

## Holistic Approach to Critical Incident Response

### Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

### Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

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In line with PRIMEXL's core business values we have adopted a best practice approach to Critical Incident Stress Management. Our approach is based on current research which claims that a holistic approach (covering the areas of pre-crisis, acute crisis, and post-crisis) achieves the greatest success in returning the workforce quickly back to their jobs and minimising long term after effects. The best way to manage times of crisis is to be prepared.

#### Pre-Crisis

- Psychological First Aid Training for peer support
- Strategic planning (Crisis Management Plan [CMP])
- Auditing of current practice
- Implementation/Refinement of Procedures and Processes
- Scenario Planning
- CI Exercises
- Fitness for Work Program
- Situational Awareness Training
- Leadership-Followership Training

#### Acute Crisis

- Assistance in managing crisis (consultation); close liaising with key stakeholders
- Deployment of CIR Specialist Team
- Demobilization, Defusing
- Crisis Information Sessions
- Psychological Distress Debriefing
- Risk Assessment
- Follow UP Management Plan
- Upholding good communications; Information policy management
- Initiation of follow up measures
- Integration of other support systems and groups

#### Post Crisis (>1 week)

- Investigation of effectiveness of CMP
- Up-Skilling of staff
- Evaluation of effectiveness of CI support measures
- Referral of individuals to medium- to long-term intervention programs (initially to the EAP)
- Fitness for Work Program
- Documentation of "lessons learned"
- Implementation of "lessons learned"

Depending on your organisations' existing Critical Incident Management Plan and the status of staff knowledge, skills, and abilities we can tailor our Critical Incident Management Services to your needs.