

# Critical Incident Response Services

Provided when severely stressful events occur. Our trained facilitators respond on-site within 48 to 72 hours following the critical incident. Research has shown this to be the window of time where people get the optimal clinical benefit from the service. Sometimes as soon as 24 hours after the event a CIR can be helpful.

## Canopy's Critical Incident Response Services Include:

- Supervisor/manager consultation
- Group debriefings at the worksite
- Individual counseling
- Educational written materials

## Services Available:

### Group Critical Incident Response (CIR)\*:

Provided when severely stressful events occur, such as the death of an employee or a traumatic event. Our trained facilitators perform CIR's at designated locations within 48 to 72 hours following the critical incident. Research has shown this to be the window of time where people get the optimal clinical benefit from the service. The goal is to minimize the damage created by the event and to speed the recovery process for both personnel and the organization. Canopy also offers sessions specific to people of color to help address their experiences and concerns. We request a minimum of 5 employees for this service.

### On-site Individual Counseling/Grief Support\*:

This service is provided one-on-one and services include check-in, supportive listening, problem-solving for immediate needs, assessment of mental/emotional health, and make recommendations as needed. The primary benefit to providing on-site individual counseling for employees is the easy access that is provided. The downside is that employees may not feel as comfortable as if they sought counseling individually outside of the work setting.

### Immediate Responder Service\*:

Either service listed above conducted within 24 hours of the initial request.

If you would like to schedule an on-site service, please contact our office at 800-433-2320. Support is available 24/7. The information needed to schedule is: The service type listed above, preferred date/time, name of on-site contact, address/location, and number of employees impacted.

\* Fees May Apply

call: 800-433-2320   text: 503-850-7721   visit: [canopywell.com](https://canopywell.com)

