

Crisis Management Services



Homewood Health is Canada's leader in providing workplace Crisis Management Services (CMS) to support organizations following the occurrence of critical incidents and unsettling workplace events. For over 30 years, we have provided expert and customized CMS services to assist employees and organizations 24/7/365.

Crisis Management Services

We provide a multi-faceted, resilience-based crisis intervention approach. Our services are designed to offer assessment, emotional first aid, and self-care strategies to employees after the occurrence of a critical incident.

Our crisis management support mitigates the impact of a critical incident in order to facilitate a healthy recovery for organizations and affected employees.

Homewood's Crisis Management Services are grounded in current and evidence-informed best practices.

A key component of our services is providing support, coaching, and guidance to supervisors and organizational leaders to assist with post-incident needs.

The range of workplace critical incidents that our CMS team responds to includes: workplace accidents, witnessing traumatic events, employee deaths, suicides, difficult first responder calls, line-of-duty deaths, natural disasters, robberies, transportation accidents, employee terminations, and organizational restructuring.

Homewood's CMS provides psychological support and guidance to enhance coping abilities, resilience, and the return of the workplace to pre-incident levels of functioning. Our interventions include:

- providing a safe environment for those most impacted to speak about their experience regarding the event
- acknowledging, validating, and normalizing physical and emotional reactions



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- receiving helpful information from a professional about how to cope with stress reactions associated with a critical incident
- helping employees focus on their personal strengths and resourcefulness to support adaptive coping and a healthy recovery

Key components of our approach include supporting rapid stabilization, identifying immediate needs of affected individuals, and addressing linkages with social and professional resources.

Our CMS Team

Services are supported through our national network of **400 crisis management specialists.**

Our team of professionally accredited clinicians have advanced-standing and extensive experience in crisis management and critical incident response. Our clinicians continue to upgrade their skills by pursuing training and education opportunities in the crisis management field. Assigned clinicians will work collaboratively with leaders and stakeholders during highly stressful situations to support your crisis management needs.

Homewood's CMS Director and Regional Clinical Managers will support all CMS responses and provide consultation to organizational leaders to create the best intervention plan to meet all required crisis needs.

Following CMS deployments, the Regional Clinical Manager will connect with key organizational leaders to ensure full satisfaction with Homewood's on-site interventions and will review any additional service needs that may be required.

CMS Features

Homewood will respond to your unique post-incident and crisis needs. We will provide on-site services for sustained periods of time and we will remain on-site for as long as required. In addition to providing on-site services, we can provide customized telephonic interventions to support post-crisis needs.

Optimal timing for on-site deployment is 1 to 3 days post-incident. For workplaces experiencing acute stress, same day deployment is available as needed.

Throughout all phases of a critical incident, our crisis management team will:

- engage in assessment-related activities with key stakeholders
- monitor and respond to changing needs and priorities
- provide telephonic and on-site consultation to management
- coordinate and deliver both on-site group support and individual-based interventions
- provide incident-specific materials and resources to support distribution of practical information and recommendations to facilitate post-incident recovery

In addition to our core crisis management services, we have expertise in providing additional services including: crisis response awareness training for managers, peer program development training, pre-incident preparedness planning, and comprehensive intervention support for large scale critical incidents.

For more information, or to engage crisis management services, contact us:

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