



Critical Incident Stress Debriefing Services



With decades of experience supporting individuals through crisis, Bree Health helps you and your employees proactively navigate critical challenges that impact emotional well-being, morale, and productivity. Our expert support ensures compassionate care and effective solutions when they're needed most.

Key Features:

- **Quick Response:** Our crisis response protocol allows us to quickly and efficiently respond to traumatic incidents by providing on-site CISD's within an average of 1-2 business days.
- **Highly Qualified Clinicians:** Therapeutically appropriate counselors are available to ease the feelings of stress, anxiety, and grief that are customary in traumatic and stressful situations.
- **Positive Outcomes:** CISD sessions have been shown to mitigate symptoms of acute stress reactions, promote faster recovery for impacted members, and reduce symptoms or re-occurrences of post traumatic stress.

What is a Critical Incident?

A critical incident is an event out of the range of normal experience – one which is sudden and unexpected, involves the perception of a threat to life and can include elements of physical and emotional loss. Often such events are sufficiently disturbing to overwhelm, or threaten to overwhelm, a person's coping capacity. Most people would be severely shaken by a critical incident but are likely to recover from its impact with appropriate support. A critical incident may involve a natural disaster (flood, earthquake, fire), sudden death, fatal accident, any act of violence (destruction of property, robbery, physical assault, bomb threats) or any other event that may have a powerful impact on the workplace.

What do CISD services offer?

Bree Health's Critical Incident Stress Debriefing Services are led by experienced, master's-level professionals specializing in trauma response. Our goal is to help employees process the event, reduce the risk of long-term emotional or psychological effects, and provide essential coping skills. These sessions offer support, normalize reactions, and equip individuals with strategies to manage the physical, emotional, and behavioral impact of trauma. Support is available through group or one-on-one debriefing sessions.

Requesting Critical Incident Support

For immediate assistance, call Bree Health at **(800) 327-2255** and select the appropriate option to speak with our support team. Our toll-free line is available 24/7 to ensure you receive timely care. A Critical Incident Support Coordinator will assess the situation and determine the best course of action based on the needs of those affected.

To ensure the fastest response, please do not contact your account manager or other Bree Health staff outside of our clinical support team. This allows us to prioritize urgent requests, especially outside of normal business hours.

How does a CISD work?

CISD's are primarily conducted as group support sessions, where a provider speaks with the members impacted related to the purpose of the session, the emotional and physiological responses members may experience, and discuss positive coping strategies to promote recovery and reduce post-traumatic stress. They can also be conducted as individual support sessions, where a provider is available for one-on-one support sessions with the most impacted members.

What information will I need to provide?

- Caller Name and Contact Information
- On-site/Day-of Contact Person Name and Contact Information
 - The primary contact for day-of needs, or who will be present at the session
- Reason for the CISD
- Type of Session Needed
 - Group, Individual, or Both
- Date and Time of Session
- Total Hours Requested
- Location: Including relevant access information, i.e. badging, directions, protocols, etc.
- Additional Relevant Information
 - Primary population effected, requested speaking points, follow-up information

What if I have an employee in need of support right away?

- When critical incidents occur, some employees may need faster intervention. To connect a member with Bree Health for immediate, in-the-moment support, they can call **(800) 327-2255** anytime, 24/7, and follow the prompts to speak with a support specialist. Our team will conduct a brief intake and connect them with a professional for immediate assistance.
- Supervisors can also request outreach for an employee in need, but the employee must provide consent before Bree Health can initiate contact. For urgent situations, members may be directed to a dedicated crisis line at **(919) 706-4505**, which bypasses standard intake and connects them directly to the first available specialist. This number is for immediate crisis support only and is not connected to other Bree Health services.

Still have questions? We're here to help.

Contact your Customer Relations Account Manager with any questions or concerns, or contact our Clinical Department at (800) 327.2255 and press option 1.

