

A Disaster, Death or Other Traumatic Event Has Affected Our Organization—What Are my Next Steps

When our organization experiences a disaster or traumatic event, the recovery process may seem overwhelming at first. Our Employee Assistance Program is here to guide you through this period by providing expert assistance to meet the practical and emotional needs of our workforce. Follow this checklist for recommended actions to take after a disaster or other traumatic event that has affected our organization. Of course, for all **life-threatening** events, please call 911 as your first step.

Immediately after the event

- ☐ Make sure the basic needs (food, water, shelter, sleep) of you, your employees, other organizational leaders, and first responders are met.
- ☐ **Call the EAP at (866) 335-2340** to alert the team to the situation. Follow the prompts for managers. The EAP wants to know how our population has been affected so that they can anticipate and plan how they might serve our organization. Discuss the potential need for onsite critical incident response, supportive language/materials or any other topical need for our organization. Be prepared to provide EAP with the following information:
 - Event/Occurrence or Name of the employee and length of employment, if applicable.
 - What happened? (serious injury/illness/death/natural disaster)
 - When, how and where did it happen?
 - How many employees are at this location and how many were affected by the event?
 - Is there additional information EAP will need to know to better provide support?
 - Name and phone number of a local contact.
- ☐ 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. Critical Incident Stress Debriefings are helpful in providing the our 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. It creates an opportunity for employees to talk about their experiences through a structured discussion with a counselor experienced in dealing with traumatic events.
- ☐ Make sure leadership is visible during the crisis, as appropriate. Leadership should communicate an expectation of recovery.
- ☐ Obtain and distribute information from our Employee Assistance Program (EAP) about resilience, recovery (mental health, financial, etc.), and what to expect in the days and weeks after the event.

First week after the event

- ☐ Make sure leadership continues to be visible, as appropriate.
- ☐ Remind our employees that the EAP is available to them and their family.
- ☐ Communicate pertinent information to employees with competence and compassion.
- ☐ Help employees transition back to the workplace (if the workplace is safe) by providing a structured environment. Look for signs that they are having trouble coping such as showing signs of sadness, fear, guilt, or anger. Talk with employees to make sure their needs are being met and that they are getting help.
- ☐ As needs evolve, be sure to stay in touch with our EAP to arrange for onsite crisis counseling, supportive language/materials or any other topical need our employees/site might need.

The weeks and first months after the event

- ☐ Continue to monitor employees who have been affected by the event to make sure they are OK. Look for signs that they may still be having trouble such as sadness, decreased productivity, trouble concentrating, or tardiness. Refer them to the EAP for more help as needed.