






Crisis Response Solution

Thousands of employees experience violence in their workplaces every year. In fact, workplace violence is the second leading cause of occupational injury.¹ When a traumatic workplace event occurs what can you do to help employees recover emotionally?

Our Crisis Response Solution is a national disability prevention program that helps employers and payers support the victims and witnesses of traumatic workplace incidents, including robberies, assaults, deaths, severe injuries, natural disasters, as well as the ongoing effects of the COVID-19 pandemic.

Located across the United States, our team of Crisis Specialists is comprised of uniquely trained clinicians who are Genex employees. The team includes both nurses and Masters-level counselors with oversight by program managers certified in Critical Incident Stress Management (CISM).

Crisis Specialists work to provide “psychological first aid” to normalize the event and to identify individuals who may be at risk for psychological conditions. Debriefing sessions can take place face-to-face, by phone or video conference. Crisis Specialists generally follow the Critical Incident Stress Management protocols used by many police, fire, and EMS forces in the U.S. and recommended by the United Nations Secretariat, with adaptations for the specific population and situation. If necessary, our specialists will coordinate referrals for appropriate services to prevent the development of more chronic conditions.

Day 1	24–48 hours	24–72 hours	Day 7 or less	Day 10
 <p>Referral received and Crisis Lead makes outreach to assess need and coordinate response.</p>	 <p>Meetings set with impacted individuals.</p>	 <p>Specialist/Team meets with impacted individuals.</p>	 <p>Specialist updates referral source and conducts follow ups as indicated.</p>	 <p>Final report submitted.</p>

Continuous Communication with Referral Source Throughout Entire Process

¹National Center for Victims of Crime (2013). 2013 NCVRW Crime Review.
www.victimsofcrime.org/docs/ncvrw2013/2013ncvrw_6_statisticaloverviews.pdf

Crisis Response in Action: Workplace Shooting

When Tragedy Occurs

Genex received a call to the crisis hotline following a fatal workplace shooting. An employee had entered his workplace and randomly shot a dozen of his co-workers. The victims were transported to several area hospitals and the employer was not able to locate all of their employees after the incident.

Jump into Action

We immediately dispatched three Crisis Specialists who were on site within 24 hours of the shooting. They worked in coordination with the employer's employee assistance program and, over the next three days, our Crisis Specialists met with and assisted over 80 employees, some in groups, others individually as warranted.

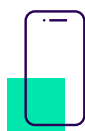
Support for the Victims

Because this was a crime scene, the police would not release the names of the injured victims, even to the employer. While our Crisis Specialists worked with the employees who witnessed the shooting, our Catastrophic Case Managers headed to each hospital and were able to locate and identify all of the hospitalized employees, providing important status reports to the claims manager and the employer and support to family. Our local catastrophic team made daily visits to provide support to the victims and their families with daily communication to the claims manager and carrier nurse case manager. All injured and impacted employees successfully returned to work.

LARGE SCALE EVENTS

Our Crisis Response Program provides a rapid response to mass casualty catastrophic events involving three or more impacted individuals. These events can include workplace shootings, explosions, and building/structural collapse. Our specialists are skilled at maintaining the anonymity of victims and managing the media inquiries that typically accompany these types of events. Features of the program include:

- Rapid response through early responder triage
- Early deployment of multiple Crisis Specialists
- Ability to set and provide intake for telephonic support line
- Infrastructure to support frequent strategic communication and reporting channels
- Family support services
- Identification of appropriate treatment centers



To make a referral,
please call 1.877.391.2255

