

Critical Support

Whenever You Need It



When a difficult or traumatic workplace event occurs, immediate professional support can make a meaningful difference. **USPS management can access Critical Incident Response (CIR) services 24 hours a day, 7 days a week** to help employees manage emotional reactions and regain safety and stability. Prompt support can reduce stress, strengthen coping skills, and promote long-term resilience.

CIR services are available after traumatic or disruptive events such as robberies, threats, accidents, natural disasters, or the sudden loss of a coworker. These experiences can trigger strong emotional responses in individuals and teams, and early support helps lessen distress and aid recovery.

Critical incidents may include employee slips or falls, being caught in machinery, or sudden medical emergencies (e.g., seizures or heart attacks) witnessed by others. They can also involve unexpected community events affecting safety or health; employee deaths due to illness, suicide, homicide, or unknown causes; and natural disasters like hurricanes, wildfires, or tornadoes.

Who Can Report a Critical Incident?

Only USPS management is authorized to report Critical Incidents.

How to Report a Critical Incident

Request a Critical Incident Response (CIR) by calling: **800-327-4968**

Please have the following information ready when contacting the EAP:

- **Date of the incident** – The actual date the event occurred (not the date it is being reported).
- **Type and location of the incident** – Specify the nature of the incident and where it occurred (e.g., at the worksite, on postal property, while performing job-related duties, or off-site).
- **Date and location of EAP response** – Indicate when and where you would like EAP support provided, including the postal facility name and full address.
- **Names and crafts of those involved** – Provide information about all employees directly involved.
- **Immediate actions taken** – Describe any steps already taken in response to the incident (e.g., first aid administered, emergency services contacted, equipment secured).

What to Expect After Reporting a Critical Incident

After a report is made, the caller becomes the initial point of contact and must stay available for follow-up. The CIR team will contact USPS management to gather more information and coordinate support.

The EAP will respond at the agreed-upon time to provide on-site services, which may include:

- A service talk or group briefing
- Individual meetings with employees
- Supportive materials or handouts

If further assistance is needed, additional services can be arranged through local EAP staff.

Reach out to learn more or visit [EAP4YOU.com](https://www.eap4you.com)