

Critical Support

Before, During, and After an Incident

Every facility and team benefits from being prepared for unexpected events. Knowing what to do before, during, and after a critical incident can reduce confusion, enhance safety, and support emotional well-being.

Before a Critical Incident

- **Be Prepared:** Ensure all USPS management has EAP contact information readily available.
- **Educate Your Team:** Include CIR awareness in safety briefings and trainings so employees know what support is available.
- **Foster a Supportive Culture:** Encourage open communication and normalize discussions about stress, coping, and mental health.

After a Critical Incident

- **Arrange CIR Services:** Schedule group debriefings or individual counseling sessions as needed.
- **Provide Ongoing Support:** Maintain open communication and check in regularly with your team in the days and weeks following the event.
- **Monitor Well-Being:** There can be many different responses to a critical incident. Some employees may experience delayed stress reactions; continue observing and offering support.
- **Review Lessons Learned:** Evaluate the response, identify what worked well, and consider improvements for future preparedness. The EAP is available for consultations.

The Goal: Recovery and Resilience

Responding effectively before, during, and after a critical incident strengthens team confidence, cohesion, and overall resilience. With preparation, clear communication, and professional support, USPS employees can recover, refocus, and continue serving with pride.

Preparedness and compassion make all the difference. Know the steps, share the resources, and support each other every step of the way. Learn more about how the EAP can support your team at EAP4YOU.com

