

Critical Incident Support Plan (CISP)

What is a Critical Incident Support Plan (CISP)?

The Intellect Critical Incident Support Plan (CISP) provides comprehensive support to employees across the organisation to address and manage traumatic and distressing experiences in the workplace. The goal is to help the employees effectively process the critical incident healthily and return to normal operations as soon as possible.

What are Critical Incidents?

Critical incidents are sudden and unexpected and oftentimes overwhelm employees' coping capacity. Here are some examples of critical incidents in the workplace:

- Co-worker passed away
- Retrenchment
- Physical assaults
- Sexual harassment
- Workplace accidents

Why is Critical Incident Support important?

A critical incident can adversely impact a person's physical, emotional, and psychological well-being. Professional support can mitigate the negative impacts by helping the employees understand their reaction to the incident and process the traumatic experience healthily, thus reducing the risk of potential adverse long-term effects. Additionally, it helps in identifying employees with severe symptoms, who can then be referred for further help. It is important to take note that critical incidents can affect employees who are directly and indirectly involved (e.g. by hearing about the traumatic event or speaking to affected colleagues).

Overview of CISP Process

A critical incident is identified by the organisation.

1. **Initial Contact:** Organisation's representatives can submit a request to activate a CISP option either via phone or email.
2. **Initial Assessment:** Intellect's Crisis Intervention Unit (CIU) will arrange for an initial assessment session to better understand the situation and devise a plan of action.
3. **Deployment:** Intellect will deploy counsellors for onsite or virtual group support sessions.
4. **Post-Crisis Support:** Intellect will submit a post-crisis incident report to the agency.

Further details are available in subsequent pages of this document.

How does a CISP work?

1. Initial Contact

In the event of a critical incident, organisation representatives can submit a support request via:

1. Calling the Crisis Helpline and requesting CISP to the Helpline Responder; or
2. Sending an email to ciu@intellect.co directly – template available in [appendix](#).

Within 1 hour of receiving the request, Intellect's CIU team will perform a call back (up to 15 mins) to acknowledge receipt and arrange for initial assessment.

2. Initial Assessment

Within 3 hours of receiving the request (unless an alternative preferred time is requested), Intellect's CIU team will arrange an initial assessment session with the organisation representative to understand the context and details of the critical incident.

As part of the assessment, Intellect seeks to understand:

- What is the nature of incident
- How many people are involved
- Understand current measures that have already been implemented, if any
- Preference for onsite or virtual deployments
- Proposed dates and location suitability

This assessment will help Intellect to best advise the appropriate support required and configuration of group support sessions.

3. Deployment

Depending on the needs, a deployment may be recommended where a provider is available in-person (onsite at the client's office) or virtually to provide Group Support, Individual Sessions or be on Standby for Check-in Sessions.

- **Group Support Session (90-mins, capped at 10 pax per group):** Group session(s) to help employees address the incident and cope with difficult emotions.
- **Individual 1-1 sessions (60-mins per session):** Individual sessions, scheduled in advance, will be available for 60 minutes each, offering employees dedicated time for personalised support.
- **Standby Check-In Sessions:** Providers might be deployed to be on standby for any walk-ins for individual sessions. Providers who have been scheduled for group or individual sessions can also remain on site and be available to offer informal, supportive check-ins with any team members who might need it. This additional time allows team members to share concerns, receive guidance, or simply connect in a relaxed setting, fostering a more open and supportive environment within the team.

A sample 3-hour deployment is as follows:

9:00 a.m.	Provider arrives
9:00 - 10:30a.m.	Group Support session
10:30 - 11:00a.m.	Standby Check-in sessions
11:00 - 12:00n.n.	Individual 1-1 session
12:00n.n.	Provider leaves

This will consume 3 credits.

4. Post-Crisis Support

Post a CISP deployment, Intellect will provide a report to the organisation on next steps, including any recommendations such as webinar, workshops or training required in order to support managers in managing team members' well-being and work performance after an incident.

The report will contain:

- Date, Time, Company and Location
- Issue/Incident
- No. of Participants
- Provider's Assessment of the Wellbeing of the Team
- Risk/Individuals identified by Provider needing escalation
- Recommendations

Frequently Asked Questions

Refer to this FAQ [sheet](#).

Appendix: Email Template for Client's Reference

To	ciu@intellect.co
Subject	CISP Support

Hi Intellect team,

I would like to request for CISP support.

Name of PIC:

Company:

Position:

Mobile Number:

Email Address:

Remarks: [to indicate if you would like the Crisis Specialist to do the call back other than the stipulated SLA of 1 hour upon submission of the request or any other information related to the incident]
