

# c&fs EAP

## Employee Assistance Program

### Leadership in the aftermath of mass violence

#### Messaging

- Put time into considering your messages before communicating them
- Demonstrate compassion, commitment, and optimism in statements
- To best ensure people can receive the message, keep it short and simple, and make sure to repeat it
- To help people focus on the positive rather than the negative, try to include more positive than negative statements
- Remember rules of primacy and recency—the most important message should be first, and the second most important should be last
- It's OK to say you don't know—and then explain that you'll find out what you can and follow up

#### Support for those directly affected

- Show concern: send cards, organize other efforts to donate essentials or provide other assistance to employees, members, or the larger community
- Encourage other staff to show support
- Do what you can to support the person's family

#### Make plans for returning to work

- Incorporate flexibility with hours and tasks; a gradual, paced return may be needed
- Consider any appropriate coworker as a designated support person
- Offer counseling and other supports through EAP
- Make sure all staff know how to access supports at work and within the larger community

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This information was compiled and modified from the following sources:

Center for the Study of Traumatic Stress; National Child Traumatic Stress Network

Sulaski, C. (Reviewed 2019). Individual's reactions to traumatic events. Raleigh, NC: Workplace Options.

U.S. Department of Health and Human Services (HHS), Substance Abuse and Mental Health Services Administration (SAMHSA). (2014, November). Tips for survivors: Coping with grief after community violence (Pub. No. SMA-14-4888). Retrieved August 22, 2019, from [h2ps://store.samhsa.gov](https://store.samhsa.gov)

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