

## Employee Crisis Response Protocol

Purpose		
<ul style="list-style-type: none"> <li>▪ To provide guidelines/resources for all employees in the event of a crisis both on or off duty.</li> <li>▪ This protocol will provide a step by step guide for all employees affected by a crisis situation (For example, on or off duty death, loss of limb, serious bodily injury, or a catastrophic incident).</li> </ul>		
Recommended Steps for Service Unit Management		
<ul style="list-style-type: none"> <li>▪ Notify leadership (Senior Manager on duty) and RMCC; contact OHN if a personal injury is involved. RMCC contacts NEAHL and Risk Management. This will notify EAP, Peer Support Coordinator, and Peer Support volunteers to initiate the response process.</li> <li>▪ Management (designated by Supt) will develop a plan with EAP (Peer Support) and OHN on how to effectively support affected employees, such as where services are needed.</li> <li>▪ Communicate effectively with affected employees and provide empathy (See below).</li> <li>▪ Communicate incident outcome and if appropriate funeral arrangements.</li> <li>▪ Determine business needs of the organization as they relate to employee’s personal needs, including memorial and funeral attendance.</li> <li>▪ Continue to work with EAP manager in the future for on-going support and service for affected employees if needed.</li> </ul>		
Risk Management Steps		
<ul style="list-style-type: none"> <li>▪ Risk Management will work with the Service Unit Management to initiate family contact; offering information of the event and next steps. If there is an on-duty incident, RMCC will notify RM as RM is always the point of contact for the next of kin.</li> <li>▪ Risk Management will provide the survivor benefits guide to the family. This guide is available on the employee webpage.</li> </ul>		
EAP/Peer Support Steps		
<ul style="list-style-type: none"> <li>▪ EAP will be in contact with designated management, OHN, peer support coordinator, and peer support volunteers to determine how/where to support those involved.).</li> <li>▪ Volunteers are placed in VI status (Voluntary Involvement) for on the ground support.</li> <li>▪ Meals and lodging for volunteers need approval by management, work with designated management.</li> <li>▪ EAP, peer support coordinator, peer support volunteers, and OHN will provide on-site support. If appropriate, EAP and/or peer support will provide the survivor benefit guide.</li> <li>▪ If employee death occurs, peer support Coordinator/EAP will contact Workforce Resources @ <a href="mailto:survivorbenefits@up.com">survivorbenefits@up.com</a> and <a href="mailto:uplrprogadm@up.com">uplrprogadm@up.com</a> (include in this email Employee EID, date of death, and point of contact).</li> <li>▪ National Employee Assistance Helpline will call all affected employees involved (including response team) in the crisis and offer support.</li> </ul>		
Communication Reminders		
<b>What to Say/Do</b> <ul style="list-style-type: none"> <li>▪ “I’m sorry”</li> <li>▪ “What can I do for you, how can I help?”</li> <li>▪ “Take all the time you need”</li> <li>▪ “Thank you for telling me how you feel”</li> <li>▪ “This must be hard for you”</li> <li>▪ “I don’t know why it happened”</li> <li>▪ Acknowledge and validate feelings</li> <li>▪ Follow up and keep promises</li> </ul>	<b>What to Avoid Saying/Doing</b> <ul style="list-style-type: none"> <li>▪ “Life goes on”</li> <li>▪ “I know how you feel”</li> <li>▪ “It will be all right”</li> <li>▪ Telling a person how they are or are not suppose to feel</li> <li>▪ Brushing aside emotions or dismissing concerns</li> <li>▪ Making false promises</li> <li>▪ Giving advice</li> <li>▪ Confronting</li> </ul>	
Position/Department, Names, and Phone Numbers of Key Contacts		
NEAHL	National Employee Assistance Help Line	800-779-1212
Workforce Resources	Spouse/Family Member Benefits	survivorbenefits@up.com
General Director Health Services	Patrick Larm	Cell-402-250-9390
Sr. Manager EAP	Sara McVay	Cell-402-214-6185
Northern TEY Employee Assistance Manager	Shellie Hegge-Gomes	Cell-402-281-7430
Southern TEY Employee Assistance Manager	Thomas Reimers	Cell-281-210-6854

ENG/MECH Employee Assistance Manager	Rachael Patterson	Cell-402-215-1295
OHN Network	Find local OHN on Peer Support phone app	
TE&Y Peer Support Coordinator	Bruce Turnbeaugh	Cell-402-871-6809
Engineering Peer Support Coordinator	Robert Manlove	Cell-402-659-5597
Engineering Peer Support Coordinator	Kevin Brantley	Cell-832-686-6450
Mechanical Peer Support Coordinator	Karen Sepanski	Cell-224-567-3085
Risk Management Representative	Response Management Communication Center (RMCC)	888-877-7267

Nov 2021