

When a critical incident occurs...



HR/Manager calls the EAP
Disruptive Event Management Team
855.556.2065

Speak with a EAP Care Manager
for initial consultation (review
best practices, staff notification,
management consult)



Identify key information

- Description of event
- # employees directly impacted
- Company information: address, point of contact, phone number

Email action plan
and confirmation of services



EAP follows up with manager



EAP provides telephonic or face-to-face
sessions as needed

Critical incidents can include:

- Employee death
- On-the-job accident
- Robbery
- Natural weather disaster
- Shooting
- Workplace stress
- Organization downsizing

Onsite services are needed

- Consult to determine best day(s)/time(s) for onsite counselor
- Receive grief/critical incident handouts and letter to invite staff to group meeting and one-on-one sessions
- Prepare meeting room

Onsite services are not needed

- Receive grief/critical incident handouts with EAP contact information
- Distribute to all impacted
- Suggest archived webinars

