

IMMEDIATE

Call 911: Notify authorities

Follow site-specific Emergency Response Plan (if available)

Who to call first in the company:

Contact your Crisis Response Team Leader or your superior.

Ensure worker safety:

- Identify immediate danger and secure the area to prevent further accidents or injuries.
- Provide medical attention, if applicable.
- Make certain employees are accounted for.
- Designate someone to stay with injured parties at the hospital until loved ones arrive.

Secure the scene:

- Preserve the accident scene, including restricting entry to site and ensuring all refrain from taking and sharing information on social media.
- Identify main point-of-contact for site communications.
- Cooperate with authorities.

Notify relevant parties:

- Contact the family of an injured worker in a compassionate and sensitive manner.
- Communicate with key stakeholders such as: Project owners, Subcontractors, and Insurers.

Document the incident: Thoroughly document details, including photographs, witness statements, and other relevant information. This information will be crucial for internal analysis and potential legal proceedings. Use an Incident Journal to track details.

24 HOURS

Convey simple and accurate information to stakeholders/ media.

“No comment” is not an acceptable response.

If appropriate, speak to the media.

- Develop a holding statement until you have more details, for example — “We are assessing the incident and will share more at a later time.”
- Use a Media Log to track who has spoken to the media, what was shared, and when.
- Connect with a public relations firm for advice or to assist in communications efforts.

48 HOURS

Contact CAWP to assist with media/ public relations issues.

Provide support and counseling:

Offer support services, such as grief counseling and mental health support, to affected workers and colleagues who may have witnessed the incident.

FIRST WEEK

Debrief:

- Identify gaps or improvement areas and review safety protocols, procedures, and training.
- Take immediate steps to address deficient areas. Implement necessary changes.
- Review and update Crisis Response Plan as necessary.

CRISIS RESPONSE RESOURCES

Comprehensive list of who to contact in the event of a critical incident.



CONSTRUCTORS
ASSOCIATION
OF WESTERN PENNSYLVANIA



Carpenters / Pile Drivers

Lytle EAP Partners | lytleeap.com
Member Portal Code: [carpenters](#)
1-888-627-6637



Cement Masons

412-761-6166
Member Information >



lifesolutionsforyou.com
Member Portal Code: [OPMCIA526](#)
1-855-209-8762



Laborers

lcfowpa.com
Member Information >



Highmark Blues On Call: 1-888-258-3428
Highmark Wellness: 1-800-650-8442



Operating Engineers

Lytle EAP Partners | lytleeap.com
Member Portal Code: [engineers](#)
1-800-636-4822



Teamsters

UPMC Health Plan Crisis Info:
1-888-251-0083

Crisis/Suicide Lifeline — 988

Call or text 988 to connect with a trained crisis counselor who can help 24/7, 365 days a year. Or, chat online via 988Lifeline.org.



OSHA

OSHA List/Map of Area Offices >



Pittsburgh: 412-395-4903 Erie: 814-874-5150
Harrisburg: 717-782-3902 Wilkes-Barre: 570-826-6538

OSHA 24-hour hotline: 1-800-321-6742

Severe Event Online Reporting >



Crisis Management / Public Relations

Atlas Marketing: atlasstories.com
1-855-459-8044



Yinz Good?

Yinzgood.com: Access to mental health and wellness resources through a library of videos, infographics, and toolbox talks.

JOBSITE IMPACTED BY CRITICAL INCIDENT? A Critical Incident Stress Management (CISD) debriefing is a group meeting led by a trained professional for workers who witnessed the event, victims, and co-workers or supervisors close to the victim. The purpose is to share resources and guidance to help workers cope with their feelings and prepare to return to work. Two CISD providers can offer CISD to the entire workforce regardless of trade affiliation.

Laborers Health & Safety Fund / Health Promotion Division

lhsfna.org/critical-incident-stress-management
Jamie Becker: 202-383-2816

Lytle EAP Partners

lytleeap.com
1-888-627-6637 (Carpenters)
1-800-636-4822 (Operating Engineers)

CISD can be provided based on severity and needs:

- one-on-one counseling — telephone/video
- group debriefing meeting
- live chat and text requests
- digital well-being platforms — member portal/app