



# Critical Incident Support

## What is Critical Incident Support?

TELUS Health's Critical Incident Support model is based on the latest research and current best-practice approach. Our model provides an integrated set of strategies to prevent severe, long-term reactions to workplace incidents by assessing individual needs and situational context. The model follows a five-touch point approach, designed to provide a phased, targeted service, focused on providing the appropriate psychological support, education and intervention at different states of recovery following an incident.

The support is targeted/provided to those in the organisation that witness, or are exposed to, a Critical Incident.

TELUS Health's definition of a Critical Incident is an incident where there is actual or potential risk, peril or danger to a person or an entity. The individual/s have been exposed or impacted within their workplace, or while carrying out their duties.

## Events classified as a Critical Incident

- Robbery or armed robbery;
- Physical assault / attempted assault;
- Sexual assault / attempted assault;
- Verbal assault or threat;
- Onsite suicide / witness to suicide;
- Terrorist related event;
- Natural disaster;
- MVA during work; and
- Death or injury within the workplace.

## A few facts about Critical Incident support:

- Addresses financial, legal and moral imperatives to reduce workplace trauma;
- Prevents severe, long-term reactions to workplace incidents;
- Encourages early return to work;
- Decreases absenteeism following a workplace incident;
- Provides guidance and recommendations specific to organisational needs;
- Provides ongoing liaison with the referring manager around employee wellbeing; and
- Provides a psychological Critical Incident report, outlining the response and outcomes.

## Benefits of Critical Incident Support:

Critical Incident Support can be a valuable service to mitigate any psychological risk following an incident. Workplace Critical Incidents are considered the most impactful category of incident, as they result in individuals being exposed to a real or perceived risk of peril or danger. These generally, but not always, lead to an impact on wellbeing and functionality, at both a physical and psychological level, across multiple domains (work/home).

- **Psychological Support:** aimed at assisting the individual to return to their 'normal' pre-incident emotional state and function in a timely manner.
- **Work Maintenance and Adjustment:** designed to support the client to adjust back into the workplace, identifying any potential barriers and intervening to allow for continuity of work as early as possible following an incident.
- **Organisational and Management Support:** providing practical strategies required to continue risk identification and early intervention for staff most requiring support.
- **Supporting Managers:** to create a safe and functioning workplace post-incident and facilitating an early return to work for staff while also reengaging them.

Critical Incident Support can be delivered in both an individual or group setting, depending on the circumstance of referral, accessibility of staff and clinical best practice.

## Reporting

Reports will be provided in line with all contractual **Service Level Agreements (SLAs)**.

## NEXT STEPS

If you are a manager and need to access TELUS Health's Critical Incident Support service, please call us on 1300 360 364 and press Option 2 for Incident Management support. A member of our team will ask some questions relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.