

# Helping Employees Immediately After a Critical Incident

## What to Provide Employees

- Remove all employees from the trauma scene and move to a safe area as soon as feasible
- Provide employees with necessities such as water, tissues, food, etc.

## What Behaviors You May Observe

- Employees may be in a state of shock
- Employees may be crying and perhaps unable to stop
- Employees may experience feelings of anger and frustration
- Employees may withdraw and isolate

## How to Support Employees

- Be willing to say nothing. Just being there is often the most supportive thing you can do to help.
- Be aware that employees will be having mixed emotions. These are normal reactions to the critical incident.
- Allow all employees to express any reactions to the critical incident.
- Answer any questions employees may have.

## Suggestions for What to Avoid

- Avoid statements like, “I know how you feel” or “Everything will be all right.” These statements make some people think their feelings are not understood.
- Don’t attempt to explain why the incident happened. Your explanation may not be believed and may negatively impact your relationship with the employee.

## Resources Are Available

Additional information, self-help tools and other resources are available online at [www.FOH4you.com](http://www.FOH4you.com). Or call us for more information, help and support. Counselors are available 24 hours a day, seven days a week to provide confidential assistance at no cost to you.



## Employee Assistance Program

*We Care, Just Call*

**1-800-222-0364**

1-888-262-7848 TTY Users

[www.FOH4YOU.com](http://www.FOH4YOU.com)

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