

Critical Incident Response (CIR)

How Spring Health can support individuals and organizations in crisis situations.

About Spring Health

RILHF partners with Spring Health to ensure that members have access to personalized, convenient mental health support.

What is a critical incident?

Critical incidents are stressful and/or traumatic events that can impact a worksite and its members in a variety of ways. Examples include a death of a member, natural disasters, workplace accidents, downsizing of a company, or any event or situation that may result in physical or psychological harm.

How does Spring Health respond?

A **critical incident response (CIR)** may include virtual or in-person response, one-on-one, and group response. Responders work with teams and individuals to help build resilience and recovery, facilitate understanding, and promote hope, as well as ensure members have ongoing support through Spring Health as needed.

The process starts with a management consultation with a CIR coordinator to:

- Understand the nature and scope of the event.
- Assess specific worksite or population needs.
- Design the right response for your needs.

Once the response is designed, the coordinator will provide relevant crisis support materials. Responder sourcing status updates will be sent via email to the requesting manager.

When identified, the responder will reach out to the onsite contact via phone to review goals for the CIR. After the the CIR is conducted, a summary of events will be provided.

What to do in an emergency

Call 911 if there is an immediate risk of harm.

If someone is indicating a plan for harm and has access to a weapon or other means to harm themselves or someone else, consider the situation a mental health emergency (similar to a medical emergency like a heart attack), and call 911.

Tips for managers addressing a critical incident:

- 1 Acknowledge the situation clearly and demonstrate compassion.
- 2 Listen and remain attentive to the needs of those impacted.
- 3 Respect privacy and discourage gossip.
- 4 Prioritize making time for self-care, both for your team and yourself.

How to contact Spring Health

Teams: Managers have access to a 24/7 critical incident support line.

Call 1-855-629-0554 (press 4, then press 1), or submit [this form](#)

Managers should check with Human Resources prior to submitting a case and identify themselves as a Spring Health customer when calling.

Individuals: Eligible members have access to a 24/7 crisis support line for personal issues.

Call 1-855-629-0554 (press 2)