

CRISIS SUPPORT FOR MANAGEMENT

Crisis Support Available to Dealerships

The CADA 360 Employee Benefits Program includes our trusted partner Dialogue's crisis support services, at no additional cost to dealerships.

1. Critical Incident Response

In 2025, the CADA 360 Employee Benefits Program began funding **Critical Incident Response** to help dealerships in traumatic events such as serious workplace accidents, death of an employee, natural disasters or public health emergencies.

Types of Support:

- Outreach calls to affected employees
- Dedicated phone line for confidential conversations
- Group support sessions (virtual or in-person)
- On-site interventions for individuals or teams

2. Crisis Line for Managers

In 2026, the CADA 360 Employee Benefits Program began funding a **Crisis Line for Managers** to help dealerships support employees facing a mental health crisis. However, if you believe an employee is in immediate danger of harming themselves or someone else, please call 911 right away.

Types of Support:

- Urgent manager coaching
- Warm transfer intervention – manager can pass phone to employee
- Urgent wellness check – Dialogue contacts employee with their consent.

One phone number to remember when management need crisis support:

1-833-633-0608 (for management only)

The CADA 360 Employee Benefits Program is committed to supporting dealerships in times of need. Funding for urgent services is governed by the trusted Committee of Dealers