

## **Requesting Critical Incident Support for a Brown University Department**

### **What is a Critical Incident?**

Critical incidents are stressful and/or traumatic events that can impact a person, their family, and their work in a variety of ways. Examples include the death of an employee, natural disasters, workplace accidents, the downsizing of a company, or any event or situation that results in physical or psychological harm to the employee.

### **What is Critical Incident Support?**

Through Spring Health, our Employee Assistance Program (EAP), Critical Incident Stress Management (CISM) is available to provide departments with comprehensive crisis support services for anyone impacted. Services may include onsite or virtual response, one-on-one and group counseling sessions, telephonic crisis support, and post-event follow up. Providers work with employees to help build resilience and recovery, facilitate understanding, promote hope, and ensure they have ongoing support.

### **How do I Request Critical Incident Support?**

1. Inform University Human Resources that you would like Critical Incident Support. Please contact the [Employee & Labor Relations](#) representative assigned to your department. They will work with you to understand the situation and determine if a request for Critical Incident Stress Management is the best support solution.
2. You will then be provided with a dedicated Critical Incident Support line. This line is staffed 24/7 and a Spring Health representative will answer your call within 30 seconds.
3. Spring Health will assign an incident manager who will serve as your main point of contact. The incident manager will ensure that employees are getting the right support.