

# Practice Points

Crisis Care Network's Monthly E-Newsletter

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## ▶ Hello



Imagine that you are an employee who has just gone through a workplace trauma. It could be a robbery, an industrial accident, the unexpected death of a close colleague or any other of a host of possibilities. Your mind, body and emotions are reeling and you feel like it is all

you can do to keep your head above water. Luckily, you work for a wise company, one that realizes caring for their people is the right thing to do – and it's good for business. Specialists trained in psychological first aid are on site for you to talk with, valuable EAP and HR support information has been distributed, and you begin to see some light at the end of the tunnel.

Now what?

As hard as it is to imagine, it's time to get back to work.

Employees report almost universally that resuming normal operations is one of the key indicators of recovery. There is an instinctual awareness that the longer one is out of the typical workflow the more distressed one becomes. There is tremendous power in the predictable routine, to engage in tasks that *are* within one's control, especially following an event over which one had *no* control. Research studies have found that prolonged periods away from work following an



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### Upcoming Events

#### **CCN to Present at EASNA**

Crisis Care Network is proud to exhibit at the 2010 Annual Institute of the Employee Assistance Society of North America May 5-7. This year's gathering will be held in Montreal, Canada. CCN Account Executive Jeff Gorter will present "An All-Hazards Approach to Crisis Response".

To learn more or to register for the conference go to [EASNA](#). See you there!

emotional or even physical injury tend to have diminishing value the longer it goes on. The isolation, depression, and sense of victimization only seem to grow, and one feels more “sick” as the days drag on.

In this edition of PracticePoints we hope to highlight research and resources that point to the healing power of work following a workplace tragedy. It is our firm belief that return to *work* is return to *life*.

Best,

Jeff Gorter, LMSW  
Account Executive  
Clinical Team Member

### ▶ **APF Report Supports the Value of Early Return-To-Work Efforts**

“Work is central to a person’s identity and social role....Loss of work capacity for any reason is a *life crisis*, but especially so when the loss is due to a mental health condition.” This quote from the report “*Assessing and Treating Psychiatric Occupational Disabilities*” highlights the critical role that work plays in the overall emotional functioning of employees, as well as the risk that accompanies prolonged absence from work. Early intervention following a workplace trauma supports return-to-work objectives and can mitigate the negative mental health implications for many employees. To see a brief synopsis of the report click [APF Letter](#). To view the report in it's entirety click [APF Report](#).

*Report provided courtesy of the Partnership for Workplace Mental Health, a program of the American Psychiatric Foundation.*

### ▶ **Return-To-Work Positively Correlates with Improved Mental Health**

Critical incidents have the potential to increase an employee's stress level exponentially and can, if unaddressed, lead to further de-compensation as well as costly insurance claims. This article examines some of the research regarding stress-related compensation claims and makes the case that taking time away/remaining off

## Resource Highlights

### Human Resiliency Training Institute Presents Web Seminar Series



HRTI founder Gerry Lewis, Ph.D, will present ***"Twenty Years Beyond Debriefings: Best Practices for Responding to Workplace Traumas, Tragedies and Transitions."***

This 5-part web series will provide a comprehensive review of the latest research, concepts, and CIR techniques culminating in an on-line, interactive tabletop response exercise. The series occurs on May 17, 19, 21, 24, and 26 from 1:00-2:30pm EST. PDH/CEU credits (7) available.

To read more or to register click [HRTI Training](#).

### Practice Points Archive

As part of CCN's on-going commitment to advancing the knowledge and resources available to all those interested in critical incident response best practices, we have established the **Practice Points** Archive. Past editions of **Practice Points** have dealt with such topics as the Evolution of Psychological First Aid, Resiliency, and Pandemic Preparedness and

work decreases overall mental health functioning and contributes to negative outcomes. Broken down from the perspectives of the employee, the employer, the clinician, and the insurer, this information will be helpful to anyone seeking to effectively manage the impact of workplace trauma.

To read the review click [RTW Review](#).

### ▶ **CCN Launches Video Series!**

Crisis Care Network is pleased to offer *Inside Crisis*, our video series of brief (3-minute), educational presentations that address research-informed, take-and-use crisis leadership/response skills. To view the first two installments click here:

[Vision and Action](#)

[Competence and Compassion](#)

CCN distributes *Inside Crisis* periodically to our customers and our nationwide network of specialists with the goal of empowering those who face the task of leading in the midst of crisis. The video series will also be posted on Crisis Care Network's YouTube channel ([crisiscarenetwork](#)). Watch for upcoming topics including:

- Workplace Violence Prevention
- The Value of Group Response
- The Business Case for Crisis Response
- The Psychological Impact of Physical Injuries
- Psychological First Aid in the Workplace
- Crisis Communication

We hope that this information will be helpful as you lead individuals and organizations out of crisis and into a positive new normal. Your suggestions and feedback on this video series are welcomed.

### ▶ **In The News**

**Disability Management Employer Coalition – Behavioral Risk Conference in Minneapolis.** CCN Chair Bruce Blythe presented a General Session entitled “Accelerating Return to Work Following a Crisis” on April 21.

Response, among others. To view all past editions of **Practice 1 Practice Points** click [here](#).

**Risk and Insurance Management Society (RIMS)  
in Boston.**

CCN Chair Bruce Blythe and CCN President Bob VandePol attended the annual conference which ran from April 25-29.

**The Conference Board of Canada's Council on  
Emergency Management (Saint John, New  
Brunswick, Canada)**

CCN President Bob VandePol presented "Human Factor in Crisis for Business Continuity" as a General Session on April 29.

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2855 44th St. SW, Suite 360 | Grandville, MI 49418