



An Introduction to Critical Incident Response Services

Critical incidents can range in severity but all have the ability to impact the workplace.

A critical incident can be any **abnormal** or **traumatic** event. Events may range in severity but each often has the potential to impact the workplace and stress employees beyond their normal coping levels. Examples of critical incidents include natural disasters — such as hurricanes, tornadoes and fires — and other events such as suicides, robberies, assaults, accidents or organizational restructuring.

While it is necessary to quickly deal with the physical consequences of the event, it's also important to address the emotional impacts.

A CIR response offered by the EAP includes a variety of services aimed at reducing the traumatic effects of an incident to help restore a sense of normalcy to employees and the workplace. Group interventions provided by an EAP professional can help employees process the event and their reactions as well as identify those who may need more individualized assistance.

While it is necessary to quickly deal with the physical consequences of the event, it is also important to recognize and address the emotional impacts. If left unresolved, some individuals may not only struggle personally but their work performance, productivity and attendance may suffer as well.

By contacting the EAP after a critical incident, you are able to actively assist your employees in beginning the process of recovery. As a manager who may also experience impact from the event, remember that EAP resources are available to you.

In the event of an incident reach out to the EAP for assistance. We are here for you around the clock.