

Critical Incident Protocol with KEAP

Preparation

Identify types of critical incidents that may occur within your organization that would necessitate the support of KEAP services.

Identify who in your agency will be responsible, they would be considered your Incident Response Team and identify their roles.

- If you have satellite offices/branches/districts who will be responsible to contact KEAP
- Will they have to get prior approval before requesting KEAP services?

Periodic review should occur to maintain an active list of individuals.

Response

When an incident occurs:

Determining the impact of the incident.

Will it affect, one employee, a few employees, entire workgroup?

Will you be extending an invitation to the employee(s) family member(s)?

Release of information

It is helpful to distribute factual information regarding the incident to the impacted workgroup as soon as possible to prevent misinformation/rumors etc. This also provides a sense of transparency and returns a sense of control and normalcy to the agency. A KEAP representative can assist you with crafting an email if desired.

Information that is helpful to know

What is the preferred day and time of services? (Note – KEAP employees are located in central Kentucky)

Where would your preferred services be provided? In person at the employee(s) work location, virtual, or employee self-service. Finally, approximately how many employees would need our services?

Response Information

1. Address of location where we are reporting to.
2. Any special instructions regarding parking/entry of building/security?
3. Individuals name and contact information who will serve as KEAP point of contact.
4. Is there an employee(s) you are particularly concerned about?
5. Have there been any other recent issues/concerns/incidents with this work group we should be aware of?

General Information

An employee's decision to utilize KEAP services is voluntary, therefore when responding to a critical incident we prefer that agencies do not make it mandatory for employees to speak to a KEAP representative. Although the intent is well meaning the reception by employees is not always favorable.

