

# **Performance Where it Counts: Saving Lives through Emergency Preparedness Training**

**Presented by:**

**Andrea Shalinsky, Peak Performance Solutions**

**Linda Waddell, TecKnowledg-e Learning, Inc.**







## Can an event like this happen here?

- In the last few years, many emergencies and disasters have occurred around the world. Canada and British Columbia are not immune to these types of disasters. Examples include:
  - the Kelowna wildfires
  - the ice storm in Eastern Canada
  - the windstorms and torrential rainfall in 2006/2007
  - The Nechako River (Near Prince George) ice jam and flooding.



# What is Emergency Preparedness?

- The planning, exercising, and training necessary to achieve a state of readiness to cope with disasters and emergencies.

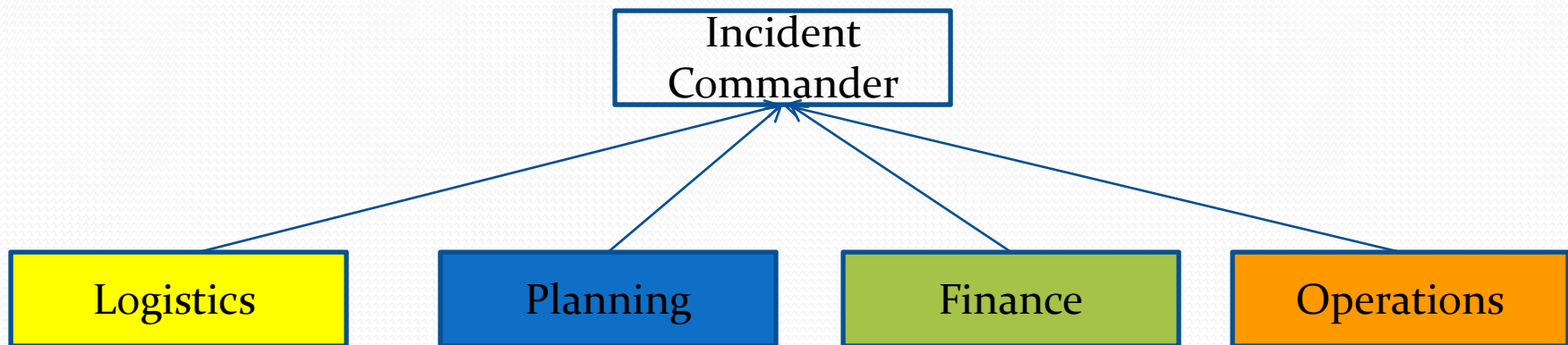


# Emergency Management

- BC uses an Emergency Response Management System (BCERMS). The goals are:
  1. Provide for the safety and health of all responders
  2. Save lives
  3. Reduce suffering
  4. Protect public health
  5. Protect government infrastructure
  6. Protect property
  7. Protect the environment
  8. Reduce economic and social losses

# Incident Command System

- The Incident Command System (ICS) is used for command, control, and coordination of an emergency response.





# How Prepared are You?

- Are you prepared:
  - At home?
  - At work?
- If you work for an organization, how many of your organizations have a corporate emergency management program?
- Do you know what your organization's expectations are of you if an emergency event occurs?



# Presentation Objectives

- Identify the risks and barriers for required performance to keep employees and others safe during emergency events.
- Use the systematic approach to analyze, design, develop and implement an emergency preparedness program.
- Identify the key factors to consider when designing, developing and implementing an emergency preparedness training program for large and complex audiences.
- Describe the organizational support required to create and maintain an emergency preparedness training program.

# Group Activity



**Now ...**

it's your turn in small groups to respond to the emergency in creating an emergency preparedness training program . . .



# Debrief

- Let's hear what your group discussed ...



# Here's What We Did ...

## **Analysis**

- Completed an in-depth analysis with target learners and emergency preparedness subject matter expert.

## **Training Plan**

- Created comprehensive recommendations including a sustainable training plan including:
  - Instructional strategies
  - Timelines
  - Resources
  - Costing.



# Here's What We Did ...

## **Instructional Strategies**

- Designed and developed classroom-based learner-centered materials based on target audience requirements and roles for 3 levels:
  - **Basic Level**
  - **Intermediate Level**
  - **Advanced Level**



# Here's What We Did ...

## **Attendance at Training Sessions**

- The Senior Leadership Team made attendance mandatory and appointed people in key roles to monitor staff attendance.
- Training was pass/fail, whereby learners who fail a course have to repeat it.
- A training schedule was identified and communicated to Managers/Supervisors well in advance of the training dates.



# Here's What We Did ...

## **Organizational Support**

- Created a steering committee of representative target groups
- Designed a comprehensive staff awareness program with Emergency Preparedness promotions like:
  - Designed Emergency Preparedness Week activities
  - Monthly Emergency Preparedness newsletters
  - Created posters (for use in training, elevators, cafeteria, etc.)
  - Re-used clips from the video for the staff info TV
  - Ensured Senior Leadership Team regularly communicated about this project and its importance.



# Here's What We Did ...

## Resources

- Engaged more trainers and subject matter experts to meet the requirements for the development and delivery.
- Subject matter experts were used to deliver the training, including the use of the steering committee to provide the training for their own groups.
- Provided a train the trainer program to increase confidence and effectiveness of inexperienced trainers.



# Here's What We Did ...

## **Return on Investment (ROI) \$\$**

- Created an ROI evaluation framework and tools to track return on investment.

**Note:** These ROI tools in themselves provide a high return on investment because they can be reused by other education departments.

# Questions ???



# Family Preparedness

It all starts at home ...

## Emergency Preparedness Kit

Please don't be an  . . .

- If you don't have a emergency preparedness kit at home, use the calendar at the back of your handout to help you create one.
- More in depth information including websites are provided at the end of the handout.



# Family Preparedness

## **Emergency Preparedness Quick Tips**

- Use the Emergency Preparedness Quick Tips card for more tips.
- Post the Quick Tips card on your refrigerator.

## **Family Emergency Plan**

- Create an emergency plan and review it regularly with your family.



# Summary

- Get prepared ... keep safe!
- Please complete the Participant Feedback form