

Navigating a Critical Incident

When a critical incident happens in the workplace, HR is usually the “first responder” to initiate an appropriate response and offer counseling to employees. Best Care EAP helps you be ready!

Immediate, Expert Response

Best Care EAP responds to approximately five to seven critical incidents each month. Our experienced team is here to help and proud to offer you:

- **Direct, with one point of contact:** Best Care EAP doesn't employ a call center. HR can contact us directly for immediate attention, often from our clinical services manager.
- **Customized consultation:** HR will work with our experienced clinical services manager to create a unique response plan and navigate recovering from a critical incident.
- **24-hour access:** All incidents are immediately triaged and we have on-call counselors ready to assist.

Connecting with Best Care EAP immediately after critical events can make a huge difference in minimizing workplace disruption.

Remember, service hours can be applied to a critical incident response. If your organization doesn't have service hours, they can be added for an additional fee at any time.

If you have questions about this service, call us and we'll be glad to answer them: (402) 354-8000 or (800) 801-4182.

Visit www.bestcareeap.org for more information about CIRs.

