



Critical Incident Response Services

Experienced, On-Site Support

Critical Incident Response (CIR) services offer onsite support to organization, managers and supervisors, and/or individual employees when there is a workplace accident or other traumatic event creating anxiety, grief, fear or other feelings negatively impacting employee morale and productivity. Objectives vary and may include:

- Support for staff affected by the incident, both immediately after it occurs and ongoing
- Support for the organization regarding how to best handle impact of the incident
- Support for normalcy, including employee well being and productivity, in the most effective manner

A critical incident in the workplace is a sudden, traumatic event, creating an overwhelming, emotionally charged and sometimes dangerous situation. Seasoned EAP consultants can be onsite within 24 hours, when the situation warrants an emergency response based on a telephonic consult with the organization to determine the most appropriate plan for the situation. Examples of critical incidents include:

- Natural disasters
- Robberies and assaults
- Bomb threats
- Death or injury on or off the job

We work closely with the management team to understand the needs, culture and situation, then conduct an engagement to meet the organization's objectives in a timely and effective matter. For crisis situations, typically the process would be:

- Call VITAL WorkLife at 800.383.1908 to discuss the critical incident at your workplace, anytime, day or night.
- Your EAP senior consultant will obtain additional information to assess the situation and begin making the arrangements for a specialist trained in Critical Incident Response to come to the site at the needed time and location.

We are also available to help develop a preparedness plan for your organization in terms of your staff's emotional health during times of crisis. Providing this level of support indicates to your organization you are prepared and concerned about their well being, as well as the process for response during times of crisis.