



Reporting a Critical Incident

as a Postal Service Supervisor

As a USPS leader, you play a crucial role in supporting the safety, well-being, and stability of your team—especially during times of crisis. The EAP is here to guide you through the key steps of recognizing, reporting, and responding to these events. By understanding your role and the resources available, you can ensure timely support for employees and help maintain smooth USPS operations.

What is a Critical Incident? A Critical Incident is any workplace event that poses a threat to the safety, health, or well-being of employees, or has the potential to cause harm, injury, or significant disruption.

Examples of Critical Incidents: Critical incidents may include situations such as an employee slipping or falling, becoming caught in machinery or equipment, or experiencing a sudden medical emergency (e.g., seizure or heart attack) in the presence of others. They can also involve unexpected community events that impact employee safety, security, or health; the death of an employee due to illness, suicide, homicide, or unknown causes; and natural disasters such as hurricanes, wildfires, or tornadoes.

Who Can Report a Critical Incident? Only USPS managers are 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 company property, while performing job-related duties, or at home).
- **Date and location of EAP response** – Indicate when and where you would like EAP support to be provided, including the postal name and full address.
- **Names and crafts of those involved** – Provide detailed information about all the employees involved.
- **Immediate actions taken** – Detail any steps taken in response to the incident (e.g., first aid administered, emergency services contacted, equipment shut down).

What to Expect After Reporting a Critical Incident: Once the incident is reported, the individual who made the call will serve as the initial point of contact (POC) and must remain available for any necessary follow-up.

The Critical Incident Response (CIR) team will reach out to the POC to gather additional information and coordinate the appropriate support. The EAP will respond at the agreed-upon time, providing on-site services such as a service talk, individual meetings with employees, and supportive handouts.

If additional support is needed, it can be arranged through local EAP staff.