

A worker has been involved in a robbery. Aggressive crimes, such as shootings and robberies, can be one of the most frightening experiences an employee can encounter. Your reactions may be immediate or may be delayed. You may experience reactions that are physical, emotional or ones that disrupt your thinking and ability to concentrate. For most employees these reactions decrease within a few days, for others the reaction to the situation may be delayed. It is important to find ways to address your concerns.

Common Emotional & Physical Reactions:

Exposure to a crime, crime scene and victim can trigger memories of past events in your life, such as, other troubling events or losses. You may find that you react to sights, sounds or smells that were present at the time of the event. These may remind you of the incident or past upsetting events. You may experience some or all of the following:

- Irritability, which may be directed at co-workers, customers, family and friends.
- Lack of motivation or fatigue.
- Feeling blue or depressed, lack of concentration.
- Indifference or a numbness of your emotions.
- Fear, anxiety, or dwelling on the crime and your own safety, or
- Little to no reaction (internalized tension).

Coping Tips: Awareness and understanding are important in coping with a shooting. You can enhance your recovery by knowing that your reactions are normal.

- **Your Work Group:** Work is an important part of your life. Talk to each other about your feelings and concerns. You may find this experience brings you closer together. While you may experience some anxiety about being at or commuting to work, you may find the familiarity and routine of workplace comforting. Reach out to the victim if they are receptive.
- **Your Family:** Family members can provide support and caring. Even children can be very perceptive, so don't underestimate their ability to be supportive. Family members can help you feel safer at home and help out with household or family responsibilities. Be sure to drink water and eat at least crackers. If you cannot sleep, get up and do a comforting activity.
- **Your Community:** You may find support in friends, clergy or other significant people in your life. In dealing with a violent crime and its aftermath it's important to rely on your support systems to help you. Participate in light exercise and activities that you enjoy.
- **Utilize the EAP:** The EAP can provide assistance to help you cope with the situation after the immediate event. The EAP provides confidential, voluntary, short-term counseling.

Resources Are Available

Additional information, self-help tools and other resources are available online at www.MagellanHealth.com. Or call us for more information, help and support. Counselors are available 24 hours a day, seven days a week to provide confidential assistance at no cost to you.