



## CARE's WorkLife Solutions

Toll Free 866.888.1555

[www.caresworklifesolutions.com](http://www.caresworklifesolutions.com)

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# CARE's WorkLife Solutions Services Following a Critical Incident

- An employee is seriously injured in a horrific industrial accident. Several employees are witness.
- Three students are killed in a car accident following a high school sporting event.
- An employee dies suddenly and unexpectedly in her home.
- A violent act involving a gun occurs in the workplace.

In EAP “field-speak,” each of the above scenarios is called a critical incident or CI, which is defined as “an event outside the range of normal human experience.” Employees, students or witnesses to these events may experience serious emotional upset following a CI — serious enough that their ability to meet their work, school or family obligations may be disrupted. In response, CARE's WLS, working with affiliate organizations, provides a service called a “Critical Incident Stress Debriefing” or CISD.

CISDs are directed by a team of trained individuals. Team members may be mental health workers, members of the clergy, rescue workers or medical professionals. The team meets in a group format with those affected by the critical incident, ideally between 48 and 72 hours after the CI event. During this group meeting, which may last anywhere from one to three hours, team members explain the grief and loss process as a way to normalize the feelings group members may be experiencing. The meeting also offers attendees an opportunity to discuss their thoughts about the CI — an exercise often referred to as “processing.”

Individuals who have been especially traumatized by the event may be candidates for individual counseling to help them adjust. These individuals are encouraged to call CARE's WLS for further assistance.

Working with the Macomb Emergency Response Group (MERG), the staff at CARE's WLS can arrange for a CISD following a critical incident at your place of work. There is no charge for this service. Therefore, be sure to include CARE's WLS number — 866.888.1555— in your organization's emergency response plans. When you call, you will be asked a series of questions to determine whether the event requires a CISD response or some other intervention.

For questions, contact CARE's WorkLife Solutions toll free at 866.888.1555