Workplace Critical Incident occurs ~ situation that causes strong emotional reactions

If event is still occurring and is an emergency call 9-1-1

Follow workplace protocols to secure the site and manage immediate needs

Alert manager/supervisor to contact LifeWorks Trauma Services 1-844-880-9142

Press 1 or 2 for language; Press 3 to reach intake to Trauma Team

Intake Information Gathering

- Name of ministry and location
- Description of the event¹
- Manager/supervisor contact name and details²

Call is connected to a Trauma Specialist to help determine the level of response needed

If Authorized by Manager

- On-site counsellor is deployed
- Defusing/debriefing is conducted

Follow up call will be made by Trauma Team to determine if additional support is needed and/or to ensure service needs were met

LifeWorks will work with
Manager/Supervisor to
determine needs ~ there is no
fee-for-service unless a mental
health professional is
authorized on-site

¹NOTE: If a culturally responsive workplace critical incident response may be needed, discuss the specific circumstances and needs with Intake

² NOTE: The manager of the workplace affected (or authorized delegate) is the only individual with the authority to make fee-forservice decisions

Complete an OHS Incident Report Form 101 on PSC Client if the incident meets the criteria for a workplace incident as per Policy 818.