

U.S. Critical Incident Process Overview

In the event of a critical incident (i.e. caregiver death, natural disaster, reduction in workforce, etc.), Lyra is equipped to provide an on-site counselor to deliver support in one-on-one and/or group settings at the impacted location.

When to Schedule

Lyra recommends scheduling a few hours of support in the late morning or afternoon, 24 to 48 hours after an event. This way caregivers 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.

One counselor can typically support a group of ~100 people since not everyone reaches out for support. Appointments usually last 20-30 minutes, however, some caregivers may benefit from more or less time.

Lyra typically does not recommend group sessions.

How to Schedule a Counselor Virtual or On-site

Lyra is able to coordinate support for critical incidents within 24 hours. However, depending upon the location in question, a verified provider can often be confirmed and virtual or onsite in as little as 12 hours.

To report an incident, managers or HR business partners should contact Lyra at (844) 311-6223 with the following details:

1. Location
2. Number of caregivers affected
3. Incident type (caregiver death, natural disaster, reduction in workforce, etc.)
4. Point of contact on location (name, email, and phone number)
5. Date and time of requested support

In response, the Lyra Care Team will immediately mobilize a search for an available provider. Lyra will brief the provider, to the extent that it can be shared, in context regarding the specific incident. Once a provider has been identified, they will reach out to the point of contact on location to confirm their ability to support.

After support is delivered, the provider will ask the point of contact sign off to confirm the hours of care provided.

How to Manage Appointments

To help manage the flow of people, teams can provide an appointment sheet asking caregivers to write "Booked" in the slot(s) they are seeing the provider for.

Additional Resources

Communications

- [Sample Onsite Announcement Email](#)
- [Sample Onsite Appointment Schedule](#)

Handouts

It's helpful to have a couple of printed handouts to provide to your caregivers and your on-site counselor.

- [Coping with Grief and Loss](#)
- [Coping with Transitions](#)
- [Coping with Stress](#)
- [Coping with a Traumatic Event](#)
- [Recognizing Mental Health Problems in Kids and Teens](#)
- [Supporting a Coworker Through Grief and Loss](#)
- [Telling Family Members You've Been Laid Off](#)
- [Understanding PTSD](#)