

Critical incidents in the workplace

Disruptive events that have impacted the work environment are known as ‘critical incidents.’ Here’s what you should know.

Common examples include community or natural disasters, serious injury, death of a co-worker, major organisational changes, and workplace violence, suicide or homicide. It is common and natural for people to experience a wide range of emotional and physical reactions after a critical incident that can temporarily disrupt an individual or group’s ability to cope.

Critical Incident Response Services are designed to help employees cope with their stress responses and promote organizational resiliency.



Recognising disruptive event stress

Critical incidents or disruptive events may produce a wide range of symptoms that are unusual for you. Remember that these are normal reactions to an abnormal situation. The responses are different for each person, but may affect:

How you think

- Poor concentration
- Shorter attention span
- Slowed problem solving
- Memory problems
- Difficulty making decisions

How you feel physically

- Headaches
- Chest or stomach pain
- Muscle tremors
- Difficulty breathing
- Elevated blood pressure

How you feel emotionally

- Depression
- Grief
- Guilt
- Anxiety or fear
- Feeling lost or overwhelmed

How you behave

- Excessive silence
- Social withdrawal
- Changes in sleep and eating habits
- Lower work performance



How to help yourself

Remember that you're normal and having normal reactions. Here are some ways you can help yourself cope:

- Give yourself permission to feel bad.
- Get plenty of rest.
- Eat well-balanced and regular meals.
- Don't 'escape' with drugs or alcohol.
- Talk to people you trust, but don't feel that you have to talk if you don't want to.
- Realise that recurring thoughts, dreams or flashbacks are normal. They'll decrease over time and become less painful.
- Hold off on making big decisions.
- Ask for help if you need it.



Positive steps forward

With time, you may be able to:

- Complete daily tasks more easily.
- Improve sleep and energy levels.
- Have more positive feelings about the present and future.

You and your family have access to confidential assistance to help deal with a wide range of personal, health or work-related issues. These services help you manage stress, overcome anxiety or depression and cope with grief or loss. Our Emotional Wellbeing Specialists are available any time, every day.



There are a variety of resources available to yourself and loved ones at [optumwellbeing.com](https://www.optumwellbeing.com)

Our Critical Support Centre offers emotional support resources and information when you need it most. Find a variety of topic areas including mental health, traumatic events, natural disasters, grief and loss, supporting adolescents in crisis, and more.



Critical support when you need it

Visit optumwellbeing.com for additional critical support resources and information.



To access specific benefits information

visit livewell.optum.com and log in with your access code:



Call for support



This programme should not be used for emergency or urgent care needs. In an emergency, call the local emergency services phone number or go to the nearest ambulatory or emergency room facility. This programme is not a substitute for a doctor's or professional's care. This programme and its components may not be available in all locations, and coverage exclusions and limitations may apply.

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