What Happens When You call the Employee CRT?

- The On Call Team Coordinator will respond immediately, and will assess the situation with your help.
- Based on that conversation, the Employee CRT Team Coordinator will determine the appropriate response. This may include: 1) An immediate response: 2—3 Team members will respond on site within 2 hours, setting up in a conference or other private room, inviting staff to “stop by to talk” before they go home, offering defusing and information on coping with traumatic stress. 2) An Employee Assistance Program (EAP) Referral—If staff appear to be profoundly impacted, EAP will be consulted for follow up support.
- If an immediate response is not needed, Employee CRT Team Coordinator will follow up with the manager after the incident.

“The expectation that we can be immersed in suffering & loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water and not get wet.”

- Rachel Naomi Remen
What is the Crisis Response Team (CRT)?

Oakwood’s Employee Crisis Response Team (CRT) is a committed group of Oakwood Employees and Volunteers (RN’s, Chaplains, Social workers, and others) who have completed a minimum of 15 hours of specialized training in Critical Incident Stress Management response techniques.

Responses may include
- 1:1 Crisis intervention
- Critical Incident Stress Debriefing (in collaboration with OHS EAP)
- Critical Incident defusing
- 24/7 on site crisis/critical incident support.

What is a Critical Incident?

A critical incident is **any crisis or intense incident which may overwhelm the normal ability to cope.** Examples of incidents which might be considered critical incidents could include:

- An employee death while at work (either by violence or other causes).
- Sudden death of a young child—especially if due to neglect or abuse.
- Suicide of a colleague
- Unanticipated death of a pregnant or laboring mother.
- Events which receive high levels of media attention (fire victims, victims of violence)
- Other situations where staff find themselves emotionally “hooked” or overwhelmed.

When to call the Employee CRT...

When you recognize that your team has been emotionally impacted by a critical incident, page the Employee CRT Team Coordinator at 0170 who can help you determine what type of response may be needed.

Two things to remember:
1. **A critical incident is determined by the response to the incident—not the incident itself.**
2. It is not always obvious when staff have been impacted by an event. Coping ability and resilience may also be impacted by many external factors. If the event seems particularly intense, you may wish to contact the CRT team Coordinator to determine if a response is necessary.