

# the responder

Welcome to The Responder Newsletter – Spring 2009

## About Us

**FEI Behavioral Health** has been an international provider of EAP and Crisis Management Services for 30 years. We partner with over 200 companies, 70 airlines, hotels, sports and entertainment organizations, federal agencies, and other industries in the event of a major incident, accident, or disaster requiring crisis response and management. FEI Behavioral Health has been involved in nearly every major US aviation disaster in the past 20 years, and provided critical functions related to the events of 9/11.

## RECRUITMENT & RETENTION

FEI is currently recruiting behavioral health professionals to participate in short-term contract work in response to aviation accidents and other major catastrophic incidents. If you know a colleague that may be interested in this work, please direct them to our website at: <http://www.fei-responder.com> for our 2009 training schedule. Recruitment and retention is a large part of what we do. Without professionals such as you, we cannot provide the services that are necessary.

Also, it is vital that trained crisis responders keep their demographic and contact information current in order to notify you for deployment; so [please update your information here](#).

## Responding to an Activation Request

When FEI needs you to respond, we use an automated notification system called MIR3. This system will send a message to many responders in a very short period of time. It is a redundant system, which means it will contact you through several different methods – both home and work emails will receive a message, your mobile phone will be contacted, then your home phone, and finally, if you have not acknowledged receipt of the message, your work phone will also be called. Then it

will start again for a total of three contact attempts to each of these. This is why we say MIR3 is a persistent system – it keeps calling you back until you respond. Please be sure FEI Provider Relations always has the most up-to-date contact information for you on file.

We have a selection of pre-scripted alerts we can send quickly, and we also have the ability to create customized alerts for specific events. It is very important that you listen very carefully to the entire message, make appropriate selections when prompted, and follow the directions provided. The message will end with a statement of “Your response has been accepted. Good bye.” It is then OK to hang up. Do not try to “outthink” the system or the intent of the alert.

This can create even more confusion. For example, FEI may have requests for crisis activations from multiple customers that occur at or near the same time. This means you may receive several alerts in a short timeframe – sometimes with conflicting information.

Let us explain how that could happen. If we need responders in several geographically adjacent areas (say Los Angeles, Burbank, and Orange County), we initiate





## RESPONDING CONTINUED...

a separate alert for each of the locations but draw from the same pool of responders in the area. We leave it to you to make the call on which location is most appropriate for your response. There are system limitations in how we can choose who gets an alert, and this is one of the unfortunate consequences. We do have some options for you to contact us and clarify any response related questions, but you'll have to listen to the alert and follow the directions on how to do so.

It is expected that you choose the appropriate response to the alert so we can monitor the response and make additional notifications as necessary to ensure we have sufficient numbers of responding counselors.

**For Milwaukee-based Phone Counselors, you may not be allowed entry into the call center if you do not indicate that you have received the alert and are responding.**

ALL messages related to drills (and we do them regularly!) will clearly indicate that it is a drill. Please respond to the alert as if it was real, but you do **NOT** need to physically act on any requests to deploy to a site. There may be some actions requested of you (e.g. calling into a conference bridge, downloading information from our website, completing a form, etc.) and we would appreciate it if you could follow through as we do measure the usefulness and success of various aspects of our crisis response processes.

Hopefully, this short overview of how FEI uses our notification system will make you more comfortable in responding to it, and will increase your awareness of how it fits into our overall crisis response. As always, we appreciate your commitment as a responder.

## Quick Links

- Crisis Management Home:  
[www.fei-responder.com](http://www.fei-responder.com)
- FEI Behavioral Health Home:  
[www.feinet.com](http://www.feinet.com)
- Alliance For Children and Families:  
[www.alliance1.org](http://www.alliance1.org)
- Webinars:  
[www.ecsg.alliance1.org](http://www.ecsg.alliance1.org)
- Crisis Demographic Update:  
<http://www.feinet.com/farupdate.htm>

## Contact Us

If you have any questions or concerns please contact us at:

Nicki Cyrak, Sr. Provider Relations Specialist  
414-359-6538  
email: [ncyrak@feinet.com](mailto:ncyrak@feinet.com)

Ericka Hinz, Provider Relations Specialist  
414-359-6545  
email: [ehinz@feinet.com](mailto:ehinz@feinet.com)

Robert Simcock, Director Provider Relations  
414-359-6590  
email: [rsimcock@feinet.com](mailto:rsimcock@feinet.com)

---