

Who Can Request Trainings?

YOU CAN. Anyone involved in emergency services or public safety can call to request any of the services of the CISM team. Trainings can be held during regular training times or as half-day or full-day workshops at your agency. There is no charge for any of the Arrowhead CISM team's services.

For education resources and trainings, call the Arrowhead EMS Assn office at

218-726-0070

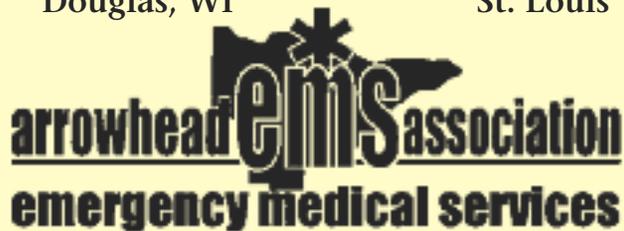
or email cism@arrowheadems.com. See our website for more information.

For services related to a critical incident call 218-625-3581. This 24-hour number is answered by the St. Louis Co. Communications Ctr. They will put you in touch with the on-call CISM team member.

ArrowheadEMS.com/cism

COUNTIES SERVED

Aitkin	Itasca
Carlton	Koochiching
Cook	Lake
Douglas, WI	St. Louis



Arrowhead EMS Association
4219 Enterprise Circle • Duluth, MN 55811
www.arrowheadems.com/cism

Training Topics

- * Resilience and how to get it
- Identifying sources of critical stress
- Surviving chronic stress
- Physiological reactions to stress
- Burnout and compassion fatigue
- Emotional and behavioral changes
- Family plans for critical incidents
- How to develop a buddy system
- Death notification
- Talking to victims' families on scene
- Mistakes and how to live with them
- Building a supportive team
- * And much, much more

for trainings or more info -

218-726-0070

cism@arrowheadems.com

Trainings are tailored to your department:

Fire

Dispatch

Ambulance

First Responders

Law Enforcement

Emergency Departments

Others in Emergency Response and Public Safety

The Arrowhead CISM team also provides Critical Incident Stress Debriefings, Crisis Management Briefings, Defusings, and other services for emergency responders. Request our Services brochure for details. During or after an emergency call 218-625-3581 for help.



Taking Care of the People
Who Provide Emergency Services
in Northeastern Minnesota
and Douglas County, Wisconsin

Stress
Resilience

**Training for
Emergency
Responders**

Goals of CISM Education

The mission of the Arrowhead CISM education team is to support responders through training that creates awareness of stress, teaches the skills to manage stress, increases resilience, and enhances physical and mental well-being in order to create healthier, happier lives for the responders and their families, departments, and communities. Instructors have experience in the same area of emergency response as participants.

CEU Credits

CEU credits are available for all courses. Usually one credit is given for each hour of instruction. The length of each course depends on the agency's needs and requirements. Participants' readiness to deal with a topic is part of the decision about the length of a class. Once a class is completed, certificates are issued with participants' names and instructors' signatures.

Customized Courses

All courses are tailored to the agency being trained. Instructors are chosen for their experience in the agency's field as well as their ability to adapt to each group's needs. If training is needed on a specific topic or in response to a specific event or problem, the CISM education team can find an instructor suited to the task.

The Courses

Critical Incident Stress Management

Introduces concepts regarding events that trigger stress, their impact on responders, and how to manage stress in the aftermath.

- What are critical incidents?
- What makes an event a critical incident for an individual or for a team?
- * What are common reactions during and after a critical incident?
- * What tools are there to cope with stress?
- * What is a Critical Incident Stress Debriefing?
- * When is a debriefing advised?
- * What are the benefits of a debriefing?
- * What other options are there?

This course can be as short as 45 minutes and as long as 2 hours.

Giving the Bad News

Provides responders with the knowledge and skills to make sensitive and professional death notifications and to communicate with friends and family on scene.

- * What preparations are useful?
- * What do you say? How do you say it?
- * How is line-of-duty death different?
- * How can support be given to survivors?
- * What reactions are likely after notification?
- * How do cultural differences influence this?
- * What information can be given on scene?
- * How do you deal with bystanders?

This course is 1½ to 3 hours.

Basic Resiliency Training

Examines the concept of resilience and how it functions to enhance the health and well-being of emergency services personnel.

- What is resilience? How resilient are you?
- * What are the 6 realms of stress?
- * What are the neurological effects of stress?
- * How is memory different during stress?
- * Why do people react differently to stress?
- * How resilient are you and your team?
- * How can resilience be improved?
- * What are resilience tools?
- * Is alcohol helpful or harmful for stress?
- * What's with all the dark humor?

This course requires a minimum of 2 hours and is best as a ½-day workshop.

Advanced Resiliency Training

Includes up-to-date science specific to stress and resilience in emergency response and supports responders in addressing individual and team needs for maximum well-being.

- What specific plans can create resilience?
- How can your team develop resilience?
- How can you involve family and friends?
- What leads to a resilient lifestyle?
- What specific steps can you take to improve your well-being right now?
- How can you teach others resilience?

Basic Resiliency Training is a pre-requisite. This requires 3 hours to a ½ day.