

# BHO EAP Critical Incident Response (CIR) Guide

BHO EAP 1-800-280-3782

**If this is an emergency please call 911\***

While referrals for mental health or substance use disorder services are never required, members are more successful in accessing treatment when referred by their medical provider. Therefore, it is encouraged that providers complete the following steps:

- Advise the patient you are making a referral.
- Explain to the patient why you are making a referral.
- Advise the patient they will be contacted by a behavioral health professional regarding the referral made.

A critical incident is a powerful, traumatic event that initiates the crisis response. Some of the following are considered critical incidents but they are, by no means, the only traumatic events:

- Suicide of a colleague
- Line of duty death
- Serious line of duty injury
- Disaster/multiple casualty incident
- Police shooting/accidental killing or wounding of an innocent person
- Significant events involving children
- Prolonged incidents, especially with a loss of life
- Personally threatening situations
- Events with excessive media interest
- Any significant event capable of causing considerable emotional distress for those who are exposed to it

To determine if a CIR is appropriate, you may request a management consultation by calling **1-800-559-9749**.

**To schedule a CIR call: 1-800-280-3782 and provide the following information:** brief description of incident, current status, who was affected, when do you want a counselor, who will be the onsite contact including name and phone number, what is the location, and any special instructions.

## **\*When to Call 911:**

- If someone is in immediate danger to themselves or others
- To request a wellness check of a person in crisis (a wellness check is an in-person visit from law enforcement officers to assess a person's wellbeing)



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