



In 2017, Beacon conducted
2,218 Disruptive Event
Responses for our clients

Employee Assistance Services: Disruptive Event Management

Events such as natural disasters and workplace violence have the potential to overwhelm your employees and their families. Although smaller in scope, an industrial accident, a robbery or the unexpected death of a coworker can also be highly disruptive and interfere with your organization's current and future productivity. Regardless of the event, your employees and management need immediate expert support and guidance in the aftermath of a crisis.

It is essential that your company have a protocol in place for crisis response that includes:

- Notification
- Mobilization of resources
- On-site counseling and support
- Coordination with local and federal agencies
- Communications

THE BEACON HEALTH OPTIONS SOLUTION

Beacon can help your company take a proactive, effective approach to crisis management. We work with your designated personnel to effectively plan, coordinate and respond to a particular crisis in a timely manner, thereby decreasing the effects of such incidents, before reactions take hold.

Beacon's Disruptive Event Management services include psychological first aid by telephone and in person as well as on-site services such as debriefings, threat assessments and grief and loss counseling.

Beacon's Disruptive Event Management program comprises two tiers of service:

- Response teams consisting of local EAP providers deployed by our regional service centers
- Corporate response personnel who become involved in major disruptive events by offering group support, individual support and management consultation

This structure provides both immediate response to critical incidents, with an average drive time of only 60 minutes to most locations in the United States, and strong corporate support to ensure effective distribution of our resources. Our EAP staff and on-site experts are always available, regardless of the time or day.

BEACON'S DISRUPTIVE EVENT MANAGEMENT RESPONSE SERVICES:

The top three reasons our disruptive event response sessions were requested in 2017 were:

- Death Impacting Workforce - 44%
- Natural Disaster - 9%
- Mass Casualty Incident- 9%

In addition to the on-site services we provide during a crisis, Beacon will assist you in developing a comprehensive crisis management plan through organizational and management consultations, policy development, training, and a full array of disruptive event services. This way, your organization will be well prepared to take appropriate action if such an event occurs.

Through Achieve Solutions, our award-winning website, we also make a variety of materials available to managers and employees related to tragedy, trauma, terrorism, and other crisis situations.

WORLD-CLASS VENDOR PARTNERSHIPS

To supplement our extensive employee assistance provider network, Beacon has also enlisted the services of Crisis Care Network (CCN).

CCN maintains a nationwide network of more than 4,000 trauma response clinicians. All CCN clinicians must be licensed and/or certified master's or doctoral-level mental health professionals with crisis response-related training and must have a minimum of five years of on-site crisis response-related experience. All threat management specialists serving with CCN must have demonstrated experience in telephonic and on-site threat management.

Together our combined national network of master's-level trauma response clinicians and FBI/law enforcement-trained threat management specialists are only a call away and available 24 hours a day.

A LEGACY OF RESULTS

With over 30 years of experience, Beacon is the national leader in providing EAP services across every type of employer organization. We are experts in designing and implementing customized programs that combine proven best practices and innovative EAP service delivery. These efforts improve not only employee health and wellness; but also the fiscal health of your organization. Our EAP supports businesses and employees in key areas to:

- Increase employee productivity, job satisfaction and morale
- Reduce employee stress, absenteeism, costly turnover and health care expenses
- Promote healthy living skills for employees and their families
- Attract and retain a skilled workforce

As a behavioral health company with crisis intervention expertise and resources available through our staff, provider network, and partner companies, Beacon can quickly engage with your employees. Within hours of a disruptive event, we are able to respond and provide a variety of services including onsite support, consultation with our response team, materials for distribution, and Web-based updates through Achieve Solutions.



300
clients



BEACON HEALTH OPTIONS' CUSTOMERS:

- Regional and local health plans
- 43 Fortune 500 companies
- Large and medium-sized employers
- Taft-Hartley Plans and trade unions
- Non-Profit Organizations
- Colleges and Universities
- Federal, State and Local Governments