



Helping Employees After A Critical Incident

1. Provide crisis management briefing to inform, consult and allow psychological decompression and stress management.
 - a. Assemble staff in small groups
 - b. Explain facts of the crisis to control rumours, reduce anxiety and return a sense on control to victims.
 - c. Help professionals to discuss signs/symptoms, and psychological themes
 - d. Provide reference sheet of signs/symptoms, coping strategies or plan to help normalize
2. Address safety needs to reduce vulnerability and fear.
3. Spend extra time with staff – be visible, available and supportive.
4. Acknowledge employees feelings.
5. Watch for signs of undo stress or difficulty coping, i.e. eating/sleeping problems, outbursts of anger, increased absenteeism.
6. Help employees feel a sense of control – identify work priorities; delegate responsibilities of someone not yet ready to resume full work activities.
7. Communicate update information regularly.
8. Encourage self-care – increase exercise, and maintain proper eating and sleeping patterns.
9. Expect a range of emotions in the days following – allow space and privacy if employee needs to express emotions.
10. Make appropriate support referral if necessary.