

## Crisis support services

### Aetna Resources For Living<sup>SM</sup>

Tragic events and crises — whether local, national or even international — can create chaos and worry in any workplace. Our crisis support service, also called Critical Incident Stress Debriefing (CISD), can make the difference in how fast and how well your employees recover and get back to their jobs.



#### Crisis support service helps restore balance to your workplace after a traumatic event

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

**Assessment.** An experienced crisis consultant speaks with you to gather information about the event and begin to formulate a plan.

**Intervention.** Depending on the situation, there are several possible interventions:

- We'll provide clinical consultation to assess your unique situation, examine available options, and strategize how best to respond.
- You may receive written materials designed to help victims and others affected by the event to 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 one of our phone clinicians.

- If needed, a crisis specialist may be dispatched to your site to provide consultation with managers, meetings with employees or actual one-on-one debriefings.

#### The right reaction for every event

Highly-recognized for their expertise in the field, our crisis specialists gather information and put the best plan into place. We provide support for a range of workplace events, including:

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

We're available at a moment's notice. Our crisis support services are available 24/7. Call 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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