



GENERAL MANUAL POLICY

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CATEGORY: Human Resources

TOPIC: Critical Incident Debriefing

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POLICY

Community Living Thunder Bay offers an Employee Assistance Program (EAP) that is fully funded and managed by the Employer. The EAP services offer confidential professional counselling for a wide variety of personal problems that can impact general well being and consequently work performance. The Association's EAP provider is the St. Joseph's Care Group Behavioural Sciences Centre.

One of the services that the EAP provides is intervention following a critical incident. A critical incident is a sudden and powerful event that is outside of the range of normal experiences, which causes emotional or psychological distress in those exposed to the incident directly, or even indirectly. Examples of such events are the death or serious injury of an employee/co-worker or of an individual supported by the Association.

PURPOSE

The Employee Assistance Program (EAP) is intended to provide confidential, voluntary and timely professional assistance, support and brief intervention services to the employees of the Community Living Thunder Bay.

Community Living Thunder Bay through the EAP will provide individual and/or group interventions following a critical incident. Interventions designed to ease symptoms of critical incident stress and prevent the development of post-traumatic stress disorders may include defusing, debriefing and/or individual counseling.

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PROCEDURE

The Employee Assistance Program is available through a 24-hour crisis line. The normal office hours of operation at St. Joseph's Care Group Behavioural Sciences Centre are Monday to Friday 8:30 a.m. to 7:00 p.m.

REGULAR OFFICE HOURS

The Team Leader, Team Leader back-up, a Supports and Services Coordinator or a Director from Senior Management will be contacted in the event of a critical incident occurring during the regular office hours of the Association.

The Team Leader, Team Leader back-up, a Supports and Services Coordinator or a Director from Senior Management will contact the Employee Assistance Program at

(807) 343 - 4626.

The caller will advise the receptionist that it is an EAP call and describe the nature of the serious incident. The EAP supports will make the necessary arrangements.

A debriefing counseling session is then scheduled for the employees of the home or site where the critical incident occurred or is associated.

AFTER HOURS (EVENINGS, WEEKENDS, HOLIDAYS)

The On-Call Supervisor will be contacted in the event of a critical incident occurring during the evening, weekend, or a holiday.

The On-Call Supervisor will contact the On-Call Director from Senior Management and the Team Leader of the home/site where the critical incident is associated or where the critical incident occurred.

If the Team Leader of the home/site is not available, the On-Call Supervisor will contact the On-Call Team Leader back-up.

The Team Leader or the On-Call Team Leader back-up will contact the regular EAP telephone number (343-4626) and their call will be received by the St. Joseph's Care Group EAP switchboard.

The Team Leader or the On-Call Team Leader back-up need only indicate that it is an EAP call and the message.

The caller's telephone number is relayed to the counselor on call and the counselor then returns the call to the Team Leader or the On-Call Team Leader back-up.

A debriefing counseling session is then scheduled for the employees of the home or site where the critical incident occurred or where the critical incident is associated.