

EAP SUPPORT FOR ONSITE CRITICAL INCIDENT RESPONSE

Critical Incident Services are provided to organizations in the aftermath of a traumatic event in the workplace, such as a fatal accident, a robbery or an incidence of workplace violence. Interface is available to assist your organization's leadership team in formulating a response that facilitates individual and organizational resiliency, so that those affected can return safely to their work and personal lives.

Employees are provided with information about normal responses to traumatic events in our lives. They are given the opportunity to debrief about what they experienced, process their emotional reactions, and are provided with concrete skills to cope with any behavioral, psychological, or emotional symptoms they may be experiencing. The following support is available:

CRITICAL INCIDENT STRESS DEBRIEFING (CISD)

During times of crisis or whenever an accident or critical incident occurs in the work place, Interface EAP offers CISDs. It is a form of structured psychological debriefing conducted in small groups at the employer's worksite. Ideally the debriefing will take place between 24 to 72 hours after the incident occurs and Interface EAP is contacted. We will send a licensed therapist, on-site, to meet with all associates impacted by such traumatic event. It is important that the employer provide a convenient time and comfortable meeting room for such debriefing, preferably away from interruptions (i.e. cellular phones, intercoms, pagers, etc.). The goal of the debriefing is to mitigate the impact of the traumatic event and accelerate recovery in people who are experiencing stress reactions to traumatic events. Clinically, it is best to wait at least 24 hours after the event has occurred before having the debriefing to allow the shock phase to elapse and have a more productive and positive outcome of the CISD.

These debriefings, on an average, last approximately one (1) hour and are part of the services offered under the Employee Assistance Program (EAP). All CISDs are handled by licensed therapist from Interface EAP's extensive provider network.

GRIEF DEBRIEFING

This type of debriefing is a little more detailed because of the nature of the event. The goal of the debriefing is to assist those impacted by the loss of a loved one, a co-worker or friend. The same steps are taken, as the CISD, in getting this type of debriefing scheduled.

The debriefing is also handled by a licensed therapist who has vast experience in providing this type of debriefing.

EAP SUPPORT DURING AND AFTER A CRISIS

Critical incidents are traumatic events that cause powerful emotional reactions in people who are exposed to them. As a follow up to either a CISD or a Grief Debriefing, remind associates that **FREE** and **CONFIDENTIAL** assistance is available through their Employee Assistance Program. The EAP will assist with a referral to a licensed therapist to help deal with higher levels of distress. Crisis Counselors available 24/7.

For any member that would like to access non-urgent individual services under the EAP, please direct them to our Care Management department at 1-800-324-4327.

Our intake team is available Monday through Friday, 7:30am- 6:00PM CT

CISD/Grief Debriefing support is available 24/7

If a CISD or a Debriefing is needed, please contact your HR team to assist in setting up the needed services.

Information Interface will need for these types of requests:

- ✦ Details of Incident
- ✦ Number of People Affected
- ✦ Requested Date and Time for Debriefing
- ✦ Alternate Date and Time (if available)
- ✦ Address for Debriefing
- ✦ Onsite Contact Name and Number

713-781-3364

Toll Free 1-800-324-4327

Español 1-800-324-2490

CRISIS COUNSELORS

AVAILABLE 24/7



Interface EAP