

Critical Incident Response Support for Units and Departments

Incidents such as workplace violence, robbery, a natural disaster, suicide or death, or a workplace accident can leave employees shocked, distracted, and unable to perform their jobs effectively. Indiana University Human Resources is here to support your department's in-the-moment needs.

Critical Incident Response services are intended to reduce the acute symptoms of the trauma by providing on-site or virtual counseling and guidance through IU's SupportLinc Employee Assistance Program (EAP). There is no cost to these services as IU has secured these services as part of their arrangement with the EAP vendor, CuraLinc.

What is considered a 'critical incident'?

Incidents such as workplace violence, robbery, a natural disaster, suicide or death, or a workplace accident qualify as a critical incident. However, please utilize the resource for other major events that are collectively having a negative impact on your employees.

What is provided in Critical Incident Response services?

A licensed mental health counselor from SupportLinc EAP will provide support in a group session either in-person/on-campus or virtually. Sessions typically last 1-1.5 hours. Virtual services can be set up as soon as the next day or at a preferred future date. In-person sessions may take slightly longer to organize, but generally happen within 1-2 business days.

How do I request Critical Incident Response services?

Simply fill out this brief [online request form](#) collecting the details of the situation. This form will automatically notify us of your request. A representative from the IU Human Resources Benefits and Healthy IU team will reach out to you within 24 hours to review your request and discuss the situation further to make sure we best meet your needs.

If there is an urgent need for Critical Incident Response services, please contact AskHR immediately at 812-855-6709 or askhr@iu.edu to start the process.

Do I have to use the Critical Incident Response services?

No, the Critical Incident Response services are voluntary and one tool available to assist in crisis situations. Each situation is different, and a campus or unit/department may take different approaches. The EAP can work with you on the best course of action for the situation. At a minimum, it is recommended that the unit/department communicate the SupportLinc EAP services and 24/7/365 telephone number to impacted employees for immediate individual use.

Does SupportLinc provide support for managers and supervisors?

Yes, SupportLinc provides supervisors and managers with expert resources, training, and consultations for a variety of organizational concerns. For more information and resources for supervisors and managers, please visit [the IUHR SupportLinc EAP Supervisor and Manager Services](#) site.

How should I communicate to my employees in the meantime?

Notify your employees of the situation as soon as possible via email or staff meeting. Whether you choose to set up a critical incident response service or not, let them know they have immediate individual support available to them 24/7/365 through SupportLinc EAP. Services are provided at no cost to all employees, IU Residents, Graduate Appointees, Fellowship Recipients, and their household members.

Connecting with SupportLinc is easy — call their support line 24/7/365 at [1-888-881-LINC \(5462\)](tel:1-888-881-LINC), or visit iu.mysupportportal.com. The use of EAP services is voluntary and confidential.

In addition, attach applicable resources to your communication for employees. The below resources can provide help to employees while the critical incident response is being organized, if one is offered.

- [Coping with Grief: Life after Loss](#) (flash course video)
- [Grief & Loss During Times of Uncertainty](#) (recorded webinar)
- [Grief and Loss](#)
- [When a Co-Worker Dies](#)
- [Supporting a Grieving Person](#)
- [Coping with a Traumatic Event](#)
- [Coping with Grief After Community Violence](#)
- [Common Reactions to Crisis](#)
- [Going Back to Work after a Traumatic Event](#)

For Managers & Supervisors:

- [Tips for Managers Following a Traumatic Event](#)
- [Supervisors Can Help Ease Employees' Grief](#)