

Critical Incident Response (CIR) 101

WHAT YOU NEED
TO KNOW ABOUT
MAGELLAN'S MODEL

MARCH 2025

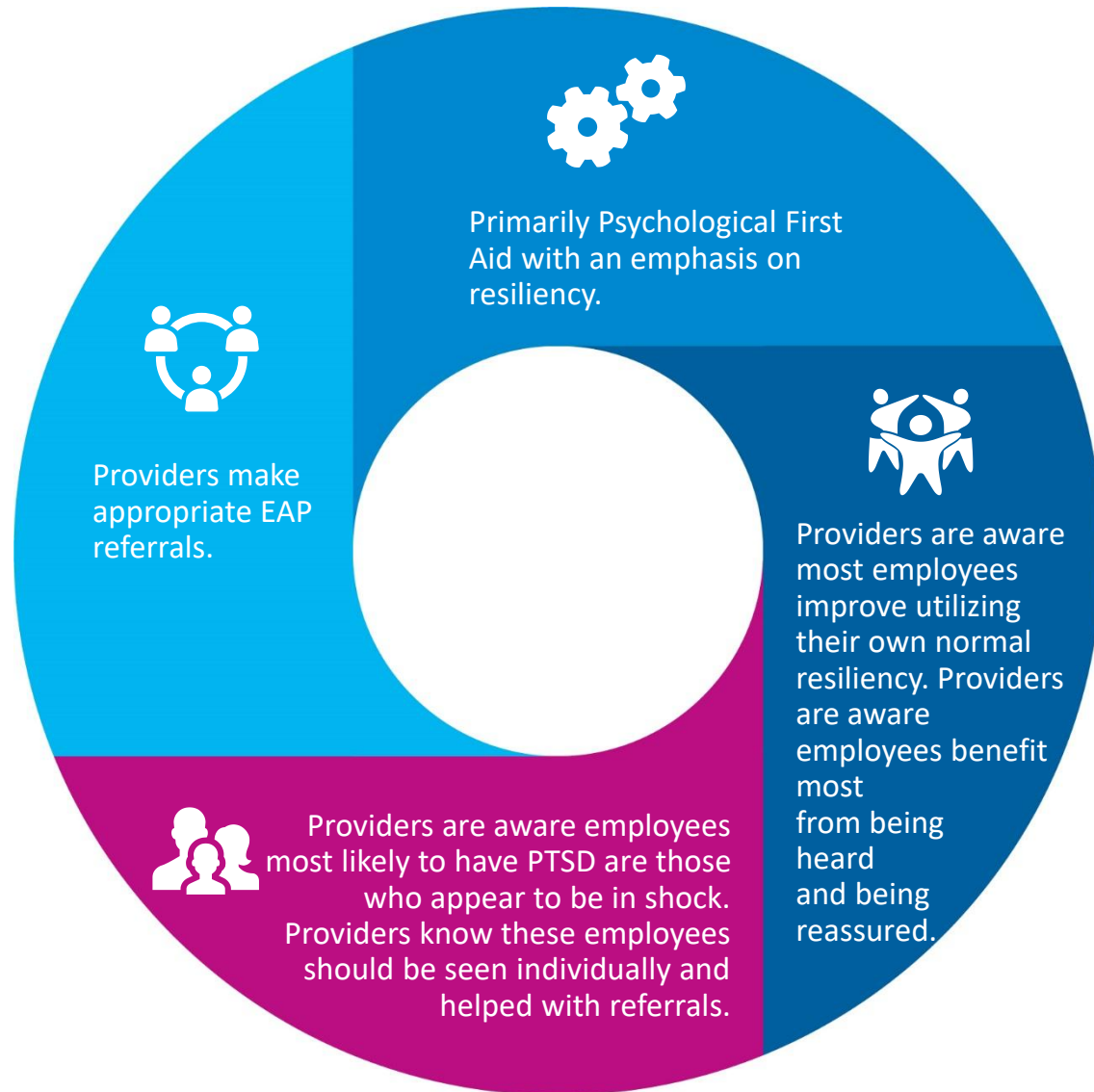
Magellan
HEALTHCARESM

Objectives



1. **Gain an understanding of Magellan CIR.**
2. **Identify the role and functions** of a CIR provider.
3. **Know the importance** of the management consultation.
4. **Learn how to provide** individual and group CIR services.
5. **Gain an understanding of the process** of individual and group CIR services.
6. **Know the do's and don't(s)** of providing CIR services.

Magellan model of CIR



What CIR affiliates do



- ✓ Intervene carefully and thoughtfully
- ✓ Listen
- ✓ Normalize
- ✓ Reassure
- ✓ Teach resiliency
- ✓ Refer as needed
- ✓ Call for support as needed:
1-800-997-2273





Management consultation



Individual sessions



Group sessions

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Management consultations

Management consultations



» The purpose of the management consultation is to provide:

- ☐ Support
- ☐ Guidance

» **A critical incident in the workplace** is disruptive to workplace operations and can result in severe organization chaos and distress.



Coordinate a strategic intervention plan



» **Consulting with management can help** the CIR provider identify the most appropriate services to best meet the needs, based on the specific situation and level of exposure to the incident.

» **Management will look to you** for suggestions, how to position services and encourage utilization.



Management consultations



- » **Be prepared for the extraordinary.** It helps to be flexible and go with the flow to put the manager more at ease.



- » **A strong management consultation** can give the manager confidence that he or she will do right by the employees and knows how to manage the difficult feelings and experiences that may arise.



Offer practical resources



BALANCING

the restoring of normalcy and encouraging productivity without seeming insensitive can be a challenge for managers.



HANDOUTS

supplied by EAP for specific situations can empower business leaders to be appropriately supportive when dealing with the emotional and behavioral aspects of the incident.

Set the stage on your initial call



**CIR providers check in quickly with their point of contact.
When possible, plan your time onsite during this call.**

- How will management be involved?
- What type of feedback does management hope to receive?
- Where will you be placed?
- Will you provide group and/or individual sessions?
- Are you free to move around the site?

Management consultations: The basics



- Allow the leader(s) a few minutes to talk. Normalize their feelings and concerns.
- Reassure leader(s) that employees are resilient and can be expected to recover.
- Remind leader(s) that being a good listener is their most powerful tool. Coach that empathetic listening and simple support is appreciated and therapeutic for employees.
- Encourage leader(s) to help employees think about their normal methods of resiliency.
- Reiterate: Most employees will display steady improvement and those not improving should be encouraged to seek additional help.



Management consultations: General questions for initial management consultations



- What updates do you have since our last call?
- What can I do to have the most impact on your team?
- Who are the people you are most concerned about?
- Who is not here today that might benefit from our services?
- Have you noticed any general themes to your employees' reactions?
- How are you balancing these conflicting needs of grieving and returning to normal functioning?
- Have you seen the handouts provided by Magellan?
- What are you doing to take care of yourself?





When a manager requests feedback from confidential debriefs...

Ask yourself: Could any of my feedback be tracked to an individual employee?

If you notice similarities / themes within the individual and group consultations, then it may be okay to share.

TIPS:

- Err on the side of caution. Only share feedback if asked directly **and** if you feel that a majority of employees share the reaction.
- If you feel feedback is imperative for management success, you can call the Magellan CIR line at 1-800-997-2273 and share it with the follow-up coordinators. We then can deliver your feedback to leaders via the follow-up process.

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Individual sessions



Letting the employees talk about how they are feeling and reacting to the event.

Normalizing their feelings & reactions.

Discussing the importance of their normal resiliency.

Eliciting stories of how they have already begun to utilize their resiliency resources.

Basic coaching on applicable self-help skills.

Reviewing resources available to them if they want additional help.



✓ Recovery has probably already started

Ask:

- *What have you noticed that is helping? Example: talking with friends or exercise.*

✓ Resilience is normal

Ask:

- *What was the last stress event you recovered from?*
- *What did recovery look like?*

Remember that most people impacted by an event will recover with little or no intervention.

✓ Employee's feelings and reactions are normal

Ask:

- *What's different in your life since the incident?*
- *Is this your normal reaction to extreme stress?*

Reflect on the employee's symptoms and remind him/her that they are typical considering the stress incident.



Provide basic coaching on self-help skills

- Share any group-based ideas you have, like a memorial wall or memorial day.
- Brainstorm with the employee basic things that will help them recover.



Review resources available to them if they want additional help

- Let them know that the EAP is available 24/7. To initiate services, they may call the number listed in the company flyer.
- Share other local resources of which you are aware.

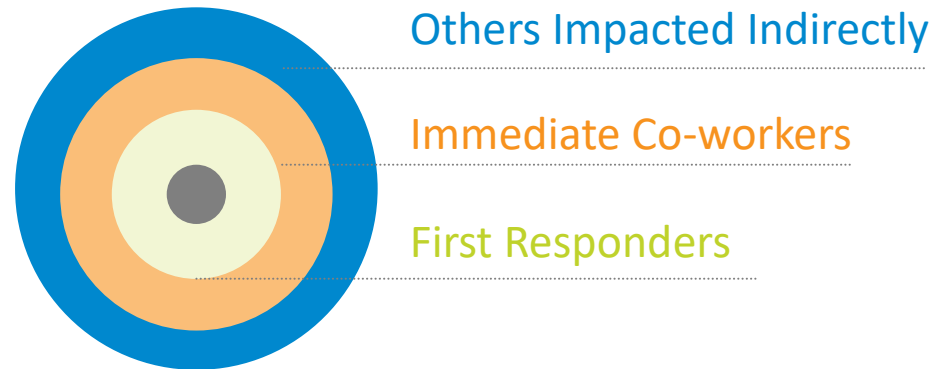
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Group sessions

Group sessions

Take care in who is included in group sessions. Groups should consist of employees with similar exposure and similar roles. Closely control discussions within mixed groups.

Targeting Impact of Trauma on Employees



First responders may have a trauma response in addition to their grief and may benefit from processing the graphic details of the incident.

Immediate co-workers may need shielding from the traumatic details.

Those who are indirectly impacted may not need education regarding trauma, and more focus on similar, outside situations that impacted them more directly.



INTRODUCE

- ☑ Introduce yourself, credentials & Magellan EAP
- ☑ State why we're here—share facts of loss or trauma only
- ☑ Group guidelines
 - Confidential.
 - Feel free to pass.
 - Not an HR investigation.





EXPLORE

✓ Have each person introduce themselves

- Name, job role, role in responding to the event *or* when they learned of the incident/loss.

✓ Normalize their feelings & reactions

- Discuss their normal resiliency.
- What has worked for them in the past.
- What they have already found themselves doing.





INFORM / EDUCATE

- ✓ **Provide education about responding to stress**
 - Coach on self-help skills.
 - Is there a ritual or memorial need to help release stress?
- ✓ **Review resources available to them**
 - EAP is available 24/7.
 - Other local resources of which you are aware.



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Grief groups and unique situations



✓ Ask employees to tell you about the deceased coworker

- Very powerful and healing.
- Coworkers tell funny, memorable and loving stories that provide a very positive focus for the rest of the session.

✓ Normalize that everyone grieves differently

- Grief is a process through which everyone must travel.



Grief groups (continued)



✓ Coach on the importance of basic self-care

- Give yourself time and permission to grieve.
- Reduce expectations of yourself for a few days.
- Find people with whom to talk.
- Think about what has helped in the past.
- Each individual is different, but most people benefit from attending funeral/memorial services.

✓ Provide clear coaching on attending funeral and memorial services





Suicide of a coworker—only report death by suicide if company has communicated that to employees:

- Expect high emotions and guilt.
- See key coworkers and managers individually as indicated.
- Maintain company line even if more or conflicting information is reported by employees on social media or the local media.





Coworker returning to work after a severe personal loss:

- Expect a lot of anxiety of what to say and do.
- Coach coworkers what the bereaved coworker needs is acknowledgement and normalcy.
- Acknowledge the person's return within the normal limits of their usual relationship.
- Intimate and close coworkers should do a lot of acknowledging and checking, while other coworkers should provide initial acknowledgement and minimal checking.





» **Remember the goal of Psychological First Aid** is to reduce distress, assist with current needs, and promote adaptive functioning, not to elicit details of traumatic experiences and losses.

» **Model healthy responses. Be calm, courteous, organized and helpful.**

- Be visible and available.
- Maintain confidentiality as appropriate.

» **As a crisis responder, you cannot authorize** any time off or a leave of absence for employees.



Tips

- » **Always try to reach your main company contact** prior to the event. Information given at intake is often given in the heat of the crisis and may have changed.
- » **Remind** managers and employees that the EAP is available to them 24/7.
- » **Never require or pressure anyone** at the site to participate in the critical incident interventions.



Don't(s)



- ❌ Arrive late.
- ❌ Leave or ask to leave early
(only if approached by the point of contact to leave).
- ❌ Ask for a lunch break—come prepared.
- ❌ Share detailed information with the point of contact.
- ❌ Wear inappropriate clothes for the culture.
- ❌ Encourage a lawsuit.
- ❌ Argue with the point of contact...do as instructed.
- ❌ Bring a therapist in training or anyone else with you.
- ❌ Assume you know what the site management expects of you—spend time exploring their expectations.



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MagellanProvider.com

Thank you!

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