Critical Incident Decision Making

Human Capital Services
Respectfully Submitted by:
Employee Relations & Engagement
Critical Incident Decision Making

Purpose
• Identify Proper Procedures for Assisting Departments In Critical Incident Stress Debriefs

Process
• Discussion with Benefits
• Merging of Benefits and ER Department Practices

Product
• Effective Decision Making Tree Identifying Necessary Contacts, Proper Procedures and Follow Up Mechanism
Critical Incidents:
Work Related/Non-Work Related Death
Employee Suicide

- Critical Incident Reported to Department or VP of HCS
- Department or VP Contacts Benefits Director. If not available then ER Director.
- Benefits contacts ER to identify CI.
- Benefits contacts affected Department Director to assess Department needs and gain Information.
  - Victim Identity and work relationship history
  - Department Debrief:
    - Location
    - Time
    - EAP
  - Other Benefits Information
- ER Engages with Department Director to visually assess department needs or conditions
- ER recommends immediate intervention by EAP if applicable
- ER Present at CISD
- ER briefs EAP about specific situations and trends
- Benefits and ER conduct After Action Review of Incident with VP of HCS within 24 hours after Department debrief.
- ER coordinates with EAP Rep Alec Hawley for on site 30 day follow up. Other follow up (60, 90 day) at EAP discretion.
- Critical Incident Reported to VP of HCS
- VP Contacts ER Director
- ER contacts affected Department Director to assess Department needs and gain Information.
  - Victim Identity and work relationship history
  - Department Debrief:
    - Location
    - Time
    - EAP
- ER Engages with Department Director to visually assess department needs/conditions
- ER recommends intervention by EAP if applicable.
- ER Present at CISD
- ER briefs EAP about specific situations and trends
- ER conducts After Action Review of Incident with VP of HCS within 24 hours after Department brief.
- ER coordinates with EAP Rep Alec Hawley for on site 30 day follow up. Other follow up (60, 90 day) at EAP discretion