

Choose **Well**



# Critical Incident Support

Core Leader guide for mental health support following a crisis

## Introduction

A critical incident is any event that has a traumatic impact on an individual or group, potentially hindering their ability to function effectively at work. Examples include, but are not limited to, sudden death of a team member, reduction in workforce, violence at work, strike/walkout or a natural disaster.

Lyra, our Caregiver Assistance Program, is equipped to provide an on-site counselor to deliver support in one-on-one and/or group settings at the impacted location.

**Use this guide, to learn about the actions to take to ensure that your team receives timely and appropriate mental health support to heal and thrive.**

## Factors to Consider

- Supporting critical incidents requires great sensitivity and situational awareness of all the competing priorities and feelings involved.
- Recognize that the full range of emotions may be present at differing levels, based on role, involvement, and expectations. Describe your experiences and memories in detail. This will allow you to connect more fully with what you are writing about.

## Appropriate Timing

- It's recommended to schedule a few hours of support in the late morning or afternoon, 24 to 48 hours after an event. This will allow caregivers to have time for the news to sink in and may be more ready to reach out for support. For workforce reductions, Lyra recommends having a counselor on-site immediately following the announcement as well as the day following the announcement.
- Lyra is able to coordinate support within 24 hours. However, depending upon the location in question, a verified provider can often be confirmed and onsite in as little as 12 hours. The more advance notice you can provide, the better.

## Managing the Logistics

- Services can be offered onsite or virtually, based on the need and operational parameters of the workforce.
  - For example, if the team is involved in direct care (Nursing staff, Health Aides, etc.), services should be offered onsite for ease of access when they have a moment between patients, rather than offering a virtual platform that may be seen as more restrictive or confining.
- There is no set formula for ratio of consultant to population, as it is the incident itself that determines the impact. That being said, the ratio of 1 consultant to 50 staff is a good rule of thumb to begin with.

## Required Information

- Size of impacted workforce
- History/context regarding critical incident
- Specific units /roles impacted
- Is union representation involved
- Name and location of a dedicated onsite space (conference room, office etc.) where the counselor can meet with caregivers
- Time of support requested, modality (Virtual vs. in person), physical address (even if its virtual), session type (individual, group, both)
- Name, email and phone number of a dedicated on-site contact who can greet the counselor(s) at the site and help them with parking, security, badge access, etc.

## Take Action: Follow the below steps

1. **Gather information** about the full scope of the critical incident in order to understand the overall impact magnitude.
2. Once you have gathered all of the details in the 'Required Information' section, **call (844) 311-6223** and tell the Lyra Care Navigator that you are seeking Critical Incident Support
3. Lyra will mobilize a search for available and appropriate providers.
4. Once a provider(s) has been identified, Lyra will brief them on the situation and pass along the onsite contact.
5. You will **receive an email** from 'Critical Incidents/Lyra Care Navigator Team' with your Lyra Case Number; after a counselor has been identified you will receive another email from [response@r3c.com](mailto:response@r3c.com) with the details of your on-site counselor.
6. If there are changes you need to make to the request, please reach back out to the Lyra Care Navigator team and provide your Lyra Case Number.