

25 WELFARE SERVICES	Cork University Hospital		ACTION CARD NUMBER
	Occupational Health Department & EAP Department		25.1
You Report To:	HECT	You Brief:	Occupational Health Team
Overall Responsibilities	• Ensure that the appropriate occupational health and advice is available for staff • Ensure that staff welfare is paramount		
IMMEDIATE ACTIONS ON NOTIFICATION/ACTIVATION			
ON ACTIVATION		ON STANDBY	
• Inform key Occupational Health and Employee Assistance Programme (EAP) personnel by Switchboard-Alert level 1		• Inform key Occupational Health and EAP personnel by Switchboard -Standby	
Consider these points			
This EAP department has established procedures in relation to critical incident stress management for staff, both at the incident site and subsequent debriefing sessions, if indicated. In the event of a major emergency occurring in the HSE – Southern Area, the following outlines the role of the EAP Service: 1. The EAP Counsellor Therapist on duty is informed in the event of a major emergency. In turn, the EAP Counsellor Therapist will contact and inform the other EAP Counsellor Therapists. 2. The EAP Counsellor Therapist will liaise with the HECC 3. EAP Counsellor Therapist will take responsibility for contacting their Critical Incident Stress Management Team (CISM) 4. Depending on the situation, the EAP Counsellor Therapist will dispatch team members to designated sites, e.g. – Neutral area near the emergency site if necessary and areas directed by the site officers, i.e. changing rooms, rest rooms or canteen. 6. Depending on the emergency, other teams members will be dispatched to: ▪ Emergency Department ▪ Ambulance Bay ▪ X-Ray Department ▪ Operating Theatre ▪ ITU ▪ Canteen			
Defusing: Defusing is a small group discussion about traumatic event			

- A fairly immediate intervention designed to offer support and stabilization, so those individual trauma workers can cope in the short term
- Defusing can take place on change of shifts or when indicated. If necessary, defusing teams can rotate to the same site at alternative shifts (team's familiar to staff)

Debriefing:

Debriefing is a group meeting/discussion about the traumatic event

- A managed venting of feelings and reactions to a critical incident by those involved. Best practice advises that debriefing is best conducted after a period of 'watchful waiting' (typically 3-4 weeks) if deemed necessary by the Employee Assistance Professionals.
- Typically a specifically trained professional in Critical Incident Stress Management will lead these in a secure and confidential setting.

The EAP Counsellor Therapist will require the following in order to facilitate Debriefing -

- Location (quiet)
- Time (duration approx. 2 – 2 ½ hours)
- Group (max 10 per group)
- Communicate to managers

Critical Incident:

Any incident / accident which lies outside the normal pattern of human experience, and which would cause a powerful raw emotional response in anyone.

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