

## Critical Incident *Stress Management*



“ *When things happen that you can't handle,  
we handle the things that happen.* ”

A critical incident is a sudden, unexpected event that **may cause** intense emotional feelings to almost anyone.

Some common critical incidents may include:

- Accidents
- Robberies
- Natural Disasters
- Acts of Violence
- Sudden Death
- Medical Emergencies

### **Cost for Service:**

\$285 per hour - *plus* -  
One (1) hour of travel at \$150 -  
*plus* - \$100 Case Management  
Fee

*\*rates are subject to change  
without notice*

***\*A fee for cancellations or  
rescheduling of services may apply if  
given less than a 24 hour notice***

**After experiencing a critical incident, there is a strong potential for it to interfere with employees' abilities to function both in their job and their personal life.**

Although the actual event may be over, strong emotional and/or physical reactions may linger or be delayed. In fact, it is quite common and normal for individuals to experience emotional aftershocks when they have experienced a traumatic event. These delayed stress reactions may appear a few hours, a few days, or even weeks or months after the incident.

HMSA can provide on-site Critical Incident Stress Management to help your employees learn to cope with those reactions and restore normal business operations.

A specially trained CISM counselor will assess the situation and when necessary will conduct a debriefing and implement other strategies aimed at helping your employees to process the event and work through their reactions. The debriefing is **not** counseling or therapy, but an educational experience designed to mitigate the impact of the incident. Without intervention, symptoms may persist and can frequently result in workers compensation and/or disability claims.

Debriefing sessions run approximately 1 hour. Based on the nature and severity of the incident, the number of participants and other needs of the company, that time may need to be extended.