

European CISM Conference

20th and 21st March 2026

Rome, Italy

EUROPEAN NETWORK
CISM
CRITICAL INCIDENT
STRESS MANAGEMENT

**European CISM
Conference**

mayday ITALIA

 **20 & 21 March 2026**

 **09:00 – 17:30 CET (UTC +1)**
09:00 – 17:00 CET (UTC +1)

 **Casa dell'Aviatore in Rome
or ONLINE**

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REPAIRING THE NETWORK

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E-CISM Conference 20 & 21 March 2026 Rome



AGENDA FRIDAY 20 MARCH 2026

TIME	SESSION	SPEAKERS	
09:00-09:30	Conference Registrations Information Leaflet		
09:30-10:00	Welcome Outline of the programme & presentations	E-CISM Board and participants	
EMERGENCY AND TRAUMA			
10:00-11:00	Cultural challenges in peer support	Professor Luca Pezzullo Psychologist University of Padua President Veneto Board of Psychologists Italy	
11:00-11:30	COFFEE BREAK		
11:30-12:30	Psychological flexibility related to Crisis Management and Crisis Interventions	Ola Jameson Psychologist, specializing in Work and Organizational Psychology Sweden	
12:30-12:45	Feedback and reflections	Stefan Dahlberg Management Consultant Competenscompagniet AB Sweden	
12:45-14:00	LUNCH		
CISM AND WELLBEING IN AVIATION			
14:00-15:00	Because We're Worth it! Fostering Continuous Care beyond CISM in ATM	Marc Baumgartner SESAR/EASA Coordinator Member of the Mental Wellbeing TF of IFATCA Former IFATCA President & CEO 2002-2010 ATCO & Centre Supervisor Skyguide Switzerland	
15:00-16:00	Confidentiality vs Safety: The need to refer and the escalation to professional help	Captain Paul Reuter Vice-President European Cockpit Association EVP Europe IFALPA Luxembourg	General Simeone Izzo Doctor, psychiatrist. General Inspector of the Air Force Italy
16:00 -16:30	COFFEE BREAK		
16:30-17:15	Panel discussion: Confidentiality vs Safety	Francesca Bartocchini , Italy Marc Baumgartner ; Switzerland Lynn Combe ; UK Louise Cullinan ; USA Gerhard Fahnenbruck Ph.D. ; Germany Paul Reuter , Luxembourg	
17:15-17:30	Wrap up	Stefan Dahlberg Management Consultant Competenscompagniet AB Sweden	
19:00	CONFERENCE DINNER		Fiametta Ristorante



E-CISM Conference 20 & 21 March 2026 Rome



AGENDA SATURDAY 21 MARCH 2026

TIME	SESSION	SPEAKERS
CHALLENGING SITUATIONS FOR PEER SUPPORTS		
09:00-10:00	Peer support for humanitarian aid workers in Lesbos	Shiri Spector, Ph.D. MSc, BACP accredited Boat Refugee Foundation Psychotherapist/Director Psychotherapy for Healthcare Limited UK
10:00-11:00	Challenging situations for peer supporters	Per Hassling HR Specialist Greater Goteborg Fire and Rescue Services Sweden
11:00-11:30	COFFEE BREAK	
11:30-12:30	Dealing with responsibility, mistakes and guilt	Roger Solomon, Ph.D. Clinical Psychologist, specialist in trauma and grief Senior Faculty EMDR Institute/ European Approved EMDR Trainer Consultation with US Senate, FBI, NASA, Secret Service, multiple law enforcement agencies. USA
12:30-13:45	LUNCH	
SKILLS AND TOOLS		
13:45-14:30 ON ZOOM	Peer and Family Psychological First Aid	George S Everly Jr, Ph.D. ABPP, FACLP, FAPA The Johns Hopkins University Bloomberg School of Public Health The Johns Hopkins School of Medicine Author PSYCHOLOGY TODAY blog "When Disaster Strikes ..." Professor (Honorary)Universidad de Flores, Buenos Aires Chairman Emeritus and ICISF NGO Delegate to the United Nations USA
14:30-15:30	Resilient Teamwork Prepare for the worst-hope for the best	Mary Schoenfeldt, Ph.D. Schoenfeldt and Associates Psychotherapist Faculty member with the International Critical Incident Stress Foundation (ICISF). Faculty member at FEMA's Emergency Management Institute USA
15:30-16:00	COFFEE BREAK	
16:00-16:30	Wellbeing protocol – How to deal with chronic stress	Francesca Bartoccini Airline Pilot Clinical Director SRMS - Stress Resilience Management System President MaydayItalia
16.30-17:00	Closing session Small group reflections, final comments from the panel, and looking ahead to the next conference in 2028	All



LUCA PEZZULLO

BIOGRAPHY

Psychologist, Ph.D., President of the Order of Psychologists of Veneto (Italy).

He has served as an expert consultant to the Italian Civil Protection Department, the World Health Organization (WHO), and the European Research Executive Agency (European Commission). He is affiliated with the University of Padua.

With more than 25 years of experience in emergency psychology and psychotraumatology, he has coordinated Disaster Mental Health teams during major national emergencies, contributing to the development of psychological support and resilience frameworks in disaster response.

He teaches in the Master's Program in Emergency Psychology at the University of Padua and in several postgraduate schools of psychotherapy.

PRESENTATION ABSTRACT

Peer support is often presented as a universally beneficial intervention, yet its effectiveness depends profoundly on culture.

This talk examines the cultural challenges that shape how peer support is offered, perceived, and trusted, with particular attention to aviation and other high-reliability settings.

Moving beyond a narrow focus on organizational climate, it explores how broader societal values, professional identities, and group norms influence meanings of distress, help-seeking, disclosure, dignity, shame, authority, and confidentiality.

The talk argues that peer support is not simply a technique, but a culturally embedded practice whose success depends on whether it is psychologically and socially credible within a given context.

It highlights key tensions—such as disclosure versus containment, support versus stigma, and care versus perceived risk—and proposes that peer supporters must act not only as helpers, but also as cultural translators.

Aviation is presented as a particularly valuable laboratory for understanding these dynamics.

PRESENTATION

CULTURAL CHALLENGES IN PEER SUPPORT

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ERIK OLA JAMESON

PRESENTATION

PSYCHOLOGICAL FLEXIBILITY RELATED TO CRISIS MANAGEMENT AND CRISIS INTERVENTIONS

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BIOGRAPHY

Erik Ola Jameson is a Swedish licensed psychologist and specialist in work and organizational psychology with more than 25 years of experience in leadership, crisis management, and organizational resilience. He has worked extensively with executive teams and high-risk public sector organizations, integrating evidence-based approaches from cognitive behavioural therapy, Acceptance and Commitment Therapy (ACT), and contemporary leadership research.

Jameson previously served for five years as Head of Training and Safety in the Swedish Parachute Association, holding delegated regulatory responsibility and leading safety culture and crisis response. He has participated in acute crisis management in multiple national and international contexts and is trained in police crisis and hostage negotiation.

In clinical practice, he has treated trauma-related conditions, including PTSD, using evidence-based CBT methods. Jameson is also an author and senior consultant focusing on psychological flexibility, adaptive leadership, and coordinated action in complex crises.

PRESENTATION ABSTRACT

Crisis situations place extreme demands not only on procedures and resources, but on the human capacity to remain clear-thinking, connected, and effective under pressure. This presentation explores psychological flexibility as a key mechanism underlying resilient crisis leadership, coordinated teamwork, and adaptive recovery after critical incidents.

Rather than focusing on clinical theory, the session translates research on psychological flexibility into practical crisis language and introduces the SOLVE model (Stop, Observe, Let go, Value, Engage) as a simple, field-relevant tool for maintaining effectiveness in high-stress environments. Realistic crisis vignettes from emergency, healthcare, and post-incident contexts illustrate how small psychological shifts can influence safety, decision-making, and long-term recovery.

The aim is to provide crisis professionals with a clear conceptual understanding and immediately applicable micro-skills to strengthen human functioning before, during, and after complex and rapidly evolving crises.



MARC BAUMGARTNER

PRESENTATION

BECAUSE WE'RE
WORTH IT!
FOSTERING
CONTINUOUS CARE
BEYOND CISM IN
ATM

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BIOGRAPHY

Marc is Swiss air traffic controller working as a Centre Supervisor in Geneva ACC since over 25 years. He holds a university diploma in psychology. Until 2021, he Chaired the Eurocontrol Performance Review Commission. Marc has been a member of the Performance Review Body/Performance Review Commission from 2011 until December 2016. Until April 2010 he has been the President and CEO of the International Federation of Air Traffic Controllers' Associations (IFATCA) representing the technical and professional interests of more than 50'000 air traffic controllers from 137 States around the globe (8 years). On behalf of IFATCA he coordinates SESAR, EASA and the Joint Cognitive Human Machine System Group (JCHMS). He led the study on behalf of Helvetica and Skyguide on the psycho-cognitive decline due to age for Swiss Air Traffic controllers and is associated to the follow-up work of this study. Marc is an ICISF Trained CISM Instructor.

PRESENTATION ABSTRACT

Based on the ongoing ICAO work on mental health, the presentation will explain the target IFATCA is working towards. CISM, Well-being and substance abuse. The presentation will present the work program of the IFATCA Mental Wellbeing Taskforce and explain avenues IFATCA has identified to create a framework which at global level can work. Best Practices around the globe will be presented and some critical questions with regard to the necessary regulatory initiatives will be asked.



PAUL REUTER

PRESENTATION

CONFIDENTIALITY VS SAFETY: THE NEED TO REFER AND THE ESCALATION TO PROFESSIONAL HELP

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BIOGRAPHY

Paul is the Vice-President of the European Cockpit Association as well as the EVP Europe for IFALPA.

He has been an airline pilot since 1995 is currently a Captain on the Boeing 737-700 and -800 for Luxair, which he joined in 1996.

From 2014 until 2018, he was Director, Technical Affairs for ECA.

He has been a member of the EASA Germanwings Task Force and has contributed to the Task Force's Final Report and has been a member of the Steering Board of EASA's Data4Safety initiative.

Paul is also involved in the Just Culture aspects of Safety Management and was also co-chair on the DG Move's European Industry Just Culture Model Policy Working Group.

Paul is also a Fellow of the Royal Aeronautical Society.

PRESENTATION ABSTRACT

With regard to assisting crews with their mental wellness and supporting crews with Mental Health issues, one of the main challenges is how to balance the need to maintain aviation safety with the need to maintain confidentiality and not stigmatize the individuals seeking help.

Getting this balance right will make the difference between effectively encouraging people to seek help or driving people underground and having a dangerous blind spot with regard to specific risk.

Addressing these issues will require all stakeholders from operators, authorities to crews and crew associations to help create the right environment for people to feel safe to address and seek help with mental health issues.



SIMEONE IZZO

BIOGRAPHY

Dr. Simeone Izzo MD is a Major General (Ret.) from the Italian Air Force and a psychiatrist with over 35 years of experience in clinical practice, military psychiatry, human factors, and aviation medicine. He served as a Medical Officer in the Italian Air Force since 1988 and works privately as a psychiatrist, psychotherapist, and EASA Aero Medical Examiner.

He is the former Director of the Aerospace Medical Institute in Milan (Brigadier General). Previously he held leading roles at the Aerospace Medical Institute in Rome, including Head of the Psychophysiological Center, Medical Selection Center for pilots and aircrew, and Psychiatric/Psychological Department. He also led psychoaptitudinal selection at the Flight Schools Command and coordinated teams for pilot and Special Forces assessments.

He is an Italian Delegate to the Euro-NATO Aircrew/Human Performance Working Group and Secretary of the Italian Society of Aerospace Psychiatry and Psychology. Speaker at AsMA and ESAM meetings.

He is still practicing in a private clinic on the following topics : clinical psychiatry, stress disorders, cognitive psychotherapy, forensic evaluations, substance-related licence assessments, and EASA Class 1 aviation medical examinations.

PRESENTATION ABSTRACT

According to the WHO, mood and anxiety disorders are increasing, with stress identified as a major factor in their development and in related somatic conditions such as cardiovascular, immunological, and metabolic dysfunctions. The neurobiological mechanisms involved in stress reactions play a significant role in many neuropsychological disorders, and numerous studies have shown how chronic or acute stress can cause neuroanatomical and functional damage contributing to clinical syndromes.

Based on this evidence, and considering newly authorised therapeutic protocols, it may be appropriate to adopt a different approach when evaluating and treating certain conditions—particularly in aircrew, who often avoid seeking help to prevent being grounded. A nosographic model highlighting stress as an etiopathogenetic factor, rather than relying solely on traditional psychiatric diagnoses, could improve the assessment and management of stress-related syndromes.

This approach supports more effective prevention (psychoeducation, counselling, psychotherapy, CRM, peer support), treatment with controlled use of new medications, and greater flexibility in medical-licence renewal. Since aviation regulations already allow this perspective, it may encourage personnel to seek proper care. Ultimately, a "just culture" framework is essential to address these issues safely and protect professionals who might otherwise hide their condition.

PRESENTATION

CONFIDENTIALITY VS SAFETY: THE NEED TO REFER AND THE ESCALATION TO PROFESSIONAL HELP

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PANEL DISCUSSION : CONFIDENTIALITY VS SAFETY

FRANCESCA BARTOCCINI

I am an Airline Pilot and Group, Family and Marriage Psychotherapist specialised in EMDR and emergency and I've worked in the emergency field since 2001.

Very soon I realized that I was more interested in the resilient side of each story, and all my efforts as a professional were headed to discover and unlock the resources every person and every group had and could use to promote their growth, wellbeing and better functioning.

In 2011 I co-founded the association MaydayItalia, an Italian disaster management Agency, which is a non-profit organisation.

In January 2020 I co-founded and I am now the Clinical Director of SRMS - Stress Resilience Management System - that deals with stress as a risk factor at organizational and individual level.

My experience range from working in complex emergency contexts and in fosterhomes for children coming from abusive families or war contexts, to living 3 years in a residential facility for adolescent girls with suicide attempts backgrounds, to working as consultant for organizations such ENAV, Italian Air Traffic Control Agency, MSC Cruise, Neos airline.

MARC BAUMGARTNER

Marc is Swiss air traffic controller working as a Centre Supervisor in Geneva ACC since over 25 years. He holds a university diploma in psychology. Until 2021, he Chaired the Eurocontrol Performance Review Commission. Marc has been a member of the Performance Review Body/Performance Review Commission from 2011 until December 2016. Until April 2010 he has been the President and CEO of the International Federation of Air Traffic Controllers' Associations (IFATCA) representing the technical and professional interests of more than 50'000 air traffic controllers from 137 States around the globe (8 years). On behalf of IFATCA he coordinates SESAR, EASA and the Joint Cognitive Human Machine System Group (JCHMS). He led the study on behalf of Helvetica and Skyguide on the psycho-cognitive decline due to age for Swiss Air Traffic controllers and is associated to the follow-up work of this study. Marc is an ICISF Trained CISM Instructor.

LYNN COMBE

Lynn started her career working in the UK as an Air Traffic Controller for 20 years before moving into first ATC training then CISM training. She joined the CISM team in 2008, advancing to the Critical Incident Team in 2014, before taking on the role of Programme Manager in 2015.

Gaining her ICISF Approved Instructor qualifications in 2018, Lynn trains her 140 Peers annually across the UK, Gibraltar, Dubai and Hong Kong. She added Mental Health First Aid to the portfolio in 2019 and her passion for raising suicide awareness has seen her have NATS sign up to the Baton of Hope.

PANEL DISCUSSION : CONFIDENTIALITY VS SAFETY



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LOUISE CULLINAN

Louise Cullinan was the Critical Incident Response Program Chairman for the Air Line Pilots Association (ALPA) from 2007 through 2018. During that time, she worked with the International Federation of Air Line Pilots Association (IFALPA) in the realm of pilot peer support. Through her company, Airline Incident Response, Louise assists with accident response and teaches incident response to airlines, aircraft manufacturers, test pilot schools, Society for Experimental Test Pilots (SETP), Society of Flight Test Engineers (SFTE), and other flight test entities. Louise is a qualified International Critical Incident Stress Foundation Instructor, teaching CISM around the world and assisting with many high profile aviation accidents. She has been an airline pilot for over 27 years, currently flying the Airbus 320/321 for Frontier Airlines. Louise resides in Steamboat Springs, Colorado.



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GERHARD FAHNENBRUCK

I am an airman by nature, flew sailplanes, single- and multi engine airplanes up to Airbus A320 family, and I also jumped out of intact aircraft with parachutes. I am also a psychologist and love the diverse universe, nature has to offer. I love trustful relationships and I love to see and support people finding their own way. Peer Support for flying personnel is the field I naturally belong in. Since 1994 I am dealing with flying personnel being involved in critical incidents assisting them to recover as quick as possible. I am also accompanying people having a difficult time in live for whatever reason, within and outside aviation, basically since I can do so. I am a scientist as well and have been involved in different research projects and developed the Mayday Model, a coaching model widely used by peers in aviation for clients, dealing with well-being issues.



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PAUL REUTER

Paul is the Vice-President of the European Cockpit Association as well as the EVP Europe for IFALPA. He has been an airline pilot since 1995 is currently a Captain on the Boeing 737-700 and -800 for Luxair, which he joined in 1996. From 2014 until 2018, he was Director, Technical Affairs for ECA. He has been a member of the EASA Germanwings Task Force and has contributed to the Task Force's Final Report and has been a member of the Steering Board of EASA's Data4Safety initiative. Paul is also involved in the Just Culture aspects of Safety Management and was also co-chair on the DG Move's European Industry Just Culture Model Policy Working Group. Paul is also a Fellow of the Royal Aeronautical Society.



SHIRI SPECTOR

PRESENTATION

PEER SUPPORT FOR HUMANITARIAN AID WORKERS IN LESVOS

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BIOGRAPHY

Shiri Spector, PhD, MSc, is a psychotherapist, lecturer and humanitarian specialising in trauma and crisis intervention. She is the founder and director of Psychotherapy for Healthcare and has over two decades of experience working with individuals and professionals affected by trauma and critical incidents. Dr Spector previously served as Consultant Psychotherapist and Head of the Psychotherapy Department at King's College Hospital NHS Foundation Trust and has taught psychology and psychotherapy at several academic institutions, including King's College London. She holds a PhD in Psychology from King's College London and a Master's in Humanitarian Health from Johns Hopkins Bloomberg School of Public Health. She recently volunteered as a psychotherapist with the Boat Refugee Foundation, supporting refugees in the Mavrovouni refugee camp in Lesbos, Greece.

PRESENTATION ABSTRACT

Peer support has become an important component in humanitarian settings. Humanitarian aid workers often face cumulative exposure to trauma narratives, moral distress and chronic operational stress rather than single critical incidents. Support from colleagues who understand the context can foster trust, reduce isolation and help protect against burnout. It also creates space for people to share experience and practical knowledge with one another.

This presentation draws on the speaker's experience as MHPSS aid worker with the Boat Refugee Foundation at the Mavrovouni refugee camp on the Greek island of Lesbos. The talk will outline the history and concept of peer support within current frameworks used in humanitarian emergencies. Practical examples from the field will illustrate how peer support can reduce isolation and stress reactions and facilitate resilience and well-being.



PER HASSLING

BIOGRAPHY

Per Hassling is a senior firefighter and HR-Specialist from Goteborg Fire and Rescue Department. He was responsible for the development of the CISM Peer support group within the department. He now works with acute crises support, education and lecturing regarding CISM and psychological safety. He has written two books together with Stefan Dahlberg on crises support and peer support. He is member of the ECISM board.

PRESENTATION ABSTRACT

As a peer supporter, you are trained to manage workplace incidents. These are usually not critical incidents in the sense that the persons affected are experiencing a personal crisis. Peer support primarily addresses unusual, distinctive, or out-of-the-ordinary situations.

A peer support team can help colleagues in better understanding themselves, their co-workers, and the incident itself. Peer support can also facilitate and accelerate the recovery process.

However, truly critical incidents do sometimes occur. In such cases, peer supporters often lack the training, formal competence, or endurance required to manage the situation effectively. Nevertheless, in the immediate aftermath of an incident, peer support may be the only available form of assistance.

In my presentation, I will describe three different incidents that significantly challenged our peer support team at the fire department. I will present the lessons learned from these cases and provide the audience with an opportunity to reflect on their own experiences.

PRESENTATION

CHALLENGING SITUATIONS FOR PEER SUPPORTERS

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ROGER SOLOMON

BIOGRAPHY

Roger Solomon, Ph.D., is a psychologist specializing in trauma and grief. He is the Program Director and Senior Faculty with the EMDR Institute, an EMDR Europe approved trainer, and teaches EMDR therapy internationally. He was the first EMDR trainer in Italy (1999) and continues to provide EMDR training in Italy. Dr. Solomon was a police psychologist for the first 15 years of his career and did research on critical incident trauma. He has provided services to numerous first responder agencies following traumatic incidents, including the FBI, Secret Service, NASA, and US military. In Italy he consults with Polizia di Stato and University of Rome (La Sapienza) and is a visiting professor at Salesiana University in Rome. In Ukraine Dr. Solomon provides EMDR training and direct interventions (trauma victims, war veterans, family members of soldiers killed) both in person and online. Dr. Solomon presents workshops on the utilization of EMDR therapy complex trauma and dissociative symptoms, grief and mourning, treating attachment issues, and the "art" of EMDR therapy. Dr. Solomon has authored or coauthored 51 articles and book chapters and has authored a book on EMDR therapy and grief first published in Italian in 2022: *Lutto e EMDR, dalla Diagnosi all' intervento clinico* (Grief and EMDR, from Diagnosis to clinical intervention).

PRESENTATION ABSTRACT

This workshop explores the complex dynamics of responsibility guilt, self-blame, and survivor guilt in high-stakes and trauma-exposed contexts. Participants will examine five key contributors to responsibility guilt, including over-estimated responsibility, violation of personal values, and memory gaps, and how these interact with shock, stress, and trauma responses. A core focus is learning to distinguish between what was known in the moment (Frame of Mind #1) and hindsight awareness after the event (Frame of Mind #2), reducing destructive second-guessing and unfair self-condemnation. The workshop offers practical strategies to differentiate what was and was not under one's control, recognize the role of time pressure and limited information, and understand how self-blame can defend against feelings of powerlessness. Participants will learn an adaptive framework for responding to mistakes—recognizing, learning, growing, practicing self-compassion, and making amends—while fostering accountability without shame in themselves, their teams, and their organizations.

PRESENTATION

DEALING WITH RESPONSIBILITY, MISTAKES, AND GUILT

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GEORGE S. EVERLY

PRESENTATION

PEER AND FAMILY PFA: EVERYDAY PFA

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BIOGRAPHY

George S. Everly, Jr., PhD, MA, ABPP, FAPA is a public health scholar and a clinical psychologist trained in psychophysiology. He is considered one of the founding fathers of the field of disaster mental health and from 2001-2025 was the PubMed top ranked author in the topic area of psychological first aid. Dr. Everly is author of the books *The Johns Hopkins Guide to Everyday Psychological First Aid* and *A Clinical Guide to the Treatment of the Human Stress Response*. He is also author of the Coursera online program *Johns Hopkins Psychological First Aid*, one of the most viewed online classes of all time. Along with Dr. Jeffrey Mitchell, he is co-founder of the International Critical Incident Stress Foundation (ICISF). Dr Everly has held faculty appointments at Johns Hopkins, Harvard, and Loyola Maryland universities.

PRESENTATION ABSTRACT

The air transportation, emergency services, and military professions are recognized to be at high risk for psychological injury and traumatic stress. As a result, peer support teams trained in psychological first aid (PFA) have emerged since the 1980s. Numerous models of PFA exist targeting specific groups or utilizing specific perspectives. We attempted to expand the utility of PFA. Utilizing research from Johns Hopkins and Loyola University Maryland which employed components analyses and data from fMRI studies, we created a simple generic model of "EVERYDAY PFA" that can be used for everyday psychological bumps and bruises that are inevitable in life. As every home and workplace should have a physical first aid kit, every home and workplace should have a psychological first aid kit. Just as they are taught physical first aid, every new employee at the workplace can be taught Everyday PFA to expand the resilience of the workforce.



MARY SCHOENFELDT

PRESENTATION

PREPARE FOR THE
WORST, HOPE FOR
THE BEST

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BIOGRAPHY

Mary Schoenfeldt is an ICISF Faculty member and Emergency Management Professional who is known for her work with business, health care, government, schools and communities. She has responded to incidents around the world... such as hurricanes, earthquakes, wildfires, to airline accidents, school and community violence, and mass fatality incidents. In each, she has coordinated and conducted life changing activities.

She is a Hall of Fame Member at the International Network for Women in Emergency Management (InWEM) and has earned a Lifetime Achievement Award from the ICISF along with numerous other awards and honors. She also serves as International Board President of Green Cross Academy of Traumatology and is active in her global community as a leader in Rotary International. She has been called a Wisdom Keeper by native american tribal leaders and travels the world to share what she has learned from others.

PRESENTATION ABSTRACT

This presentation will highlight the key ingredients in a resilient team response. Those ingredients are not only needed in the immediate response, but include actions long before the phone rings asking for each trained and skilled responder to assist. The preplanning and preparedness of each individual combines with system coordination to plan for the worst but not only hope for, but work towards, the best possible outcomes. Hope is not an option, readiness is mandatory.



FRANCESCA BARTOCCINI

PRESENTATION

WELLBEING PROTOCOL – HOW TO DEAL WITH CHRONIC STRESS

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BIOGRAPHY

I am an Airline Pilot and a Group, Family and Marriage Psychotherapist specialised in EMDR and emergency and I've worked in the emergency field since 2001.

Very soon I realized that I was more interested in the resilient side of each story, and all my efforts as a professional were headed to discover and unlock the resources every person and every group had and could use to promote their growth, wellbeing and better functioning.

In 2011 I co-founded the association MaydayItalia, an Italian disaster management Agency, which is a non-profit organisation.

In January 2020 I co-founded and I am now the Clinical Director of SRMS - Stress Resilience Management System - that deals with stress as a risk factor at organizational and individual level.

My experience ranges from working in complex emergency contexts and in foster homes for children coming from abusive families or war contexts, to living 3 years in a residential facility for adolescent girls with suicide attempts backgrounds, to working as consultant for organizations such ENAV, Italian Air Traffic Control Agency, MSC Cruise, Neos airline.

PRESENTATION ABSTRACT

What Makes a Person Happy?

The characteristics of a resilient and "happy" person can be traced back to three fundamental macro-areas:

1. Sense of control over reality, the perception of being able to influence the events of one's life.
2. Recognition of personal resources, including self-efficacy, skills, and strengths.
3. Connection with the external world, feel part of a relational network and a meaningful context.

When a person goes through a difficult moment, these three dimensions tend to progressively weaken.

The Wellbeing Protocol was developed inside the Peer Support Programs to provide a concrete resource for colleagues experiencing more subtle, cumulative, or chronic daily difficulties.

Through the Wellbeing Protocol, peers are provided with a structured, standardized, simple, clear, and brief pathway, consistent with the philosophy and methodology of peer support programs designed for critical incidents.

The protocol offers peers a practical and focused tool to work specifically on the three core areas of wellbeing.

ORGANISATION COMMITTEE



OLIVER BARBOUR

Ex-military and psychotherapist



FRANCESCA BARTOCCINI

Airline Pilot
Clinical Director SRMS - Stress Resilience Management
System President MaydayItalia



STEFAN DAHLBERG

E-CISM president
CEO competenscompagniet AB



PER HASSLING

HR Specialist



CLAUDINE MEYER-SAGER

Head CISM Skyguide
CISM Instructor
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Airline Captain
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Psychologist
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Captain A3XX, MaydayItalia VP
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