

Critical Incident Support

The world is an uncertain place and we never know when a critical incident or traumatic event may occur. But knowing how to cope and support your team in a positive way can help them make it through a difficult time.

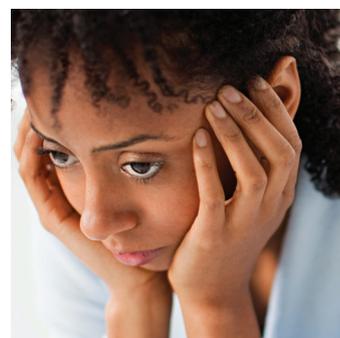
How we can help

If your team or worksite has experienced a critical or traumatic incident, you can get the help and support you all need to recover from it through your Employee Assistance Programme (EAP).

A critical incident (or trauma) is any sudden or unexpected incident that can greatly impact a person's physical, emotional or psychological wellbeing or sense of safety. It can include:

- The death of a colleague or customer
- A workplace accident
- Security threat or terrorist incident
- Offering support after a fire, flood or other major incident

Critical Incident Support is a service provided by Optum® that offers trauma support in response to an unplanned event. The goal is to help your colleagues and team recover quickly and return to their daily lives and work. The programme can also help reduce the risk of post-traumatic stress.



Why Critical Incident Support is important

People react to critical incidents differently. Professional support can help your team recover from these events sooner and avoid more serious long-term effects. Support services reduce the impact of the event and provide information about the normal effects of trauma. This support can help people rebalance their lives as soon as possible.

How Critical Incident Support works

If your team or worksite has experienced a critical incident or trauma, you can talk by phone with a member of the Critical Incident Team. These specialists can advise you on the behaviour the incident or trauma may cause or emotional changes. You will be asked to provide information about the incident. The Critical Incident Team will then provide an assessment and suggest appropriate services.

Services can include:

- Urgent on-site support
- Group support
- One-on-one support
- Debriefing
- Psychological first aid

Contact us* any time you need help with a critical incident

or log on to livewell.optum.com

Access code:

*Toll Free access is not guaranteed and will depend on the caller's network provider

This programme should not be used for emergency or urgent care needs. In an emergency, call the local emergency services phone number or go to the nearest emergency room. This programme is not a substitute for a doctor's or professional's care. This programme and its components may not be available in all locations and coverage exclusions and limitations may apply.

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