



# PNWD - SafetyCulture4All

## Patroller Wellness, Safety, Awareness – How to Begin?



**Patrol:** \_\_\_\_\_ **PD:** \_\_\_\_\_

**Lead(s):** \_\_\_\_\_

**Champions:** \_\_\_\_\_

**Champions:** \_\_\_\_\_

### FRAMEWORK FOR PATROL WIDE PROGRAMS[i]

This document was conceived as a road map using best practices to be referenced by patrols developing and implementing Patroller Wellness, Safety, Awareness programs.

It must be noted that the activities of Patroller Wellness, Safety, Awareness programs are:

- NOT Behavioral health therapy.
- NOT Meant to take the place of the services of trained professionals[ii].

### Goals and Objectives:

The goal is to assist Patrols in developing local Patroller Wellness, Safety, Awareness programs in order to provide timely intervention and support to any fellow patroller who may be suffering stress injury, regardless of cause.

Specific objectives include:

- Provide pre-incident education (proactive support) about stress injury and stress injury management
- Develop structured and detailed processes that allow for timely intervention and support
- Develop, publish and communicate relevant resource materials

- Looking for more information? Go to the [PWND Website?](#) Scan QR Code above.
  - Or go to: <https://www.nsp-pnwd.org/safety4all.html>
- Looking for help in obtaining more information/resources/etc?
  - Email the PNWD @ [safetycommittee@nsp-pnwd.org](mailto:safetycommittee@nsp-pnwd.org)



### Questions to Consider & Discuss When Starting:



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- What does your patrol already do that promotes Patroller Wellness, Safety, Stress Awareness?
  - Do you talk about your wellness (individual and/or collectively) at your am/pm meetings?
  - Do you do any group physical stretching prior to or at the end of the day?
- What local patrol resources are available to patrollers for patroller wellness, safety & stress awareness?
  - Do all patrollers know about these resources?
- What is your patrol's culture around harder days, weeks, etc?
  - Does everyone just continue like all is the norm?
  - Do you do any type of debrief and if so, how?
    - Who is responsible for initiating or can anyone?
    - Do you drink beer in the PR or a local pub after?
    - Who do you think knows about this?
      - How can you let others know?
  - Do you check-in on each other afterwards?
    - How often do you check in? ie a week later, a month later, or?
- How much time do you spend together as a patrol during the off season?
- Who on your patrol will be an advocate for a focused patroller wellness, safety and stress awareness initiative?
  - Who will be a hindrance and why is that?
- What is the relationship between paid and volunteer patrollers like at your area?
  - Will the paid staff see value in this work?
- Will your mountain's management support this type of initiative?
- What other considerations / questions to add?

### **Draft example #1: initiated from Mt Ashland, OR Region**



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### September/Fall -

- Inward Facing:
  - Appoint/Find one or two patrollers to be your patrols Patroller Wellness and Awareness Coordinator (see job description on PNWD's website - scan the QR code)
  - Build a critical incident buddy check-in list using the 3-3-3 rule
    - Each patroller has two buddies they check-in with at set post incident intervals:
      - 3 days, 3 weeks, and 3 months.
    - Goal: Each patroller has two patrollers that check on them and two patrollers they check in on, in a post critical incident.
    - Pizza or some food available immediately after a critical incident and team building space plan.

### November/On the Hill Refresher/Patrol Meeting

- Outward Facing:
  - Education through brief Powerpoint Overview of Patroller Wellness and Awareness
  - Share Rollout plan
- Inward Facing:
  - Build your own patrol specific Stress Continuum Model (SCM).

### December - Patrol Meeting

- Outward Facing:
  - SCM survey to patrol (see PNWD SafetyCulture4All page on PNWD website for example)
  - Establish specific morning ritual for SCM check-in
- Inward Facing:
  - Build a SCM survey to push out at monthly meetings
    - (short longitudinal survey data on stress injury formation throughout the season).
  - Surveys can be used to establish all patrollers' baseline SCM.
  - Depletion vs. recharge modalities for each patroller - survey?

### January-

- Outward Facing:
  - Continue monthly SCM checkin survey

### February - Next Season.....

***Please Note: We will continue to offer examples from patrols that have started this initiation of ideas that may or may not work for your patrol. This is a tool to offer ideas. Each patrol will have individual uniqueness that works best for them. Please feel free to share yours so we can include those too!***



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**Draft example #2 - Patrol Program draft developed by Oliver Neath with added items from the PNWD.**

### ACTION STEPS

The following outlines the steps to develop and implement a Patrol-based Resilience Team (aka Stress Injury Support Team). **It should be understood that different patrols will start in different places, choose different support models and emphasize different elements and activities as they develop programs suited to their unique needs and cultures.**

#### 1. Make the case

- Document that a problem exists, including local examples and stories when possible and appropriate

#### 2. Build your development team

- Administrative “Champions”: people who have “influence” and can get things done
- Informal Leaders: people who veteran patrollers will listen to
- Content experts: people who know about the topic

#### 3. Establish program objectives, methods, and activities

- What, who, when, where and how

#### 4. Get organized and establish information sharing process

- Committee structure (working sub-committees as needed)
- Establish linkage to area management as appropriate
- Inform patrollers and to seek input
- Create and distribute materials appropriate for your patrol, ie posters, wallet cards, stickers
- Use websites - your patrols, regions, division...

#### 5. Identify and network with like-minded people and organizations, local when possible. ie PNWD Patroller Wellness Monthly Workshops

#### 6. Others? \_\_\_\_\_

### PROGRAM ELEMENTS



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### 1. Training/Awareness

- **Core Activities/Elements**

- Pre-incident education - videos, ppts, presentations, refreshers...
  - Refer to PNWD website - SafetyCulture4All tab for resources
- Ongoing and easily accessible awareness, educational and self-help materials
  - PNWD Safety Workshops
  - Webside, print materials, podcasts, personal accounts, whitepapers, articles, etc.

- **Advanced Activities/Elements**

- Responder Alliance's Psychological First Aid-Responder (PFA-R) training
- Others? \_\_\_\_\_
- Others? \_\_\_\_\_

### 2. What to Do

- **Core Activities/Elements**

- Organized peer intervention process - Ideally:
  - One+ trained peer support person/patrol
  - One professional+ (e.g., MD, chaplain, counselor) resource person for back-up
  - Develop roles and responsibilities ie for Hill Chiefs, Hill Captains... OR??
    - Who would be the best fit.
    - See Eldora Resilience Team Roles and Responsibilities
    - See Seattle Mountain Rescue Resilience Team Responsibilities and Operating Procedures

- **Core Activities/Elements (cont)**



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- Identify patroller peer support personnel
  - e.g., patrollers knowledgeable about traumatic event intervention by virtue of their profession, education or life experience - those comfortable with holding a buddy check-in role
  
  - Train / coach / mentor peer support personnel in how to effectively reach out to members (Responder Alliance offers such training as one resource)
  
  - Develop buddy systems for informal check-ins / pulse check ins -
    - See 3-3-3 Protocol
  
  - Use of the Responder Alliance TEAM Stress Continuum Model
    - Use pre and post-shift meeting times to assess own readiness and to “check-in” with others
  
  - Establish “social “programs to foster team connectedness, conducting business meetings around dinners
  
- Develop a communication / information process to ensure all patrollers are aware when a potentially traumatizing event has occurred.
  
- Develop and circulate information for local peer support / first responder support resources, including EMS-based programs.
  
- Investigate services available via employer:
  - (EAP, Wellness programs, health insurance coverage for behavioral health)
  
- Find out what other patrol are doing / have done
  - PNWD Stress Awareness Workshops
  - Mt Ashland Ski Patrol Resilience Team
  - Eldora Ski Patrol ResilienceTeam

## 2. What to Do (cont)



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### ● Advanced Activities/Elements

- Create and publish a formal “Responsibilities and Operating Procedure” document
- Event communication
- Demobilization/Crisis Management Briefing meeting
- On-the-hill at the end of shift didactic review of the traumatic event
  - (run by the PD or hill captain)
    - What happened, who was involved, last know condition of injured party -
      - NOT a performance or “after-action” review
    - Remind of stress injury signs and symptoms and availability of support
- Develop collaborative relationship with local first responder support resources
  - Patrollers can train for and join such groups
- Use of the Responder Alliance TEAM Stress Continuum
- Use of the Trauma Screening Questionnaire (TSQ)
- Incorporate PFA for “patients”
- Responder Alliance Charge Your Battery training
- Research “best practices”
- Develop/provide “continuing education” opportunities, including regional and national conferences
- Publish regular digital “newsletters”
- Maintain up-to-date webpage and use Region, Division and National resources

### 3. Who to Call (for more help)



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### ● Core Activities/Elements

- Create, publish and maintain an accessible database[v] of additional resources, including help- and text-lines, CISM Teams and other first responder intervention, resilience teams and peer support services.
  - Identify personnel responsible for this task (NSP Regional/Divisional Liaisons)
  - Ensure that all patrollers have ready access to this database
- Identify and develop relationships with individuals and groups who can assist the local team and serve as content experts, mentors, program consultants, etc.
- Create list of contact people from emerging and established teams willing to act as mentors and available for networking
- Advanced Activities/Elements
  - Identify trauma-informed behavioral health professionals in your community

### REFERENCES / MODELS

- Patroller Stress Awareness Team
- Responder Alliance
- Seattle Mountain Rescue
- Vermont SECURE
- Fraternal Order of Police Power in Peers
  - Soon to release training curriculum and best practices guide
    - for law enforcement peer support teams
- Eldora Resilience Team
- Camelback Ski Patrol Disruptive Event Response Team (DERT)
- Combat and Operational Stress First Aid
- International Society for Traumatic Stress Studies

[i] See *Ski Patrol*, Fall 2021, p. 19.

[ii] See NSP Eastern Division website at <https://www.nspeast.org/stress-awareness-resources.html>

[iii] See *What Every Patroller Should Know About Stress Injury*

[iv] See *Seattle Mountain Rescue Resilience Team Responsibilities and Operating Procedures*

[v] See, for example, <https://www.nspeast.org/who-to-call.html>