

THE CRISIS INTERVENTION

The Crisis Intervention is a discipline that incorporates the techniques and strategies designed to respond effectively and promptly to the needs determined by a crisis.

It is a simple protocol and ready to use, like an intervention in a time of crisis has to be, and its characteristics can be learned and effectively used by professionals who do not have a background in psychological studies.

In addition to its reactive aspect - as a targeted response from the analysis of the different needs of the affected population - the crisis intervention has a strong proactive component - as a preventive training, preparation which increases the resistance of individuals and their resilience.

Its instruments are winding along a *continuum* of time from the time before the crisis, needs analysis, training, strategic planning, at the time of crisis, with specific actions depending on the goals and needs of the population, at the post crisis time, with further interventions that have the ultimate goal of eliciting the resilience of individuals and help them overcome the effects of a critical event.

The instruments of crisis intervention are interconnected and have as ultimate goals:

- **Stabilize the emergency situation;**
- **Mitigate the physiological symptoms of acute stress;**
- **Restore a state of psychological balance;**
- **Reduce the level of evidence of impaired functioning of the individual;**
- **Facilitate access to any subsequent levels of care, if necessary.**



Fondazione 8 ottobre 2001 To Never Forget

3, San Tomaso st.
20121 Milano (MI)
Italy

Tel. 02 88456685

www.fondazione8ottobre.com
segreteria@fondazione8ottobre.com



MaydayItalia O.n.l.u.s.

Tel. 331 8721135

www.maydayitalia.it
info@maydayitalia.com

The content of the pages of this brochure is protected by copyright. The text, images, graphic elements present in this brochure are to be considered the exclusive property of the Foundation October 8, 2001 and MAYDAYItalia N.P.O. Reproduction, transfer, distribution or storage of part or all of the contents of these pages in any form without the prior written permission of the Foundation October 8, 2001 and MAYDAYItalia NPO are not in any way allowed



TRAINING COURSE: THE CRISIS INTERVENTION



"You can not rush to build a lighthouse when the storm breaks out. You can just groping in the dark."

TARGETS OF THE COURSE

A rapid response, coordinated and careful to the occurrence of a plane crash is of paramount importance.

Airlines and airports are required to comply with national and international rules and regulations (with the enactment by ENAC – Italian National Agency of Civil Aviation – GEN05 advisory circular "Plan assistance to victims of air accidents and their families") and above all, to meet the expectations of the public and the pressure exerted by the mass media.

This course, developed jointly by the Foundation October 8, 2001 - to never forget and MAYDAYItalia, is aimed at **ensuring an effective staff training, building and / or implementing a program of Crisis Management is suited to its logistical and operational needs, thus ensuring an appropriate response to the event.**

With this course, is provided to the company, or the individual, the tool of the **Critical Incident Stress Management**, prevention and crisis intervention protocol, able to **strengthen the inherent resilience of the organization to respond to and overcome a crisis. Participants will be trained in accordance with international standards to meet the needs of colleagues as PEER.**

Upon completion of the course, participants will be provided with the certification of "PEER", issued by ICISF - International Critical Incident Stress Foundation and the UMBC - An Honours University of Maryland.

COURSE DESCRIPTION

Duration: 4 days

Cost:400 , 00 €

Target Audience: Employees covering all the key positions in the emergency management (max 15 people)

Contents:

I. Effects on the staff of the critical event:

- a. Strategies for Stress Management
- b. Crisis Communication
- c. Leadership in times of crisis
- d. the Resilient Leadership

II. Intervention by Fondazione 8 Ottobre 2001, The plane crash: how to deal with it

- a. Support for victims
- b. Support for family members
- c. Protection of victims and family members from media and unscrupulous practitioners
- d. Investigation
- e. Legal and Insurance aspects
- f. Sensitive data collection
- g. Cooperating with Authority / Private detective

III. Practices:

- a. Family details construction
- b. Individual intervention
- c. Group intervention

IV. ICISF Peer Formation Course
(Individual Intervention)

V. ICISF Peer Formation Course
(Group Intervention)

The content of the pages of this brochure is protected by copyright. The text, images, graphic elements present in this brochure are to be considered the exclusive property of the Foundation October 8, 2001 and MAYDAYItalia N.P.O.
Reproduction, transfer, distribution or storage of part or all of the contents of these pages in any form without the prior written permission of the Foundation October 8,

AIM OF THE PROJECT

The Fondazione 8 Ottobre 2001 - to never forget and the Association MAYDAYItalia NPO signed in January 2014, a cooperation agreement for realization of initiatives, activities and programs relating to the care of accident victims and their families, in particular for emotional, psychological and social assistance of the people involved in the event.

The Fondazione 8 Ottobre 2001 - to never forget and the Association MAYDAYItalia NPO are **aimed to develop concrete activities for the victims and families of aircraft accidents**, to avoid a repetition of the dramatic experience of the Linate Air Disaster and that the constant reminders of ICAO and EU to act in this direction are answered.

These activities will focus, for example, on the creation of a "Family Assistance Plan", on the establishment of a crisis unit that may work to go in support of the staff employed by the airline and the airport, on the formation and the pre-crisis training intervention in emergency staff of the airline and the airport, on the creation of conditions to ensure that airlines and airport operators come to the proactive establishment of a network with the purpose of providing mutual assistance to the organization found in a state of crisis, and **all that is necessary for proper and effective assistance during the exciting phases of the emergency and those of the post - emergency.**