HELPING EMPLOYEES REACT AFTER A TRAUMATIC EVENT

Give all employees “the facts” about the incidents. This is best done in person, but can be done through any proven effective communication system (email, memo).

A. HELPFUL HINTS ABOUT “BREAKING THE NEWS:”
   - Keep employees together if possible and in an area they are familiar with
   - Give the same information to everyone – don’t try to “sugar coat” it. Use the words dead or died (if applicable)
   - The news should be given by someone whom the employees are familiar with
   - Tell them what happened
   - How it happened (if known)
   - Status of victims – how they are doing
   - Police investigation, e.g., what the police are doing
   - What the company is doing to help the employee(s) – victims(s) and/or family.

B. ONCE THE NEWS HAS BEEN GIVEN, ALLOW FOR INDIVIDUALS GRIEF REACTIONS:
   - ACKNOWLEDGE | “This is very difficult time for the business and for each employee.”
   - Allow time for employees to talk about their feelings
   - Acknowledge the incident in internal company communications (newsletters, meetings, etc.)
   - REASSURE employees
   - If incident involved a safety issue, explain what is being done for their future safety
   - Acknowledge everything that the employees “did right” during and after the incident

C. DURING THIS TIME, SOMEONE SHOULD:
   - Protect employees as much as possible from being re-victimized by the media or others who may want to take advantage of the situation
   - Education employees about how to cope emotionally after a traumatic event
   - If a death occurred, plan on a concrete way of remembers the deceased (plaque, planting a tree, memorial fund)