Crisis support services

Tragic events and crises

Whether local, national or international, tragedies can create chaos and worry. Our crisis support service, also called Critical Incident Stress Management (CISM), can make a big difference in how well your employees recover and get back to their jobs.

Help restore balance to your workplace after a traumatic event

Outreach. After a crisis or tragic event, call us for assistance. Our specialists are available 24/7 to receive your call.

Assessment. An experienced Management Consultant will gather information about the event and work with you to formulate a plan. Depending on the situation, there are several possible interventions:

- You may receive written or electronic materials designed to help victims and others affected by the event begin their recovery.
- We can help you communicate information about the situation to your employees.
- Any individual who is in crisis can access immediate support and referrals from a trained clinician.
- A crisis specialist may be sent to your site to consult with managers, meet with employee groups or provide one-on-one support.

The right reaction for every event

Recognized for their expertise in the field, our crisis specialists will help your workplace recover from tragedy. You'll find support for:

- Deaths, both expected and unexpected
- Workplace accidents
- Violence in the workplace
- Robberies
- Layoffs and job loss
- Natural disasters and more

We're here for you at a moment's notice. Our crisis support services are available 24/7. Contact our management services team today to find out more.

For management support services, call 1-800-243-5240. For individual support, employees and their families can call 1-888-AETNA EAP (1-888-238-6232).

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3289852-01-01-RFL (3/25)
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