

Critical Support

On-Site and Virtual CIR Services



Leaders play a critical role in initiating Critical Incident Response (CIR) services and setting the tone for recovery following a distressing or disruptive event. CIR is a short-term support program designed to help employees process and stabilize after impactful workplace events, with both on-site and virtual options available depending on operational needs.

When to Request Support

CIR services can be activated after any event that disrupts normal operations or affects employee well-being, including:

- Workplace accidents, assaults, or robberies
- Sudden death or serious injury of an employee
- Natural disasters or community crises
- Threats, evacuations, or safety concerns

Next Steps for Leaders

- Contact the EAP and request a CIR.
- Share key details about the incident and your team's needs.
- Coordinate scheduling for on-site or virtual services to ensure timely support.

Effective leadership means recognizing when additional support is needed—and ensuring your team never faces a critical event alone. Support can be provided immediately after an incident and is flexible to meet the needs of your team and operational requirements.

Types of Support Available

On-Site Response: EAP staff can come to your facility to provide group debriefings, informational briefings, or individual check-ins with employees.

Virtual Response: Video or phone-based support is available for remote teams, multi-site operations, or situations where in-person access is limited or not feasible.

For guidance on activating CIR services or to learn more about how the program can support your team, contact the EAP at 800-327-4968 (TTY: 711). You can also visit [EAP4YOU.com](https://www.eap4you.com) for resources, program details, and support options.