

## **Crisis Care Network and ICAS International Collaborate to Establish Global Best Practices Standard for Critical Incident Response Services**

San Francisco, CA -- Nov 16, 2004 – Grand Rapids, Michigan-based Crisis Care Network, Inc. and U.K.-based ICAS International have announced a collaborative partnership aimed at developing an internationally recognized critical incident response standard for businesses and organizations.

CCN and ICAS are working with a world-wide multidisciplinary team of researchers and practitioners to define a unified best practices approach. The new practice standards, in keeping with emerging empirically-driven guidelines, will:

- reinforce resiliency,
- build on the organizational benefits of traditional multi-component approaches to critical incident response, with modifications as indicated by emerging empirical evidence, evolving best practices, and group interventions
- assess the need for clinical care
- support, where indicated, referral for empirically supported, short-term professional interventions (e.g., trauma-focused cognitive behavioral therapy),
- move beyond a fixed “model-centric” approach by providing a framework for continual quality improvement as research-led guidelines evolve over time

“This enables us to bring leading researchers and practitioners together to develop a global best practices standard that EAPs can easily and effectively integrate into existing services,” said Lyle Labardee, CEO of Crisis Care Network. “We see this relationship with ICAS, the leading international provider of behavioral risk management services, as one more step towards leading the industry to a higher standard of care, a new level of enhanced customer service, and a more rigorous credentialing requirement for those who deliver these services.”

“This collaboration brings together two of the world’s preeminent providers of professional post critical incident services at a time when global best practice standards need to be reviewed and strengthened,” said Stephen Galliano, CEO of ICAS International. “Our sole aim is to maximize the impact of safe and timely interventions for the benefit of our customer organizations and their employees.”

Both CCN and ICAS will be presenting at the EAPA conference in San Francisco, California, November 17-20, 2004.

### *About Crisis Care Network*

Crisis Care Network, Inc. is the leading provider of critical incident response services, training, and resources in North America. Having responded to over 15,000 requests for service, CCN specializes in equipping EAP care managers and HR professionals with business-focused critical incident services and is the principal supplier of those services to the EAP industry.

### *About ICAS*

Headquartered in Milton Keynes, England, ICAS International is the leading international provider of Behavioral Risk Management services and directly supports over one million employees in over 400 companies worldwide. Clients include companies large and small, from both the public and private sector.



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