

2021 PD Follow-Up Critical Incident Stress Management (CISM) Survey Summary N = 84 / 193

In 2020, responding to demand revealed by our initial Patrol Director survey, the Safety Program Patroller Stress Awareness Team (PSAT) developed stress awareness and injury management resources for all Eastern Division (ED) patrols. These resources included 3 posters for patrol areas, Signs & Symptoms wallet cards, information and robust collateral on www.nspeast.org.

In September 2021, we sent a follow-up survey to assess the effectiveness of those resources, emailed to all Patrol Directors (PDs) via their Regional Directors (RDs).

The 44% (84 PDs) response was comparatively low, with no responses from WAPP, possibly because it was not made available to the PDs or it was not filled out. EPA had the most (13 PDs). For the first time we included the ED Pro "Region" and 6 of their PDs responded.

It's clear that our mailing list needs maintenance because approximately 30-50% reported not receiving some or all of the materials. Mailing addresses were obtained from an existing list and web research. Also, many ski areas were closed and our envelopes never reached the PDs. We continually update our list.

For the 2020--2021 season, 50 PDs reported from 1 to 10 critical incident events; and 29 reported zero. Our data extrapolation shows 240 critical incident events reported by 84 PDs during the season.

We received comments concerning whether our PSA Team was connected with formal CISM organizations, such as the International Critical Incident Stress Foundation (ICISF). While we include contact information for ICISF (and many others), we are not associated with them. All of our material was developed either organically or in conjunction with the Responder Alliance group.

We've learned that some regions, particularly those in more rural settings, don't have access to local CISM groups. Responding to that need, we created and maintain a list of organizations on our website to help fill that void: <https://www.nspeast.org/who-to-call.html>

Our survey indicated that 54 PDs (64%) were unsure if the wallet cards had been helpful. However, 42 of them didn't receive them. Of the 42 PDs who did receive them, only 11 reported they were useful. Perhaps we should include more information on how to use them. We were gratified to see 45 PDs requesting additional wallet cards.

Sixty-three PDs (77%) responded that a short video about Pre-Incident Education for Critical Incident Stress would be helpful.

We anticipated this demand and recently completed production of a short educational video: Stress Injury and Patrollers, available on our [website](http://www.nspeast.org) and on [youtube.com](https://www.youtube.com). This video is easily transferred to each region and patrol for full-out patroller access. Contact us to make that happen for your website.

In 2021, with all resources stretched, we were able to distribute our materials to patrols and post the more robust instructional resources on www.nspeast.org. Yet 40% responded they were unaware of or hadn't seen these website resources. Consequently, we realized the need to improve information delivery to our patrols. To that end, we have done or are working on the following:

- ◆ PSAT, in partnership with the Outdoor Risk Management (ORM) program has produced a patroller-focused document on Stress Injury and Management for their CISM module. Look for it in the new NSP ORM program.
- ◆ We are mailing wallet cards and posters to the PDs who requested them – and to those who didn't receive them.
- ◆ We have developed an OEC Patroller Stress Management scenario using the wallet cards and piloted it at some of the VT ski areas during their OEC and On-Hill refreshers. Stay tuned!
- ◆ We've designed and printed stickers with our website QR code and a short, impactful message. Watch your mail for enough of these to attach to your toboggans, patrol room, top shack and rest room doors and windows.

The ED Safety Team wishes to acknowledge the tireless hours and incredible expertise of the Patroller Stress Awareness Team (PSAT), without whom none of this could have been accomplished.

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