

# CRITICAL INCIDENT RESPONSE

Our CareFirst BlueCross BlueShield and BlueChoice, Inc. (collectively, “CareFirst”) integrated employee assistance program (EAP), powered by, TELUS Health One, may now include on-site critical incident response services in addition to our work/life balance and well-being services.

Critical incident response involves practical and emotional support for employees affected by a traumatic event, crisis or situation. A crisis could be anything from a fire to a suicide, shooting, bank hold-up or medical event at work, and can be triggered by a single event or a culmination of a series of events.

**Critical incident response services support workers who have experienced a traumatic incident at work.**

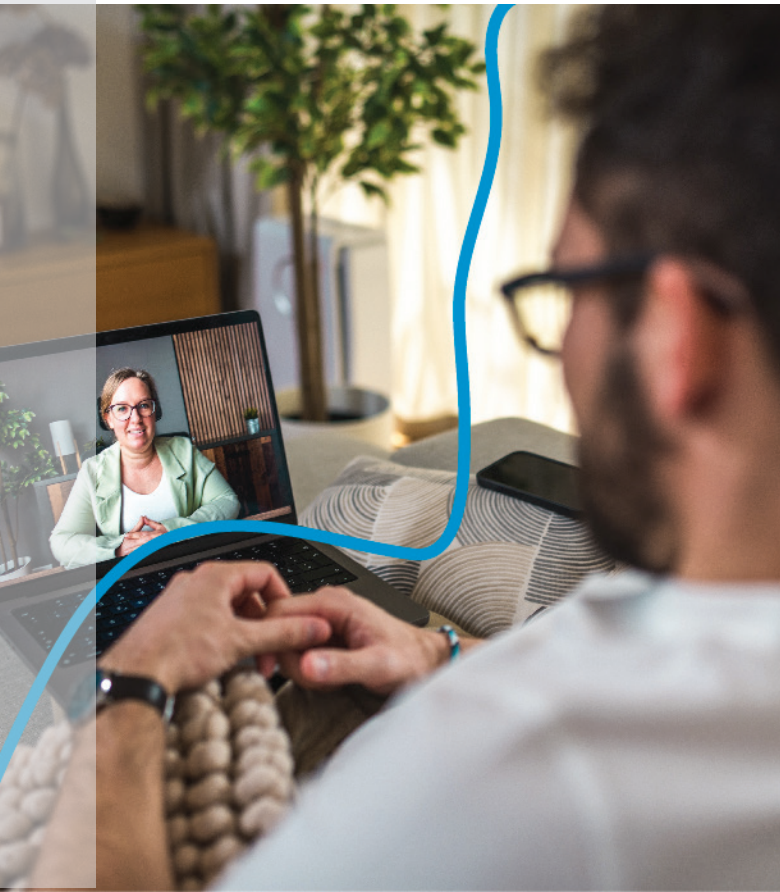
This service is meant to help employees manage in high-stress situations, and to help employers respond quickly and professionally to a critical incident in the workplace.

## How does it work?

When a critical incident occurs, the employer or a designated employee reaches out to the TELUS Health crisis line by phone or email. Their first point of contact will be a trained care advocate, who will provide immediate support, reassurance and information about the service.

Within an hour of being notified of the incident, the care advocate will also begin to assess the incident. This means gathering information about the type of incident, when and where it occurred, and the people involved who could benefit from support. It also means consulting with the clinical lead to determine what employees will need to cope with the crisis in the short term and to carry on their work.





Once the assessment is complete, an intervention plan is then determined and implemented within 24 hours to 72 hours of the incident. The plan could involve arranging onsite, virtual or telephonic support. It could also involve providing practical information for managing a traumatic event or loss, and following up with support to managers, executives and individual employees after the event.

Critical incident response services typically last two to four hours on average, depending on the number of participants, the intensity of the critical incident and the overall level of trauma felt by the team.



**Ask your CareFirst account consultant to find out how your organization can benefit from our employee assistance program, powered by TELUS Health.**

Formerly known as LifeWorks, TELUS Health is an independent company that provides employee assistance program (EAP) services to CareFirst members. TELUS Health does not provide BlueCross BlueShield products or services and is solely responsible for the EAP services it offers.

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