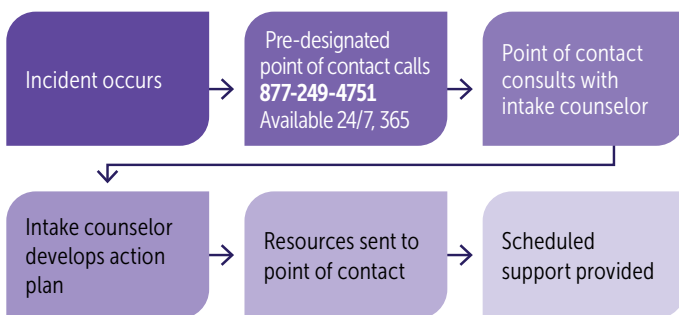


Employee Assistance Program (EAP)

Critical incident support

When a difficult situation occurs, EAP critical incident support is here to help. A designated employee assistance intake counselor will be assigned to your team and connect you with tools and resources to help.

How critical incident support works



Choosing a point of contact

As a manager, you may elect to be the point of contact, however, consider that you may also be impacted by a critical incident. In this case, it might be a good idea to have a designated backup contact, such as a colleague in human resources.

Responsibilities of the point of contact

The point of contact should have as much information as possible when calling the intake counselor. Be ready with the following information:

- Information regarding the situation/incident
- What has been communicated to the rest of the organization about the incident; what else is occurring to support staff
- Address of where the on-site support is to occur, including details about parking and any security protocol
- Special accommodations that need to be made (e.g. translation services)
- The best date/time to offer the on-site support

On the day of on-site support, be ready to:

- Introduce counselor to your team
- Arrange a private space for the counselor to meet with team members
- Provide follow-up support to your team and remind them that they can call EAP any time

Communication counts

During times of emergency or uncertainty, it's important that your team can count on you to communicate effectively.

If the event occurs while your team is at work:

- Encourage them to call EAP to talk with a counselor, 24/7
- Inform them that additional support is being arranged

If the event occurs while your team is not at work:

- Communicate the event, considering how and when your team will be notified
- Allow your team to process the news
- Let your team know that additional support is being arranged
- Encourage them to call EAP to talk with a counselor, 24/7

EAP is available 24/7 by calling **866-326-7194**

Your privacy is important. Everything you do with HealthPartners EAP is confidential. Nothing is shared with your employer or health plan. Information will only be released with your permission or when required by law.