

Critical Incident Stress Management (CISM)

How managers and HR leaders can support teams and individuals if a crisis occurs

What is a critical incident?

Critical incidents are stressful and/or traumatic events that can impact a person, their family, and their work in a variety of ways. Examples include the death of an employee, natural disasters, workplace accidents, the downsizing of a company, or any event or situation that results in physical or psychological harm.

What is critical incident stress management (CISM)?

Critical incident stress management (CISM) provides organizations with comprehensive crisis support services for anyone impacted. The process starts with a management consultation to understand the nature and scope of the event, assess specific worksite or population needs and develop an action plan. An **incident manager** is assigned and will serve as your point-of-contact to ensure employees are getting the right support. Depending on the need, a provider can be assigned within 2 hours.

Services may include onsite or virtual response, one-on-one and group counseling sessions, telephonic crisis support, and post-event follow up. Providers work with employees to help build resilience and recovery, facilitate understanding, promote hope, and ensure they have ongoing support through Spring Health.

About Spring Health

Your employer partners with Spring Health to make mental health fundamental, providing the most diverse, comprehensive care for benefit-eligible employees and their families. Built from the right blend of clinically-validated technology and human support, Spring Health becomes a single front door for access to mental health services, with personalized care at every step of the mental health journey.

mwu.springhealth.com
1-855-629-0554

What resources can support my team?

Managers should call 911 if there is an immediate need or concern. If someone is indicating a plan for harm and has access to a weapon or other means to harm themselves or someone else, consider the situation a mental health emergency, similar to a medical emergency like a heart attack, and call 911.

Tips for managers who are addressing a critical incident:



Acknowledge the situation clearly with co-workers and demonstrate compassion



Listen and remain attentive to the needs of individuals impacted and the team



Respect privacy and discourage gossip



Prioritize making time for self-care, both for your team and for yourself

Critical incident resources:

Team Support: Managers have access to a 24/7 Critical Incident Support line, answered within 30 seconds.

1-855-629-0554, option 4 (connect to Manager Support), then option 1

Managers should check with their HR department prior to submitting a case, and should identify themselves as a Spring Health customer when calling.

Individual Support: Benefit-eligible employees have access to a 24/7 Clinical Crisis Support line for personal issues.

1-855-629-0554, option 2