

Critical Incident Stress Management at DFS (CISM)

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DFS Deutsche Flugsicherung

DFS Health Management



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CISM Introduction



International Critical Incident Stress Foundation, Inc.
HELPING SAVE THE HEROES

CISM developed by Jeffrey T. Mitchell & George Everly (USA) in the 80s

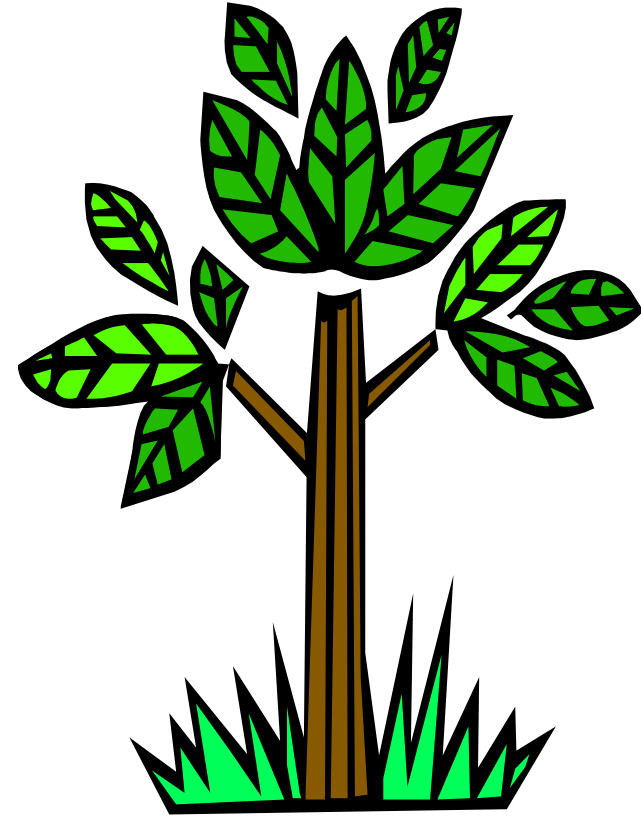
- - fire and police services
- - avoid PTSD

DFS implemented CISM in 1998



CISM Introduction

- CISM is a comprehensive and multi-component programme to support people in crisis.
- It entails more than a single method and requires appropriate peer training.



CISM Goals

- Stabilization
- Reduction of stress reactions
- Back to individual coping mechanisms, restore the ability of those affected to resume work as quickly as possible
- Avoid long-term effects, e.g. Posttraumatic Stress Disorder (PTSD)



CISM Peer Model

- CISM is based on support rendered by colleagues – Peers.
- Peers are colleagues from the same occupational field.
- They should be trained in keeping with the standards of the ICISF and certified by an approved ICISF trainer.



CISM Peer Model

Peer Tasks:

- execution of the CISM intervention
- available as contact person
- CISM information / promotion in their unit (especially for new staff)
- support by investigations (if necessary and desired through the person concerned)
- Consult the management

Peers are trained after ICISF standard:

(4 courses completed with ICISF certificates)

- Individual Crisis Intervention and Peer Support
- Basic Group Crisis Intervention
- Advanced Group Crisis Intervention
- Strategic Response to Crisis

Maintenance and improvement of qualification

- annual DFS CISM Forum
- Refresher-Trainings

Advantages

- *Understanding of the everyday work*
- *Quick availability*
- *Trust of colleagues*
- *Pragmatic approach*
- *Very efficient interventions*
- *Short interventions*

Limitations

- *No psychotherapy*
- *Not suitable for dealing with underlying problems*
- *Not suitable for normal stress management*
- *Peers identify with the event/person*

*Link to Health
Management/
Social Counseling*

CISM Peer Model

- support rendered by colleagues
- Peers are trained in CISM
- Peers hold the dialogues (interventions) in their unit
- confidential interventions
- support SV
- competent contact persons per unit
- 62 Peers nationwide
- professional education / ICISF certified (4 modules)
- proficiency and enhancements (CISM Forum)

Die Peers der Niederlassung München

CISM - Critical Incident Stress Management



 Lars Albrecht, LA München EDG APP Privat: 081613776 Mobil: 0175536463	 Ole Kober, OJ München EDG APP Privat: 08718706494 Mobil: 01808739037	 Michael Berger, ZJ München EDG West Privat: 08709627300 Mobil: 01717456180	 Andre Thun, TS München EDG West Privat: 0866425741 Mobil: 0175603059	 Alexander Mohamed, HA München EDG West Privat: 08115410571 Mobil: 0179096463
 Herman Karl, KV München EDG Ost Mobil: 0163847778	 Andreas Eichhorn, EN München EDG Ost Privat: 0873564318 Mobil: 01781100860	 Norbert Tippmann, IP München EDG West Privat: 0873666020 Mobil: 01722960657	 Anja Emmert, AO München EDG West Privat: 08762721966 Mobil: 0190449467	
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(Stand: Januar 2021)

Critical Incidents at DFS

- Separation minima infringement
- Suicide, sudden death of colleague
- Incidents / Accidents
- Confliction + non confliction



„Crisis is in the eye of the beholder“
(T. Mitchell)

- CI:
Any situation that causes a person to experience unusually strong emotional reactions.
- CIS:
The psychological, cognitive and physical reactions and behavioural changes which a person experiences after a CI.

Basic Understanding:
Normal reactions, from normal humans to an abnormal event

humans to an abnormal event
Normal reactions, from normal
Basic Understanding:

Critical Incident Stress

Physical reactions:

- ★ stronger pulse
- ★ sleeping disorder
- ★ higher blood pressure

Emotional reactions:

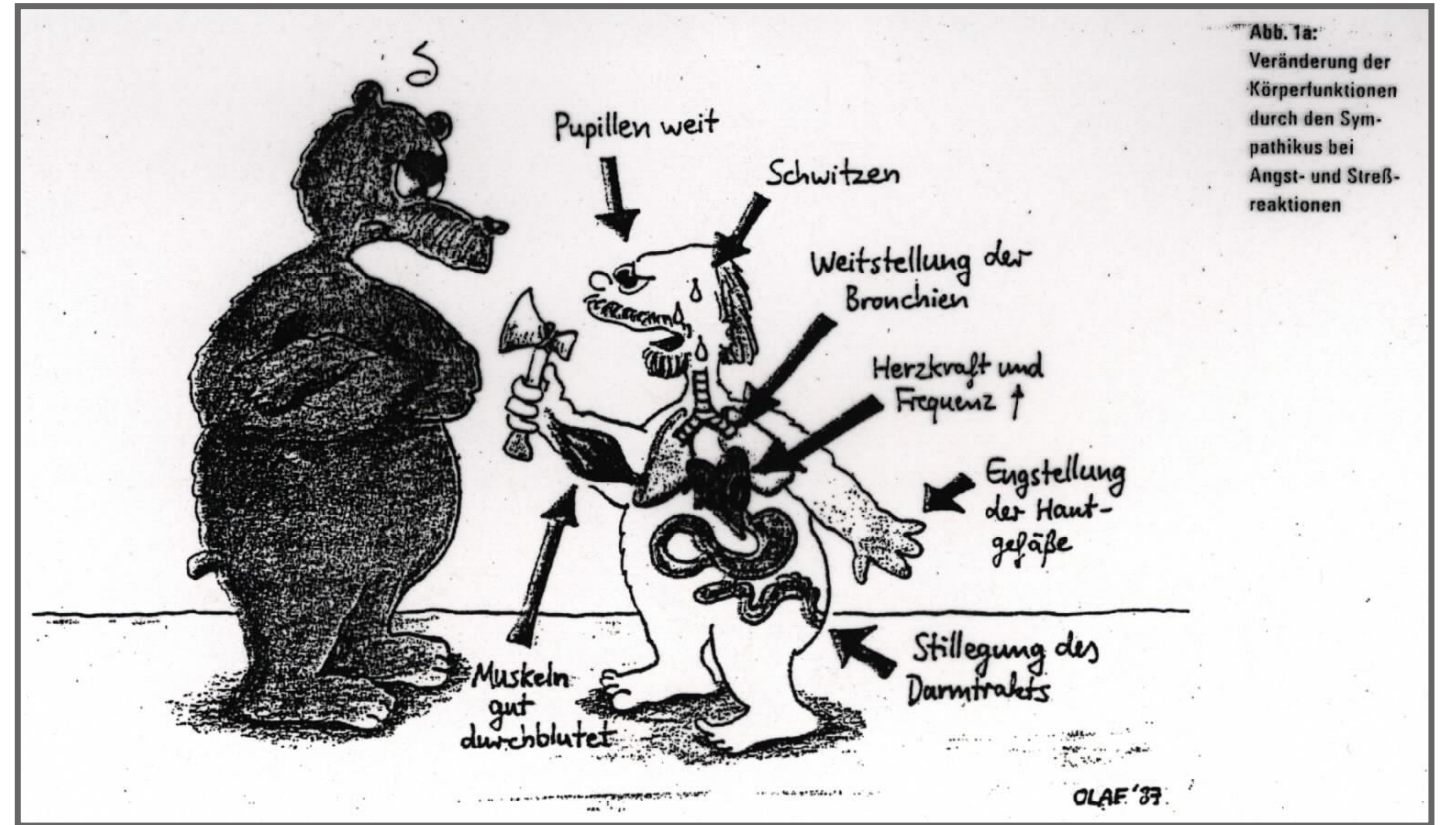
- ★ depression
- ★ feelings of guilt
- ★ fear and insecurity

Behavioural reactions:

- ★ use of alcohol

Cognitive reactions:

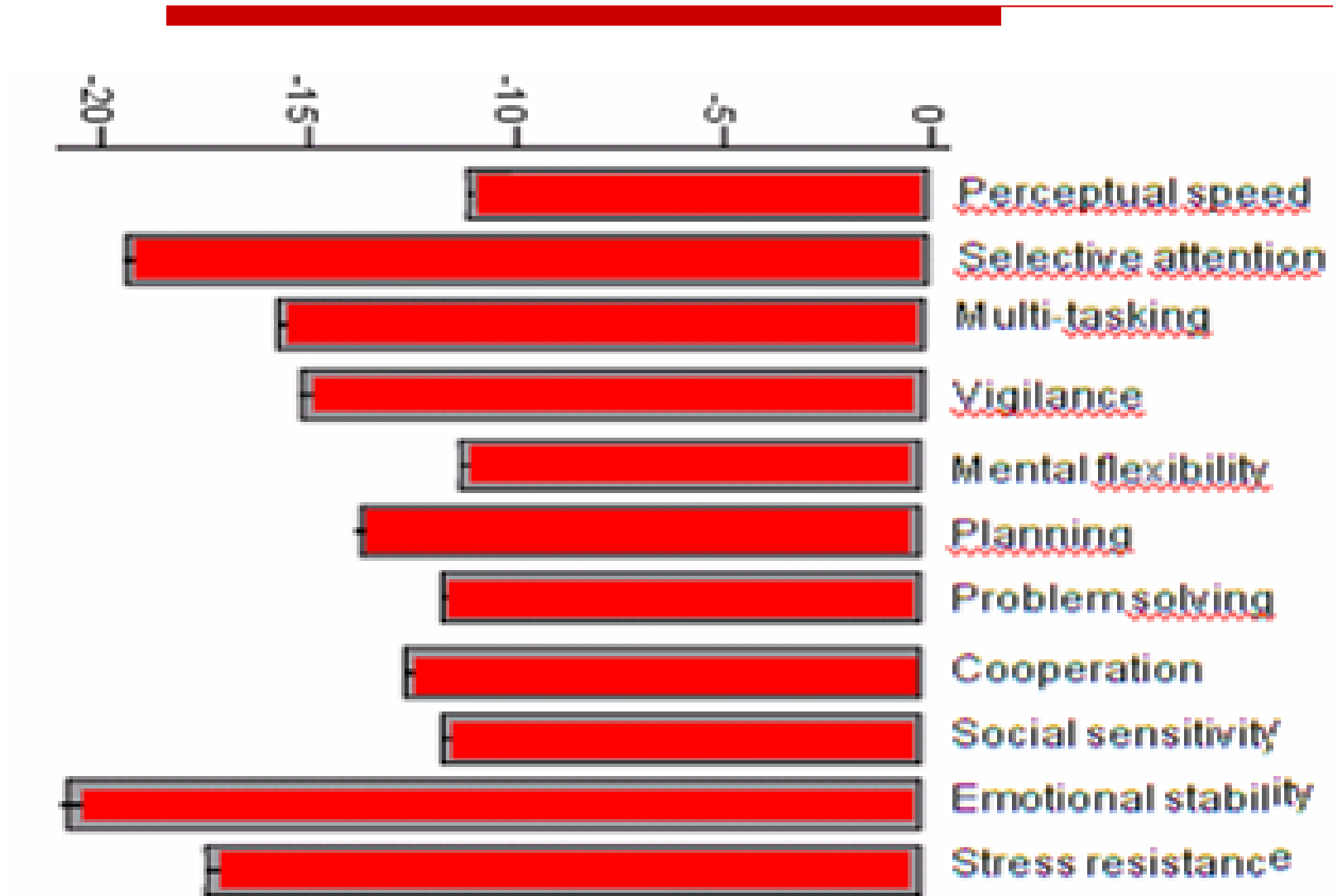
- ★ abilities constraint after CI:
- ★ Identification (person, place)
- ★ Orientation (time and space)
- ★ Decision making
- ★ Planning



Additional impacts:
impact self-image, self-experience
self-competence

„Something goes wrong with me!
Usually I'm....“

Copenhagen Study 2005



CISM Best Practise

Controller out of position
CISM Intervention
Recommendation: No ops.

Demands on operational managers

- Operational managers – link between the person concerned and peer
- Checklists, agreements with peers
- CISM training - operational managers (e.g. SCK)

Methods

1. Education and training (preventative)

2. SAFER-R model (individual crisis intervention) after CI

3. Demobilisation (information for large groups) after CI

4. CMB (information for large groups) struct. information, Head of unit

5. Critical Incident Stress *Defusing* >emotions predominant

6. Critical Incident Stress *Debriefing* Hom. groups, days after CI

7. Family support / organisational support

8. Follow up / Referral

Individual Crisis Intervention

- Crisis Intervention applications can be made easier by the utilization of simple models.
- The **SAFER-R** model is a step-by-step model for working with individuals in crisis



Individual Crisis Intervention

SAFER-R Model

- **S**tabilise the situation (reduce direct provocative stressors)
- **A**cknowledge the crisis (accept events, emotions, let feelings show)
- **F**acilitate understanding (accept reactions as understandable and normal)
- **E**ncourage adaptive coping (explain stress and stress reactions)
- **R**estore independent functioning
- **R**efers for continued care



ASEC

Anonymous, statistical collection of CISM interventions

- Annual statistical analysis of CISM
- Every peer have to fill out a form after the intervention (check up)
- Transport success of the program
- Reported for the management
- Present the peers (CISM forum)

ASEC = Anonyme statistische Erfassung von CISM-Gesprächen

1.) Niederlassung: Datum:

☐ TWR ☐ CC

2.) Initiative:

☐ Betroffener ☐ Peer ☐ SV ☐ Sachbearbeiter

☐ Sonstige:

3.) Zeitpunkt der Massnahme nach dem „Critical Incident“:

☐ bis 6 Std. ☐ 6 – 12 Std. ☐ 12 – 24 Std. ☐ > 24 Std.

4.) Peer im Einsatz

☐ innerhalb der Dienstzeit ☐ ausserhalb der Dienstzeit

.....

5.) CISM – Massnahme: (bitte bei a) und b) ein Kreuz)

a) ☐ SAFER ☐ DEFUSING ☐ DEBRIEFING ☐ DEMOBILISATION ☐ CMB ☐ SUPERVISION ☐ TEACHING

b) ☐ EINZELGESPRÄCH ☐ Gruppe:

6.) Dauer der Massnahme:

☐ bis 30 Min. ☐ 30 – 60 Min. ☐ 60 – 90 Min. ☐ > 90 Min.

7.) Support / Rahmenbedingungen:

☐ Raum stand zur Verfügung

☐ Betreuung bis zum Eintreffen der Kollegialen Berater gewährleistet

☐ SB-VK RDQC begleitet

☐ Ablösung erfolgt

☐ unterstützende Massnahmen (Heimfahrt / Info Familienangehörige)

8.) Folgemassnahmen:

☐ intern ☐ extern ☐ keine

9.) Zusatzbemerkungen (z.B. Grossereignis - evtl. mit Rückseite):

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10.) Eventuell interessant für den Erfahrungsaustausch/ Forum?

☐ ja ☐ nein

6 Wochen Check-up

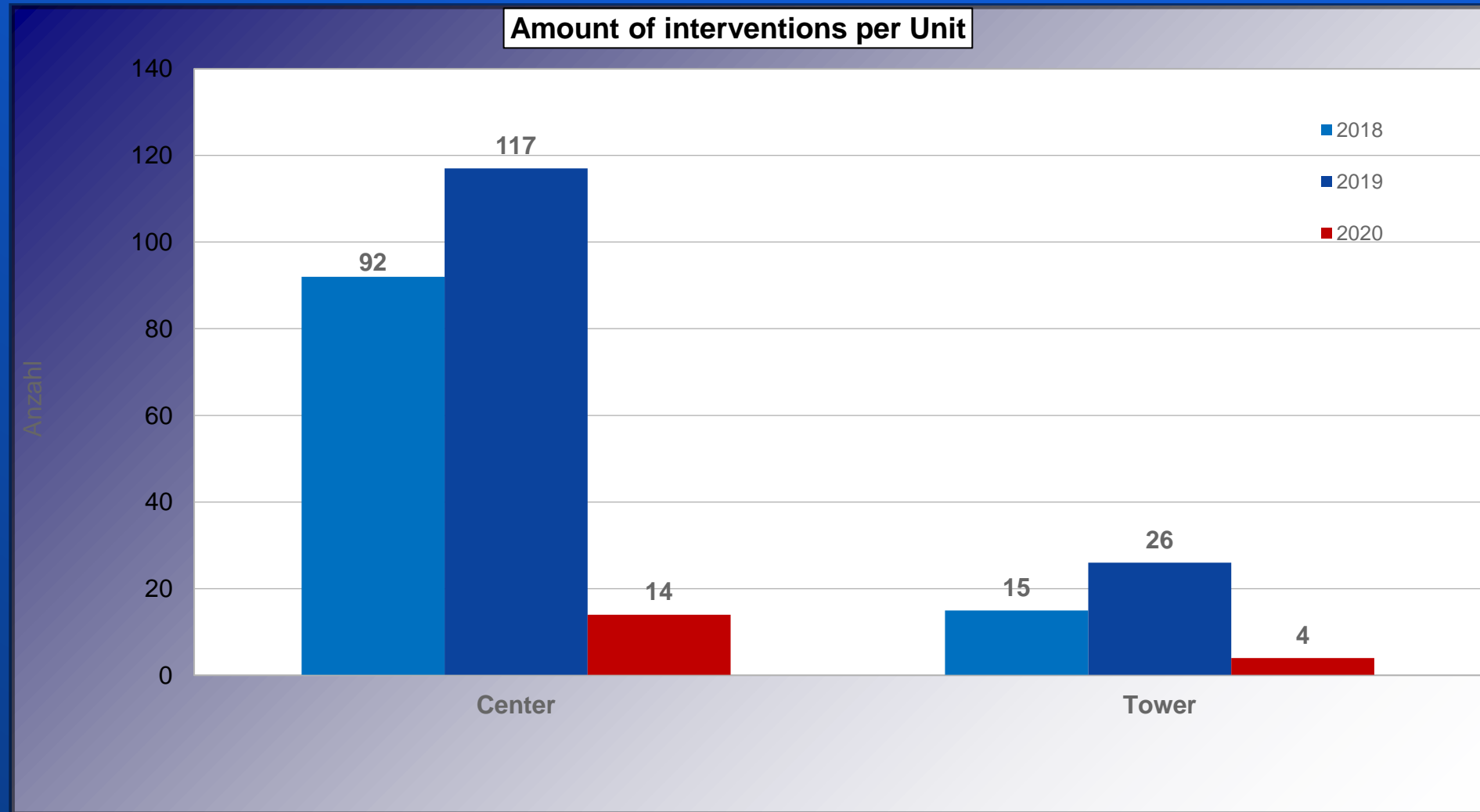
11.) Arbeitsfähigkeit / Einsatz:

☐ sofort (nach Gespräch; noch zum selben Dienst) ☐ zum nächsten Dienst

☐ nach 1 bis 3 Tagen ☐ nach 4 Tagen bis 1 Woche ☐ später

12.) Wurden die Stresssymptome reduziert?

☐ ja ☐ nein



Further Information

Link EUROCONTROL

- Critical Incident Stress Management: Implementation Guidelines. February 2021
- Critical Incident Stress Management - Implementation Quick Guide, August 2020.

Video Clips on:

- Implementation of a CISM Programme
- CISM Intervention

<https://www.skybrary.aero/index.php/Critical_Incident_Stress_Management_in_ATM>



Thank you for your attention!

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