



# Critical Incident Response

Available through LifeReferrals 24/7

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 24/7<sup>SM</sup> program, powered by Headspace®. You'll get immediate, compassionate assistance at any time – day or night.

## What does the CIR team do?

When a traumatic event occurs, CIR services help minimize the long-term effects on your organization. The dedicated CIR team's clinical professionals have 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 and building self-care practices.

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

## How does CIR work?

When your organization experiences a crisis or traumatic event, call LifeReferrals 24/7 at **(800) 985-2405** and request CIR services.

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

## How to get started

Contact your Blue Shield of California account management team if you have questions or are ready to purchase this valuable service.

### Tragic events may include, but are not limited to:

- Death of a coworker
- Workplace injury
- Safety disaster
- Robbery or act of violence
- Criminal violation
- Industrial or natural disaster
- Organizational restructuring or layoffs

LifeReferrals 24/7 is offered by Blue Shield of California. LifeReferrals 24/7 is a service mark of Blue Shield of California.

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