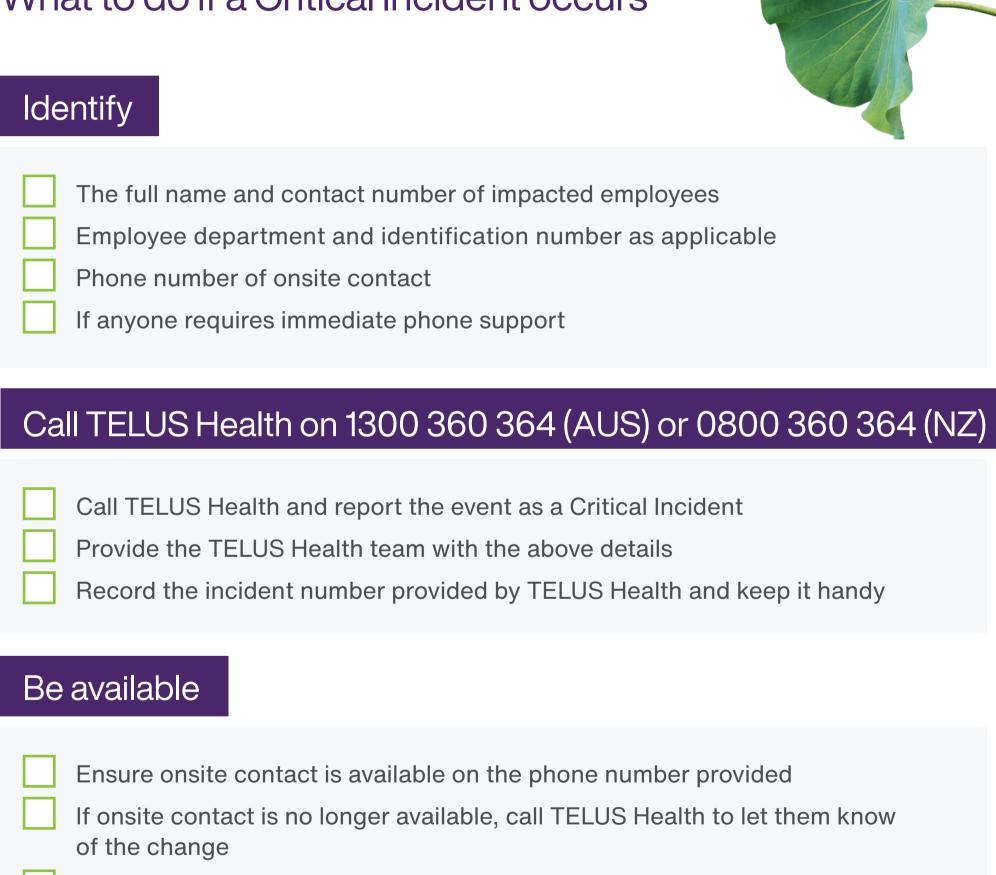
Reporting a Critical Incident

Critical incidents are unpredictable and can have a significant impact on the health, wellbeing and safety of employees.

Therefore, immediate care and support is essential.

What to do if a Critical Incident occurs



Let impacted employees know that they will be contacted by a TELUS Health

clinician



What to do after you have called in the Critical Incident?

Before a clinician arrives Ensure a private room with water and tissues is available Ensure onsite contact is available to meet and brief clinician What happens when a clinician arrives As required, the clinician will conduct a group introduction to the service and outline what support is available Clinician will then provide individual support to impacted employees Clinician will provide feedback to you and the onsite contact before they leave If you're not available they will contact you via phone. Support after the event Clinician will provide support to impacted employees as per the TELUS Health Critical Incident Model on the following day, 1 week, 2 weeks and 4 weeks after the incident as needed During this time, the clinician will provide regular updates to you Once all support is completed a post-critical incident report will be provided

Need assistance?

For confidential support call:



