

Requesting Critical Incident Response from the Employee and Family Resources (EFR) Program

Whether you are a manager or a human resources professional, your duties may call on you to support employees who have experienced a traumatic event in the workplace.

A critical incident is any traumatic event that has a strong or intense emotional impact on employees. Traumatic events that involve life-threatening situations, acts of violence, discrimination, mass disaster, sudden or unexpected death, and emotional events related to patient care challenge us to be calm and compassionate in the face of powerful emotions – a daunting task at times.

To request a Critical Incident Response and/or onsite support at your worksite, contact the EFR at **877-275-6226, 24/7 and press option 2**. You will need to provide the following information:

- What happened? (serious injury/illness/death)
- When, where and how did it happen?
- How many employees do you think are going to be affected by this incident?
- When is the best day and time for the affected employees to meet?
- Is there a private and quiet conference room that is available?
- Is there additional information we need to know?
- Name, phone number and email of a local contact.

Should on-site services be the most appropriate option, the EFR provider will arrange a local critical incident trained therapist to report to the site for the debriefing session. The local **Yale New Haven Health System** contact will be provided with the name of the therapist and the hours he or she will be on-site.

**For assistance for a critical incident,
call the Employee and Family Resources (EFR) program
877-275-6226, option 2
EFR Services are free and completely confidential and available 24/7.**