



1-800-526-3485

*Free and confidential assistance
24 hours a day*

Critical Incident Stress Management

Things to Remember

- ❖ Everyone responds differently to stressful incidents. It is important to honor your feelings and experiences, as well as those of others.
- ❖ Experiencing a critical incident may trigger memories of previous stressors you have experienced. This is normal and although painful, will pass in time.
- ❖ Take care of yourself. It is important to rest, eat well, and exercise to relieve pent-up feelings and stress. Don't force yourself to do things that may be uncomfortable. Allow for time alone and/or with others.
- ❖ A traumatic event in the workplace is serious. It is common for individuals to grieve after experiencing a traumatic event in the workplace.
- ❖ It can be helpful to consider the results that can come from experiencing a critical incident. The experience can lead to reassessment of what is really important. It can also present opportunity to make changes and encourage us to be more appreciative of those around us.

Possible Signs and Symptoms of Stress Reaction

Physical	Cognitive	Emotional	Behavioral
<ul style="list-style-type: none"> * Fatigue * Nausea * Weakness * Dizziness * Headaches * Chest pains * Rapid heart rate * Visual difficulties * Sweating * Difficulty breathing 	<ul style="list-style-type: none"> * Confusion * Nightmares * Hypervigilance * Intrusive images * Poor concentration * Heightened or lowered alertness * Increased or decreased awareness of surroundings 	<ul style="list-style-type: none"> * Fear * Guilt * Panic * Denial * Anxiety * Irritability * Depression * Anger * Apprehension * Feeling overwhelmed 	<ul style="list-style-type: none"> * Withdrawal * Inability to rest * Pacing * Change in social activity * Change in appetite * Increased alcohol/drug/medication use * Change in usual communications * Returning to smoking

To Help with Signs and Symptoms

- WITHIN THE FIRST 24-48 HOURS: periods of physical exercise and relaxation will help to alleviate some of the physical symptoms.
- Structure your time and try to keep busy.
- Do not label yourself. You are having a normal reaction.
- Talk to people. This is the most healing medicine.
- Maintain as normal a schedule as possible for you.
- Help your co-workers as much as possible by sharing your feelings and check to see how they are doing.
- Give yourself permission to feel strong emotions and share them with others.
- Do not make any big life changes.

To Help Family Members and Friends

- Listen carefully.
- Spend time with people who have been impacted..
- Do not assume they are okay. Ask if they would like to talk and tell them that you are available when they would like to talk.
- Reassure them that they are safe.
- Help them with everyday tasks like cleaning, cooking, caring for the family.
- Give them some private time.
- Do not take their anger or other feelings personally.
- Do not tell them that they are "lucky it was not worse". Instead, tell them that you are sorry such an event has occurred and you want to understand and help.



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In addition to critical incidents, Solutions EAP counselors can help with life challenges:

- Stress, anxiety, depression
- Marital issues and divorce
- Alcohol and drug dependencies
- Bereavement and other losses
- Compulsive gambling
- Family violence
- Change in the workplace
- Family and parenting concerns
- Budget and debt problems
- Child and elder care
- Sexual Orientation / Gender Identity
- Workplace issues

The EAP Process

- 1.) **Call 1-800-526-3485 any time of day or night for assistance. Appointments can be made during our business hours.**
- 2.) If you make an appointment you will be asked for the following information: employer, name, phone number, work location, home location, and work schedule. This information will help us find the most convenient counselor for you.
- 3.) An appointment will be made with a counselor in an EAP office or a counselor within our network.
- 4.) If a counselor within our network is a better fit for you, we will provide the counselor's contact information and ask for you to call and set up an appointment.
- 5.) We will follow up with the counselor and approve the number of free sessions provided by your employer.
- 6.) You will not need an authorization number or referral number. You will not need to pay a co-pay or deductible for these sessions.

Things to Try to Help with Stress Reactions

Go for a drive * cook * do a puzzle * go for a walk * hiking * write in a journal * read * play with clay * dance * sing * visit friends and family * maintain a balanced diet * exercise * sort through photos * decorate your home * bicycling * spend time in nature * complete a crossword or word search * listen to music * plant in a garden * yoga * rearrange furniture * perform a random act of kindness * volunteer * take a nap * draw * watch a comedy * visit a museum * pray * join a support group * write a letter * meditate * knit or sew * play with a pet * take a bath * aromatherapy * stretch * organize your closet and donate clothes

Visit our website for more information about services provided by Solutions EAP: www.solutions-eap.com