



Critical Incident Response (CIR)

When your workplace is disrupted by a traumatic event, you and your staff may feel overwhelmed, anxious, unsettled and distracted. Tragedy has many faces, and each experience is unique. Our Critical Incident Response (CIR) team is here to support you and your staff with immediate and compassionate assistance, any time—day or night.

What does the CIR team do?

When a traumatic event occurs, using CIR services can help minimize the long-term effects on you, your staff and the organization. Our centralized, dedicated team of CIR specialists are clinical professionals specially trained in CIR. The CIR team is available 24 hours a day, 365 days a year, and has an average of 17 years of experience. CIR counselors help individuals process and cope with the emotional and physical impacts of a traumatic event by fostering their natural resilience, coping skills and strategies.

A broad range of CIR services are available and they are deployed according to your organization's unique needs. Services include Psychological First Aid (PFA), Management Consultations, group and individual support to affected employees and telephonic crisis support. Services are confidential and here to provide you and your staff with the resources and support needed to manage potential stress and anxiety through an event and return to their regular life.

Tragic events may include, but are not limited to:

- Unexpected death of a co-worker
- Workplace injury
- Organizational restructuring or layoffs
- Industrial, safety or natural disasters
- Public health emergencies
- Acts of violence such as a robbery, shooting, stabbing or terrorism
- Emergencies that overload healthcare facilities

How does CIR work?

The first step is to consult with a Magellan clinician who will ask about what happened and assess the situation and your staff's needs. Once the situation is assessed and a plan of action is developed, we will send a CIR counselor to your work site within an appropriate and agreed upon time frame. The CIR counselor will conduct an onsite structured intervention to help manage the incident, when appropriate, and also be available to management staff and individual employees as needed.

How to get started

When your organization or departments within your organization experience a crisis situation or traumatic event, give us a call. Our CIR team is ready and here to help.

Employee Assistance Program
1-800-424-4039 (TTY 711)
Member.MagellanHealthcare.com