Steps for Support After a Critical Incident

A Guide for UCI Health Managers and Supervisors

Quick, definitive and supportive action by managers and supervisors immediately following a critical incident can greatly impact staff resilience, trust and recovery.

1. SAFETY

☐ Ensure that all impacted employees are safe and that all persons are accounted for following the incident. If someone cannot be accounted for, contact a superior immediately, and if necessary, notify UCI Police at (949) 824-5223.

2. COMMUNICATION

☐ Contact your HRBP and inform them of the critical incident.
☐ Communicate the critical incident to staff as soon as possible, providing clear and accurate information.
☐ Acknowledge the impact of the incident on staff and offer support.

3. PROFESSIONAL SUPPORT

☐ Encourage staff to reach out to the Life Resources Program (LRP) and Faculty and Staff Support Services (FS/SS) for support.
☐ Consider working with your HRBP to organize a professionally led Critical Incident Support session.
☐ Consider scheduling a Code Lavender for spiritual support with the Chaplain.

Life Resources Program (LRP)
Liferesources.uci.edu
(844) 824-3273
Available 24/7

Faculty/Staff Support Services (FS/SS)
nshekara@hs.uci.edu
(949) 824-5208
By appointment only

Code Lavender
CodeLavender@hs.uci.edu
By request only

4. ACCOMMODATIONS

☐ In consultation with your HRBP, encourage staff who are impacted to take time off if needed.
☐ Consider adjusting workloads and schedule to accommodate staff who may need additional support or time off.

5. FOLLOW-UP

☐ Check in with your staff regularly and encourage them to share their thoughts and feelings about the incident.
☐ Respect staff privacy and confidentiality in discussions about the incident.

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UCI Faculty/Staff Support Services
Skills For Cultivating Emotional Wellbeing

A GUIDE FOR UCI HEALTH MANAGERS AND SUPERVISORS

**EMPATHY**
- Show understanding
- Use empathic language (“I understand...”)
- Look at the situation from the other person’s point of view

**LISTENING**
- Take a non-judgmental approach
- Practice active listening and restate important points
- Be present and avoid distractions

**VALIDATION**
- Validate the feelings of employees
- Recognize and acknowledge the hard work and performance of each team member
- Provide opportunities for growth and development

**AUTONOMY**
- Be transparent
- Provide team members with a sense of independence and choice in their work
- Prioritize shared decision-making and problem solving when possible

**CONNECTEDNESS**
- Lead by example – managers set the tone for team culture
- Foster a supportive and inclusive environment
- Build community through positive communication and shared values

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