

Crisis Care Network Equips Its Nationwide Network with CrisisCoach

Grand Rapids, MI – September 28, 2006 Crisis Care Network (CCN), the leading provider of critical incident response services to the workplace, announces the release of its ground breaking online application *CrisisCoach* to extend best practice standards throughout its nationwide network of over 4,000 providers. *CrisisCoach* enables CCN to quickly and efficiently ensure uniform application of evidence-informed best practice standards by providing its critical incident response providers with immediate access to:

- Online multimedia training programs
- A comprehensive knowledge base of articles and video demonstrations
- Live chat with clinical supervisors
- Forums for exchanging ideas on practice standards
- Inventories for assessing readiness to respond

“Every day CCN faces the network development challenges of ensuring enough qualified providers to provide prompt, cost-effective coverage everywhere our customers are located while also standardizing care throughout that network according to the latest best practice standards. *CrisisCoach* will help us meet both objectives simultaneously,” said Bob VandePol, CCN President. Added CCN Clinical Director, Dr. Betty Gilmore, “*CrisisCoach* ensures that all providers responding to incidents, whether involving an individual employer or a large scale disaster, have immediate access to the information and resources necessary to deliver evidence-informed best practices. It helps us raise the bar on quality.”

Initially developed to deliver information, access to resources, and teleweb clinical support to employees impacted by Hurricane Katrina, *CrisisCoach* now serves an additional important function. Gary Kaplan, EAP Consultant and Certified Trauma Specialist noted, “Responding to a workplace crisis situation can sometimes feel like walking into an intense storm. As we offer guidance to HR, managers, and employees in these difficult situations, we gain effectiveness knowing that these resources are behind us – just a click away. In the midst of a busy clinical practice it is also extremely difficult to remain current with the latest research. I look forward to the training, consultation, and sense of professional connectivity available through *CrisisCoach*. We now have access to the collective knowledge of some of the best professionals in the field.”

To tour *CrisisCoach* go to: www.crisiscare.com.

About Crisis Care Network

Crisis Care Network, Inc. is the leading provider of critical incident response services. Having responded to over 25,000 requests for service, CCN specializes in equipping EAP care managers, corporate risk managers, and HR professionals with business-focused critical incident services and is the principal supplier of those services to the EAP industry. Crisis Care Network delivers a behavioral risk management service proven to be effective in mitigating both the human and financial costs of workplace tragedy.

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