

Critical Incident Response (CIR) Services

Sometimes the unexpected happens. A natural disaster, workplace accident, act of violence, or the untimely death of an employee can make it hard for individuals to cope and for organizations to run smoothly.

MHN can help.

Critical incident response (CIR) is a coordinated system of services, including critical incident stress debriefing (CISD), for responding to critical incidents that impact the workplace. MHN's in-house management consultation team will create a comprehensive CIR plan to address the unique needs of each organization in each situation.

We have provided customized critical incident response programs for a wide range of organizations, public and private. MHN has responded to incidents inside and outside the workplace, including:

- Death of an employee
- Robbery
- Accidental death or serious injury on the job
- Plant/office closure or major reduction in workforce
- Workplace violence
- Natural disasters, including earthquakes, floods, wildfires, hurricanes, and tornadoes
- Suicide/Homicide of an employee
- Bombing or explosion
- School shooting
- Airplane crash

What we do

MHN's management consultants are licensed mental health professionals who specialize in crisis response, and they are available to your organization through all phases of critical incident planning, response, and resolution. Our services include:

Pre-incident planning

Don't just wait and hope for the best. Our management consultants can work with you to assess your organization's risks and needs, and to help you plan an effective response to critical incidents in the workplace. We also offer professional training, so your managers and employees develop the skills and resilience they need to keep your organization on track after a critical incident.

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Support when you need it most

If you do need help, we'll be there. A management consultant is available to speak to you 24/7 in response to critical incidents, providing your management and human resources teams with support by telephone. We'll work with you to schedule an on-site critical incident stress debriefing (CISD) or other on-site support based on the needs of your employees, typically within 24 to 72 hours after the incident (please note that a delay in contacting MHN may affect scheduling).

On-site CIR services are facilitated by a specially trained network of over 9,000 providers with expertise in trauma and crisis response. These services give employees the opportunity to process the incident as a group or on an individual basis, depending on the needs of your organization. The provider will offer consolation, emotional support, education about effective coping, and referral to additional services as needed. We'll give you and your employees the support you need to ease the effects of critical incident exposure and restore normal functioning.

Post-incident resolution

After we have provided our on-site services, one of our management consultants will follow up to ensure your satisfaction with our services and to find out if you need further support. We offer individual and group-facilitated processing for the resolution of longer-term issues and training programs to help employees and management develop skills in resiliency and stress management.

Traumatic events can impact any organization, severely challenging organizational effectiveness and employee well-being. With our CIR experience and resources, we can help you prepare for, cope with, and recover from critical incidents in the workplace. Even under the most difficult of circumstances, MHN is there.

Need help or more ideas? Call your EAP to find resources near you. We're here to help!

Call toll-free, **24 hours a day**, seven days a week.

TTY Users can call: