

Preparing for crisis

How to be ready for workplace critical incidents

A workplace crisis involving violence, serious injury, death or other wide-scale trauma can be devastating to the workforce. Such incidents are rare, but leaders should be aware of potential reactions including physical shock, fear, confusion, sadness and grief. Having a crisis response plan in place not only provides you with guidance during a difficult time, but it helps you preserve the well-being of your staff.

- Identify in advance the individuals who will comprise your crisis management team—people who will know what to do if disaster strikes. Activate your crisis plan.
- If an incident occurs on site, promptly relocate all staff from the incident’s vicinity to a safe location.
- Conduct an informal “defusing” meeting to help bring closure to the incident; allow employees to express any immediate concerns.

Additional action steps post-crisis

1. **Communicate proactively** by informing staff about the actions you and the organization are taking, and what staff should do. Stay visible and communicate often, even if there isn’t much news.
2. **Contact your program for resources** on how to help staff process and cope with the emotional and physical impacts of a traumatic event by fostering their natural resilience, coping skills and strategies.
3. **Remain sensitive** to the needs and problems of staff. Honor their individual perspectives. Encourage them to talk and share their reactions to the critical incident.

Additional source: Society for Human Resources Management.



Live Webinar— On Wednesday, June 24, join our webinar, *Managing the Unexpected: Responding to Workplace Crisis*. Register [here](#).

Mind Your Mental Health

June is National PTSD Awareness Month

Overwhelming trauma can have destructive, lasting effects on those experiencing it. People with post-traumatic stress disorder (PTSD) may have ongoing frightening memories of a traumatic event—often with the same degree of anxiety as during the event itself. They often remain tense and anxious, and may startle easily.

1. **PTSD is common.** According to the National Center for PTSD, between 7 and 8 percent of the population will experience PTSD during their lifetime.
2. **The causes are diverse.** Traumatic events triggering PTSD can include violent personal assaults, military combat, natural or human-caused disasters, accidents, terrorist incidents or a loved one’s sudden death.
3. **Showing sensitivity helps.** If you’re aware of someone suffering with PTSD, strive to understand their experiences and day-to-day realities. PTSD is treatable, but not everyone seeks treatment.

4. **Treatment works.** A combination of counseling, medication and ongoing support can help people regain their health and full functioning.

Visit www.MagellanHealth.com/MYMH or contact your program for confidential mental health resources.

Working on Wellness

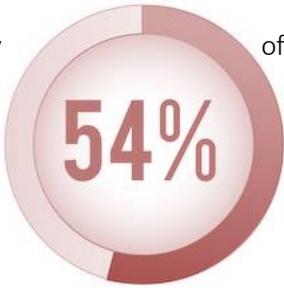
Make a commitment to employee wellness

- June is Employee Wellbeing Month—a time for leaders to help introduce healthy habits into the workplace. From smart eating choices to exercise breaks to fitness goal setting, leaders can encourage staff to take better care of themselves.
- If a staff member's personal problem or a traumatic incident has affected their productivity, inform them about the easily accessible, confidential help available through their program.

Daily Diligence

Access expert help after a crisis

- When a workplace crisis occurs, supervisors play an important role in the organization's recovery. Accessible 24/7, your program is here to help you and your work team overcome the distressing physical and emotional effects of trauma.
- If a critical incident occurs, call your program's and ask for a workplace support consultant. This will help preserve your staff's health and well-being.

Only  of companies have a developed crisis plan in place.

54%

Source: ODM Group