



Critical Incidents and Crisis Situations

If you need immediate assistance from TEAM due to a critical incident or a crisis situation, please follow the steps below.

- Call the TEAM Mainline at 800-634-7710. One of our administrators will answer the phone and will need the following information:
 - Your name and contact information
 - What union and company you are calling from
 - A brief summary of the situation that is occurring
 - Date of the incident/crisis and approximate time it occurred
 - Location of the incident
 - Contractor/business name
 - Name of job/project if applicable
 - Point of contact with the company

- Once the information is gathered, this will get forwarded to an EAP clinician to directly follow up with you. A clinician will gather more details of the situation to help coordinate what type of response meets your needs. This can include but is not limited to:
 - Scheduling a clinician to be onsite to meet in person with employees and leadership.
 - Coordinating a clinician to do direct outreach to an employee(s) you are concerned about.
 - Having a clinician guide you through navigating crucial or difficult conversations you would like to have with your staff.
 - Sending TEAM brochures, business cards, etc. directly to you to distribute at your discretion.
 - Assist in coordinating any additional plans or resources you require.
 - Additional follow-up from TEAM as needed.

- We have triage staff and clinicians at our Edina Office located at 3601 Minnesota Dr., Suite 400, Edina, MN 55435.
 - Hours are Monday through Friday 8:00am to 4:30pm.

