



WORKING TO MAKE A DIFFERENCE

Family & Critical Response  
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Location  
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Elissa Walley  
Critical Response Specialist  
Telephone 604 233-4052  
Toll Free 1-888-621-7233  
local: 4052

## Critical Incident Intervention Request Protocol

### WorkSafeBC's Critical Incident Response (CIR) Program

To request a critical incident intervention:

1. Page WorkSafeBC Critical Incident Response at **1 888 922-3700**. Your page will be responded to immediately from 9:00 a.m. to 11:00 p.m., seven days a week. Calls after 11:00 p.m. will be returned by 9:00 a.m. the following day.
2. Please have as much of the following information as possible when you call:
  - Name of the deceased or injured worker (if applicable)
  - Phone number of contact person seeking critical incident intervention
  - Date and time of the incident
  - Location of the incident
  - Brief description of the incident
  - Number of workers involved (approximately)
3. Once you have reported the incident, you will be asked to confirm that staff will participate in the intervention. In an effort to facilitate this process, you will need to provide a time and date that staff will be available to attend.
4. An individual employee may access this program confidentially by following the same protocol.
5. If any problems or changes develop following your initial request, please do not hesitate to contact us.

For non-emergencies or other issues relating to the CIR program, call: Elissa Walley at 604 233-4052 or toll-free 1 888 621-7233 local 4052.