Critical Incident Stress Management (CISM) Process

Critical Incident Occurs

Manager calls ComPsych 24-hour toll-free line

Speaks with GuidanceConsultant℠ (GC) who triages to CISM unit

PERTINENT INFORMATION
- Description of event
- Number of employees directly involved
- Customer contact information

CISM coordinator initiates case

CISM coordinator determines if on-site intervention is necessary

On-site required

CISM coordinator contacts local CISM provider to arrange debriefing(s)

CISM provider schedules individual EAP sessions as needed

CISM coordinator follows up with employer contact regarding satisfaction and additional services

On-site not required

Employees may contact EAP for support

ComPsych offers supportive outreach to affected individuals

CISM coordinator provides ongoing management consultation as needed to affected individuals

ComPsych follows up

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