

Critical Incident Response

When your workplace is disrupted by a tragic event, employees may feel overwhelmed, anxious, unsettled and distracted. This could cause lingering emotional trauma and impact work performance and productivity. Is your organization prepared to help people cope with stress caused by traumatic events like a natural or industrial disaster, shooting, terrorism or other types of violence?

Magellan Healthcare's team of expert clinicians is professionally trained in Critical Incident Response (CIR) to handle sensitive situations compassionately. CIR counselors help staff process and manage the emotional and physical impacts of a traumatic event by fostering their natural resilience and teaching specific coping skills and strategies.

What does the CIR team do?

Tragedy has many faces, and each experience is unique. Magellan offers a broad range of services including Psychological First Aid (PFA), management consultations, group and individual sessions, and telephonic crisis support.

- ✓ Centralized, dedicated team of clinicians averaging 17 years of experience
- ✓ Available 24 hours a day, 365 days a year
- ✓ 100% client satisfaction rate

Support you can count on

CIR is a valuable service that helps you effectively manage the impact of traumatic events on your employees. They will be grateful for the support, and your organization will benefit from mitigating impacts on absenteeism, low morale and employee turnover.



Ready to talk to someone about transforming your employee experience?
Visit **MagellanHealthcare.com/employers** or contact your Magellan representative.