

Critical Incident Stress Management (CISM)

How managers and HR leaders can support employees and their families in difficult times

What is a critical incident?

Critical incidents are stressful and/or traumatic events that can impact a person, their family, and their work in a variety of ways. Examples include the death of an employee, natural disasters, workplace accidents, the downsizing of a company, or any event or situation that results in physical or psychological harm.

What is Spring Health?

Granite Construction provides Spring Health as a benefit to offer you and your family support with any work or personal issue, including short-term professional counselling and connecting you to local resources to help you manage emotional, practical or physical needs. Resources and services provided by Spring Health are free, confidential, and available in your language.

Who can use Spring Health?

Benefits -eligible Granite Construction employees and covered dependents ages 8+.

What resources can support my team?

Managers should call local emergency services if there is an immediate need or concern. 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 local emergency services.

If a critical incident occurs, support is available for both managers and individuals:

Team Support:

Managers should reach out directly to Crisis Support:

Direct Dial: +351 2 1454 2186

Email:

RapidResponse@workplaceoptions.com

Cost: \$300/hr (4 hr minimum + any T&E)

Virtual: 2 hr minimum

On-site: 4 hr minimum

Individual Support:

Crisis support line:

Free Phone: n/a

Direct Dial: +351 2 1454 2186

Available 24/7

Cost: No cost to member or Granite Construction