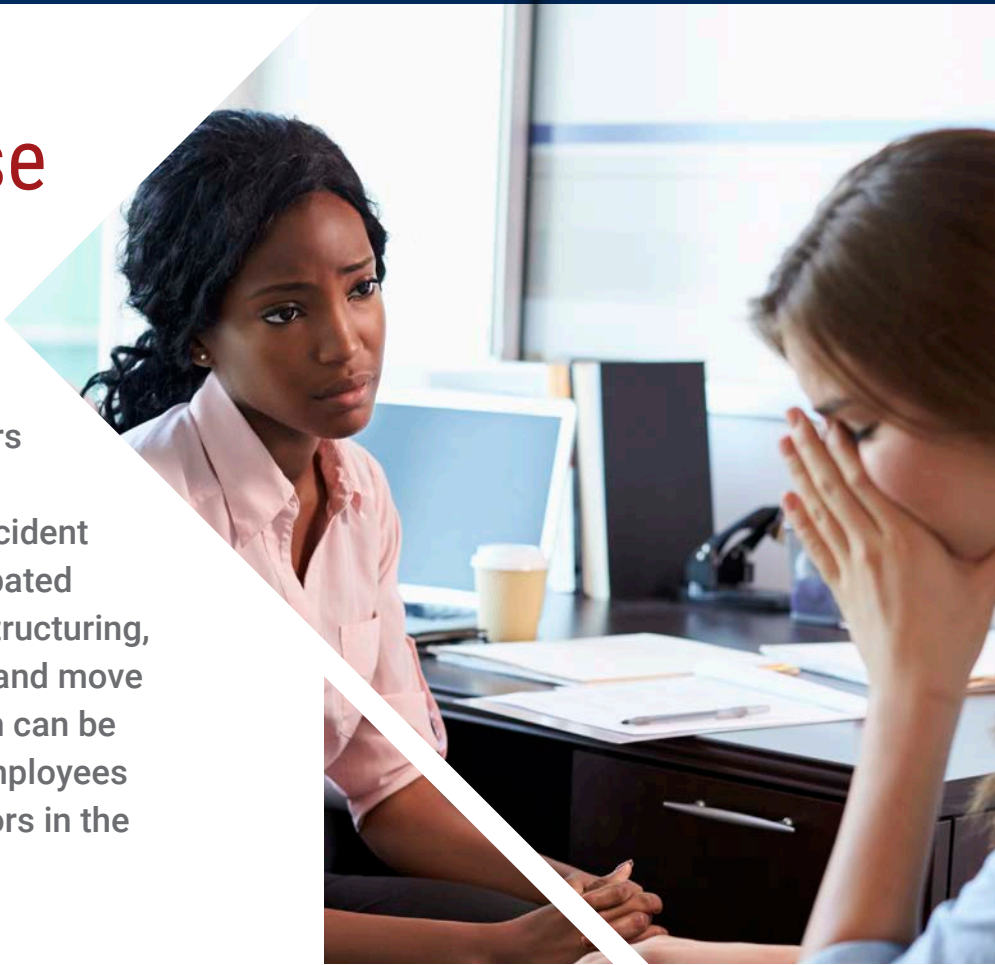


Rapid Response

Crisis support for employees following a traumatic event

When disaster strikes, employers need to act quickly. Whether it's unexpected like a workplace accident or employee death, or an anticipated event like an organizational restructuring, employees need a way to cope and move forward. Rapid Response, which can be operational quickly, provides employees access to experienced counselors in the wake of a traumatic event.



➤ Rapid Response Critical Incident (RRCI)

On-site support

- Customized, on-site counseling (one-on-one, small group, family sessions) with experienced trauma counselors
- On-going practical support including follow-up sessions, community referrals and tip sheets
- In-the-moment support for managers; when applicable, includes pre- and post-incident planning, briefings and reports
- Dedicated Incident Manager for quality assurance from start to finish

➤ Rapid Response Hotline

Telephonic support

- In-the-moment, toll-free telephonic (phone and SMS text) and e-mail support with experienced counselors
- 24/7 access from virtually any location
- Structured telephonic and face-to-face counseling
- Timely referrals to local resources to assist with individuals' practical needs
- 30-day blocks of services available for purchase



SUPPORT IN ACTION

An employer called requesting urgent, on-site crisis support following a store robbery. A trauma counselor was on site within 24-hours to meet with the employees and provide group emotional support. She provided one-on-one support as well for employees who needed to talk through their feelings further. In addition, the counselor educated employees on the support available through their EAP.

The story above is based on a real-life situation, but details have been changed or omitted to protect the anonymity of the organization and individuals receiving support.

Rapid Response (continued)

➤ Assisting employers in difficult situations

- Helps promote staff resilience and minimize workplace disruptions
- Includes utilization reporting
- Designed to be temporary and scalable
- Support can be customized to best address a given situation and organizational needs
- Many options are available

➤ Service delivery models are also available specifically for EAPs

- Rapid Response can aid EAPs in responding quickly when their client organizations need support the most
- Can be branded and delivered in concert with an existing EAP program

This product overview is intended for descriptive purposes only. Product details and availability may vary by market. Please speak with your account manager or business solutions representative for more information.
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ABOUT WORKPLACE OPTIONS

Workplace Options is the largest independent global provider of integrated work-life and employee support services. Our products are designed to help improve the wellbeing of working people and their families through emotional, practical, and physical support. Find out how Workplace Options can help you to help your people be their best. Contact us today!

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WE HELP PEOPLE