

Critical Incident Management Services



A critical incident – a sudden or unexpected traumatic event – can affect people’s emotional lives, feelings of safety, and ability to cope. When a work site is affected by a traumatic event, how your organization responds will influence how your employees manage the situation and return to productive work. As a manager, you play a vital role in helping your workplace recover from a traumatic incident.

LifeWorks is here to help in a crisis situation

LifeWorks Critical Incident Management Services are designed to help you manage crisis situations and help get your business back to normal. Whether it’s responding to an unexpected death of an employee, a robbery, or a natural disaster, our service helps you react quickly and effectively, reducing the impact of the event and helping affected employees through the cycle of emotional response.

How can LifeWorks help?

Experienced critical incident management consultants work with managers and employees by phone or on-site to provide constructive ways to deal with their reactions. As appropriate, we will coordinate Onsite or Virtual Support sessions with you. However the support service is provided, the goal is the same- to reduce the negative impact of the incident by providing:

- A group setting for those involved.
- An opportunity for interaction in regard to the event.
- Discussion on resilience and coping skills.
- A safe, structured, and supportive environment where each participant will find his or their thoughts, feelings, and reactions validated as expected reactions to an unusual event.



How to access Critical Incident Management Services

After a traumatic event has occurred, contact LifeWorks at

When you call, please be prepared to:

- Describe the incident – who, what, when, where, and how.
- Describe the reactions of employees and how the company has responded so far.

A LifeWorks management consultant will work collaboratively with managers to develop an effective critical response plan. This may include any or all of the following:

- Having employees call into our dedicated, toll-free number with 24/7 access to expert consultation and crisis intervention.
- On-site support within the clinically appropriate timeframe of 24–72 hours of the event for management consultation, interactive or educational group sessions, and individual support.
- Written materials and resources applicable to the event.
- Referrals for one-on-one sessions through the LifeWorks program at a local provider's office or referrals to long term services as clinically appropriate.

Find out how LifeWorks can help you and the people you manage in the event of a critical incident.

Visit us online:

User ID:

TTY:

Call us, toll-free, 24/7:

Password:

En español: