

# **Psychosocial Emergency Preparedness and Collaborative Response to Tragic or Traumatic Workplace Events**

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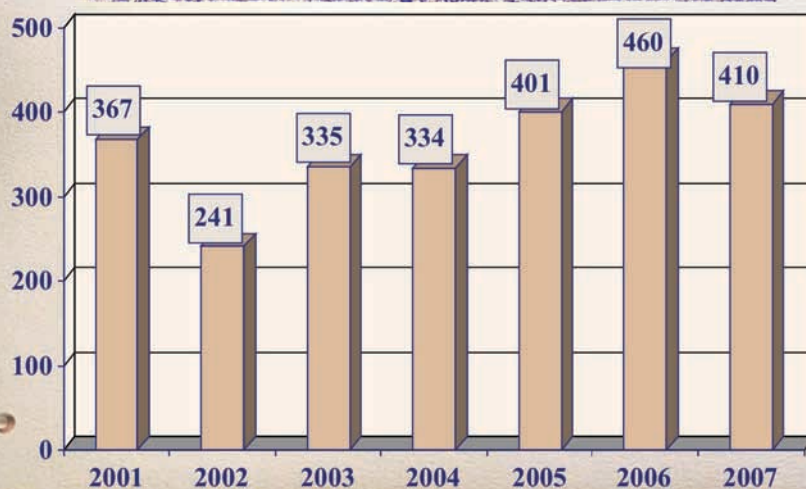
## **Objectives**

- Provide overview of NEAS, Inc.
- Share trends in trauma response service requests
- Identify best practices in trauma response management consultation

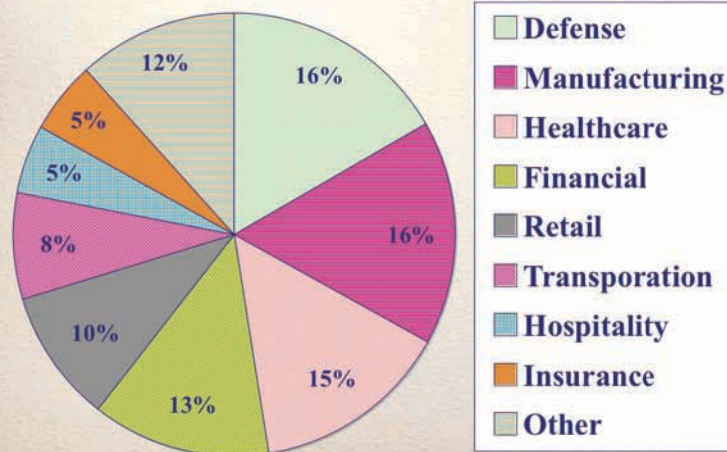
## Overview of NEAS, Inc.

- EAP and Work/Life provider located in Waukesha, Wisconsin, USA
- More than 300 client companies around U.S. and Canada
- Company size ranges from 6 to 124,000 employees
- Client base spans numerous industries, sizes and locations
- Over 1.7 million covered lives

## Trauma Consultation Requests



## 2007 Trauma Response Calls



## Best Practices

- Nurture crucial relationships
- Deliver mindful customer service
- Utilize flexible assessment tool



## **Initiating Relationships: Role of the Account Manager**

### **Preparation Stage:**

- Gather thorough history of company during program implementation
- Provide customized program promotion materials and report utilization trends
- Build trust through multiple points of contact
- Support company contacts before, during, and after traumatic workplace events

## **Building Relationships: In Times of Crisis**

### **Planning Stage:**

- Listen carefully to identify caller's needs
- Identify team members involved in providing the response
- Gently assess caller's personal reaction
- Identify stakeholders and clients

## Who are the Stakeholders?

- Main contact
- Corporate contacts
- Local contacts
- Managers
- Front line supervisors
- Human Resource Professionals
- Union representatives
- Peer CISM team
- Employees

## Who are the EAP's Clients?

- Caller
- Main company contact
- Management
- Injured employees
- Workgroup
- All employees at the company
- Family members of employees
- Community
- Union

## THE RIPPLE EFFECT



## Delivering Trauma Response Services

### Response Stage:

- Balance caller's request with what's clinically appropriate
- Provide written information on coping for managers and employees as soon as possible
- Remain flexible when providing consultation and intervention
- Follow up to assess ongoing needs and recovery of the workgroup

## Customer Service: Assess

- Have there been other traumatic events?
- Is there a history of recent losses or changes?
- What other stressors is this workgroup facing?
- What is the company culture?



## Customer Service: Simplify

- Learn how to say “yes”
- Get “buy in” from the stakeholders
- Confirm crucial details: LISTEN
  - Location where services are needed
  - Ideal dates/times for services
  - Size of group affected by incident
  - Telephone number for company contact
  - Entrance requirements
  - Names of stakeholders including onsite contact

## EAP Providers Wear Many Hats

- **Consultant:** Provide direction to management
  - Mental health
  - Workplace productivity
  - Risk
  - Resource finder
- **Counselor:** Provide emotional support to employees
  - Individuals
  - Groups



## NEAS' Assessment Tool

- Use EFAS tool as a guide to:
  - assess a workgroup's reaction to an event
  - determine which type of intervention might be most appropriate
- Limitation: Tool is dependent on caller having an awareness of employee reactions

## **EFAS: Emotion & Function Assessment Scale**

- 0** = No impairment
- 1** = Some outward emotion, minimal distraction
- 2** = Outward emotion, distracted, preoccupied,  
but still functioning
- 3** = Severely emotional, unable to complete  
work tasks
- 4** = No tasks completed, unable to stay at work

## **EAP Recommendations**

### **EFAS Score:**

- 0-1** = Management consultation, send materials
- 2** = Onsite supportive group and/or  
individual counseling
- 3-4** = Crisis intervention/triage, educational group  
sessions, supportive group/individual  
counseling

## **Best Practices require Balance**

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- Utilizing assessment skills and tools
- Considering the immediacy of the issues
- Providing excellent customer service
- Demonstrating sound clinical practice
- Identifying customer's perception of need
- Sharing EAP's perception of need

## **Questions?**

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