

## Critical Incident Response Process for Employers



The workplace can be the scene of troubling, even traumatic, events that can seriously affect employees. BPA Health is prepared to assist our customers when the workplace is disrupted by such events. When appropriate, BPA Health will schedule a licensed clinician trained in critical incidents and trauma to meet with organizational leadership and employees to provide support, normalize reactions, and encourage effective coping strategies. The goal is to assist employees in restoring adaptive functioning and productivity. This is a consultation service, not a counseling service.

### Examples of traumatic events:

- Sudden death of an employee
- Suicidal death of an employee
- Workplace violence
- Major workplace accidents or destruction of property as a result of fire
- Reduction in workforce creating distress for remaining employees

### How we respond:

When an employer contacts BPA Health, we will work together to determine if a Critical Incident Response is appropriate and if so what interventions are needed. In most instances, critical incident response intervention begins at the worksite or via telehealth/virtual within 24 - 72 hours of the incident. It is important to allow sufficient time for the employer to notify staff and for the shock of the event to subside so that employees can begin to deal with their emotional reactions. If employer needs more time to arrange schedules, we can begin intervention services at a later date.

### Interventions offered (one or more of the following):

- **Leadership Consultation (always offered)** – determine the needs and conditions of those directly affected by the incident
- **Individual Consultation** – meet individually with person(s) directly affected by event
- **Educational Consultation** – most common intervention, appropriate for any size group, may divide into smaller groups as needed
- **Process Consultation** – no more than 12 people, appropriate for those closely impacted by the incident

***If you are interested in scheduling a critical incident response, please call (800)726-0003.***