Crisis, Stress, and Human Resilience: ICISF’S 15th World Congress

Finding a Balance
Explore | Embrace | Expand

World Congress is the opportunity to benefit you professionally and personally. Learn how YOU can Impact your Community through Crisis Intervention.

May 19 - 24, 2019 • Baltimore Marriott Waterfront – Baltimore, MD

#ICISFWC 15th World Congress
Participants from around the world with a wide range of professions, practice settings and experience levels gather for this premiere biennial event.

Experience:

- Opportunities to network and meet fellow professionals
- Up-to-date education and timely information
- Back pocket skills to bring home for immediate use

Come and share in our efforts to demonstrate the impact that enhanced quality can have on our agencies, organizations, businesses, communities and our world.

And, it will prepare you for the long road ahead – in less than one week.
PRE-CONGRESS PLANNER

Sunday, Monday & Tuesday, May 19 - 21

Use this planner to plan your schedule, then complete your registration on-line at ICISFWorldCongress.org where you’ll find complete up-to-date information and available sessions.

PRE-CONGRESS

Register for ½, 1, 2, or 3 days.
Registration includes admission to the following pre-selected Workshop(s).

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3 Day Session  2 Day Session  1 Day Session  ½ Day Session

Full Day Educational Workshops
A  Assisting Individuals in Crisis & Group Crisis Intervention
B  Pastoral Crisis Intervention I & II
C  Advanced Group Crisis Intervention
D  Law Enforcement Perspectives for CISM Enhancement
E  Hostage Prevention Training & Rescue: Captive Audience’s CISM Protocol Application
F  The Bulletproof Mind
G  Managing School Crises: From Theory to Application
H  Understanding Suicide: Effective Tools for Prevention, Intervention and Survivor Support
I  Survival Skills for the First Responder
J  Thought Field Therapy Basic (Algorithms) Workshop
K  The Successful Team
L  Understanding Uniformed Services Family Stress
M  Death Notification: Practical Skills for First Responders and Clinicians
N  Left of Bang: Front End Planning for CISM
O  Looking Ahead to Another 25 Years of Aviation CISM

Half day AM Educational Workshops
P  First Responder Resiliency – Putting PTSD out of Business
Q  Introductory Transformational Resilience Program
R  Is CISM Enough? A Chaplain’s Search for the Missing Link
S  One on One with Domestic Violence Victims
T  Responding to Mass Violence Incidents: Recent Lessons Learned

Half day PM Educational Workshops
U  Critical Issues in Trauma Resolution
V  Disaster Response: Intervention Tools for Specific Groups
W  Group Think
X  Relationship Risk and Resiliency Management for Public Safety Officers
Y  The Underlying Philosophy of Crisis Response: Are We Staying True to the Premise of the Field?

MY SCHEDULE

SUN, MAY 19: ______________________________
MON, MAY 20: ______________________________
TUES, MAY 21: ______________________________

This was my first time attending World Congress and I loved all of the presentations and the opportunity to meet such amazing people and contributors to the field.
Use this planner to help navigate your World Congress Journey by circling your selections for each session. Make it your own! Session selections are required during registration, so keep this planner on hand when you register.

**REGISTRATION FEES**

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Pre-registration closes on 4/26/2019. Registration reopens onsite 5/19 - 24/2019 based on availability and subject to 10% increase in regular registration rates.
Pre-Congress workshops will be offered on Sunday, Monday and Tuesday, May 19 - 21, 2019. A selection of these workshops meet either core, specialty or elective requirements for the ICISF Certificate of Specialized Training. Workshops will be 1/2 day, 1 day, 2 days or 3 days. You can build your own World Congress itinerary by selecting a combination of courses.

**SUNDAY & MONDAY, MAY 19 - 20, 8:00 AM - 4:45 PM**

**A Assisting Individuals in Crisis & Group Crisis Intervention**

*Dennis Potter*

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called “emotional first aid”. Designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, this course will prepare participants to understand a wide range of crisis intervention services for both the individual and for groups. Fundamentals of Critical Incident Stress Management (CISM) will be outlined and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed.

**SUNDAY & MONDAY, MAY 19 - 20, 8:00 AM - 4:45 PM**

**B Pastoral Crisis Intervention I & II**

*George Everly • Rob Dewey*

Pastoral Crisis Intervention may be thought of as the combination of faith-based resources with traditional techniques of crisis intervention and represents a powerful addition to traditional community and organizational psychological support resources. This course will assist the participants in learning how pastoral interventions and traditional psychological crisis interventions may be effectively integrated. Additionally, more specific advanced concepts and specific field applications where pastoral crisis intervention is applied will be covered. Chaplains, pastoral counselors, mental health professionals, ministers, and anyone interested in the use of faith-based resources in healing should find this course of interest.

**SUNDAY, MAY 19, 8:00 AM - 4:45 PM**

**D Law Enforcement Perspectives for CISM Enhancement**

*Peter Volkmann*

Learn to identify, understand, and work with the “Blue Wall of Silence” in the law enforcement community. Designed to provide insight and understanding of the different types of stress in law enforcement culture from a systems perspectives emphasis, this course will provide practical “back pocket skills” in providing crisis intervention services to law enforcement organizations and individual personnel in crisis. The LE Perspectives course is intended for law enforcement officers, their families, mental health professionals, chaplains, and organizations that interact within the law enforcement community. It is an excellent course for CISM teams and team members who would want to enhance their understanding of the differences in the law enforcement culture as compared to other first responder cultures.

**SUNDAY, MAY 19, 8:00 AM - 4:45 PM**

**E Hostage Prevention Training & Rescue: Captive Audience’s CISM Protocol Application**

*Sam Bernard • Paula Towry*

Due to our backgrounds, we employ a combination of ICISF’s Critical Incident Stress Management with the Department of Defense’s Survival, Evasion, Resistance, and Escape debriefing program with international focus. We will present the psychology of captivity, the need for a more robust CISM presence in crisis areas of the world, and the tools we use to prevent and counter captivity. We will take our audience through a series of captivity scenarios and escape techniques and allow them to experience how it feels to relinquish their freedom.

**SUNDAY, MAY 19, 8:00 AM - 4:45 PM**

**F The Bulletproof Mind**

*Dave Grossman*

Psychological preparation for combat. Bringing together current trends in violence, from terrorists to aggravated assaults, Col. Grossman coalesces his research into a presentation affirming the life that all law enforcement and military professionals have chosen to lead. Within that context, Grossman presents a model for action that ensures professionals can train for and overcome the unique mental stressors of possible violence. Find out what to expect when your heart rate rises and blood drains from your face, and how to avoid it.
MONDAY, MAY 20, 8:00 AM - 4:45 PM
TUESDAY, MAY 21, 8:00 AM - 4:30 PM

G Managing School Crises: From Theory to Application
Barb Ertl
Designed to prepare school administrators and all educators for the inevitable crises that occur within schools and/or that effect those in schools, this training reflects the 3 most common phases of a crisis: pre-crisis planning, acute crisis response and post-crisis activities. Special attention is given to the most common pitfalls (those that pose the most threat to school personnel from a liability standpoint) associated with crisis response activities. Participants of this training are introduced to the CISM framework and specific intervention techniques that can easily be applied within the school setting.

H Understanding Suicide: Effective Tools for Prevention, Intervention and Survivor Support
Kevin Ellers
Suicide provides unique challenges to both the professional caregiver and those within the informal support system. This course will help define challenges for those faced with providing crisis intervention with suicidal people and their support systems. It seeks to examine evidence-based concepts and gives practical tools to equip helpers with suicide awareness, professional referral, peer support intervention and supporting survivors in the aftermath of a suicide completion.

ONE DAY WORKSHOPS
MONDAY, MAY 20, 8:00 AM - 4:45 PM

I Survival Skills for the First Responder
Michael Swainson
Are you a police officer, firefighter, paramedic or emergency dispatcher? Do you work in a high risk occupation for critical incidents e.g. corrections, nursing or child care social work? If you answered yes to either of the previous questions then you run the risk of burning out of your career or worse yet developing post-traumatic stress disorder (PTSD). Survival Skills for the First Responder is a one day program developed by a former first responder who was diagnosed himself with PTSD in 2009. He has taken his experiences with PTSD; diagnosis, education and the healing process and developed a set of practical survival skills that you can use in your work and home life.

J Thought Field Therapy Basic (Algorithms) Workshop
Robert Bray
Thought Field Therapy is not language, age, or culture specific and can be safely used universally at all levels of intervention for emotional regulation and symptom management. Gain the skills and confidence to engage fully with those you want to help using this evidence based approach. The treatment protocol can be used in self-help, peer-to-peer, and counseling settings. At this basic level it is safe and effective with no reported negative side effects or counter indications, requires only minimal disclose, and results are immediate. The purpose of this training is to learn, practice, and gain confidence in using the knowledge and skills of TFT’s basic skill level.

K The Successful Team
Patricia Tritt
Building and maintaining a team can be daunting. Crisis support teams pose challenges in recruiting and retaining highly skilled and motivated members. Critical components of team organization include selection of members, building a sustainable structure, and developing well defined processes. Team maintenance is crucial to long term success. Key concepts in team development, organization, training, and team member selection are discussed. Participants should bring and share their own experiences and share successes, strategies, and challenges in team management.

L Understanding Uniformed Services Family Stress
Anne Balboni
Uniformed services personnel respond to individual and cumulative trauma experiences using coping strategies that are common to the culture of their organization. They receive some training and often have available to them a variety of psychological assistance. Their family members, however, are often left to their own to recognize and understand the suffering of their loved one. Like the responder, the family member finds this difficult to do alone. Providing information and an educational opportunity for family members and those who care for uniformed services responder family members should be an integral part of a good CISM program.

Mon, May 20 | TAKE ME OUT TO THE BALLGAME
Join friends old and new to cheer on the local team—the Baltimore Orioles as they play against their division rivals the New York Yankees! $24.00 per ticket in Section 87.
ON ONE DAY WORKSHOPS • TUESDAY, MAY 21, 8:00 AM - 4:30 PM

M Death Notification: Practical Skills for First Responders and Clinicians
Timothy Dietz • Rachael Kaul
The task of informing surviving loved ones of the death of a family member or friend often falls to the first responders or mental health professionals. When death is sudden or results from a traumatic event, the task of effectively and compassionately informing survivors can be anxiety provoking for those responsible for notification. Many first responders and clinicians refer to death notification as something they dislike or “dread.” Uncertainty about how survivors will react and the potential intensity of interacting with people around this issue can be daunting for even the most experienced of responders and providers. Through didactic and interactive multi-media and group activity techniques, examine essential elements that should comprise this intervention. Participants will leave with greater confidence and ability to accomplish death notification as well as with strategies to help them care for themselves during and following a difficult notification.

N Left of Bang: Front End Planning for CISM
Marc Junkerman
One of the best ways to reduce the need for post-event CISM services is to build a pre-event culture of first responder wellness and resiliency. How are you preparing to mentally, physically, emotionally, and spiritually weather the inevitable storm? What are you doing "left of bang" to inoculate your organization? Despite your preparation, are you ready to support possible long term recovery after a crisis? This presentation will use interactive exercises and discussions to help you create a front end plan to win this battle by design instead of by default.

O Looking Ahead to Another 25 Years of Aviation CISM
Johanna Oflaherty • Keiko Nakahama • Madeline Tompkins
Louise Cullinan • Hans Rahmann • Pete Dillenbeck
Looking ahead to another 25 years of aviation CISM: What does the future hold for us? Can we develop functional regional and world aviation teams? How will be benefit from new technology that connects us across the world? How to develop relationships that explore, embrace and expand trust across company and country lines. Maintaining historical information and passing on the lessons learned in pre-incident education. Establishing a board of experienced leaders as consultants for the future. How do PeerSupportPrograms and Organisations like EPPSI and IPPAC contribute to the worldwide CISM-Community.

HALF DAY WORKSHOPS • TUESDAY, MAY 21, 8:00 - 11:45 AM

P First Responder Resiliency – Putting PTSD out of Business
Susan Farren
Designed by career first responders, this presentation provides a cutting edge approach to the prevention of PTSD. Utilizing the most recent research and neuroscience about the impacts trauma and stress have on first responders, this program addresses the five core components (emotional, relational, psychological, physical and neurological) that need to be addressed to change a culture of denial and emotional suppression. Although talk therapy, debriefings and peer counseling are helpful, they are simply not addressing all of the issues effecting first responders.

Q Introductory Transformational Resilience Program
Bob Doppelt
An overview of the urgent need, methods, and benefits of building widespread capacity for Transformational Resilience to prevent harmful psychological and psycho-social-spiritual impacts from rapidly growing climate change-driven disasters and toxic stresses. Nationally and globally, every adult and youth must be given the opportunity build their capacity for Transformation Resilience. This involves helping everyone learn simple skills and tools to calm their body, mind, and emotions when they are distressed so they can think and act in healthy ways even in the unhealthy conditions generated by rising temperatures. Transformational Resilience also involves helping everyone learn simple skills and tools to calm their body, mind, and emotions when they are distressed so they can think and act in healthy ways even in the unhealthy conditions generated by rising temperatures. Transformational Resilience also involves helping everyone learn simple skills and tools to calm their body, mind, and emotions when they are distressed so they can think and act in healthy ways even in the unhealthy conditions generated by rising temperatures. Transformational Resilience also involves helping everyone learn simple skills and tools to calm their body, mind, and emotions when they are distressed so they can think and act in healthy ways even in the unhealthy conditions generated by rising temperatures.

R Is CISM Enough? A Chaplain’s Search for the Missing Link
Ernie Wouters
Faced with the stark realities of prevailing emotional despondency in emergency personnel resulting from past and continuing trauma in the line of work, follow one Chaplain’s 21-year search to find an effective method for resolving symptoms of continuing emotional trauma. This workshop will examine three models of intervention: the CISM Model; Elizabeth Kubler Ross’s Death and Dying Model; and the concept of forgiveness. These tools for managing grief and emotional trauma are mostly implemented independently of one another. Twelve years ago, Ernie suggested a new paradigm of psychological trauma and intelligence counseling when he began conceptualizing a combined model-approach, which resulted in what he now refers to as the Emotional Intelligence Map (E.I. Map). This approach was quickly expanded beyond its target group of emergency personnel, as it has successfully helped to resolve all kinds of experienced emotional trauma in persons of various ages and life situations.

HALF DAY WORKSHOPS CONTINUED ON PAGE 8.
HALF DAY WORKSHOPS • TUESDAY, MAY 21, 8:00 - 11:45 AM

S One on One with Domestic Violence Victims
Kristel DiGravio
Do you feel domestic violence victim’s present unique challenges? The session will offer first responders, mental health providers, and allied professionals tools to reduce re-victimization utilizing the SAFER-R Model of Individual Crisis Intervention. This class will incorporate the five steps of the SAFER-R Model and will provide guidance on approaches to interacting with victims of domestic violence who are experiencing trauma. The attendees will gain an enhanced and in-depth understanding of the victim’s perspective as well as increased knowledge of perpetrator dynamics and methodology.

T Responding to Mass Violence Incidents: Recent Lessons Learned
Victor Welzant
Crisis Response teams are increasingly tasked with responding to mass violence incidents. This workshop will review lessons learned from several recent incidents. New strategies, controversies, and best practices will be discussed. This workshop will be an interactive discussion of responding to mass violence. Topic areas will include training, best practices, and controversies. We will discuss the impact on both responders and community. Recent information on recovery strategies will also be reviewed. Scenarios training will be utilized to enhance competence in response assessment and planning.

HALF DAY WORKSHOPS • TUESDAY, MAY 21, 12:45 PM - 4:30 PM

U Critical Issues in Trauma Resolution
Robert Moore
For crisis and trauma professionals who have not yet acquired an evidence-based protocol capable of complete and permanent elimination of post traumatic stress It puts to rest the arguments that the irreversibility of history and the supposed permanence of the amygdala’s hijack-related traumatic encoding leave trauma victims eligible mainly for long term PTSD symptom management, coping and control. While not full training in the model, we present the requisites and protocol for thorough and permanent PTSD resolution. The technique requires neither tapping nor cognitive reorientation... the latter takes care of itself. In this context, a trauma “resolved” is no longer on the amygdala’s hit list, has no associated emotional or visceral charge and cannot be triggered ever again. Real client session video (no recording permitted) till we run out of time.

V Disaster Response: Intervention Tools for Specific Groups
Daniel Casey • Mary Schoenfeldt
An in depth look at the types of scenarios the co-presenters work in and the types of interventions we provide. Additionally, the guidelines we use to aid us in deciding which fits best in each case, and the timetable guiding us. We will use a combination of field models to provide the best fit for the given incident and persons worked with. Audience/attendees participation in scenarios will provide structural guidelines for field use.

W Group Think
Tom Strentz
This presentation will feature a psycho/social phenomena that occurs all too often during the group decision making process that results in a disaster. Dr. I.L. Janis did the initial research that he reported in his 1972 book entitled Victims of Group Think. His findings will be discussed using examples from Edmund Burke to more recent disasters during WW II, The Bay of Pigs, the Challenger disaster and Waco, Texas. The good news is that Dr. Janis augmented Edmund Burke’s 1756 observation “All that is necessary for the triumph of evil is that good men do nothing” with five ways to prevent this process from interfering with the soundness of the group decision making process. The presentation will be enhanced with a written version, power point and two DVD examples of this phenomena.

X Relationship Risk and Resiliency Management for Public Safety Officers
Ashlee Martlage • Paul Fisher
The daily demands behind the badge are unique to public safety officers and to their families. Ongoing dynamics, both at work and at home, create high risk, and often times destructive, dysfunctional patterns in the relationships of these brave and dedicated men and women. Thus, problematic coping strategies often plague the individual struggling with such demands, which ultimately impact the family unit. A necessary component to bolster a more resilient and stable sense of well-being for these public safety officers can be found in their ability to utilize and successfully navigate these intimate relationships. It is without a doubt critical that both public safety officers and their families are supported in skill development that facilitate healthy relationships with this framework in mind. By strengthening martial and familial bonds for public safety officers, we enhance a sense of well-being for the individual, their family and our community at large.

Y The Underlying Philosophy of Crisis Response: Are We Staying True to the Premise of the Field?
Jen Markewych
Using the core principles of crisis response, this program will critically evaluate team structures, responder selection, training, and best practices while considering the various methods of teams around the country. Critical thinking & discussion will be encouraged regarding follow-ups, cultures of empathy, and measures for team performance. Ultimately, this presentation will rely on the critical interaction between the science and data that this field has produced, the underlying logic that affirms the philosophical importance of the field in a changing world, and the fundamental faith that the field operates ultimately for the betterment of humanity to specifically analyze the key tenets and components of crisis response to improve participants, responders, and leaders’ understanding of the field of CISM and their importance in it.
A variety of General Sessions will be offered on Tuesday evening, Wednesday, Thursday and Friday, May 21 - 24, 2019. These are presented to all registered participants and are typically on topics of general interest to the majority of World Congress participants, such as an exploration of lessons learned from disasters and other crises, unique CISM programs/applications and recent research.

**OPENING GENERAL SESSION I, 6:00 - 7:25 PM**

**CEO Welcome**
Rick Barton
Welcome to Maryland, to Baltimore and to the ICISF’s 15th World Congress. This is your opportunity to explore, embrace and expand while finding a balance in your life. You can sit back and relax and gain a minimum from the opportunities presented at this event. Or you can engage yourself fully, and seek knowledge and connections available all around you. This experience can offer richness, flavor, and value but only if you so desire. Please take full advantage of the people presenting and the people all around you.

**Route 91 Harvest Festival shooting in Las Vegas**
Jeff Buchanan
Jeff Buchanan, Deputy Fire Chief of Clark County Fire Department from Henderson, Nevada, will share the details of the deployment and lessons learned from the October 1 mass shooting in Las Vegas, NV.

**Wednesday, May 22**

**GENERAL SESSION II, 8:30 - 10:40 AM**

**Building Human Resilience in the Little Red Dot – An Overview**
Jansen Ang  •  Cheng Lee
Singapore is a small, heavily urbanised, island city-state in South-east Asia. It is relatively spared from natural disasters such as earthquakes and tsunami but has its fair share of other disasters such as hotel and highway collapses and infectious disease outbreaks. The National CARE (Caring Action in Response to Emergencies) is a home-front system to provide psychological inputs in the management of a crisis and the first line of psychological and emotional support to cushion and mitigate the impact of the trauma in a crisis. This presentation will outline the history and the structure of National CARE System as well as the training of the CARE Officers.

**Psychological Body Armor™**
George Everly
Psychological Body Armor (TM) – Contrary to popular belief, there are two factors of human resilience: the ability to rebound from adversity, but also the ability to withstand pathogenic processes associated with adversity. Research indicates that not only is it possible to develop reactive resilience in the wake of adversity and trauma, it appears it is also possible to develop psychophysilogic immunity to excessive stress. This presentation will discuss the most recent findings from neuroscience.

**RISE (Resilience In Stressful Events)**
Cheryl Connors  •  Albert Wu
RISE (Resilience In Stressful Events) is a program that was established at Johns Hopkins Hospital in 2011. RISE is a confidential, timely, peer support program that serves all employees of Johns Hopkins Hospital 24/7. The program was implemented to close the gap of no support and counseling for caregivers who encounter stressful, patient-related events. RISE initial training was based on RAPID Psychological First Aid (PFA) and was modified over time to become peer responder training for the healthcare worker. The focus of each RISE interaction is the feelings and experience the healthcare worker is encountering, not the event.

**The Response to the Annapolis Capital Shooting**
Steven Thomas
The comprehensive Anne Arundel County response to the Annapolis Capital shooting. He will focus on responding to an active call and developing the Strategic Crisis Action Plan, while the incident was unfolding. He will touch on all who were affected and the interventions used. Further, he will address the need for additional help from already established relationships with outside agencies. He will explain the conflicting interests between an in-depth criminal investigation and helping those affected by the incident.
“A” EDUCATIONAL BREAKOUT SESSIONS, 11:15 - 11:45 AM
Select one session to attend.

A1 Balancing Act: Embracing Identity Triage to Promote Resilience and Wellness

Tina Brookes

We all have multiple identities that we are required to assign to a degree of urgency to at any given moment. This presentation will encourage Crisis Responders in any field to explore their multiple identities so they can be mindful of placing precise identities at the forefront while shifting unessential ones to the background. Activating all Identities simultaneously may cause the identities to become diluted and blurred to the point of being practically unproductive. Trying to constantly do so can result in being less effective, overwhelmed, and anxious. Utilizing only those identities required can allow clear, precise, intense attention resulting in a better use of focus, energy, and resources for an improved outcome. Identity Triage is designed to be embraced as a wellness and resiliency tool that better equips Crisis Responders with skills to balance the demands of family, work, and wellness with the capacity to function from a place of resiliency versus deficit.

A2 Adaptation of Crisis Response Training and Support for Australian Indigenous Personnel

Alexina Baldini • Rosemary Gilby

Our presentation will include vital considerations for adaptation of ICISF training to suit indigenous Aboriginal people in Australia, including cultural sensitivity, communication styles, attitudes and learning methodology that includes the social health and wellbeing approach. Holistic planning that factors in past and current trauma is essential prior to delivery of any educational content, and collaborative work with key indigenous personnel is paramount. Respecting diverse cultural beliefs and traditions assists the Crisis Response trainer to engage, connect and build lasting relationships with community.

A3 Development of Resilience Resources for Pastoral Carers in Disaster Affected Communities

Susan Phalen

Effective disaster recovery will be holistic; accounting for the physical, emotional, psychological and spiritual aspects of a person and community’s well-being. Disasters and traumatic events not only shake people’s physical environment, but their worldview and their experience of life, justice and faith. In recognising this, building resilience within a community should involve equipping and supporting its faith communities to better understand and participate in the disaster recovery. The Disaster Recovery Chaplaincy Network (DRCN) is a multi-denominational, multi-faith network, coordinated by the Uniting Church in Australia. It has the responsibility within the New South Wales Welfare Services Functional Area Supporting Plan to deliver pastoral care in evacuation and recovery centres and in outreach. The DRCN trains ministers, priests, rabbis and other faith leaders in a clearer understanding of the dynamics of disaster, assisting people in traumatic situations, and connecting their faith communities to the response and recovery arrangements at a state and local level.

A4 Invisible Victims of Mass Violence: Why Psychological Trauma Is a Public Health Issue

Manya Chylinski

The proliferation of mass shootings, bombings and other terrorist incidents has left thousands of survivors—some with physical injuries, but more who may experience psychological and emotional trauma or will later develop symptoms of PTS (Post-Traumatic Stress). The stigma against discussing mental health and the lack of awareness and support services impacts everyone who experiences these types of issues. Attendees will hear from a survivor of the Boston Marathon bombing about the after-effects on individuals, families, schools, organizations, communities, and first responders and receivers. This discussion will address the psychosocial effects of mass violence, as well as strategies to reach those affected and mitigate the psychological after-effects. Also included will be thoughts on increasing education and awareness and preparation for the next wave of post-event trauma victims.

A5 Organizational Crisis Management Plans: Is the Employee Well-being Considered?

Patricia Weldon

This workshop will focus on the study findings related to organizational crisis plan at human service agencies and the gaps and opportunities for enhancements that exist related to supporting employees after a critical incident. This workshop will provide an opportunity for attendees to learn about how human service organizations develop their crisis management plan, how they define a critical incident or safety concern in their setting, and what internal or external resources or interventions are identified in the crisis management plan to address employee responses to a critical incident.

A6 Peer to Peer Response Model for Responding to Military Veterans in Crisis

Don Bradley • Ronnie Riveira

This presentation will describe a collaborative effort between law enforcement and military veterans to assist returning military veterans in crisis. Many veterans have challenges adapting to a non-warring lifestyle. Through a series of nonproductive contacts with one military veteran in particular, we in law enforcement learned that we do not have the tools needed to effectively communicate with veterans truly in crisis. We located a local trauma psychologist who has worked with law enforcement and veterans. He is a former Viet Nam combat veteran who chairs a veteran’s discussion group. We asked his group to teach first responders how to respond to and deal with veterans in crisis. Ultimately this vets group formed a peer response team in collaboration with local law enforcement and proactively inserted itself into crisis situations in an attempt to get their military peers assistance via the Veterans Administration. Our goal is to share this recipe for success. We named this presentation, Peer to Peer Response Model for Responding to Military Veterans in Crisis.
A7 Why I Was Not Supposed to Become a Peer Support Leader
Agnieszka Smetana
Ted talk style presentation about becoming a peer support team leader and why I was not supposed to succeed. I lead PST since 2012: female, ex-cabin crew, originally from Poland. The only volunteer who made it to the fully time peer support role in our organization. There is no manual, who can make the best PS Team lead, but I turned some of my potential weaknesses to my strengths. I wrote my own script with my experiences.... every day. And here I am.

A8 Why Won’t You Play with Me?
J.P. McMichael
Based on the children’s book by the same name, Why won’t you play with me?, is a reflection of the conversations that I had with my young son to help him understand the Post Traumatic Stress I was dealing with and that he was not the cause of my behavior. Why won’t you play with me? is a tool to help families begin the conversations to help the children of those affected by Post Traumatic Stress understand why parent(s) may be acting differently, and most importantly, that they are not the cause. Often when we think of Post Traumatic Stress we think of the person that is dealing with it, but forget that it has a great impact on their friends and family as well. Why won’t you play with me? will help begin a tough conversation that will help our kids understand what we are going through and that they are the most important and cherished thing in our lives.

B1 A Body-Centered Approach to CISM: A Unique Method Adapted from Tai Chi, Qigong, and Meditation
Eric Johnson • Fiona Newton
Learn how you can quickly and easily reduce your own stress levels and, with simple training, how you can learn to help others do the same. This presentation will give you an understanding of how the proven body-centered approach to CISM can be used to prevent stress and aid in recovery from critical situations. These simple techniques derived from tai chi, qigong, and deep breathing meditation not only help with recovery from critical situations but, learned in anticipation of such events, they give people simple tools they can use to maintain a calm and relaxed state during the crises. Research, as well as years of experience with veterans and others suffering from PTSD, has shown that tai chi, qigong, and deep breathing can lower blood pressure, relieve stress, lower heart rates, and reduce levels of stress hormones. They are also shown to lower anxiety levels and relieve depression. This will be an experiential presentation in which participants will learn simple techniques including basic tai chi movements and deep breathing practices.

B2 A Counselor’s Response to the Unthinkable (The Marjorie Stoneman Douglas School Shooting)
James Neeck
The presentation will be based on the presenter’s experience as the first responding social worker, to the Marjorie Stoneman Douglas High School shooting staging area, located at the Heron Bay Marriott Hotel, in Parkland, Florida. Presenter will discuss his immediate response, including the coordination of counseling and mental health resources, the critical incident stress dynamics, as well as the clinical social work “tools,” which proved successful, in the response. A discussion of the immediate needs of the families of victims, as well as the injured, witnesses, teachers, and the Parkland Community, will be included. Lastly, follow-up services, as well as “best practices,” will also be addressed.

B3 Call for Backup Research Report on Police Suicide
David Edwards
In April of 2017, Humanizing the Badge conducted a survey of police officers regarding the topic of suicide. Specifically, we wanted to know how many officers would ever consider suicide as an option, and why. We also wanted to gather information on whether they had personally known an officer or former officer who had completed suicide, as well as whether they were personally aware of a department or agency that had lost an officer to suicide. We also asked an open-ended question to give respondents the opportunity to share whatever additional information they thought would be helpful for us in understanding this phenomenon. This presentation will reveal the results of that survey and also describe the program that Humanizing the Badge has developed to bring awareness and prevention workshops to police officers and other emergency services personnel across the United States.

B4 Mouse in the House – Aviation Peer Support Programs
Agnieszka Smetana
Aviation Peer Support Programs and their current status. This presentation will share some of the findings and outcomes of the Aviation Peer Support survey conducted in December 2013 among 13th participants. It will conclude some of the measurements of the current standards in the aviation peer support and the best practices. Finally I would like invite the audience to reflect on the data and find the key recommendations towards further movement and improvement of the peer support. Let not “Let the mouse into the house.”
**B5  News Media CISM Team**

*Sam Bernard  •  Shannon Millsaps*

NEWS media have the same reactions that haunt traditional emergency responders. The one population that emergency responders fear the most, the victim’s family, is embraced by NEWS staff. Yet NEWS staff are shunned, pushed back, scorned, and rejected for doing their passion. This presentation will show how the CISM concepts have been applied to provide trauma support to all levels of NEWS media personnel. We will articulate the “Personality Traits of NEWS Personnel” that will also put them at risk for traumatic stress; the “Terrible 10” for NEWS staff; discuss World Views of NEWS personnel that can be violated during a traumatic event. We will share our unique application of CISM protocols to address traumatic stress for NEWS personnel. In addition, we will discuss how educating NEWS personnel on CISM concepts and founding principles may be translated to assisting trauma victims and their family/friends to address their reactions as well.

**B6  Response and Recovery in Crisis: Relationships, Roles and Responsibilities**

*Ronald Day*

Providing a look at many of the different players in any critical incident and how those players work together. Not just fulfilling their own responsibilities, but a look at how those duties fit into the larger picture. This course also provides insight into public policy and administration and the impact it has on volunteerism, chaplaincy, and first responder efforts. The course will also take a look at the National Incident Management System NIMS and its history as well as the Incident Command System ICS; how it affects volunteer and chaplaincy efforts and why it is necessary.

**B7  Update! Exploring the Efficacy of Psychological First Aid: What Does Recent Research Tell Us?**

*Harvey Burnett*

This presentation is an update to the Psychological First Aid (PFA) efficacy study that was presented at ICISF’s 14th World Congress in 2017. Specifically, this presentation discusses the results of a randomized control trial study that examined PFA’s effectiveness on mitigating acute distress reactions, as well as its association with resilience. Results strengthen support for PFA as a viable evidence-based option for training responders to meet surge demand for disaster mental health services following disaster events.
The interest in Critical Incident Stress Management (CISM), and the many elements that are part of those words, have expanded and increased each year. This growth amounts essentially to a social movement, where people engage each other and pursue advanced connections with each other. Like other social movements, this behavior includes a human momentum of interest as people expand their interest and seek more knowledge. In this CISM world of work, people are eager to step forward and help each other, helping their colleagues, assisting their peers through a tough time. Helpers help, and that explains the motivation of people who support this surge of activity, this social movement. Look around you, this movement seems to be getting younger each year, a phenomenon completely different than ten years ago.

Closure – The Lie Everyone Wants You to Believe
18 Minute TED Style Talk
Paul Isaak
We have all heard accounts detailing horrific circumstances and marvel at the stories of resilience. As trauma care responders, understanding why some individuals are able to return to a healthy and balanced life and others seem to get stuck in their tragedy is critical as healthy living hangs in the balance. In this presentation Paul challenges the premise that closure has anything to do with resilience and will use personal stories to redefine a new purpose in trauma care.

Dublin Fire Brigade’s Family Information Night
18 Minute TED Style Talk
Adrian O’Grady
This Family Information Night is a new Information Intervention, designed by Dublin Fire Brigade to involve the immediate family of our members, be it parents or partners. This is delivered at an early stage of their Recruit training to ensure their early contact with CISM. An early trust with family means early trust in CISM. It was predicated upon the needs identified by qualitative research of Recruits over their first few years exposure in a Fire/ems system.

Pre-incident Training and Collaboration as Evidenced the Aftermath of the Las Vegas Shooting
18 Minute TED Style Talk
Johanna O’Flaherty
This presentation will discuss the relevancy of pre-incident training from a collaborative perspective including the importance of shadowing outside help. While many experienced first responders, from different locations, respond to the incident it is imperative that they are assigned a local first responder for coordinated hand-off. Also, lesson learned from several major disasters including the Las Vegas Shooting will be shared. Dr. O’Flaherty has responded to aviation disasters, 9/11, and the Las Vegas Shooting.

Critical Incident Response in Campus and Hospital Settings – 18 Minute TED Style Talk
Melissa Hyatt
University campuses and hospital settings present a unique set of challenges for both first responders and on-site security officers. This presentation will describe some of the elements that often make responses in those settings challenging as well as offer mitigation strategies to assist in planning and response.
"C" EDUCA TIONAL BREAKOUT SESSIONS, 4:00 - 5:00 PM
Select one session to attend.

C1 20 Years of CISM Within Dublin Fire Brigade – Breaking New Ground to Rese arching New Pathways

Brian Doyle • Adrian O’Grady
What we provide here is a story of our evolution from very simple beginnings in Dublin Fire Brigade and ambulance service, a Fire/EMS based service serving a Capital city. We had to slowly change a culture, change minds, but win minds and most importantly win trust. Was it plain sailing? Simply answered...NO! But we learned from our mistakes, grew from the knowledge, post-traumatic growth if you will. CISM set up a research team which then forged new ways of thinking and made the team more proactive.

C2 Follow-up: What Is It and How Should We Do It?

Sam Bernard • CJ Caufield
In this time together, we will consider what is intended for CISM in terms of follow-up. The courses all emphasize this as a means to help with responses, but little is shared in terms of putting legs underneath it. During this breakout session, we will discuss options and address needs for attendees as we answer questions and discuss this notion among many years of experience and wisdom brought by participants. This is geared for responders of all types and all levels of response within the CISM world.

"C" EDUCA TIONAL BREAKOUT SESSIONS, 4:00 - 5:00 PM CONTINUED

C3 Introduction of Crisis Response Dog Program into 911 Comms Unit and Other Emergency Services

Sandra Mackey • Linda McMillan
The Durham Region Critical Incident Stress Support Team, formed in 1991, has seen first hand the benefit that the dogs bring to the team. In February of 2018, we introduced 2 Handler/Dog teams into our 911 Communications Centre. The response was amazing! Unfortunately, one K9 suddenly passed, support was then secured by the Police Service, Association, 911 Board, and Comms Unit to purchase a new puppy for the handlers. Communications named her Serenity, and now visits are occurring not only in Communications, but Courts, Alternate Response, Victim Service’s, Headquarters, as well as Fire and EMS. Local television has scheduled a segment as well. The benefits of having the dogs visit personnel regularly has been incredibly beneficial. The dogs also participate in Critical Incident Defuses and Debriefs and the positive feedback has been outstanding!

C4 Shasta Strong: How to Survive the Carr Firenado and Empower Resilient Wildland Firefighters

Shawna Powell • Marilyn Wooley
Shasta Strong describes the unique features of the Carr Fire, a wildland fire that was so hot, fast, and ferocious that it created its own weather system and resulted in an apocalyptic fire tornado. The Carr Fire represents changing weather patterns and fire behavior that is becoming the “new normal” in California. Wildland firefighters are being forced to adapt, at great cost. The challenges they experience, including weeks away from home and no reprieve from fire fighting, impact their physical and mental health, family life, and can lead to compromised executive function, sleep deprivation, exhaustion, breakdown in communication, irritability and emotional withdrawal, addictive and self-destructive behaviors, and even suicidal thoughts or actions. Wildland firefighters can be taught positive stress reduction skills that can be utilized during and after deployment to increase coping mechanisms, improve family life, and reduce suicide. Pre-incident education, peer support programs, and community backing are essential in creating resilience in wildland firefighters.

C5 Small Fires, Big Flames: De-Escalation Strategies for School Counselors

Kenneth Jamal Hopson
School counselors play a vital role in extinguishing the small flames of daily conflict in a school setting. Effective intervention could be the difference between extinguishing the small fires of a potential situation and fanning the flames into a full-blown response from the crisis team. School-based first responders are solution-focused, preventative, and restorative in their daily work. The ability to effectively de-escalate students in crisis can make a significant impact on school climate, student well-being, and overall school safety. Equally important to the climate of a school is the ability to make meaningful connections among a diverse population. During this session, participants will explore de-escalation strategies and approaches used by school counselors for diverse populations.

C6 Technology & Trauma: Seeing the Impact from the Inside Out

Thomas Greenhalgh • Jim McAninch
Using case presentations of clients using various technological devices, this presentation will provide an overview of how technology can assist us in helping those impacted by traumatic events. It will also demonstrate the impact of trauma on a person with quick and objective assessment tools. A discussion of how to include these tools in treatment options will also be discussed.
C7 Whistleblowers and the Psychosocial Impacts of Being the First Relators of Wrongdoing
Jacqueline Garrick
Whistleblowers in the workplace face retaliation, discrimination, and harassment after disclosing wrongdoing. They report financial fraud, waste and abuse, medical errors/wrongful deaths, contamination, and sabotage, but are often met with an adversarial human resources process rather than continuous process improvement approaches. So while they are protecting individuals and the public from harm, they suffer from the financial, legal, social, and emotional impacts related to being First Relators. This injustice and inequitable treatment can lead to depression, anxiety and suicide among the workforce that if left unchecked costs millions of dollars in litigation, lost productivity and employee/customer dissatisfaction. Clinicians need to understand whistleblower retaliation as being more than just “job stress” and see it for the traumatic stressor it is and know how to help employees experience posttraumatic growth and resilience.

C8 The Psychology of Technology in Crisis Communications
Shawn Dundon
In this rapidly modernizing environment that we live in, traditional face to face interactions are becoming more challenging. As we rely more so on multiple technologies to get our point across, the finer points of communication have dulled somewhat. In emergency situations such as crisis intervention, critical incident stress management, hostage negotiations and more…we should examine the impact that technology has on how we engage with our world.

C/D10 Building Resilience from Survivors Guilt After a Traumatic Event
Veronica Powell • Monique Swift
In the face of trauma, the concept of guilt under “normal” conditions take on a trans-formative quality moving from healthy guilt to unhealthy guilt in the form of “survivors guilt.” Building resilience from survivors’ guilt after a traumatic event will open discussions on understanding the concept of survivors’ guilt, its impact on trauma survivors and strategies to assist trauma survivors in harnessing the power of resilience to move through the barriers of survivor’s guilt post tragedy.

C/D11 Scenes of Compassion: A Guide of Dealing with Emergency Scene Emotional Crisis
Timothy Dietz
Working with people at emotionally charged events is not what many of us want to do, but unfortunately, it does play a role and has an impact in all of our careers. This course will provide responders an understanding of the profound effect they have on those in emotional crisis during and after an emergency incident. By learning simple actions and caring words, we can greatly ease the stress inflicted on, and leave a supportive impression to those involved, as well as facilitating stress resilience to the responder as well. Learn how to manage difficult emergency scenes, and learn simple tools to remain “happy and healthy” in the emergency services.

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"C/D" EDUCATIONAL BREAKOUT SESSIONS, 4:00 - 6:00 PM
These two-hour sessions allow for more in-depth learning. If selecting a two-hour session, you cannot also select any other C or D session.

C/D9 An Ordinary Firefighters Struggles and Triumphs over Stress, PTSD and Suicide
Michael Washington
This presentation uses powerpoint along 5 or so video clips to tell my story of my struggles with stress, PTSD and Suicide. This presentation is designed to show very stages of military related, fire related and personal stress that left untreated can lead to suicide. The crux of this presentation is the acknowledgement of early childhood trauma as well as post traumatic growth. This presentation has been described as Traumedy or Comedy Trauma. It is designed to allow people that its ok to laugh in the face of trauma.

C/D12 Shots Fired, I’m Hit! The Fight After the Fight
Sherry Cardinal • Ann Marie Carrizales
The participants of this lecture will learn the value of mental preparedness PRIOR to a critical incident and ways to achieve this vital state of readiness for all first responders and citizens alike. Additionally, attendees will learn to identify signs of post-traumatic stress and its effects on one’s physical/emotional well-being and resilience. Participants will discuss various methods of critical incident stress management and will be provided with the VITAL tools needed to win the fight after the fight, which is often the most difficult part of a critical incident.
D1 100 Articles, 40 Randomized Trails, 4 Meta-Analysis Say It Is Good to Tap
Robert Bray
This presentation will review the development and current use of Callahan Techniques® Thought Field Therapy and its derivative meridian point stimulation treatments. Approaches such as Emotional Freedom Technique (EFT) and other Energy Psychology approaches as they evolved from TFT and now differ are described. A review of the current scientific literature with emphasis on traumatic stress recovery structure this overview of theory and applications of this non-cognitive, non-invasive, and safe tool for traumatic stress recovery. The only tapping therapy rated as effective on the National Registry of Evidence-based Programs and Practices (NREPP) - A service of the Substance Abuse and Mental Health Agency (SAMHA) within the US Department of Health and Human Service. These studies and others will be examined in a discussion of the challenges to acceptability of tapping as an essential element in critical incident stress work. Using a critical perspective, resources and references will be suggested for identifying useful new advancements in tapping.

D2 Building Your Anchor: Overcoming Suicidal Thoughts
Denise Coyle
In the medical community we often explore how to help save others who are feeling suicidal, but how do we save ourselves? The idea of creating an anchor and a chain to life is about creating links that will save us when we are struggling. The information can be taught and passed on to others while being designed to encourage a personal connection to life. An exploration of the difficulties in overcoming suicidal ideation, obstacles to reaching out and techniques to create life connections we can keep at our finger tips. What is your anchor to life? What are the chains that keep you in this fight? How can you strengthen those and remember them thru dark times?

D3 CISM in the non-First Responder Community
Rob Dewey
CISM has normally been exclusively in the First-Responder community. In the Lowcountry of Charleston, SC, all components of CISM are being accepted in the Community, through the efforts of the Lowcountry Community Chaplaincy. During the presentation, venues where CISM for the Community has been accepted will be fleshed out. The hope of this course is for all participants to have a vision on how to establish a resource for individuals or groups who have experienced a Crisis. Knowing your community prior to attempting to establish this type of outreach is key. Discussion in the class will address the need to build a referral network. A Community CISM program will only be successful when there is a team approach to assisting the individuals and/or groups in times of need.

D4 Hurricane Harvey to Santa Fe School Shooting: Communities Attempting Resilience
Deborah C. Higgs
Building community resiliency following multiple mass disasters: Hurricane Harvey to Santa Fe school shooting requires input by the federal government, state government, community changes, and individuals working together. Identifying societal changes that need to happen in order to turn tragedy (10 people dead and 13 wounded) into prevention will be addressed. A student's story whom counted the shooter and 6 of the 10 dead as friends will be intertwined throughout the presentation. The presentation is unfolding over the next seven months as community responses continue to be made.

D5 Integrating Critical Incident Response and Biblical Christianity
Crystal McFadden
Integrating Critical Incident Response and Biblical Christianity will include both an overview of basic critical incident response techniques and the core principles of Biblical Christianity. This will be a dynamic and interactive presentation that includes identification and exploration of the Biblical premises already present in basic modalities being used. We will debunk the myths of what Christian integration looks like and highlight integration gone wrong for some serious, yet comic relief. And throughout, an emphasis on realistic and practical application techniques grounded in Biblical faith principles.

D6 Operation Opioid: A Strategic CISM Response
Alicea Reddy  Karen Zeltzer
The opioid epidemic has become a top focus for community efforts. Although the problems surrounding opioid misuse have a long history, recent factors have contributed to its far-reaching impact. The ripple effects of addiction and the rising number of overdoses have grabbed the nation’s attention and highlighted a public health emergency. The need for increased crisis response to the resulting direct and vicarious trauma is especially warranted to break vicious cycles. This has created opportunities for collaborations between community stakeholders, law enforcement, medical and social services fields to focus on the best practices for prevention and intervention. This workshop will build knowledge of the opioid epidemic and help identify how critical incident stress management tools can be used in various roles to counter the impacts of the epidemic and promote human resilience.

D7 Responding to Communities – How Will You Respond?
Jennifer McMahon
Changing the way we think about supporting communities to become safer places which are more aware and better prepared in times of crisis and beyond. This presentation will explore the impact of crisis, critical incidents and emergencies upon the individual and resultantly the community matrix, from a trauma informed perspective and within recovery framework using the Communities Respond Model.

D8 Rituals and Superstitions: Resilience Tools or a Bunch of Hooey?
Anne Daws-Lazar  Sherry Jones
People who work in healthcare and associated fields have particular challenges that lend to developing rituals and superstitions to assist with coping and resilience. Like the widespread fear that full moons wreak havoc upon humanity, or that if one says “The Q Word” (”Quiet”), that person is responsible for an onslaught of utter chaos. Is there literature to support these beliefs, or have they been debunked? Are beliefs and perceptions enough to provide support and increase resilience, especially in transition between patients, or between work and home? Are there rituals and superstitions particular to each group (ER, responders, dispatch, etc.)? Share what you have learned or used with other responders/receivers in this interactive forum that will bring out what we believe, what we do, why we think it works (or not), and what the literature suggests.
E1 Building Human Resilience in the Little Red Dot: The Details, Part 1
Li-Jen Tan • Clare Yeo
This session will look into how Singapore as a small country devoid of natural resources responds to critically incidents. We start with looking at building capacity and capability in crisis response through crisis intervention awareness and training, as well as applying crisis intervention strategies to survivors and families while maintaining crisis teams’ resilience. We will also be sharing on how we prepare, respond and recover when critical incidents happen in the school setting through a three model for crisis preparation and management.

E2 How to Succeed at Building an ICISF CISM Regional Network: If You Build It, Will They Come?
Malcolm McNeill • Jeff Sych
Key lessons and experiences in the development of a comprehensive, consistent, and collaborative approach to getting a truly provincial wide network of a resistance, resiliency and recovery model in place. The presentation will focus on how to create a Regional standard of Peer Support programs for the fire departments while sharing the challenges and successes and key points so others can take these lessons and use them to create an effective Peer Support Network in their community. The Alberta Critical Incident Provincial Network was developed based on the standards established by the ACIAC. This peer lead-peer driven network has over 250 trained peers who now provide CISM Peer Support in all areas of the province on a 24/7/365 basis, utilizing the Provincial Standards and operating guidelines. We will chart the evolutionary course of the network, share the challenges and successes of the Network as it developed and became operational.

E3 PASS: A Structure for Helping the Team
Dennis Potter
One of the keys to maintaining personnel on a team is to make sure they aren’t “carrying home” any effects from doing the CISM interventions. This workshop gives a suggested structure for completing a Post Action Staff Support process. Another function of the PASS is to evaluate the performance of the team and its individuals. This structure incorporates some suggestions for accomplishing this task. Lastly, the structure allows for a review of the stress management skills the interventionist has and will implement in the next 24 hours.

E4 The ‘I’s’ of Leadership: Introspection, Invigoration and Inspiration
Charlie Wharton
Becoming a leader is more than being placed in a position of responsibility or authority, it is having the desire and the ability to influence people. A common perception of leadership is that those who are elevated to positions of supervision are leaders, but the truth is that influence is more often found in personality than position. In this course, we will examine the foundational tools necessary for those who are serious about becoming successful leaders including defining leadership and developing leadership. It isn’t enough to have the desire, leaders must have the ability analyze their own lives before moving on to developing others. This journey towards effective leadership involves three important steps – the Three I’s Of Leadership: Introspection, Invigoration, and Inspiration.

E5 The World of Staff Support in Healthcare
Patricia Tritt
Healthcare professions are inherently stressful and the toll on caregivers can be significant. Stressors range from daily patient care to critical events. Options for supporting staff are varied and should be tailored to meet the needs of the individuals and units. The culture of the organization significantly impacts the perceived concern for and support of staff. This presentation explores viable options for support and participants are asked to bring their own best and brightest ideas.

E6 Trauma Treatment, Etiology, & Current Trends for Children and Adolescents
Tenise Wall
An overview of various trauma related disorders will be discussed with current trauma informed approaches utilized specially for assessing young people. The role of clinical screening will be presented, the use of screening forms and specific questionnaires utilized in treatment will be reviewed. The discussion will include how one determines the best method for treating trauma and the components that are essential to treating trauma effectively and an in-depth look at Trauma Focused Cognitive Behavior Therapy to include its components, best practices in engaging families, providing psychoeducation, and parenting skills. There will be a review of the role of training and supervision as well as cultural nuances that influence the trauma treatment.

E/F8 A Police, Survivor, Victim, Family & Community Response to the Capital/Gazette Shooting
Jennifer Corbin • Steven Thomas
In response to the Annapolis Capital Shooting, CIT teams were on scene and started a Strategic Crisis Action Plan as the event was unfolding. Details of the CISM team’s response starting with triaging victims being escorted from the building, interventions at the Unified Center where they made the death notifications to family members of the deceased. The CISM team followed up with individual and group interventions with everyone involved ranging from Officers and victims in the building, survivors, families of survivors, victims and the suspect, as well as the entire Annapolis Community.

E/F9 Administrative Consultation... What Should We Tell Them to Do?
Mary Schoenfeldt
Too often CISM response planning is limited to visible emotional impacts of an event. But each decision has the potential to either reduce or increase the anger, sadness, sense of loss and hopelessness. The purpose of this session is to bring those issues to light and engage in conversations and learning to help participants articulate that CISM is more than One On Ones or group interventions.
"E/F" EDUCATIONAL BREAKOUT SESSIONS, 8:00 - 10:00 AM
CONTINUED

E/F10 Combatting the Firefighter’s Invisible Enemy
Heike Ward
This course explores the disheartening rise in firefighter and paramedic suicides and the unique stressors within their profession that contribute to this progression. The presentation equips participants with practical skills on how to identify, connect with, and assist at-risk personnel. With emotional resilience training presented as a key factor in keeping first responders healthy, the presentation also includes an introduction of Mindfulness-Based Stress Reduction (MBSR). MBSR has been studied and tested extensively over the past decade and has shown remarkable results in the treatment of PTSD. It is a resilience technique uniquely suited for first responders and shows great promise in helping EMS personnel reduce stress, trauma, and anxiety.

E/F11 Increasing First Responder Resilience Through Peer Support
Stephanie Conn
Practical guidance to peer supporters for building resilience in first responder peers is based, in part, on my research on managing chronic exposure to secondary trauma and maintaining an identity outside of the first responder identity. I will also be drawing from the resilience research I reviewed to prepare my book, Increasing Resilience in Police and Emergency Personnel, and my experience as a clinician working with first responders. General resilience research will be applied to the realities of first responder work, making strategies feasible to apply. Individual and organizational risk and protective factors for trauma exposure will be discussed in order to inform peer supporters on how to minimize risk factors while maximizing protective factors.

"F" EDUCATIONAL BREAKOUT SESSIONS, 9:07 - 10:07 AM
Select one session to attend:

F1 Building Human Resilience in the Little Red Dot: The Details, Part 2
Clare Yeo • Choy Wai Yin
This session will look at how Singapore as a small nation devoid of natural resources responds to critical incidents. We will start of with building capability and capacity in crisis response through crisis intervention awareness and training, as well as applying crisis intervention strategies to assist survivors and their families recover while maintaining crisis teams’ resilience. We will also share our three tier model to prepare, respond and recover to ensure safety and minimize any possible negative psychological impact on our Singapore school community.

F2 Doesn’t My Life Matter? How Community Attitudes Impact Children of Public Safety Officers
Ashlee Martlage
Over the last decade, community opinions and public experiences have increasingly and negatively influenced the perceptions and attitudes toward public safety officers as a whole. While these seemingly isolated and independent incidents occur across our nation, the growing trend culminates into an increasingly negative evaluation and reception of the function and approach of public safety officers, most specifically law enforcement officers. This presentation provides further context for the connection between community attitudes about public safety officers and the impact this has on their children. Phases of a child’s development are further evaluated based on approximations from both Erikson’s psychosocial and Brofenbrenner’s ecological theories of development. These implications culminate into a call to action to address the intersecting challenges between the individual, family and community for children of public safety officers both in an immediate and long-term intervention.

F3 Firefighters for Cops: Crisis Intervention Following Terrorism and the Grenfell Tower Fire
Sean McCallum • Andrew Williams
The London attacks and the Grenfell Tower fire captured the attention of the world’s media, with disaster victim identification operations, inquiries and coronial processes providing further opportunities for stress reaction in the following months. The team had successfully employed Traumatic Incident Reduction (TIR) as its 1:1 intervention but had only recently-trained in Critical Incident Stress Debriefing (CISD) when the call came. This invitation raised concerns on if firefighters could bridge the cultural gap between themselves and police officers to enable crisis intervention to succeed and could a peer-support team with no operational experience of CISDs prove themselves competent in such a context. Members of the firefighters’ peer-support team will describe their personal experiences and discuss areas of professional learning from this unique opportunity.

F4 Hoosier Hope Initiative: PsySTART, CISM and the State of Indiana
Kimble Richardson • Michael Ross
The State of Indiana, within the Division of Mental Health and Addiction, has brought new leadership and an openness to updated conceptual models to the forefront of innovation. In 2016, Hoosier Hope Initiative was launched using a scalable and modular framework for enhancing resilience. The Psychological Simple Triage And Rapid Treatment (PsySTART) system, along with its two additional intervention models; Listen-Protect-Connect and Anticipate. Plan. Deter: Responder Resilience System were integrated within the state’s Department of Homeland Security Incident Command System.
F5 Returning Veterans: No One Way to Help  
Jon Kayne
Returning veterans often have difficulty with readjustment to civilian life, and some never do readjust. The issues range from simply feeling that they do not fit in with their families and communities to others who suffer from severe traumatic stress symptoms. The veterans are prevalent enough in the community that families, employers, and clinicians are bound to encounter some that are struggling with their discontent, usually in silence, and the rest of us are not sure how to begin helping them. This is compounded by the fact that some veterans do not seek or depend upon available government programs to help them. This presentation will review the range of veterans’ issues often found in the community, together with the range of methodologies that have been found to be useful in helping in readjustment.

F6 What Comes After “thoughts and prayers”?
James Skillington
Following every incident of public violence, news and social media is filled with statements of “thoughts and prayers.” But what should happen next? Public violence traumatizes communities. Without a plan to combat the trauma, the impact of the cycle of violence will only worsen. In this breakout session, we’ll consider some of the emerging best practices that have helped communities move beyond just thoughts and prayer.

F7 What! We Forgot One? Bringing Resilience to Unnoticed Populations  
Cindy Ehlers • Michelene McCloskey
There is an unnoticed population of responders with the highest suicide rate among American workers, a rate shared only by firefighters and police officers. These are the animal responders and providers. They will not leave an animal behind or a human in need because they care for others and those who have no voice. The irony is, neither do they. So…we come to speak on their behalf as we follow their example. Together is how we will get through those difficult times. As the roles and the anatomy of our responders change, so must the CISM responder – whether they be human or K9. When we speak of hard to reach populations, those who come into emergency services from the civilian world, these are the last people to recognize they have been affected by what they witnessed during the crisis.

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F5 Returning Veterans: No One Way to Help  
Jon Kayne
Returning veterans often have difficulty with readjustment to civilian life, and some never do readjust. The issues range from simply feeling that they do not fit in with their families and communities to others who suffer from severe traumatic stress symptoms. The veterans are prevalent enough in the community that families, employers, and clinicians are bound to encounter some that are struggling with their discontent, usually in silence, and the rest of us are not sure how to begin helping them. This is compounded by the fact that some veterans do not seek or depend upon available government programs to help them. This presentation will review the range of veterans’ issues often found in the community, together with the range of methodologies that have been found to be useful in helping in readjustment.

F6 What Comes After “thoughts and prayers”?
James Skillington
Following every incident of public violence, news and social media is filled with statements of “thoughts and prayers.” But what should happen next? Public violence traumatizes communities. Without a plan to combat the trauma, the impact of the cycle of violence will only worsen. In this breakout session, we’ll consider some of the emerging best practices that have helped communities move beyond just thoughts and prayer.

F7 What! We Forgot One? Bringing Resilience to Unnoticed Populations  
Cindy Ehlers • Michelene McCloskey
There is an unnoticed population of responders with the highest suicide rate among American workers, a rate shared only by firefighters and police officers. These are the animal responders and providers. They will not leave an animal behind or a human in need because they care for others and those who have no voice. The irony is, neither do they. So…we come to speak on their behalf as we follow their example. Together is how we will get through those difficult times. As the roles and the anatomy of our responders change, so must the CISM responder – whether they be human or K9. When we speak of hard to reach populations, those who come into emergency services from the civilian world, these are the last people to recognize they have been affected by what they witnessed during the crisis.
Crisis Intervention in Behavioral Emergencies: The Irish Naval Response with the Syrian Refugees in the Med

Oliver Michael Barbour  •  Peter Twomey

See how crisis intervention procedures can be applied for both crises and behavioral emergencies. Crisis intervention in behavioral emergencies has a great sense of urgency because of the life-threatening aspects of the situation. Early crisis intervention efforts should emphasize crisis assessment and immediate support. Furthermore, every effort must be made to neutralize stress and reduce interpersonal conflict. It is important that Navy Personnel who are managing a behavioral situation call for additional resources when the refugee’s behavior suggests that the crisis is turning into an emergency. Calling for help should never be seen as an admission of weakness or incompetence. Instead, it should be viewed as the mature decision of a knowledgeable and skilled sailor who is doing the very best to reduce the potential that a crisis could explode into a complex and dangerous behavioral emergency.

Models Count – General Session

Jeffrey Mitchell

Everyone can understand the need for a certain amount of flexibility in working with traumatized people. We can all cite examples from our own experience in which some changes in the approach were necessary. But, crisis interventions that do not adhere to the primary principles of crisis intervention have a substantial potential to go off in directions that may be quite harmful to the victims of a tragedy. Models are based on the best knowledge base available regarding crisis intervention. This presentation explains why crisis intervention models are extremely important for recovery for those who have been traumatized.

Pittsburgh CISM Responds to Domestic Terror Attack – A 30 Minute General Session

Roy Cox  •  Sheila Roth  •  Jenifer Swab

This general session will outline the CISM needs of the public safety entities and the community in response to the Tree of Life Synagogue anti-Semitic shooting that killed 11 members of this place of worship. This active shooter incident has many unique characteristics that oppose the typical active shooter event. Pittsburgh CISM members will highlight the challenges presented to them that span culture, demographics, and the mix of CISM needs of public safety responders, the community, and governmental agencies.

“G” Educational Breakout Sessions, 4:30 - 6:00 PM

Select one session to attend.

G1 CMB: A Different Structure to Increase Effectiveness

Dennis Potter

The CMB is one of the most versatile interventions in our “toolbox”. This workshop offers a suggested structure for maximizing the benefits of this tool for both primary and secondary participants in an event. We will identify some of the most common issues that personnel have after a disruptive event and provide some teaching points to address them. The structure provides for assisting individuals to take of themselves, take care of each other, and how to take care of people more intensely impacted by the event.

G2 Comparing CISM Teams in the Los Angeles and Chicago Areas: An Analysis of Service Delivery

Jen Markewych

For over thirty years, the greater Chicagoland area and the Los Angeles area have operated with fundamentally different service delivery models of CISM for emergency responders. One region maintains a large scale interdisciplinary team, while the other operates with smaller internal teams providing support for their own department members. This presentation will consider the historical development of municipalities in both regions in order to understand why these teams developed in the way in which they did. A careful analysis of the strengths and weaknesses of both models will be provided. Participants will be able to carefully analyze their own team development to avoid pitfalls and capitalize on strengths and learn how to advocate for crisis response to elected officials and public administrators within the context of their own regional differences.
G3 Death by Papercuts: Racism, Mental Health and Healing
Krista Woods, M.S.W., LCSW
Learn how the impact of critical incidences and mental health service delivery differs for people impacted by recent and historical racial and other forms of discrimination and oppression; and how we can improve our awareness and treatment of impacted individuals, groups and communities. Much research has been documented as to how the ongoing impacts of racism and discrimination negatively impact the mental and physical health of impacted individuals both short-term and long-term; and further exacerbated when critical incidences occur. Discussions will include how long-term impacts of trauma can be mitigated during and after crisis responses. Attendees will learn about cultural humility, culturally-competent service delivery, how to implement in organizations, and how clinicians providing longer-term mental health services can ensure optimal outcomes for impacted clients.

G4 Dispatch Stress and Resilience
Anne Daws-Lazar
Dispatchers are the FIRST first responders in a traumatic incident – often they are involved while it’s still going on and no on scene help has arrived. This results in a unique type of stress. In this session we will look at that stress dispatchers and identify real world tactics for dealing with the rigors of this important job. This is important not only to the longevity on the job but to the mental health of dispatchers.

G5 Enhancing CISM Support Through Individual Wellness Action Planning (i-WAP)
Martin Gillick • John McCarthy
i-WAP is based on WRAP® and is a structured system of personal actions/activities to enhance one’s mental health and wellness. i-WAP has been developed from a strong evidence base and has shown great benefit in providing additional support and recovery resources that enhance the initial supports provided by CISM. i-WAP provides individuals with the opportunity to develop personalized recovery and wellness plans that can be effective both following exposure to trauma and as planned responses in everyday life. i-WAP is service user centred and is something an individual can do for him/herself. The workshop is highly interactive and experiential.

G6 Expanding the Role of CISM in Mental Health Recovery in the US Virgin Islands
Erich Bonny • Stacey Daniel
Randy Linthicum • Richard Ottenstein
Maryland CISM peers and licensed mental health providers expanded into a new post-disaster role following the 2017 hurricane season. Months after hurricanes Irma and Maria had devastated islands throughout the Caribbean, the government of the US Virgin Islands requested mental health support for the territory’s government employees and first responders. The State of Maryland coordinated a response to this request that included a 17-member team comprising fire/EMS CISM team peers and licensed mental health providers. This team provided education in group and individual settings throughout the US Virgin Islands and collaborated to provide support and education to personnel throughout the US Virgin Islands. This same presentation will be offered in two separate offerings.

G7 Knocked off Balance: Managing Your Own & Restoring Other’s Equilibrium During a Workplace CIR
Elizabeth Tracy
To an untrained observer, a critical incident may appear to be a “three-ring circus,” quickly bringing to mind a loud, chaotic and frenzied event. You arrive, and the spotlight is on you -the “ringmaster” to run the show. As the ringmaster you are a coordinator, orchestrator, facilitator, and an ambassador for your EAP or crisis response agency. You seamlessly facilitate, guide or manage all three core component areas simultaneously, calmly and thoughtfully -regardless of the type of distressing event. This training provides a fun, resilience-based framework using the three-ring circus metaphor. It is designed for people who are interested in developing/advancing skills in acquiring, maintaining, assessing or facilitating equilibrium/dis-equilibrium within all areas of a workplace intervention.

G8 Peer Support Team Sustainability
Gary Berryhill • Brad Shepherd
Peer support teams play a vital role in the current culture change of Law Enforcement’s view on mental and emotional health. Peer Support Team Sustainability is block of instruction that looks at the hurdles and points of failure that peer support team may, and likely will, encounter. This block of instruction will discuss strategies and techniques for peer support team members and leadership keep themselves and their teams healthy and strong. Discussion points will include command and peer support team leadership, deployment, assessment and functionality among others.

G9 The Police Officer’s Silent Killer
Heike Ward
Recent studies suggest a dramatic upward trend in self-inflicted deaths in the law-enforcement profession. This course offers insight into the often devastating cumulative effects of working in this increasingly demanding field. Participants will learn to identify at-risk officers and how to engage them into life-affirming conversation. The workshop also provides a basic illustration of brain physiology relating to PTSD triggers and includes an introduction of Mindfulness-Based Stress Reduction (MBSR). MBSR is a resilience technique uniquely suited for first responders and has been studied and tested extensively over the past decade, demonstrating remarkable results mitigating the effects of exposure to critical incident stress and PTSD.

G10 When You Only Have a Day
Hayden Duggan • Linda Raposo
First responders are used to being there for the worst days in other people’s lives – but what happens when they are temporarily overwhelmed and in need of immediate intervention? When a debriefing or peer support is not enough? The On-Site Academy is a non-profit residential application of the ICISF model for both CISM and Peer Support. Treatment takes place in a family-style informal setting supported by trained peers and clinicians. It serves first responders when they find themselves in crisis, in a rapid intervention 24 hour intensive experience designed to lessen the impact of events, jump-start their own normal coping abilities, and begin the road to healing. The Intensive Intervention Program (“Double I”) is an offshoot that follows generally accepted “best practices” in trauma work by integrating the narrative of events in a phased process, using advanced trauma techniques. This presentation explores the strengths and weaknesses of this “first step” approach, and includes review of results from pre-post trauma assessment measures using generally-accepted tools in the field of Trauma Recovery.
GENERAL SESSION VI, 8:00 - 10:00 AM

Firefighting for Shrinks
18 Minute TED Style Talk
John Durkin

“Do No Harm” is the Hippocratic principle by which doctors operate. “Save Life” is the humanitarian principle by which firefighters operate. Doctors who become psychiatrists decide whether feeling overwhelmed is a mental disorder, what to call it and how it should be treated. Firefighters know only what it feels like to be overwhelmed, don’t know what to call it and have their own ways to treat it. This talk will reverse the assumption that the psychiatrist knows best and question who has the superior resources, the higher calling and the best prospects for recovery.

Media Crisis Intervention – How CISM Teams Can Partner with News Media to Stabilize a Community – 18 Minute TED Style Talk
C. Dwight Bain

Mass shootings at work, school, church, malls, concerts and other public places have drastically increased, leading to a spike in PTSD, anxiety, panic attacks, depression and suicide. The rapid increase in traumatic events create an opportunity to join with media to provide recovery information to help the general public. This session will equip you with skills to partner with media, (radio, television, print or Internet), in order to stabilize the general public after a critical incident.

Resiliency: Taking the Next Step
18 Minute TED Style Talk
Jama Brookes

If a person loses their balance and begins to fall backwards, they lack the ability to catch themselves, but if they fall forwards, they naturally will take a step. Explore resiliency before, during, and after a critical incident. Every person, especially a crisis responder, has encountered a life-changing event, but many travel this difficult path behind closed curtains. Resiliency after transforming events is not a destination, but rather a journey. This presentation is designed to expand upon the definition of resiliency through openly sharing personal stories of my own medical journey, and how crisis responders, and other’s resiliency, led to my own. To understand what the “undefined destination” of resiliency is, we will explore: What is resiliency? How is it achieved? And, what does resiliency look like beyond the initial steps?

Responding to City Disasters: Case Studies in Mainland China – 18 Minute TED Style Talk
Candy Zhou

China is rapidly developing and many cities expanded to tremendous size. While people are amazed of the speed of development there are inadequate concerns towards risk management and security monitoring. Serious City Disasters occur and took away lives pointing to the hard fact that we are totally unprepared to respond. Social workers entrusted by the government are among the first responders sent to provide care and comfort to the victims of these disasters. Our research group supported by the Social Workers across Borders launched a series of case studies after the incident of Shanghai Fire, Tianjin Explosion, Kunming Terrorists’ Attack and Zhuhai Typhoon. Details of the rescue and social work involvement and intervention were documented and discussed. The presentation of the research group will focus on disaster social work strategies and service delivery. Specific areas of training needs for social workers to face disasters are also highlighted.

Transformational Resilience
18 Minute TED Style Talk
Bob Doppelt

We are in the midst of a global emergency that modern society has never before experienced. Left unaddressed, as climate change worsens, these impacts will grow far more severe, significantly increase costs, and threaten the safety, security, health, and wellbeing of children, families, groups, and communities everywhere. It will not be possible to assist all of the people traumatized by climate disasters and toxic stresses. Prevention – before disasters – is the only viable solution and we know prevention works! By launching Transformational Resilience initiatives, every adult and child can learn simple skills to calm their body, mind, and emotions when distressed so they can think and act in healthy ways even in the unhealthy conditions produced by climate change. This talk with describe the urgent need, methods, and benefits of building a potent Transformational Resilience movement in the U.S. and globally for climate and other traumatic stressors.

This experience was above what I expected. It gave me so many new experiences to meet others, learn more about CISM, build upon my education and previous knowledge.
"H" EDUCATIONAL BREAKOUT SESSIONS, 10:25 - 11:25 AM
Select one session to attend:

**H1 CISM Behind Bars: Building Resilience for Correctional Employees**

*Laurie Mombay*

The statistics for employees working in prisons and jails are sobering - high rates of suicide, PTSD, depression, substance abuse and more. Correctional employees have to deal with a variety of difficult and traumatic issues presented by inmates such as violence and threats of injury, gangs, mental illness, suicides, and more, armed often with nothing more than their words. The Critical Incident Stress Management Program for the Montgomery County Department of Correction and Rehabilitation aims to address these problems by providing a comprehensive, multi-faceted stress management program focused on building resilience and promoting healthy behaviors to better equip employees to deal with the stress of working in the correctional environment.

**H2 CISM Response to a Canadian Tragedy: The Humboldt Broncos Bus Crash, 1 of 2**

*Patty McCord • Lorry Reed*

Hockey is the premier sport in Canada. Junior hockey is the elite level for young players and for many the next step is the NHL. When the Humboldt Broncos’ Bus Crash was occurred on April 6, 2018, killing 16 young junior hockey players, (aged 16 - 20 y/o), their coach, team trainer and sports announcer all at once, tears were shed around the world. It would be the greatest tragedy of it’s kind in Canadian history. Three rural volunteer fire departments and the ambulance squads who responded to the scene were faced with the unimaginable tragedy of the accident scene. Members of our own CISM team were involved at the scene which made the response even more complicated. Join us to hear the story of how the Saskatchewan CISM Team responded to support 73 firefighters and first responders as well as a number of good samaritans who stopped to help that night.

**H3 Lessons Learned: School Shooting Pre-education Beyond Active Shooter Drills**

*Kimberly Preske*

Feeling stressed about preparing for the possibility of a school based trauma in your school or community? Pre education allows for conversations and learning that may not be possible in the aftermath. Gain insight by exploring the populations involved, range of reactions and epicenters with a 15 year adult school shooting survivor. Identify a broad range of supports in your local area and be empowered to invite them to talk about the commonalities and differences in their roles and cultures.

**H4 My Battle with Post Traumatic Stress: The Danger We All Face in Emergency Services**

*Nathan Stoermer*

Although firefighter suicides continue to surpass line of duty deaths, suicide continues to be a taboo subject in the firehouse. As a firefighter who has struggled with PTSD, Mr. Stoermer passionately shares his story in the hope that others may feel more comfortable sharing theirs. Sharing one’s account of behavioral health difficulties is not a sign of weakness, but rather one of strength and courage. In this session, you will hear from a suicide attempt survivor, and now a champion of first responder mental health awareness. Mr. Stoermer will share his story, permitting the attendee to learn how to help others and/or themselves when faced with behavioral health difficulties.

**H5 The Journey... Lessons Learned Along the Path from Edge of the Abyss of PTSD**

*J.P. McMichael*

Everyone we meet along our journey has an impact on us. We may not immediately learn from the lessons they leave with us, but at some point we will, often when we least expect it. The Journey discusses the lessons learned from the brink of suicide to the peak of redemption, as well as all the challenges faced along the way. Along this journey you will see that everyone provides us valuable lessons that we can utilize to reframe our own traumas, refocus our energy and renew our spirit.

**H6 Transforming Moral Distress into Moral Resilience in Healthcare**

*Kathryn Le-Williams • Kara Light*

Healthcare workers are often faced with situations that have the potential to cause moral distress. Over time, this can affect staff retention, morale, coping and quality of care. Identifying preventive measures to ensure staff have the resilience to manage moral distress rather than focusing only on reactionary interventions has become our goal as a hospital based CISM Team. We will explore how the complexities of today’s healthcare system can affect frontline workers, particularly those who are faced with ethical and social challenges in the face of providing medical care. We will showcase our experience in leading and operating an acute care CISM team, and open discussions around case studies and strategies to foster resilience amongst healthcare workers.

"H/I" EDUCATIONAL BREAKOUT SESSIONS, 10:25 AM - 12:25 PM
These two-hour sessions allow for more in-depth learning. If selecting a two-hour session, you cannot also select any other H or I session.

**H/I1 Crisis or Disorder?: The Magic Month**

*John Durkin • Renae Hayward*

The Diagnostic and Statistical Manual of mental disorders indicates that symptoms lasting a month or longer suggests PTSD and within a month suggest Acute Stress Disorder. We argue that symptoms occurring within a month do not indicate psychiatric disorder but natural autonomic reaction and cognitive adjustment to crisis. If the incident carries a psychological threat to functioning the first criterion will be met upon initial assessment. As crisis intervention is delivered the second criterion is met and follow-ups ensure the third criterion is met. We propose additional measures creating an empirically-sound and clinically-valid database of psychological changes within the 28-day aftermath by increasing the options available at each phase. Where successful it offers the promise of preventing PTSD and where it does not it offers empirical insight into the process of change during the period of the 28-day aftermath, referred to as the ‘Magic Month’.

**H/I2 Incident Stress Management**

*Patty McCord • Lorry Reed*

Crisis management training must include training in Incident Stress Management (ISM). This training is necessary for those who provide immediate first responder support to the emergency workers and families involved in a crisis. ISM training includes training in the delivery of ISM to trauma survivors on the scene of the incident.

**H/I3 The Journey... Lessons Learned Along the Path from Edge of the Abyss of PTSD**

*J.P. McMichael*

Everyone we meet along our journey has an impact on us. We may not immediately learn from the lessons they leave with us, but at some point we will, often when we least expect it. The Journey discusses the lessons learned from the brink of suicide to the peak of redemption, as well as all the challenges faced along the way. Along this journey you will see that everyone provides us valuable lessons that we can utilize to reframe our own traumas, refocus our energy and renew our spirit.

**H/I4 The Journey... Lessons Learned Along the Path from Edge of the Abyss of PTSD**

*J.P. McMichael*

Everyone we meet along our journey has an impact on us. We may not immediately learn from the lessons they leave with us, but at some point we will, often when we least expect it. The Journey discusses the lessons learned from the brink of suicide to the peak of redemption, as well as all the challenges faced along the way. Along this journey you will see that everyone provides us valuable lessons that we can utilize to reframe our own traumas, refocus our energy and renew our spirit.
**“I” EDUCATIONAL BREAKOUT SESSIONS, 11:32 AM - 12:32 PM**

Select one session to attend:

1. **A High-Tech, High-Touch Approach to Increased Resiliency for Uniformed Personnel**
   - Jennifer Christman

   Professionals in uniform routinely witness life-threatening and life-changing events and human disasters. Resiliency can be elusive for those in high-stress professions for various reasons: the ongoing nature of the work can intensify stress and retrigger symptoms of PTSD; uniformed professionals who seek intervention can feel stigmatized; and uniformed personnel often feel isolated, living in communities of civilians or in rural, disparate areas. For over a decade, Three Wire System’s VetAdvisor Support Program has provided holistic behavioral health and wellness coaching to veterans through a high-tech, high-touch technological platform, overcoming these obstacles to resiliency and helping returning service members live healthy and complete lives. This presentation will focus on the success of our approach in handling care coordination and stress-related issues for uniformed personnel, helping participants understand the ways both technology and a holistic approach to overall wellness can overcome the barriers to resiliency these populations face.

2. **Building Resilience: Successfully Integrating CISM into School-based Crisis Response**
   - Amy Scheel-Jones

   Understanding the practical strategies for risk reduction in youth, and the value of school-based crisis response training through exploration of the Consortium on Trauma, Illness and Grief (TIG) model. Educators receive little to no training in effective crisis response yet are increasingly expected to lead planning and provide intervention at times of significant incidents for youth. Unique to educators, TIG has a proven history of successful integration of CISM Group Crisis Response Skills within its comprehensive training and shared Crisis Response Network. TIG’s Core Curriculum builds staff capacity to more effectively intervene with individuals as needs emerge, a prevention model. TIG promotes the culture of effective post-incident practices through access to the CISM Group Crisis Response Skills 2-day course. Infrastructure such as aligned Crisis Recovery Plans, and 24/7 communication structure assure seamless coordination of TIG-trained responders from partner districts to provide support in times of greatest need.

3. **Building Strong Psychological Body Armor: Practical Resilience Skills for CISM Responders**
   - Harvey Burnett

   Psychological Body Armor (PBA) is a distinctive form of human resilience against adversity that consists of two essential pathways: Proactive Resilience (one’s immunity to crisis reactions) and Reactive Resilience (one’s ability to bounce back from adverse life experiences). This presentation discusses recent findings of an exploratory study that examined and identified several key practical factors from each pathway that first responders, CISM team members and other disaster mental health workers can put to use to build their overall PBA health.

4. **CISM Response to a Canadian Tragedy: The Humboldt Broncos Bus Crash, 2 of 2**
   - Mike Kwasnica • Patty McCord

   The “ripple effect” for the Humboldt Broncos’s Bus Crash spread across the province. The accident site was approximately 150 km. northeast of community of Humboldt. Injured team members were transported to two smaller regional hospitals and finally to the Royal University Hospital in Saskatoon. This small community had its own team of support workers, including three members of the Humboldt Fire Department, who were also part of our CISM Team. You will hear from the Fire Chief of that community on the support they provided as well as the pro’s and con’s of outside agencies becoming involved when a tragedy draws international attention. Finally we will discuss outcomes of the CISM support in both Humboldt and Nipawin, Tiscale and Zenon Park as well as successes and the “lessons learned” by this provincial CISM team. It is a story of resiliency, healing and growth and how people from around the world showed their support to all those who were affected by this tragic event.

5. **Developing an Effective Behavioral Health Training Program for a Tough Crowd – Fire Fighters**
   - Michael Beasley • Stacey Daniel

   Developing any successful and effective training program is a challenge. Tackling a taboo topic such as mental health for firefighters can seem impossible. How can you develop and deliver a program that will be accepted, will have a tangible impact and produce positive results? Montgomery County Fire & Rescue Peer Support Team has rolled out two such programs. Our results based program provides an introduction to, and practice in, personal tools for traumatic stress management, fire fighter resiliency and depression awareness. In this program we will discuss choosing a topic, the frame work for developing a program, utilizing fire terminology to describe mental health concepts, delivery options, ideas for collaboration between peers and mental health professionals and the expected results of a properly designed program.

6. **Innovative & Entrepreneurial Partnerships: CISM, Red Ball Drills, and Chambers of Commerce**
   - Aric Mutchnick • Kimble Richardson

   An innovative partnership was formed between an EAP-based CISM team, a security consulting and training firm, and a local Chamber of Commerce. Learn how the group succeeded in marketing its services to large and small organizations and integrated CISM principles in all its employee wellness programs. Additionally, learn about the groundbreaking crisis management training program which was originally created for active shooter training and quickly evolved to cover critical components of CISM. This was based on taking an innovative look at process in management.
**7** Intrusion of Hate in Pittsburgh, A CISM Challenge  
Roy Cox • Sheila Roth • Jenifer Swab  
This presentation will reflect how Pgh CISM has navigated two decades of active shooter incidents. These experiences have provided a global understanding of how CISM transitions to meet the specific needs of each particular incident. Needs are structured around location, time, environment, culture, first responder and community impact. Pgh CISM team members have appreciated changes in how stressful events are managed by individuals, their administrators, and community resources.

**8** It Starts at Home  
Valerie Duggan • Kathy Minehan  
CISM, at its core, is about suicide prevention. Typically the first symptoms or signs of trouble are seen at home. This presentation will address need, warning signs that spouse and family are having trouble and opportunities to help the primary support system of the first responder as well as a more personal biography with her experience and that of her four children. Additionally, lessons learned, challenges, and benefits of coordinating the family response in conjunction with the officer response between multiple agencies from a recent LODD on Cape Cod, MA. Concluding remarks will include troubleshooting and some helpful techniques for families at varying levels of distress and some ways to help prevent the family from becoming fractured but thrive as they deserve. They matter – they count!

**9** LGBTQO CISM Support Team  
Sam Bernard • Joseph Walker  
The LGBTQO community has been estranged from traditional society for many years. With the PULSE Terrorist shooting in Orlando on June 12, 2016, LGBTQO club-goers were seen internationally as humans suffering. Local mental health professionals lacked the knowledge, skills, sensitivity and “in” to provide effective psychological crisis services. However, damaging trauma has happened and continues. LGBTQO individuals in other cultures may be killed due to their sexual orientation. To address the unique issues facing LGBTQO individuals, a CISM focused support team has been developed.

**10** Moving from PTSD over to PTG: Building Post-Traumatic Growth and Psychological Resilience  
C. Dwight Bain  
Trauma recovery and mental resilience are necessary to recover from PTSD. It is important to provide tools to traumatized clients in order to manage the trauma and prevent a relapse during a period of Secondary Traumatic Stress (STS). Focusing on recent developments in the field of trauma recovery, this session will guide crisis responders with the skills to stabilize and then strengthen people utilizing healing supports and recovery within the mental health and first responder community.
“J” EDUCATIONAL BREAKOUT SESSIONS, 1:30 - 3:00 PM
Select one session to attend.

J1 Alcohol/Stress/Suicide in One of Our Own
Paul Antonellis • Carol Staben-Burroughs
Post-traumatic stress disorder (PTSD) and alcoholism can impact the employee, coworkers, family members, and the organization. The topic of mental health issues carries a stigma in many fire/EMS organizations. The presentation will focus on the impact of a real life case and will provide recommendations that co-workers and administrators can take to help create a supportive work environment for the individual and the organization. How the organization, individual, and co-workers respond to a firefighter’s suffering from a mental health issue can determine whether those involved will experience a successful or a devastating outcome.

J2 Anne Arundel County Safe Stations Using CISM to Combat the Opioid Epidemic
Jennifer Corbin • Steven Thomas
Anne Arundel County’s Safe Station program opened every police and fire station 24/7 as an entry point for anyone seeking recovery from addiction, when their window of change is open. The program utilized the basic principles of CISM to assist those in search of recovery. There is always an entry point in close proximity, a clinician immediately responds and provides help with an expectation of recovery. The person’s immediate needs are meet, including food, shelter and security. An individual recovery plan is formulated based on their individual needs. All barriers preventing treatment are eliminated, including the criminal justice system, by everyone working together, including the Courts and States Attorney’s Office. Clinicians and police officers advocate for their recovery throughout their entire recovery process. Clinicians assist them until they are stable in their recovery.

J3 CISM Response Canines: The Missing Link
Cindy Ehlers • Debra Jordan
This presentation will provide the audience with a deeper understanding of the CISM canine, the handler’s role and how it is specific to CISM. Up until recently, crisis response canines have been the go to response mechanism for all things crisis. Today, the CISM canine is advancing the field of canine crisis response to specifically work within the CISM framework. While much of the education is based on the crisis response canine curriculum, there are differences that are unique to the CISM canine team. Through demonstrations and role plays, participants will have an opportunity to practice these skills. The CISM Response Canine Team can move individuals through the stages of crisis & stress to resiliency at a faster rate, enabling good coping skills to continue their work.

J4 Culture Clash: Making the Marriage of First Responders & Mental Health Professionals Work
Sherry Cardinal • Matt Carter
The relationship of First Responders and Mental Health Professionals has historically been fraught with misconceptions, misunderstandings, miscommunications, mythologies and mutual mistrust. Often lacking complementary knowledge bases and experiences, the cultures of each domain will clash when seeking to develop a CISM team. There have been strides made, but not as yet enough to reconcile the differences. This presentation, using the metaphor of marriage, some humor and a whole lot of tried and true methods and adventures to find the common ground on which both professions can stand in order build their team and to serve the ones that need our care.

J5 Expanding the Role of CISM in Mental Health Recovery in the US Virgin Islands 2
Erich Bonny • Stacey Daniel
Randy Linthicum • Richard Ottenstein
Maryland CISM peers and licensed mental health providers expanded into a new post-disaster role following the 2017 hurricane season. In January 2018, months after hurricanes Irma and Maria had devastated islands throughout the Caribbean, the government of the US Virgin Islands requested mental health support for the territory’s government employees and first responders. The State of Maryland coordinated a response to this request that included a 17-member team comprising fire/EMS CISM team peers and licensed mental health providers. This team provided education in group and individual settings throughout the US Virgin Islands.

During the session, we will describe how the Maryland Institute for EMS Systems, the Montgomery County Fire and Rescue Service CISM team, and private sector mental health providers responded to the US Virgin Islands’ request through the Emergency Management Assistance Compact system, and how this team collaborated to provide support and education to personnel throughout the US Virgin Islands. This same presentation will be offered in two separate offerings.

J6 Human Trafficking at Home and Abroad
Beth Grate
Would you sign up for this class knowing that your eyes will be opened and you will never again be able to say that you didn’t know? Learn about the 5 global categories of human trafficking, the impact of pornography and their slavery footprint as consumers.
J7 PTSD in the Fire Service
Samuel Buser • Jason Wilson
Operation Lifeline is a video documentary about PTSD in the Fire Service. Classified members of one of the nation’s largest departments describe their experience with traumatic events and how they have tried to cope with them. Family members of firefighters discuss the ways that traumatic events have affected the firefighter as well as the family unit. Physicians and mental health professionals from the Department define PTSD and describe its symptoms, specifically as they relate to firefighters. Resources and methods for treating PTSD are outlined, emphasizing that PTSD is a treatable condition.

J8 So You Want to Work With Public Safety Providers: A Primer for the Mental Health Clinician
Dwight Polk
Years and years of memories are stored away in the minds of public safety providers until one day, something opens their closets and the boxes come falling out. It is the job of the mental health clinician to help them to empty and restack their boxes and prepare them for the next event. The thing is that “those guys are really different. They have dark humor and talk about horrific things. I don’t understand them or what they do.” This presentation will cover the characteristics of emergency providers, common symptoms of acute, cumulative and post-traumatic stress, the concept of administrative betrayal, and effective treatment modalities such as CBT, A-TIP, and EMDR, in helping these individuals.

J9 The Helping Triad’s Response to the Las Vegas Shooting for off Duty Public Safety Personnel
Nancy Bohl-Penrod • Deborah Silveria
This presentation will discuss the response departments provided through utilizing the “Helping Triad” (mental health professionals, peer support and chaplains), and the lessons learned from the response. This incident is unique because off duty public safety personnel were there with their family members and immediately went from off-duty to on-duty without any mental preparation. Attendees will be given the opportunity to learn about the variety of responses from unions, associations, behavioral health and wellness programs, and department leaders. This presentation will discuss the psychological responses and interventions that help mitigate the negative effects on public safety personnel, the agencies and their loved ones.

J10 Tragedy in a Small Town: The Murder of Sgt. Sean Gannon
Chrysal LaPine • Linda Raposo
This presentation will describe the Line of Duty Death of Yarmouth Police Sgt Sean Gannon on Thursday, April 12, 2018; its effect on the officers who served with Sgt Gannon, the Yarmouth Police Department Administrative Staff and the community of Yarmouth and Cape Cod. In addition, this presentation will describe the types of CISM services provided from the time of the murder to the present and those services that are on-going. We will also describe the use of ‘mutual aid’ through the Massachusetts State Peer Support Network providing additional resources needed.

J11 Trauma Informed Policing: A New Curriculum for Addressing Crisis Intervention
Meghann Holloway
Explore the concepts of Trauma Informed Policing and how the Howard County Police Department has integrated a more Trauma Informed approach to training its officers. LEO’s are often the common denominator in many traumatic events that people may experience, whether they are actively involved or just responding to the event officers have an opportunity to begin the healing by having greater sensitivity to the situation. This workshop will highlight the emphasis of trauma informed policing in our basic CIT training and the development of an 8hr trauma curriculum for advanced CIT Much of this workshop will be from actual materials taught to our officers and will be modified appropriately to suit a wider audience that may serve not just the law enforcement/military community but the civilian side of critical incidents as well and will hopefully leave the audience member with a greater understanding of trauma, why trauma training in the workforce is important and examples on integration of trauma training into already existing curriculum.

With All the Sham, Drudgery, and Broken Dreams... How Not to Forget It’s Still a Beautiful Life
George Everly • Jeffrey Mitchell
Working in the helping professions is about helping others, it’s not about sacrificing yourself! Yet too often we hear of careers, marriages, and even lives ending prematurely. Depression, divorce, heart disease, and suicide seem rampant in the emergency services. Is that the necessary cost of helping? No! This presentation will discuss ways to avoid becoming a “victim” of your chosen career.
Can’t wait to see you at the 15th World Congress!

Visit ICISFWorldCongress.org for complete details!

How can you improve the lives of those who keep us safe.