Partner Policy: Rapid Response Critical Incident (RRCI)

Introduction

Critical Incidents that affect the workplace often occur without warning and can have a significant impact on all concerned. Whether a widespread natural disaster, corporate restructuring, or death of an individual employee, there remains a need for effective crisis response options to assist employees in need and reduce the impact of the trauma.

The EAP promotes the offer of practical and emotional support to those affected; the emphasis is on fostering natural resilience and coping. The approach is to provide psychological first aid, and to assign the most appropriate intervention under the circumstances. The ultimate objective is to assist employers by decreasing the number of psychological casualties among employees and to facilitate a return to regular business functions as quickly as possible.

WPO manages all Critical Incidents through specially trained Incident Managers; clinical trauma professionals who support the company from the initial management consultation, to the establishment of the intervention plan, through the event and post event follow up. They agree the most clinically appropriate intervention plan should an on-site be identified as required.

Policy

Company representatives can contact the EAP, via email or telephone, to request a Critical Incident Consultation following a trauma event affecting the organisation. This request can be made to the EAP Sales/Account Manager for the organisation, via an In-Country Partner or directly to the EAP Helpline. When a request is made directly to a Partner, they should inform WPO immediately.

The management of all Critical Incidents will be through WPO. Partners may be asked to complete the in-depth management consultation or to provide a clinician(s) to attend any intervention required.

Clinicians receiving a request for a Critical Incident will complete a basic intake. However, only the specially trained WPO Incident Managers can complete the in-depth management consultation required to establish the most clinically appropriate plan going forward. On occasion, WPO may request that a Partner complete this consultation. The consultation needs to take place within 30 minutes of the notification of an incident.

During this consultation, the Partner will develop a customized response, drawing on a number of factors that are reviewed during the consultation. The Partner will:

- Reassure the company representative that the EAP can provide the support needed.
- Assess the severity of the incident and determine the workplace impact, including the status of the victims, the number of employees affected, and employees' initial reactions.
- Gather information about the demographics of the affected team or employees and review industry and company culture/team dynamics.
- Agree the most appropriate way forward and the timing of any EAP intervention agreed as the most appropriate way forward.
- Agree whether the intervention will be delivered in-person or via video, the likely number of participants to whom the service will be offered and the anticipated format for the event. Where the intervention is to be delivered virtually, the provider must use a laptop rather than a mobile phone.
- Where an in-person intervention is requested, address the logistical details such as when the trauma professional(s) should arrive and whether the workplace is the safest/most appropriate place for in-person services. Ensuring the safety of the trauma professional attending in-person will always be considered.

The Partner will then review the outcome of the management consultation with a WPO Incident Manager who is responsible for keeping the company representative fully informed of progress during the planning and execution of an on-site event and must ensure that any outstanding activities are handed over to another Incident Manager to progress when they are unavailable. The WPO Incident Manager also provides and receives feedback to/from the company representative in the aftermath of the event.

Clinical Practice

- There is no set formula for responding to a critical incident. The initial management consultation between the Partner or a WPO Incident Manager and the company representative is the first stage of the process.

- Following the management consultation, the WPO Incident Manager shares the recommendations with the organisation's designated Manager. If an EAP intervention is recommended, the EAP Sales/Account Manager contacts the organisation's representative or referring EAP's Account Manager, to confirm authorisation to proceed.

- A trauma professional who matches the qualifications required for the EAP intervention and can confirm availability will be identified either from the WPO critical incident network or, if requested by WPO, from a Partner's network. As far as is possible, given the information available, steps will be taken to ensure the trauma professional assigned to the critical incident has had no prior contact with any employee associated with the incident. In particular, in the case of an employee death, it will be ascertained whether the deceased was already a participant in the EAP service and receiving sessions with a provider in the EAP network, making it inappropriate for that provider to be involved in the intervention.

- Once a trauma professional has been identified as available to attend the intervention from the Partner's network, the Partner engages in a telephone briefing with them to communicate the details of the event and ensure that the trauma professional is a good fit for the circumstances of this particular incident. The WPO Incident Manager then confirms the contact information of the trauma professional and logistics with the Company Representative.

- Where the intervention is being delivered to an organisation which is in an ongoing contractual relationship with the EAP for services, participants are offered the EAP contact details during the intervention so that they can access EAP services after the event should they require further support. Participants can also request an outreach contact from the EAP and are asked to provide contact details and written authorisation for this. This outreach will be made within 5 days of the intervention taking place, unless it is highlighted to the EAP that a particular participant is demonstrating heightened distress and may be at risk of harm in which case the outreach is made within 48 hours.

- Where the request for the intervention is Ad Hoc (i.e., the requesting organisation is not in an ongoing contractual relationship with the EAP for services), participants attending the intervention are not offered the EAP contact details in order to access EAP support services after the intervention. Any participant attending the event who requests further counselling support will be directed back to their HR. The WPO Incident Manager may also consult with the Account Manager to review a potential support process for individual requests.

- Should a participant present during the intervention as at immediate risk of harm to themselves or others the trauma professional would ensure Emergency Services are engaged. If a participant reports non-imminent risk the trauma professional will work with them to agree to a safety plan.

- When the trauma professional is arranged via the Partner, the Partner will debrief the trauma professional within 24 business hours of the on-site event. The Partner will send the completed summary form back to WPO within 2 business days

- The WPO Incident Manager will reach out to the Company Representative for feedback.

- Within 48 business hours of the on-site event, the WPO Incident Manager sends the RRCI survey to the Company representative.

- Within 72 business hours of the event, the WPO Incident Manager provides a summary of the event to the EAP Sales/Account Manager to share with the Referring EAP and/or Company Representative.

CHANGE HISTORY:

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Stakeholders: Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

Change Date:	Approved by:	Subject Matter Expert(S) [SME] Utilized:	Description/Details of Change [Why & What]:
September 2020	Alan King	Alison Brown/ Maullika Sharma/ Maria Guimaraes	Document Initially Created
June 2021	Alison Brown	Alison Brown/ Maria Guimaraes	Where a critical incident is to be delivered virtually the provider must use a laptop rather than a mobile phone.