Services provided with an understanding of trauma responses.
- **Flexibility:** Flexible service provision and follow-up as needed.

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When you might need this service:

- **Critical incidents:** When an employee or workplace experiences a critical incident directly or indirectly.
- **Emotional responses:** Especially needed when employees exhibit highly emotional responses to an event.

Benefits:

- **Emotional support:** Assists individuals in managing normal emotional reactions to minimize adverse effects on both the individual and the organization.
- **Reduced absenteeism:** Helps reduce time off work due to emotional distress.
- **Claim prevention:** May prevent the filing of claims related to the incident.