

# Critical Incident

## Onsite Support



### Dedicated number for organizational leaders:

24/7 Direct Line: (438)-873-5301

Email: [critical.incident@greenshield.ca](mailto:critical.incident@greenshield.ca)

**Addressing a critical incident** demands both **expertise and compassion**. Our goal is to provide **immediate support to managers and employees** alike, aiming to **lessen the psychological impact** of these challenging situations.

### Any situation that can generate:



A powerful wave of emotions;



Disorganization of one or more work teams;



Psychological imbalance after an incident.

### Examples of Critical Incidents

- ✓ Traumatic events such as armed robbery, explosion, physical, psychological or sexual assault in the workplace;
- ✓ Sudden death in the workplace (accident, suicide, cardiac arrest);
- ✓ Sudden death of an employee (or family member) outside the workplace;
- ✓ Severe accident such as work injuries;
- ✓ Natural disasters : Fire, flood, tornadoes;
- ✓ Dismissal/Lay-off.

## Overview of the Critical Incident Process

### Step 1 - Intake

In this phase, we evaluate the organization's needs by considering several factors: the nature of the event, the number of individuals affected, and employee accessibility. We also plan the intervention and timeline, which may involve individual or group sessions, based on available locations (private and confidential offices).

### Step 2 – Confirmation of the intervention

An email confirmation will be sent to the organization's leader, detailing the counselors responsible for conducting the intervention, along with a summary of all key aspects of the intervention.

### Step 3 – Intervention

Based on the needs assessment and the organization's circumstances, our experts can be deployed either on-site or virtually. We typically can be on-site within 24 hours. During the intervention, our experts and team will ensure that your leaders are updated on any significant developments.

### Step 4 - Reporting

A report outlining the interventions carried out along with our recommendations will be sent to your organizations's leader.

# Preventative Services

*Individual or Group Preventative Support*



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In the event that you wish to offer **preventative psychological support services** to employees subject to traumatic and/ or high-stress situations, we can coordinate group sessions and/ or individual follow-up (onsite or virtual).

To counter these psychological impacts, our interventions are based on our clinical model, the **Psychological First Aid (PFA) approach**. Here is an overview of the main objectives:

1. Support the organization involved in a potentially traumatic event;
2. Psychoeducation of reactions and their possible evolution;
3. Promote the use of effective personal coping strategies;
4. Validate present emotions;
5. Encourage the development of an adequate support network;
6. Make recommendations for the days and weeks ahead;
7. Identify people at risk of developing PTSD (post-traumatic stress disorder) and refer them to specialized resources.

## **Trauma Leaders**

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