

Critical Incident Response

A traumatic event can leave everyone at your workplace feeling overwhelmed, anxious, unsettled, and distracted. You can get support from Critical Incident Response (CIR) services, available for purchase as part of our LifeReferrals 24/7SM program. You'll get immediate, compassionate assistance at any time – day or night. CIR services are provided by Blue Shield's mental health service administrator.

What does the CIR team do?

When a traumatic event occurs, CIR services help to minimize the long-term effects on your organization. The dedicated CIR team's clinical professionals have an average of 17 years of experience in responding to critical incidents. The team is available 24 hours a day, 365 days a year. 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.

Depending on your organization's needs, the team can deploy a broad range of services. These services include psychological first aid (PFA), management consultations, group and individual support to affected employees, and telephonic crisis support. Services are confidential and support your staff with the resources it needs to manage potential stress and anxiety through an event and return to regular life.

How does CIR work?

The first step is to consult with you and assess the situation to develop a plan of action. Then, a CIR counselor will travel to your worksite within an appropriate and agreed-upon time frame. The counselor will conduct an on-site structured intervention to help manage the incident, when appropriate. The counselor will also be available to management staff and individual employees as needed.

How to get started

When your organization experiences a crisis or traumatic event, call LifeReferrals 24/7 at **(800) 985-2405** and request Critical Incident Response services. Contact your Blue Shield Account Management team if you have additional questions about purchasing this valuable service.

Tragic events may include, but are not limited to:

- Unexpected death of a co-worker
- Workplace injury
- Safety disaster
- Robberies and acts of violence
- Criminal violations
- Industrial or natural disaster
- Organizational restructuring or layoffs

LifeReferrals 24/7 is offered by Blue Shield of California and Blue Shield of California Life & Health Insurance Company.