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INTRODUCTION



HOW TO USE THE STUDENT GUIDE

There are two ways to use this *Student Guide*:

- As a guide to activities during an instructor-led workshop
- As a self-study manual, along with the interactive CD-ROM



When you see this symbol, follow the self-study instructions. If you are taking the course through self-study, you can work at your own pace. You can complete the entire program in one sitting, or you can work through one section at a time. The program is designed to be flexible, so do what works best for you.

This training module is divided into six sections. Each section includes several activities: watching a program segment on CD-ROM and answering interactive questions, answering open-ended questions in this manual, and completing one or more exercises. *Please do not skip the exercises!* They take only a few minutes, but they are very important in helping you apply what you are learning. To begin, read Section 1, Introduction. Then turn to Section 2, Response Guidelines, and begin your work.



PURPOSE

As a result of completing this training module you will be able to:

1. Respond quickly and effectively to a crisis.
2. Communicate effectively with supervisors, co-workers, passengers, and emergency responders.
3. Gather and report the proper information.
4. Take effective initial action before help arrives.
5. Determine when evacuation is appropriate, and conduct evacuations when necessary.
6. Continue fulfilling necessary responsibilities after emergency responders arrive.

1 RESPONSE GUIDELINES

PROGRAM SEGMENT 1



Segment 1 provides a quick review of four basic response guidelines.

Please start Segment 1 of the program now.

At the end of Segment 1, stop and answer the questions below.

1. Why do you think the first of the “Four Don’ts” is, “Don’t become a victim”?

2. Why is it dangerous to make assumptions about a crisis?

3. When an emergency occurs, we may feel compelled to rush in and start doing something. Can you think of some ways to avoid this?

2

FOUR PHASES OF CRISIS RESPONSE



The response to an incident can be divided into four phases. The next program segment discusses these four phases, so that you can understand what might be expected of you at different times during a response.

Please start Segment 2 of the program now.

At the end of Segment 2, stop and answer the questions below.

1. What happens during the Notification Phase of an incident? If you were responding, what do you think your main responsibility would be?

2. What is the focus of the Response Phase?

3. What happens during the Recovery Phase?

4. What is the goal of the Restoration Phase?

5. What is the purpose of an Incident Management System?

(Questions continue on next page).

6. Why is good communication so critical during a crisis response?

7. Communication between employees and supervisors is especially important. What do you think you might need to be aware of in your communication during a crisis response?

3 NOTIFICATION PHASE



Based on what you've seen so far, you've probably concluded that you will be most involved in the first two phases of the crisis response process. The next segment of the program will help you understand your role in detail.

Please start Segment 3 of the program now.

At the end of Segment 3, stop and answer the questions below.

1. Why is it important to size up a crisis situation before taking action? What are some of the factors to consider when sizing up?

2. What information is important to gather?

3. Suppose you are the first responder to a crisis. What can you do until help arrives?

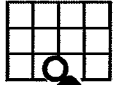
4. How can you decide when you need to evacuate? Give a couple of examples of situations that would require evacuation.

5. What are some factors to consider when assessing the degree of risk in a situation?

6. What should you do in a situation involving an explosive device?

7. What should you do if you believe a chemical, biological, or radiological agent has been released?

4 RESPONSE PHASE



SELF-STUDY

The next program segment turns to the Response Phase of crisis response, outlining the activities of this phase as well as your responsibilities.

Please start Segment 4 of the program now.

At the end of Segment 4, stop and answer the questions below.

1. What should you do when emergency responders arrive at the scene?

2. What are some specific actions to take in a crisis involving an explosive device?

3. When is it best to shelter in place?

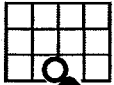
4. How might you be involved in a search procedure?

5. What major activities take place during the Response Phase?

6. How do you think you can best contribute to accomplishing these activities?

5

HAZARDOUS MATERIALS RELEASE



SELF-STUDY

The final program segment discusses your role in responding to the release of a chemical, biological, or radiological agent.

Please start Segment 5 of the program now. At the end of Segment 5, stop and answer the questions below. Then complete the exercise on page 13.

1. How can you tell that a chemical, biological, or radiological agent has been released?

2. What should you do if you suspect the release of a hazardous agent?

3. Why is it important to evacuate as soon as you suspect a release has occurred?

4. If a hazardous release has occurred, your most important job might be reassuring your customers. What are some ways you can do this?

5. What is your role once emergency responders arrive on the scene?

RESPONDING TO A CRISIS



Read the crisis scenario below and then answer the questions to create a response plan.

Share your complete response plan with your supervisor for feedback.

A crew was cleaning a motorcoach inside the washbay of the company's facilities. It was 10 p.m., and the bus had just returned from a trip to Chicago. One of the cleaners found a package wrapped in brown paper stuffed between two seats in row 10. The package was oddly shaped and seemed to be emitting a strange odor.

The maintenance crew was working on motorcoaches in the nearby bay, and the supervisor, who was in charge of all personnel, was in his office.

1. What do you expect the bus cleaner to do?

2. What do you expect the maintenance supervisor to do?

3. What do you expect the company to do?
