

Wellness Checks and Psychological First Aid (PFA)

PNWD Safety Team

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2 Presentation Ground Rules

- This is an interactive conversation.
- Ask questions at any time using the “raise hand” icon.
- Please keep your mic muted unless speaking.
- If I don't have the answer, I will do my best to find it and get it to you.

3 Presentation Takeaways

1. Patroller wellness is patrol wellness.
2. This is a slow process, take your time and ask for help.
3. Change is possible and it starts with you.

Wellness Check - Modeling

- Let's start by conducting our own wellness check. For brevity, we are going to check on a few pre-selected participants.
- Wellness Check Social Contract
 - Everyone is valued
 - Use active listening (if not already established, discuss what this looks like, sounds like, and feels like to all involved).
 - Passing is a respected option.
 - Provide ways to be supported.

5 Wellness Check - Battery Charged vs. Depleted



6 Example Orientation - Sweeping the Mountain

- All examples will reference this ubiquitous activity we all participate in, sweeping the mountain at close.
- Some patrols have wave-offs, supper sweeps, and regroup points. Some have none of these.

7 Wellness Checks vs PFA

- Wellness checks provide an opportunity to identify and implement inline support to one another.
 - Ex. “My mother is suffering from dementia and my knee is hurting. I would prefer to not ski cut today or respond to incidents.”
- PFA is a response to a critical incident or triggering situation.
- We want to develop both daily wellness checks and a PFA system to support ourselves and our patrols on a daily basis as well as during and after critical incidents or triggering situations.
- PFA provides a systematic response to a critical incident or triggering situation.

8 Change vs. Transition

- Change: Implementing a new way of doing something (often a physical change).
 - A change in procedure or protocol.
 1. What do we need to stop doing?
 2. What are we going to keep doing?
 3. This is what we are going to start doing...
 - Ex.
 1. Every patroller for themselves, no wave-off or super sweep.
 2. Sweeping the same routes.
 3. Meet up at a known location and call in the super sweep.

9 Change vs. Transition

- Transition: The emotional shift of change.
 1. Ending - Stopping the old way.
 2. Neutral Zone - Introducing the new way.
 3. New Beginnings - adopting and implementing the new way.
- Manage through rituals and ceremony.
 - Ex. Funerals, retirement parties, etc.
- These rituals and ceremonies need to come from within the patrol's culture.

10 Implementing the New Way - The 4-Ps

- **Picture** - Orient the patrol to the change. “Team, we will be starting to wave-off at set points during our sweeps. Once all patrollers are at the regroup area, we will call in to our super sweep who will ride down a pre-set route and join us.”
- **Purpose** - Share the rationale behind the change. “Team, we are making this change to ensure all patrollers are safe during their sweep and to provide first-aid/rescue in the event a patroller does not make it to their wave-off point or finds a guest needing assistance during their sweep.
- **Plan** - “Here are the wave-off locations for each sweep route.”
- **Part** - Each patroller is responsible for their own safety as well as that of their wave-off partner.

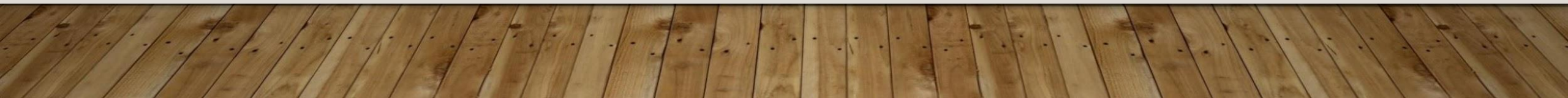
II Changing the Culture of our Patrols

- Culture is based on:
 - The norms and rituals of our individual patrols.
 - Not a new box to check off.
- Do the rituals add to the patrol's desired culture?
- What stories do patrollers share about the patrol's culture?

12 Change and The Grief Cycle

- As we change our culture, some patrollers will experience grief and difficulty accepting the change.
- “This is how we have always done things, why are we changing it now?”

Grief Cycle:

1. Denial
 2. Anger/Bargaining
 3. Depression
 4. Acceptance
- Support each other through this cycle and expect some to resist.
 - Meet patrollers where they are and help them to get to where you need them to be.
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13 Marathon Effect

- The leader moves onto the next initiative or change before the group catches up.
- Take your time and start slow.
- The “How to eat an elephant” model.

QUESTIONS?

