

University of Central Arkansas
Critical Incident Response Protocol for Faculty and Staff

The following document was prepared by UCA BeWell, in consultation with the Counseling Center and the Department of Psychology and Counseling, to provide guidance on supporting the mental health needs of faculty and staff in times of crisis or trauma.

Importance of Critical Incident Response

Critical incidents are defined as events that threaten physical or emotional safety or events that result in physical or psychological harm. Examples include death, shootings, and natural disasters.

In the event that a critical incident occurs that impacts employees of the University, the department heads should be prepared to coordinate crisis response for their units. Providing timely interventions in the aftermath of a crisis is essential for critical incident stress management. This approach can:

- Lessen the impact of the critical incident
- Normalize instinctive reactions to the incident
- Encourage the natural recovery process
- Restore the adaptive functioning skills of the person and/or group
- Determine the need for further supportive services or therapy

Response Intervention

It is essential to engage trained crisis responders in the aftermath of a crisis. These professionals will help you assess the situation and facilitate an appropriate critical incident intervention. This is especially important if you are impacted by the trauma yourself and therefore cannot and should not facilitate the intervention on your own. Remember that employee attendance at any intervention should be on a voluntary basis. While most people can talk about feelings and thoughts fairly soon after an incident, some people need to work through these more slowly.

Trained Crisis Responders

UCA Counseling Center

Dr. Susan Sobel, Director

During Regular Business Hours: (501) 450-3138

After hours call the UCA Police Department and request the counselor on call: (501) 450-3111

Arkansas Employee Assistance Program

Emily Durham, LPC, CEAP, Contract Manager

24/7 Hotline: (501) 686-2588

Questions?

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