

REPORT : Critical Incident Stress Management (CISM) DFS 5th . Forum

CISM – DFS 5th FORUM
Langen
3-4.March 2005

by PCX

In 2000 DFS officially introduced CISM. The CISM co-ordinator of DFS organises once a year the CISM FORUM for the 75 peers of the DFS. The 5th CISM Forum was organised from the 2 – 4th of March at the DFS Academy in Langen. The Forum is split into distinct parts. One is more internal and the other one is open to invited guests. As a closing loop from the CISM Seminar I have been invited to participate in this Forum. Other invited guests were:
Danish CISM co-ordinator (Preben Lauridsen)
Swiss (Zurich and Geneva) CISM co-ordinators
Portugese CISM co-ordinator and some peers
A Danish controller who had experienced a crash as an approach controller

1. Danish experience:

Preben Lauridsen Danish CISM co-ordinator presented their model. Denmark has introduced CISM based on the Mitchell model. What is important for their CISM model is that management is involved. The operational manager of Copenhagen ACC is part of the team. Further in their team is the specialist in psycho-traumatism who has a good background knowledge in aviation.

Currently they have 8 peers – for them it is a life time commitment. It is interesting to note that for some of the peers there will be 10 years without any serious intervention – others will experience it the day after training.

How does it work:

If there is an incident¹ with ATM involvement– it is compulsory to call on the CISM team.
If there is an incident with no direct ATM involvement – it is not compulsory to call on the CISM team. Further if there is an incident with ATM involvement the ATCO is being withdrawn from duty. Before going back to the operational position the Watch-Supervisor will have a discussion with the ATCOs – however there will be no discussion on CISM.

Experience with Ueberlingen for Preben and the Danish:
0545 on the 2nd July 02 call at home (the friends of Peter and Mette called the Supervisor in Copenhagen, Supervisor called Preben)
Helle proposed to send somebody to Switzerland asap

¹ (incident is any separation infringement in ATM)

The psychologist of the Danish CISM should go down to LSZH
Skyguide Zurich had no CISM structure in place, Peter was Danish – there was another important issue – language barrier.
Peter picked them up (together with Helle)
Psychologist was very helpful
3rd July 02 driven home – Important that they didn't receive too many news from the newspaper
Then summer cottage (frequent exchange with psychologists)
Talks with psychologists – also around the time of the threats on his life. Conclusion come out on the other side – psychologists is important.

What happened back home (DK)

- factual briefing
- but as well more CISM like discussion
 - o some had to be taken out of operational duty
- capacity was reduced by 30% in the morning after

Carsten (former LSZH TWR/APP) now working as an ATCO in Copenhagen. No Peer. He was working approach of the Basserdorf crash (jumbolino CRX).

First reaction:

Have I done something wrong (no feelings for the victims)
Did drive home on his own
Did not sleep for 3 days
Son of bitch ruined my life – ok he is dead
No regret for the victim
No understanding for his wife
My life was one mess
No understanding for the press
No Therapy by the management
Stay at home for 2 or 3 days
Went back to work the day after, on shifts.
Called Waldeck (0930 called back 1800)
I needed somebody, but they were not there
No contacts among the involved ATCOs
After 1 – 2 weeks he went to work - 10% normal work capacity
It took one month

UEBERLINGEN

Debriefing made sense – as it was the first time that he felt that others felt the same thing
Workplace becomes the therapy room
Made it easier to get over – after the debriefing.

You will never forget an accident – but to learn with it

Some feelings for the victims and the pilots etc (the report is tough on the pilot)

2. CISM Presentation IFATCA Regional Meeting Bucharest

The presentation to the IFATCA Regional Meeting Europe Bucharest – was given to the Forum.

The presentation is available on the IFATCA website from the ERM.

3. Presentation: STRESS, TRAUMA

Stressfaktoren können – kumuliert – führen zu:

- i. Primärer (traumatisierung: äussere Stressfaktoren kumulieren über einen kurzen (meist) oder längeren Zeitraum und bewirken toxischen Stress.
- ii. Stellvertretende Traumatisierung: Zeuge von (potentiellen) Traumatisierungen anderer werden. Physiologie reagiert wie bei I. (incident - ..).
- iii. Sekundäre Traumatisierung: Neue Stressreize treffen auf alte unverarbeitete= wie I

Ellert Nijhuus

PTSD

EGO STATE DISORDER

= DIS (dissoziative indentitäts spaltung)

4. Presentation on the training packages DFS in case of emergency

Needs to establish an emergency video

- demand of the operational units
- ESARR 5
- Advances in technology unit level ACC Simulators and 3d Tower SIM.

Purpose of the film

- distance learning package (1800 ATCO) economic benefit
- emergency theory refresher training

5. Presentation on relaxation method “sophrology “

6. Statistics of the CISM intervention

The statistics of the intervention was presented – approximately 70 – 80 intervention. The statistics are very detailed per unit.

7. Hapag-Lloyd – Care Team

A the leader of the care team of Hapag-Lloyd gave a presentation of the care team structure of this company.

Motivated by the Swissair MD-11 crash they started to build a care team. After 2 years they had there first big intervention with a crash landing (Vienna) of an A310.

Actions:

IFATCA had the intention to look for a volunteer to attend the CISM User Group – set up by Eurocontrol. However after 3 meetings and the way the discussion is developing in the User Group, IFATCA will invest time in setting up an informal network with ANSP and States who have already set up the similar program as DFS. This in order to provide benefits of CISM program to as many as possible ATCOs, initially in Europe and later on world-wide.

Responsible EB Member: PCX