

# Critical Incident Quick Guide for Managers

## Contact List:

HR Director: \_\_\_\_\_ Contact Number: (O) \_\_\_\_\_ (C) \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Contact Number: (O) \_\_\_\_\_ (C) \_\_\_\_\_

Other: \_\_\_\_\_ Contact Number: (O) \_\_\_\_\_ (C) \_\_\_\_\_

**McLaughlin Young EAP: 1.800.633.3353**

## Step-by-step guide:

This list will help guide you through the C.A.A.R.E.S. process. As best as you can, collect answers to the questions (Consult and Assess) before calling McLaughlin Young EAP.

### C.A.A.R.E.S: Consult

- What happened?
- How did it happen?
- Who was involved?
- How did you learn about this?
- Who else knows?
- How are you going to communicate this to your staff?
- Who needs to know?
- What information needs to be shared?
- What support do *you* need to manage your employees?

### C.A.A.R.E.S: Assess

- Empathic Rounding - Personally check-in with *each* employee. "How are *you* feeling? What do *you* need?"
  - Determine employee involvement.
  - Do your employees need assistance now?
  - What are the reported reactions?
  - What are the observed reactions?
  - Which employees are you most concerned about?

### C.A.A.R.E.S: Act

- Call McLaughlin Young EAP
- What can your organization do? See *examples* below.
  - Send employees home.
  - Close the office.
  - Provide additional coverage, change shifts.
  - Provide reassurance (e.g., safety).



C.A.A.R.E.S: Respond

- The EAP will provide customized response for you and your employees.
- Introduce what EAP can do for your employees.

C.A.A.R.E.S: Evaluate

- Check-in with your employees after the CISD response.
- Evaluate what worked, what didn't.

C.A.A.R.E.S: Support

- Be aware of individual responses
  - Gradual recovery
  - Improved adjustment
  - Delayed response
- Show kindness
- Listen
- Educate ongoing support options (e.g., EAP confidential one-on-one sessions)