

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.



Skills For Cultivating Emotional Wellbeing

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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

