

CRITICAL INCIDENT STRESS MANAGEMENT SESSIONS

Critical Incident Stress Management Sessions are necessary when a sudden incident produces high distress to employees. These sessions reduce the negative impact of the trauma. It creates an opportunity for employees to talk about their experiences through a structured discussion with a counselor experienced in dealing with traumatic events. Critical Incident Stress Management Sessions are helpful in providing the organization's leadership with an opportunity to demonstrate competence and compassion and serve to restore order, control rumors and transition employees to either adaptive functioning or additional services.

The following are critical incident cost drivers for the company:

1. Inability to concentrate at work
2. Use of substances to self-medicate
3. Hypervigilance and guarded behavior
4. Irritability with coworkers and customers
5. Physical complaints
6. Unscheduled absences
7. Staff turnover

Critical Incident Stress Management Sessions are designed to minimize these cost drivers.

When a critical incident response is requested, Caelon Behavioral Health sends a counselor to the site within 24 to 48 hours. Sessions are conducted with the affected individuals or groups and usually require one to three hours of on-site time.

The debriefing process is conducted as follows:

- The purpose of the debriefing is discussed.
- Discuss the event in order to gain a sense of control over the incident. This includes a factual discussion from a credible source in the company in order to control rumors.
- Provide an opportunity to verbalize emotional reactions.
- Provide information from a credible trauma counselor about the common psychological reactions to the particular crisis event. Participants typically experience great relief knowing that others are experiencing similar symptoms.
- Introduce practical stress management strategies specific to the situation.
- Provide reassurance and help the group address any immediate return-to-work and return-to-life concerns.
- Encourage the group to support its members and facilitate recovery to adaptive functioning.
- Remind group of EAP benefit and resources available through it.
- Provide additional resources for ongoing assistance as needed.
- Follow the session with one-on-one support as indicated.
- Provide any recommended follow up to Carrier based on the group discussion.

Requesting Support from the EAP

To request a Critical Incident Stress Management session or a Crisis Management Briefing at your worksite, contact Carelon Behavioral Health at **866-984-3110**. You will need to provide the following information:

- Name of the employee, if applicable.
- What happened? (serious injury/illness/death)
- When did it happen?
- How did it happen?
- Where did it happen?
- What was the employee's position?
- How long has the employee worked for Carrier?
- How many employees are at this location?
- How many employees do you think are going to be affected by this incident?
- Is there additional information we need to know?
- Name and phone number of a local contact.

Before coordinating on-site interventions, Carelon Behavioral Health's Critical Incident Stress Management team will make a clinical assessment of the situation and then work together with **Carrier** to formulate the best plan of action to address the situation.

Should on-site services be the most appropriate option, Carelon Behavioral Health will arrange a local clinically-trained therapist to report to the site for the debriefing exercise. The local **Carrier** contact will be provided with the name of the therapist and the hours s/he will be on-site.