



Critical Incident Response

Information for State of Idaho

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What is a Critical Incident?

A critical incident is a traumatic, unexpected event that generally creates a strong emotional reaction among employees. The event generally affects individuals normal coping abilities. BPA Health provides Critical Incident Response (CIR) when a customer has experienced an unexpected workplace critical incident.

Some examples of incidents that may result in a CIR include:

- ✓ Death of an employee
- ✓ Traumatic workplace accident
- ✓ Workplace violence
- ✓ Robbery
- ✓ Reduction in force

Critical Incident Response Model

BPA Health's model of Critical Incident Response (CIR) is based on Disruptive Event Management; Assessment, Crisis Intervention and Treatment (ACT); Resiliency Theory and Psychological First Aid. BPA Health utilizes licensed master's level clinicians trained in CIRs to act as consultants to facilitate the CIR.

Why Respond to a Critical Incident?

Research indicates CIRs help to:

- ✓ reduce symptoms of severe stress,
- ✓ Increase resiliency and
- ✓ return to pre-incident level functioning following a workplace incident.

Organizations utilizing CIRs find a reduction in:

- ✓ healthcare and disability costs,
- ✓ employee absenteeism, and
- ✓ employee turnover following critical incidents

What do CIR Consultants Do?

- ✓ Listen
- ✓ Normalize reactions to the incident
- ✓ Review/teach healthy coping skills to foster resilience
- ✓ Help restore sense of safety & security, togetherness, hope and self-worth
- ✓ Refer to EAP for additional services and counseling, as needed

How to Initiate a CIR

Step 1: Call BPA Health at (888) 559-6556

Step 2: A BPA Health Care Coordinator will gather information on:

- ✓ An overview of the incident
- ✓ Number of employees impacted
- ✓ Date(s)/time(s) that work best to conduct the CIR

Step 3: BPA Health will find a provider to conduct the CIR and will share contact information to make appropriate arrangements for scheduling.

Important Information for the Employer

- ✓ CIRs are most effective in minimizing risk of long-term impacts and increasing resiliency when conducted 24-72 hours after the incident
- ✓ The employer will be asked to ensure impacted employees are made aware of the CIR opportunity
- ✓ Participation in the CIR should be voluntary to impacted employees
- ✓ The consultant will need an appropriately sized confidential space to meet with employees
- ✓ When applicable, BPA Health will send electronic copies of tipsheets on healthy coping that employer can distribute to employees

If the incident does not qualify for a CIR, BPA Health will work with management to offer additional resources that the employer may share with employees. These may include applicable handouts to help employees cope with the situation (i.e., grief and loss, stress management, etc.), referral to the EAP benefit, and additional consultation with management.

What to Expect with a CIR

CIR's typically last 2 hours and include a leadership consultation followed by one or more group educational interventions and, if indicated, individual meetings with select employees. The interventions provided are based on the incident that occurred and are intended to be educational and not therapeutic.



Leadership Consultations

Leadership consultation is key to every CIR and is the first intervention offered prior to meeting with employees. During this meeting the consultant will:

- ✓ Review essential facts of incident
- ✓ Explain proposed intervention(s) based on the review of the facts
- ✓ Offer tips on how to support employees following the incident
- ✓ Normalize reactions leadership may be having
- ✓ Discuss what healthy coping skills have worked for them in the past and teach additional skills as needed to foster resilience
- ✓ Provide materials on stress management and self-care
- ✓ Refer to EAP for additional services as needed

Employee Consultations

After meeting with leadership, the consultant will generally meet with employees grouped together who have experienced similar exposure to the incident and who are in similar roles. Large groups can be divided into smaller groups as needed. In some instances, consultants may meet with employees individually. This typically occurs when an individual is experiencing significant reactions that may overwhelm others in a group. These are not intended to be therapy sessions, nor are they in-depth discussions of what occurred. During these meetings the consultant will:

- ✓ Normalize reactions to the incident
- ✓ Discuss what healthy coping skills employees have used in the past and teach additional skills as needed to foster resilience
- ✓ Provide tips on how to set healthy boundaries with family and friends who may want to discuss the incident
- ✓ Provide pertinent information on stress management, self-care, grief, etc.
- ✓ Refer to the EAP for additional services as needed

Follow Up

We are here to help! BPA Health will follow-up with the employer within two days after CIR to see if additional services or materials are needed to support employees.