



# Manitoba Critical Incident Stress Management Network

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Office of the Fire Commissioner

# Rationale for CISM

- Emergency organizations have a moral, ethical and professional obligation to train their personnel and the volunteers that work with them to survive their careers and to maintain their health.
- Many healthy people have worked in the emergency services only to quit or retire (prematurely) with broken spirits, ill health, disturbed home lives, changed personalities and lost dreams.



# Rationale for CISM

- The worst thing is that these consequences may be lessened or prevented through the teaching of proper critical incident stress management processes and training.
- CISM can:
  - Reduce suffering
  - Reduce burnout/turnover
  - Reduce family problems
  - Save money



# History of CISM in Manitoba

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- 1989 – Reid Family triple murder/suicide and the development of Community Trauma Postvention Model
- 1989 – Forest Fires and Alberta CISM Teams
- 1990 – Initial Meetings with the Office of the Fire Commissioner
- 1991 – 1992 Training of and deployment of first team (demonstration pilot)
- 1993 – Part-time Secondment to OFC



# Partnership Between Manitoba Health and the Office of the Fire Commissioner

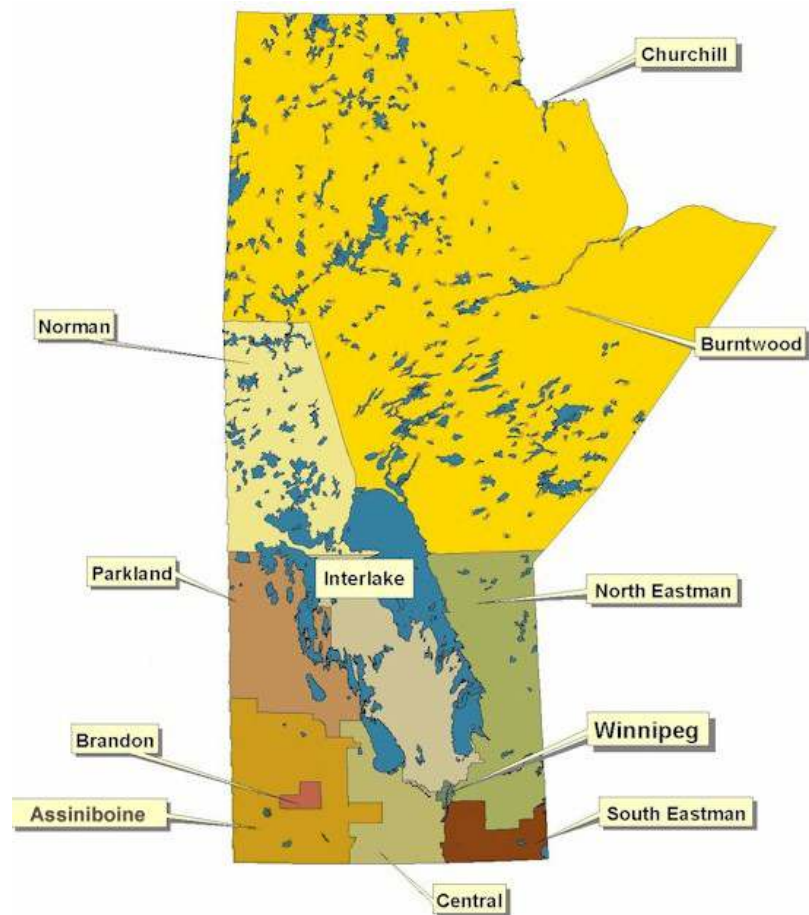
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- Manitoba Health
  - Provide Training
  - Provide Mental Health components of Teams
  - Incorporated into Regional Health Authorities Core Services
- Office of the Fire Commissioner
  - Provide Training (Peer Component)
  - Provide Peers (Volunteers)
  - Provide Support (Operational, Financial, etc.)



# History of CISM in Manitoba

- Development of 7 OFC Teams throughout the Province
- City of Winnipeg
  - Winnipeg Police Services
  - Winnipeg Fire Paramedic Services
  - Hospital Teams



# The Fires Prevention and Emergency Response Act 2002

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## ■ Legislative Changes

35(3) The fire commissioner may

- (k) provide training in critical incident stress management, and coordinate emergency response personnel in the provision of critical incident stress management.



# Manitoba CISM Network

Current Roles, Functions and  
Responsibilities





# Mission Statement

- The Critical Incident Stress Management (CISM) Network provides timely, effective assistance to individuals involved in critical incidents, thereby neutralizing symptoms of Critical Incident Stress and possibly preventing the development of Post Traumatic Stress Disorder.



# Roles and Responsibilities

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- Development of Network Policies
- Development of Training (Mitchell Model)
- Provision of Training (Support of Existing 7 Teams)
  - Pre-Incident Education
  - Basic CISM
  - Advanced CISM
  - Manitoba Emergency Services College
  - CISM Re-certification
  - Peer Support



# Roles and Responsibilities

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- Management of Network
  - Provincial Advisory Committee
  - Team Managers, WPS, WFPS, Hospital Teams, RCMP
- Clinical Supervision of Teams
  - Consultation
  - PTSD and Clinical Resources
- Administrative and Financial Support
  - Operational Costs (mileage, meals, accommodations, etc.)



# Critical Incident Response

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- 24 hour emergency number, on-call staff will take the initial information and forward it to the Regional Coordinator.
- The Regional Coordinator will call back the caller, asking for information related to the incident and begin the process of setting up the call out for peer support team members
- A request for a response can be made from anyone, either officially or unofficially.



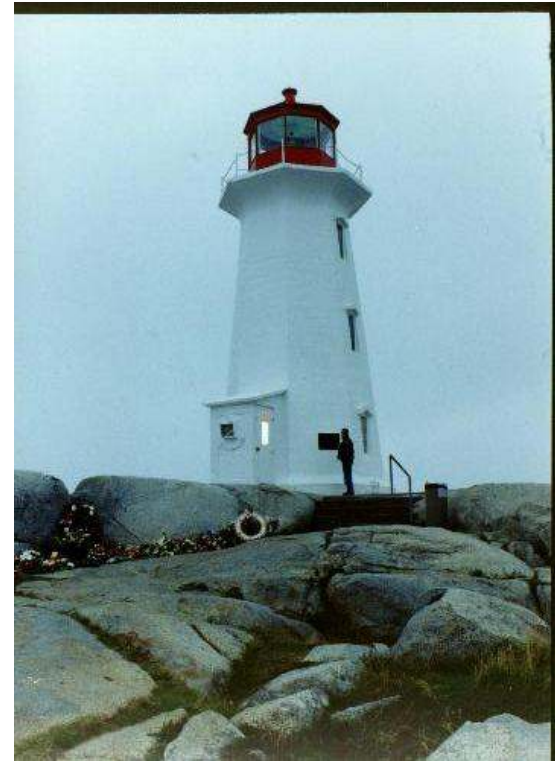
# Roles and Responses

- Responses
  - Pre-Incident Education
    - Mutual Aid
    - Police, Fire, Ambulance, Dispatch, Hospital, etc.
    - MESC (Pre-deployment)
  - On-Scene Support Services
    - Large events (disaster, train derailments)
    - Protracted events (GSAR, Rescue/Recovery)



# Roles and Responsibilities

- Defusings
- Debriefings
- Follow-up
- Significant Other Support/Education
- Individual Consults
- Clinical Support (Individual)
- National Support
  - Swiss Air 111
  - Consultation to BC, etc.



# CISM Responses

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- Responses
- Span of 7 years
- 2 – 11 Debriefings
- 21-54 Defusings
- 6-25 Referrals



# Training Responsibilities

- Integrated into MESC courses
  - Student training
  - Incident Command
  - Leadership
  - GSAR
- National/International
  - Kosovo, Albania, Bosnia, Croatia



# Team Training

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- Basic Level – 1,114 (1992 - 2002)
- Advanced Level – 372 (1992 - 2002)
- Continuing Education (Regional Teams)



# Contact Information

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If you would like further information about the  
Manitoba CISM network contact:

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Office of the Fire Commissioner



Questions?

