

Requesting Critical Incident Response from the Employee and Family Resources (EFR) Program

Whether you are a human resources professional, or a manager, your duties may call on you to support employees who have experienced a traumatic event in the workplace. A critical incident is any traumatic event that has a strong or intense emotional impact on employees. Traumatic events that involved life-threatening situations, acts of violence, discrimination, mass disaster, sudden or unexpected death, and emotional vents relate to patient care which challenge us to be calm and compassionate in the face of powerful emotions – a daunting task at times.

To request a Critical Incident Response and/or onsite support at your worksite, contact Carelon Behavioral Health at **877-275-6226, 24/7 and press option 3**. You will need to provide the following information:

- Name of employee
- What happened? (severe 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 Yale New Haven Health System?
- 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 EAP Workplace Consultants will make a clinical assessment of the situation and then work together with Yale New Haven Health System 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 for a clinically trained local therapist to report to the site for the debriefing service. The local Yale New Haven Health System contact will be provided with the name of the therapist and the hours he or she will be on-site.

**For assistance for a critical incident,
call the Employee and Family Resources (EFR) program
877-275-6226, option 3
EFR services are free and completely confidential and available 24/7.**