



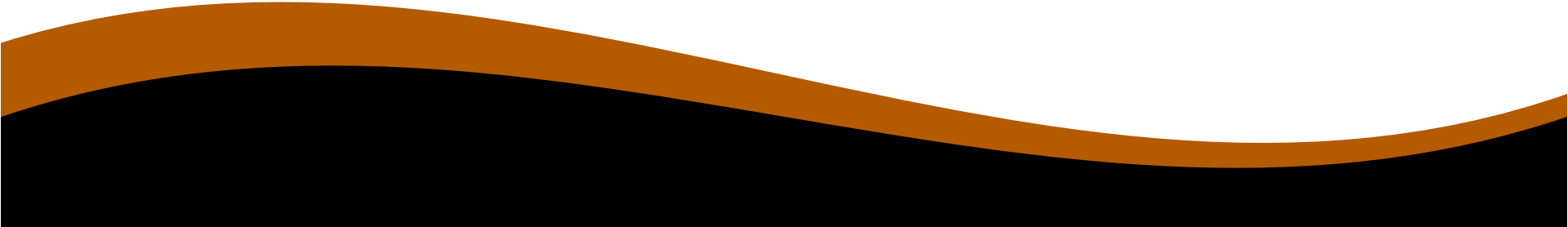
CALIBER Planning

ERP Training

15 minutes a week = 13 hours a year



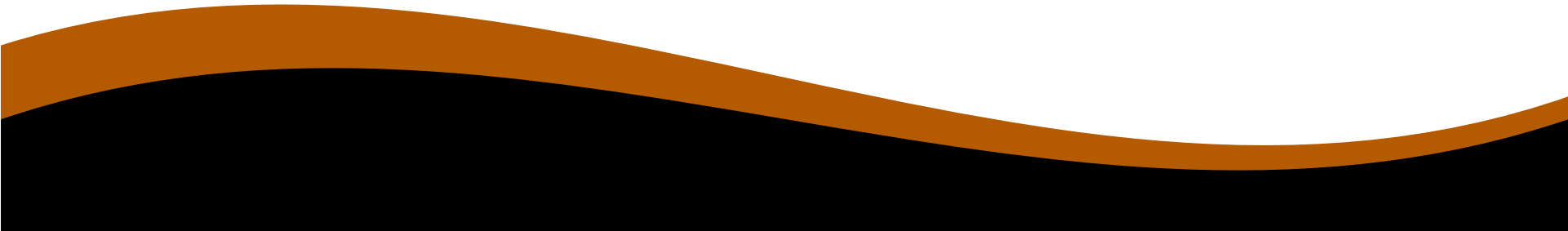
About **CALIBER** Planning

- Founded in 1997
 - First ERP in 1999
 - New management in March 2007
 - Emergency management and security
 - 20 employees
- 



Emergency Response Training

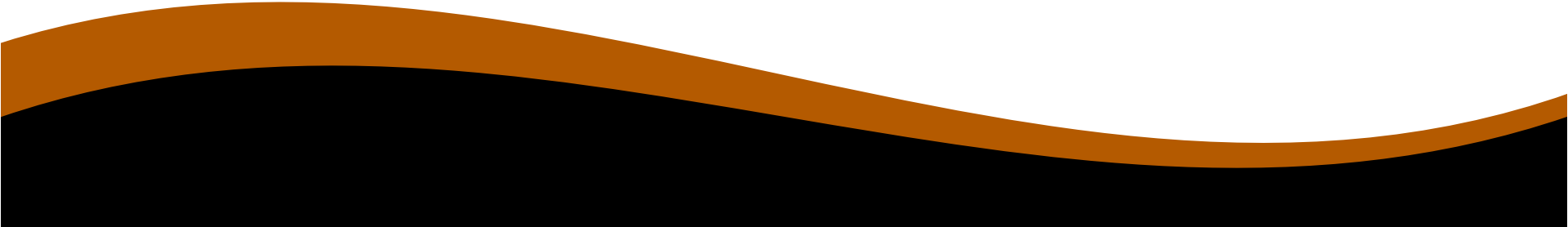
- Challenge to get people trained
 - Second challenge is to keep them trained

 - Train for response to an event
 - Do everything possible to prevent the event from happening
- 



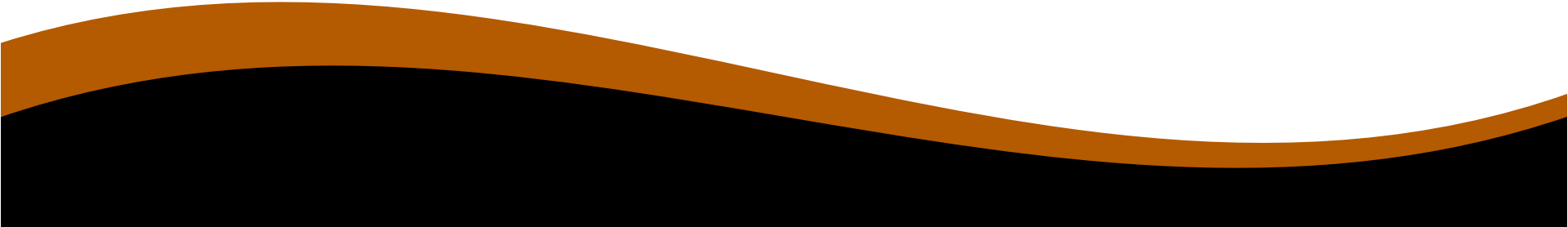


Stages of Competence

- 1. Unconscious Incompetence** The individual neither understands nor knows how to do something, nor recognizes the deficit, nor has a desire to address it.
 - 2. Conscious Incompetence** Though the individual does not understand or know how to do something, he or she does recognize the deficit, without yet addressing it.
 - 3. Conscious Competence** The individual understands or knows how to do something. However, demonstrating the skill or knowledge requires a great deal of consciousness or concentration.
 - 4. Unconscious Competence** The individual has had so much practice with a skill that it becomes "second nature" and can be performed easily (often without concentrating too deeply).
- 

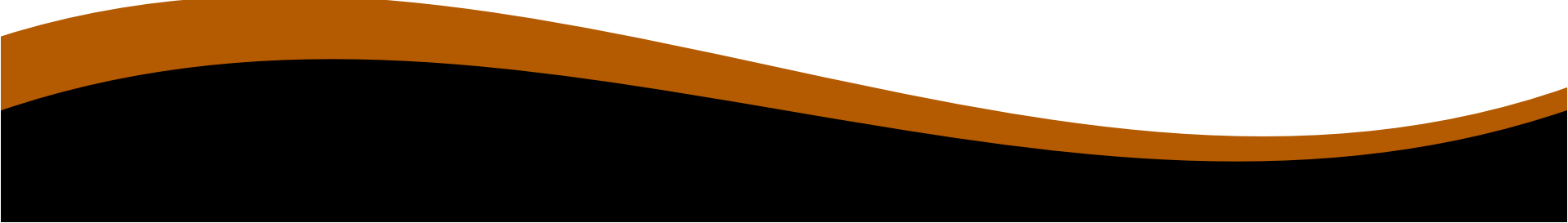


Rules of Response

- Trust your responders to do their best
 - Responses fail at the policy level
 - Lacking clear policy, responders will create policy, based on their experience/knowledge
- 

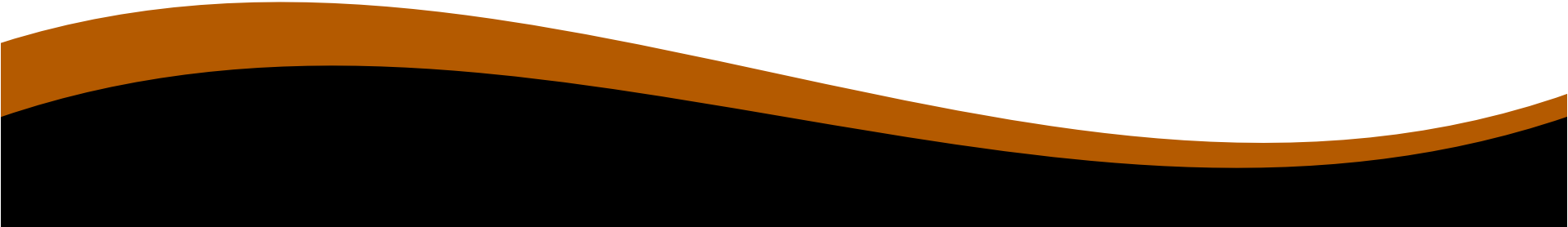


Emergency Response Plan ERP

- The 'hybrid document'
 - SOP Manual
 - Regulatory Guide
 - Safety Manual
 - Fire Safety Plan
 - Phone Book
 - Restaurant / Hotel Guide
- 

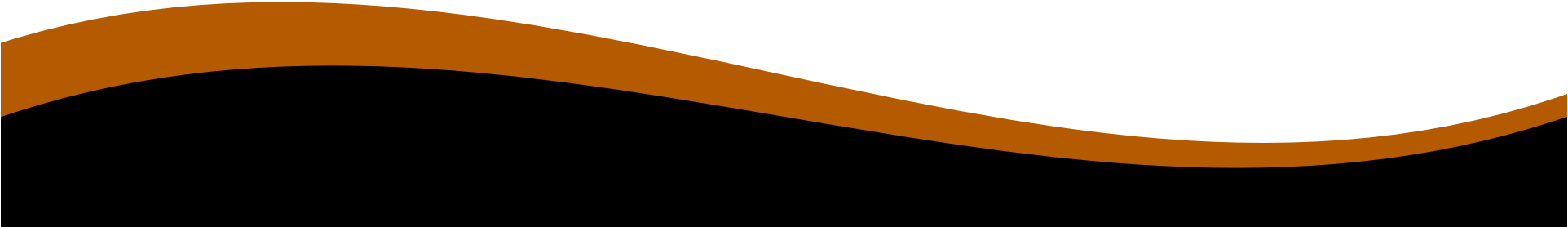


The 15 Minute Session

- Weekly operational or safety meeting
 - Regular agenda item
 - Continuity at leader position
 - Stick to the set time limit
 - Rotate who is 'voluntold' to participate
- 

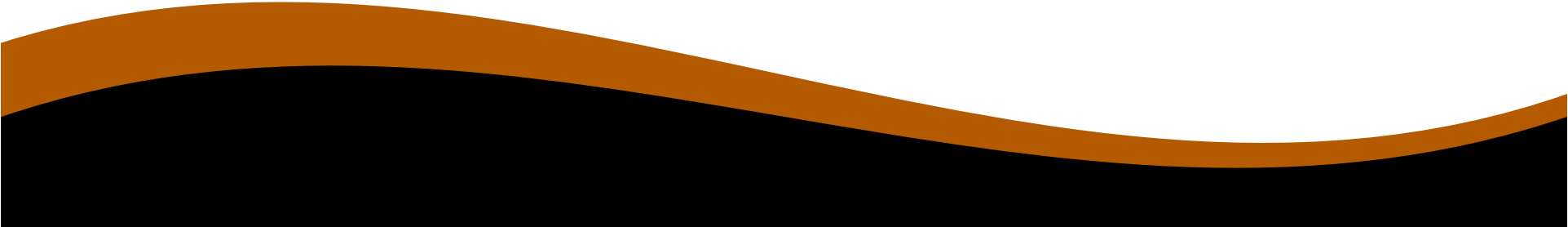


Week 1 - ?: Roles Review

- Distribute copies of roles page from ERP
 - Attendees take turns reading aloud
 - Choose roles that the majority of attendees may fill
- 

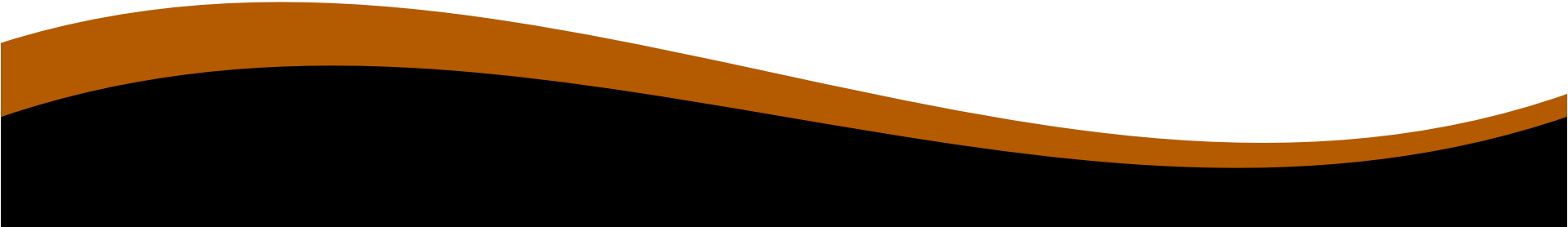


What Roles Apply?

- Incident / On Scene Commander
 - Rover & Leader
 - Roadblock & Leader
 - Telephoner & Leader
 - Air Monitor & Leader
 - Ignition Team
 - Staging Area Manager
 - Scribe
 - Reception Centre representative
 - Others?
- 

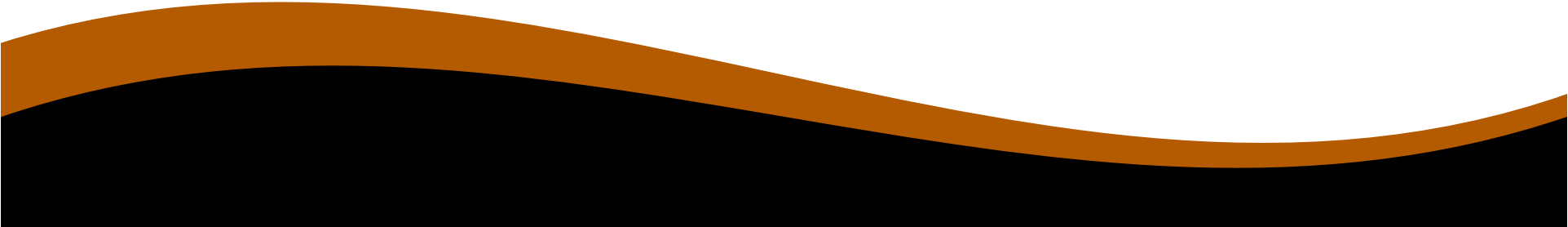



Week 12 - 15: Notifications

- Distribute contact lists from ERP
 - Attendees are put on the spot to find contact numbers on lists (regulators, supervisors, resources, etc.)
 - Serves dual purpose of confirming accuracy of information and familiarization
- 

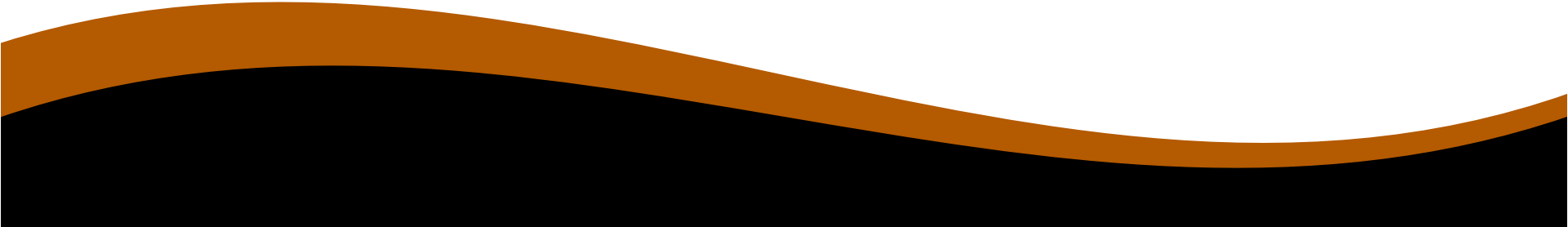


Weeks 16-24: Scenario Reviews

- Distribute 2-3 selected immediate action pages for review
 - Attendees are chosen to read aloud
 - Leads to discussion of written vs. actual
 - Stick to the time allotted
 - Amend ERP if necessary
- 

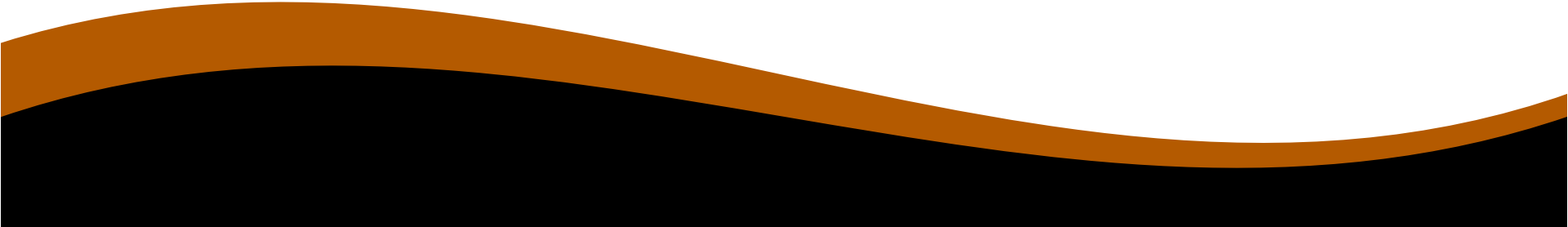


Weeks 24+: Scenarios

- Leader provides verbal scenario
 - Pick an attendee, tell them their role and ask for their immediate actions
 - Based on that response give another attendee a role and ask what their initial response would be
 - Continue until out of time
- 

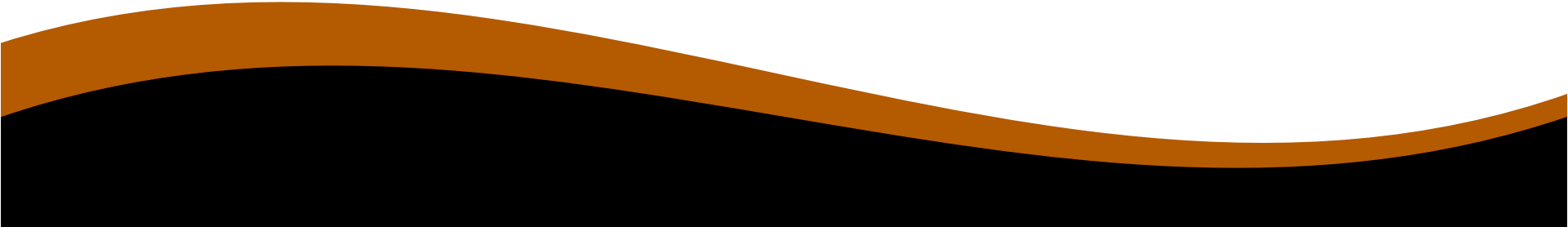


Example: MVC

- Driving to work on January 18th
 - Following your Supervisor into plant site
 - Slides off the road into ditch and vehicle tips on its side
- 



Suggestions

- Keep scenarios plausible
 - Make the scenario interesting
 - Vary the phase of the incident
 - Revert back and forth between scenarios and reviews when necessary
 - Limit the war stories. Stay on time.
 - Share the love
- 



but most of all...

Have fun!





For more information

- caliberplanning.com
 - 403.295.0274 or 888.590.5668
 - tony.messer@caliberplanning.com
- 