Assessing critical incident supports

The assessment of all three categories of interventions should be carried out by completing the assessment tables below for your organisation. This assessment will help inform actions within your final action plan and will also prove very useful for ongoing reviews to monitor change. This can be completed per department/division if you have chosen this approach for all elements of the Work Positive^{CI} process.

The Work Positive^{CI} co-ordinator should complete the following assessment tables:

Primary Intervention Checklist

Key primary interventions	Present in the organisation? (Y/N)	Action required? (Please specify)
Stress and critical incident stress policy and protocol		
Strategic planning for stress management		
Psychosocial education for at risk groups (i.e. Stress management, Resilience)		
Peer Support teams: • training & development; • working in conjunction with the organisation's mental health professionals.		
Staff awareness and access to supports (e.g. Peer Support, EAP, Occupational Health, Staff Counselling)		
Policy/Guidelines - responding to conflicts amongst service users including but not limited to the following: • Polices for managing work-related violence and aggression (e.g. HSE, 2008); • Operational planning protocols to manage risk of violence and aggression; • Consensus on what behaviour is acceptable from service users, and how to take steps to restrict unacceptable behaviour; • Appropriate policy/guidelines for working alone (HSA, Policy and Guidance for Lone Workers, HSE, 2012).		

Secondary Intervention Checklist

Key secondary interventions	Present in the organisation? (Y/N)	Action required? (Please specify)
Managerial Support (e.g. measures/policies/procedures to ensure availability of support system components)		
Psychosocial support system components: a) Incident-specific strategic planning		
b) Assess/monitor impact on employees		
Support Programmes: a) One-to -one intervention or psychological support		
b) Immediate small group support		
c) Post incident group support		

Tertiary Intervention Checklist

Key tertiary interventions	Present in the organisation? (Y/N)	Action required? (Please specify)
Managerial support (e.g. measures/policies/procedures to ensure safe, effective rehabilitation and return to work)		
Systems in place in relation to monitoring employees reactions. Staff should be vigilant of employee reactions on return to work.		
Professional counselling from a mental health professional is available		
Incident and investigation policy to include: • reporting of incidents to relevant authorities; • investigation and analysis of incidents with focus on prevention		