



CRITICAL INCIDENTS IN THE WORKPLACE

Critical Incident Response (CIR) & Crisis Support

When tragedy strikes your organization, a swift and resiliency-building response is essential. **National EAP (NEAP)** provides expert **Critical Incident Response (CIR)** services to support employees, restore stability, and promote recovery after traumatic or disruptive events.

CIR is a structured process designed to:

- Provide immediate emotional support
- Educate employees on trauma, grief, and stress responses
- Facilitate resilience and recovery

With decades of experience in crisis intervention, our trained counselors support employees impacted by events such as:

- Workforce reductions
- Natural disasters
- Loss of a colleague or loved one
- Workplace threats
- Natural Disaster, and Pandemic-related stress
- Domestic violence
- Acts of violence or terrorism

NEAP partners with organizations to deliver **immediate, confidential, and effective support**, helping your workforce feel supported, valued, and equipped to move forward together.

Contact Us to Learn More About
or to Request a CIR

800.624.2593 | info@nationaleap.com





CRITICAL INCIDENTS IN THE WORKPLACE

Critical Incident Response (CIR) & Crisis Support Pricing

Critical Incident Response (in-person and virtual options available)

- \$195 Service delivery Fee per counselor onsite per shift
- \$275 per hour (with more than 24 hours notice)
- \$375 per hour (with less than 24 hours notice)
- 2 hour minimum
- Extra \$80 per hour for bi-lingual counselor

If ongoing support is needed after the Critical Incident Response, an Emergency Hotline is set up, which Employees can call into for 30 days. Services include:

- 30 Days of 24/7 Telephonic Crisis Support from EAP Specialists
- Immediate Crisis Support and Debriefing for Presenting Issues
- Needs Assessment & Action Planning
- Pre-Qualified Referrals to Community-Based Providers

Fees:

- Level 1: \$1625 includes up to 15 calls
- Level 2: \$3500 includes up to 40 calls

**If calls exceed 15, the company will automatically be rolled into Level 2 plan. Any calls over 40 will be charged at \$62.50 per call.

Contact Us to Learn More About
or to Request a CIR

800.624.2593 | info@nationaleap.com

