

**24/7 Pager** .....(302) 884-9321  
Heather Farley, MD (Director, Care for the Caregiver).....(302) 528-8798 (cell)  
Pastoral Care pager ..... # 1367  
Employee Assistance (EAP) .....1-877-595-5284  
Physician support resources thru VITAL (contact Carol Hines)...(302) 623-0314



**Key Actions for supporting staff (“second victims”) after an adverse event:**

1. Connect with the involved staff member in a quiet area
2. Reaffirm your confidence in the staff member whenever possible
3. Consider offering a break from clinical duties to allow recovery and ensure safe patient care
4. Explain the next steps (especially if a review of events is planned)
5. Contact the Care for the Caregiver team to provide peer support
6. Check in with your staff member periodically

