



Critical Incident Response | *Tip sheet*

# Critical Incident Response Requests: Things to Remember

To best support your employees with the loss of a coworker or traumatic event, the Lucet Management Consultation and Support (MCS) Team is here to help. Please call the MCS team to request a Critical Incident Response (CIR) services by calling 1-800-624-5544; option 2. They may be reached 24/7. Below are some steps you can take to support your team following a traumatic event, in addition to some suggestions to help prepare you for a consultation with our team.

## Empathetic Rounding

To best help employees and determine how to best meet their needs, we encourage you to embrace the concept of “Empathetic Rounding.” Empathetic Rounding involves engaging in informal “check-ins” with employees following a traumatic event. This demonstrates concern and in turn helps build a positive relationship with them. Here are some key initial questions to ask when doing Empathetic Rounding:

How are you doing today? I know we have a lot going on, how are your colleagues doing?

Do you feel you can be productive today? If not, what can I do to help you?

That was upsetting news we heard today, how can I best support you to be able to continue in your role?  
What can we do as an organization that would be helpful?

If we had a counselor come on-site to support us during this difficult time, do you think you or others  
would take advantage of that service?

## Contacting the MCS Team

When you call the MCS, and speak with a member of the team, please indicate that you are “seeking Critical Incident Response services due to \_\_\_\_\_.” The clinician will gather the following information and consult with you about how to best support your team. This might include the clinician sending tip sheets, setting up an on-site response, or in some situations a virtual response might be most appropriate.

What happened, when and where did it happen, and what else do we need to know?

Who has been most impacted by the event and what do employees know?

If an employee died of suicide or suspicion of suicide has the family given permission to let others know  
the cause of death?

How many employees are directly or indirectly affected? How many are likely to take advantage of on-site supports?  
Do you feel a group session will be helpful?

Are there any reports of employee reactions to the incident?

Who will be the key contact for our provider when he/she comes on-site?

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### In instances where there is a death involved, it is helpful for the MCS team to also know:

- How old is the deceased? Was this a sudden death or was the employee sick for a period of time?
- How long has the deceased worked for the company, and in what roles?
- Are any employees directly involved with or have a special relationship with the deceased?
- Have arrangements been made for a funeral or memorial service? If so, when and where will it take place, and will employees be able to attend or participate? Have the family been made aware of the benefits of Lucet EAP as well?

### Objectives of Critical Incident Response Services

- Lessen the impact of the critical incident
- Normalize reactions to the incident
- Support resilience
- Assist the individual or group to build skills to return to normal functioning
- Determine the need for further supportive services or therapy
- CIR services are not meant to be counseling/therapy.

### Arranging On-site/Critical Incident Response Support

Employees respond to traumatic events in a variety of ways. Many have difficulty returning to their work in that moment, and may seek to go home to care for themselves and perhaps connect with their loved ones as soon as possible. Most people need about 24-48 hours to process an event, and may not experience its full effects until after that time. We have found that typically it is most beneficial to have an intervention about 24-48 hours after an event. If it is determined that a critical incident response intervention is needed, the MCS will need the following additional information:

- What date and time (including duration) that would be the best time for the intervention? Select a time will allow the largest number of impacted individuals to be included.
- Address of site where the on-site CIR services are to take place.
- Name, cell phone number and email address for local point of contact—the individual who will meet the counselor when he/she arrives.
- Any instructions for the counselor regarding parking, access or security
- Number of employees expected to participate.
- Department/role of employees expected to participate.
- Would you like for the counselor to meet with supervisors/managers first prior to meeting with employees?
- Would you like for the counselor to meet with employees in a group or meet with employees one-on-one?
- Will you be able to provide copies of any tip sheets that we have provided to you to your employees?

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### Things to Think About

If there are employees that are not scheduled on the day of the intervention, you might want to let them know that they can come in and take advantage of the on-site intervention.

Is there a room available for a group to meet, or for individual meetings? If there will be a group meeting, will there be food/beverages made available?

### Follow Up

A day or two after the on-site intervention, the MCS clinician will contact you to discuss how the on-site support was received and how employees are doing. At that time, we can discuss any additional support you or your team may need. Prior to this call, we suggest the following:

Check in again with your employees by utilizing Empathetic Rounding.

Encourage employees who need additional support to contact Lucet EAP directly. Remind them that they have counseling sessions available at no cost to them.

If you need additional support yourself, either personally or in managing the impact of the event on your team, call Lucet EAP for further assistance.

### ◆ Your well-being is our priority.

Lucet EAP provides confidential support, counseling services and resources to help you overcome life challenges and live a happy, balanced life.

Call 800-624-5544 | Visit [eap.lucethealth.com](https://eap.lucethealth.com)



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