

A Critical Incident is any traumatic event that significantly impacts an individual or group of individuals and may affect their mental health, physical health, and ability to function optimally.

WHAT

- Death/Suicide
- Robberies
- School shootings
- Workplace accidents
- Threats/Assaults
- Layoffs
- Natural disasters
- Aftermath of political tension

WHY

Crisis intervention helps people navigate their response to highly stressful or traumatic events by providing a safe space to process emotions. Crisis response support can reduce the risk of developing mental health concerns as a result of a traumatic experience.

WHEN

Participants should be rested enough to be emotionally regulated and have the ability to express their thoughts. Critical Incident Response (CIR) services are not appropriate for individuals who are in a state of traumatic shock. We recommend holding CIR services within a week following the event.

WHERE

A licensed therapist is deployed to the organization if onsite support is requested. Onsite service will require a quiet, private space. CIR services can also be facilitated virtually or telephonically.

HOW

CIR services are flexible and facilitated based on the specific needs of the organization and participants. The general format includes HR/leadership consult, group debriefing, and time for individuals to meet privately with a therapist.

**To initiate a Critical Incident Response, please contact us at
800.442.0809 and PRESS 2.**

Vocemails left during normal business hours will receive a response within 30 minutes.
Outside normal business hours, on weekends, and holidays will receive a response within 60 minutes.