



# Case study

Supporting a major UK supermarket's team following a critical incident.

- **Incident:** Previous offender entered the store and displayed threatening behaviour towards the store manager - an accumulation of shoplifting and anti-social behaviour in recent months
- **Assessment:** It was agreed with the team lead and store manager that a half-day of on-site support would be useful for the impacted team
- **Intervention:** A group session took place to speak with six members of staff. Staff reported feeling stressed about the ongoing anti-social behaviour in store and felt let down by the police. Individual support was provided to 4 of the 6 members of staff following the group session
- **Follow-up:** The store manager reported that staff had responded positively to the intervention and went on to make formal referrals for staff who required ongoing structured support via TELUS Health EAP

We have responded to 300 major critical incidents for this customer since the start of 2024.

# TELUS Health Critical Incident services

Crisis intervention and critical incident stress debriefings.


## Organisational support 24/7/365

- Security interviews
- Workplace terminations
- Downsizing and restructure
- Death of an employee
- Acts of violence in workplace
- Workplace accidents / injuries
- Mergers or acquisitions
- Natural disasters

## How can TELUS Health help?

### Professional service

Onsite or virtual support from a TELUS Health Critical Incident services counsellor if required for managers and employees.



## Awarded Best Delivery of Innovation in Critical Incident Response Services.

Onsite or virtual support  
within 48 hours or less.

The most experienced CI  
counsellors globally.

Trained extensively in  
internationally recognised critical  
incident response programmes.