

**Camelback Ski Patrol
Disruptive Event Response Team (DERT)**

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Camelback Ski Patrol (CBSP) has, since at least the 1990's, actively intervened in critical incident situations by conducting *defusings* and *debriefings* with patrollers who participated in the rescue of seriously injured patrons.

Around 2014, CBSP integrated a pre-incident critical incident stress lecture, developed by a behavioral health professional, into their in-house OEC Candidate Training.

Prior to the 2017-18 ski season, CBSP recognized some limitations of the existing intervention process and took action to improve the resources available to all patrollers involved in a potentially traumatic event. The result was the creation of the Disruptive Event Response Team (DERT) and a more structured process for informing and educating patrollers about disruptive events and critical incidents.

The DERT program:

- Developed a structured and detailed process for timely intervention and support;
- Identifies qualified disruptive event first responders: Patrollers knowledgeable about critical incident intervention by virtue of their profession, education or life experience;
- Continually coaches their team about how to effectively intervene;
- Works to normalize and destigmatize reactions to critical incidents during annual training about how disruptive events will impact patrollers, and the resources available to them;
- Incorporates disruptive event education for all Candidates in their OEC training; and,
- Develops and publishes resource materials on the CBSP proprietary website.

CBSP has developed an innovative program that relies on trained and caring colleagues to provide timely intervention and support to any fellow patroller involved in a disruptive event. In doing so we tap into one of ski patrol's most important elements – the sense of community and all that goes with it. As one of our most experienced people once said after getting a check-in call, "It was good to hear a voice I knew."

For additional information about DERT, please email nspedcism@gmail.com.