Quick, definitive and supportive action by managers and supervisors immediately following a critical incident can greatly impact staff resilience, trust and recovery.

1. SAFETY
   - Ensure that all impacted employees are safe and that all persons are accounted for following the incident. If someone cannot be accounted for, contact a superior immediately, and if necessary, notify UCI Police at (949) 824-5223.

2. COMMUNICATION
   - Contact your HRBP and inform them of the critical incident.
   - Communicate the critical incident to staff as soon as possible, providing clear and accurate information.
   - Acknowledge the impact of the incident on staff and offer support.

3. PROFESSIONAL SUPPORT
   - Encourage staff to reach out to the Life Resources Program (LRP) and Faculty and Staff Support Services (FS/SS) for support.
   - Consider working with your HRBP to organize a professionally led Critical Incident Support session.
   - Consider scheduling a Code Lavender for spiritual support with the Chaplain.

   **Life Resources Program (LRP)**
   - Liferesources.uci.edu
   - (844) 824-3273
   - Available 24/7

   **Faculty/Staff Support Services (FS/SS)**
   - nshekara@hs.uci.edu
   - (949) 824-5208
   - By appointment only

   **Code Lavender**
   - CodeLavender@hs.uci.edu
   - By request only

4. ACCOMMODATIONS
   - In consultation with your HRBP, encourage staff who are impacted to take time off if needed.
   - Consider adjusting workloads and schedule to accommodate staff who may need additional support or time off.

5. FOLLOW-UP
   - Check in with your staff regularly and encourage them to share their thoughts and feelings about the incident.
   - Respect staff privacy and confidentiality in discussions about the incident.
Skills For Cultivating Emotional Wellbeing

A GUIDE FOR UCI HEALTH MANAGERS AND SUPERVISORS

**EMPATHY**
- Show understanding
- Use empathic language (“I understand...”)
- Look at the situation from the other person’s point of view

**LISTENING**
- Take a non-judgmental approach
- Practice active listening and restate important points
- Be present and avoid distractions

**VALIDATION**
- Validate the feelings of employees
- Recognize and acknowledge the hard work and performance of each team member
- Provide opportunities for growth and development

**AUTONOMY**
- Be transparent
- Provide team members with a sense of independence and choice in their work
- Prioritize shared decision-making and problem solving when possible

**CONNECTEDNESS**
- Lead by example – managers set the tone for team culture
- Foster a supportive and inclusive environment
- Build community through positive communication and shared values