

# CRITICAL INCIDENT STRESS MANAGEMENT SERVICES

**There may be times when your workplace is disrupted by a traumatic event such as an accident, a death of an employee, a natural disaster, a robbery or a layoff.**

As an employer, you can offer timely support to help impacted employees recover and get back on track through the Critical Incident Stress Management (CISM) services.

## What is CISM?

CISM is a service that helps you handle the impact of any workplace event that you believe may disrupt the present or future productivity of your workforce due to psychological stress or trauma.

These events generally include:

- › Death of an employee
- › Industrial accidents
- › Robberies
- › Acts of violence
- › Natural disasters
- › Workforce layoffs

Incidents like these take a toll, not just on individual employees but on an organization's expenses, such as disability claims, absenteeism, "presenteeism," employee turnover, low morale and diminished productivity.

## How does CISM help?

A range of interventions is used to minimize and manage stress from critical incidents and to assist in the recovery of individuals and the organization as effectively and efficiently as possible.

Our timely and well-planned responses to critical incidents stem from our understanding that when given the opportunity to process feelings and discuss incidents, employees may return to work earlier, healthier and more productive than they would otherwise.

Early intervention also helps prevent or minimize long-term stress responses, enhances employees' overall adjustment at work and home, and supports the normal functioning of your organization.

Our CISM services are delivered by CISM-trained EAP health care professionals with experience in post-trauma intervention as well as by our own employee assistance program (EAP) staff. These services include:

- › Management consultation regarding response to the incident
- › Needs assessment
- › Onsite group and individual support
- › Group or individual support by phone
- › Customized workshops regarding grief and loss, change management, stress management, resilience, and more.
- › EAP handouts with additional support and information
- › Community resource referrals

Our EAP staff is highly trained in post-trauma intervention and has an understanding of the implications for the workplace and the individual employee. Therefore, we can offer just the right help at the right time.

For assistance any time, call **877.622.4327**

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