



Critical Incident Response

When a traumatic event disrupts your workplace, it's normal to feel overwhelmed or unsettled. Our Critical Incident Response (CIR) team provides immediate, compassionate support—24/7/365.

How the CIR Team Supports Recovery After Workplace Trauma

Made up of directly contracted clinical professionals, our centralized CIR team is specially trained to help individuals process and manage the emotional and physical impacts of trauma.

A broad range of CIR services are available and tailored to your organization's unique needs. Services include Psychological First Aid (PFA), Management Consultations, group and individual support for affected employees and telephonic crisis support.

All services are voluntary, confidential and designed to foster resilience, reduce long-term impact, and support recovery. Resources and support are provided to help you and your staff manage post-event stress and anxiety, allowing a return to regular life.

Tragic events may include, but are not limited to:

- Unexpected death of a co-worker
- Workplace injury
- Organizational restructuring or layoffs
- Natural disasters
- Public health emergencies
- Acts of violence such as a robbery, shooting, stabbing or terrorism

How to Access CIR Support



Outreach

Reach out when a crisis or traumatic event occurs.



Consultation

A Magellan clinician will gather information about the incident, assess the situation and identify your team's needs.



Action Plan

We'll develop a tailored response plan based on the consultation.



Onsite Support¹

A CIR counselor will arrive at your worksite within an agreed timeframe.



Intervention

The CIR counselor will lead a structured response and support staff as needed.



Scan the QR code to visit Member.MagellanHealthcare.com or call your Employee Assistance Program at 1-800-523-5668 (TTY 711) to get started.

¹ Virtual support is also available, if preferred.