



## Crisis management

While being exposed to traumatic events is not a common occurrence, it can be quite significant for organizations and their employees. These events can destabilize organizational and psychological health, significantly impact employees' ability to continue working, and interfere with the overall functioning of the organization.

Through the assistance program, employees, their representatives and managers have access to a specialized crisis management service in case of a difficult or traumatic event.

### What is a traumatic event?

A traumatic event is defined as a situation that causes intense distress and/or fear of dying, without being able to do anything about it.

An unexpected, violent, and extremely stressful situation that a person has experienced or witnessed can result in very severe anxiety disorders.<sup>1</sup>

Emotional and behavioural reactions to this type of incident can vary and affect people in their professional and personal lives. Therefore, it is important for organizations not only to deal with the direct repercussions of the event, but also to help employees cope with its impact.

The following are some examples of traumatic events that may occur in the workplace:

- Death of an employee
- Serious injury sustained by an employee
- Suicide
- Severe accident
- Physical or sexual assault
- Armed robbery
- Natural disaster (earthquake, fire, flood, etc.)
- Terrorist act



## What is crisis management?

Following a traumatic event, a specialized response team will be available to:

- Assist and support the organization in dealing with the event
- Prevent shock and post-traumatic stress among victims or witnesses
- Help employees vent their emotions, express their feelings, and reduce their anxiety
- Facilitate a smooth and efficient return to daily activities

Crisis management is available 24 hours a day, 7 days a week. Phone assistance will be available within an hour, and a response plan will be implemented to ensure that you and your employees receive the specialized response you need. Responders will be available within 48 hours\* for situations that require an on-site response.

## Services offered:

- Specialized psychological support (24/7)
- Immediate management coaching by phone with a specialized responder
- On-site responder (if necessary)
- Group debriefing to mitigate the impacts of acute stress
- Clinical assessment to determine if individual follow-ups are needed
- Individual follow-ups as needed

## How do you access it?

To access crisis management support, please contact us by calling 1-877-455-3561.

Offered to you through



\* The delay may be longer for remote locations.

1. Pauline Flairot, 2022, PTSD: definition, causes, symptoms, test, post-traumatic stress syndrome treatment seen on ESPT : définition, causes, symptômes, test, traitement de l'état de stress post-traumatique (msn.com) (available in French only)

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