



# Critical Incident Response

Employee Assistance Program (EAP)

With Lumino Health Virtual Care EAP, provided by Dialogue, you have access to Dialogue's Critical Incident Response. Critical Incident Response is a confidential intervention program. It provides flexible support and psychological first aid for traumatic events that occur in the workplace.

The goal of this program is to reduce the distress that you and your employees may experience immediately after an event such as:

- Natural disasters that impact your organization.
- Critical incidents at your workplace (e.g. workplace accident(s)).
- Traumatic events affecting one or more of your employees (e.g. death of a co-worker).
- Incidents that may have a significant impact on your company (e.g. mass layoffs).



## How it works:

Dialogue's trauma and critical incident intervention team will work with you to develop a response plan based on your needs. It'll consist of either individual or group debriefing sessions, provided virtually or in person.

Critical Incident Response is available upon request. **An hourly rate charge applies.**

Please see your service team for details.



## What Critical Incident Response doesn't cover:

- Individual coaching unrelated to trauma.
- Long-term counselling services for affected employees.
- Psychiatric assessments of affected employees.

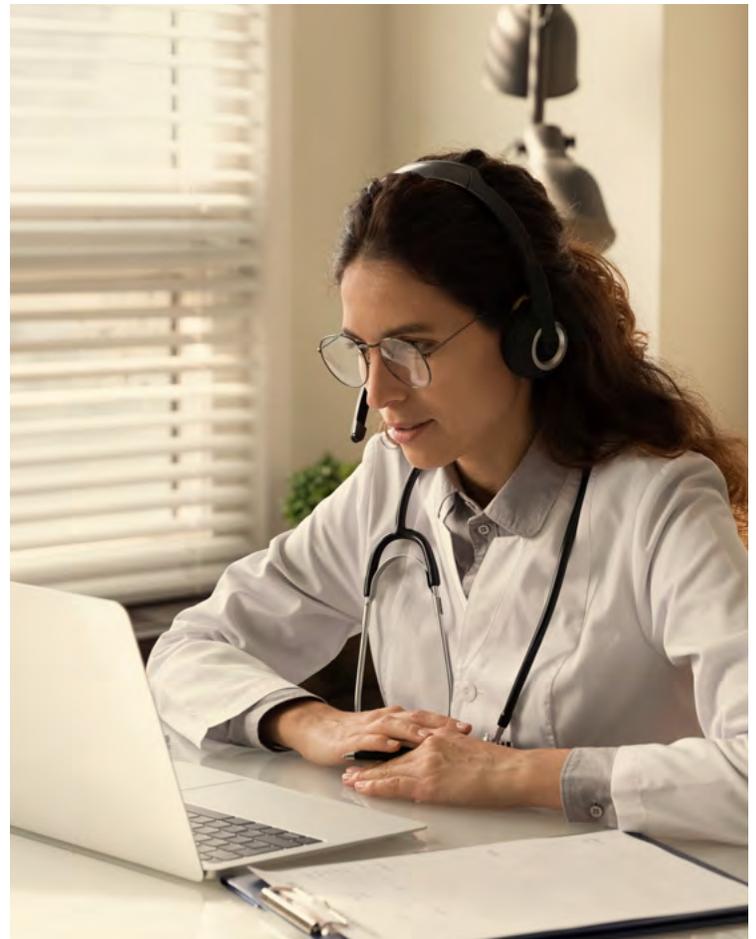


Life's brighter under the sun



## When your organization needs support

1. Call the helpline at **1-833-633-0608**. You can call seven days a week, from 8 a.m. to 9 p.m. ET.
2. You'll hear a French greeting followed by an English greeting. For French service press 1, for English press 2.
3. An intake agent will answer your call. If they're attending to other Clients, you can leave a voicemail. You'll receive a call back within 30 minutes.
4. The intake agent will request some details to confirm that you're a Sun Life Client and have approval to request support.  
**Please be ready to provide your Sun Life policy number and name of your organization.**
5. During the call, the intake agent will note details on the specific critical incident including:
  - nature of the incident,
  - approximate number of plan members impacted by the incident,
  - the date and time requested for support.
6. A counsellor from the trauma and critical incident intervention team will call you back within 30 minutes. At this time, they'll assess your needs. They'll require specific information about the event. For example: when and where it took place, presence of witnesses, and what information was shared with plan members. During this time, the organizational leader is given initial guidance if needed. This includes immediate steps to take prior to response team intervention. The counsellor will also discuss post trauma intervention, modalities, and the best way to support plan members after the incident.
7. The counsellor will coordinate the interventions. They'll send an email confirmation that confirms the date, time, and name of the counsellor.
8. We'll bill your organization for critical incident intervention services. They'll appear on your next Sun Life Lumino Health Virtual Care EAP bill.





## Outside operating hours

The trauma and critical incident team are only available during operating hours. However, there are agents available outside of operating hours to initiate your request for a critical response. Please follow these steps if you're calling outside of operating hours.

1. Call the helpline at **1-833-633-0608**.
2. If an agent doesn't pick up the call immediately, you can leave a message. The recording will be in French, followed by English. You'll receive a call back within 30 minutes.
3. The intake agent will request some details to confirm that you are a Sun Life Client and have approval to request support.  
**Please be ready to provide your Sun Life policy number and name of your organization.**
4. The agent will then open a file and request information on the critical incident (e.g.: number of employees impacted by the incident, the date and time requested for support).
5. A counsellor from the trauma and critical incident team will call you back at their earliest opportunity during operating hours (after 8 a.m. ET). During this call they'll assess your needs more specifically. They'll require additional details about the event. For example: when and where it took place, presence of witnesses, and what information was shared with the employees. We can provide initial guidance if needed. This includes immediate steps to take prior to response team intervention. The counsellor will then discuss post trauma intervention, modalities, and the best way to support plan members after the incident.
6. The counsellor will coordinate the interventions. They'll send a confirmation email that confirms the date, time, and name of the counsellor.
7. We'll bill your organization for the critical incident intervention services. The fees will appear on your next Sun Life Lumino Health Virtual Care EAP bill.