

This Is Not Just a Drill

How to Prepare and Execute
Effective Critical Incident
Simulations with
Administrative Staff

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The Big Picture

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Benefits, Pitfalls & Considerations

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Multiple Simulation Models

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What about you?

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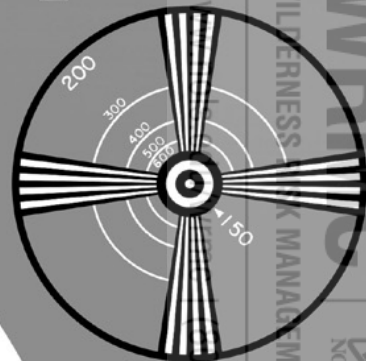
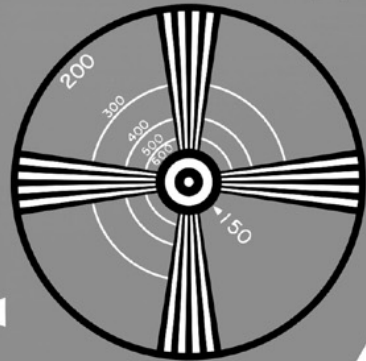


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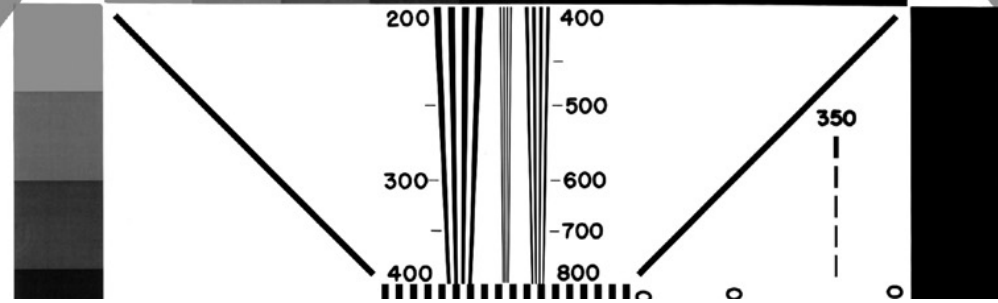
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WHY?

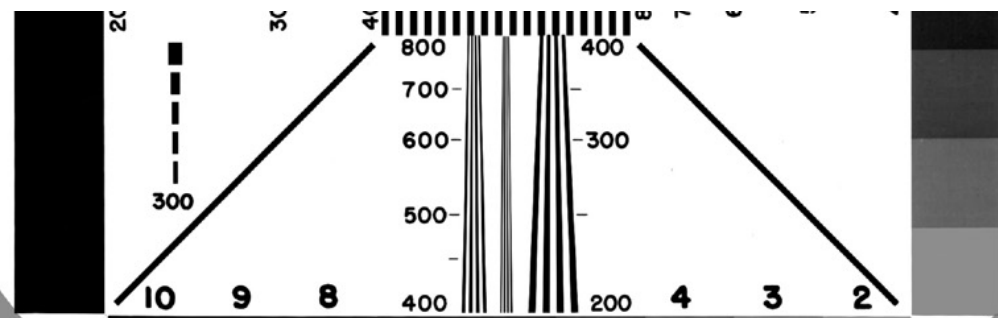


200

200

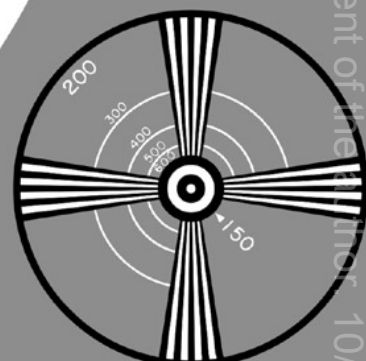
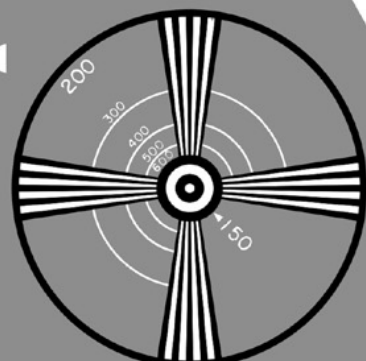


This is a Test



200

200



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Testing a Hypothesis

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MIND THE GAP

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Teaching Tool

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Solutions

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Raise Awareness of Specific Concerns

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Highlight Strengths

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Board of Directors

Simulation Design

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Establish Desired Outcomes

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What does your organization need to learn about it's crisis response capabilities?

What does it need to test?

What does it need to practice?

Desired Outcome

After conducting the incident simulation, Program and Leadership staff will be prepared to manage critical incidents by providing victim support, communicating with stakeholders per protocol and relaying information that reflects accurate details of the incident.

Objective

Staff will be competent filling multiple
Crisis Response Team roles.

Considerations

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Most Probable Time
vs
Most Convenient Time

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“Starters,” “Bench,” or a Combination

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Closed Rehearsal or Open to All Staff to See?

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Actors?

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Involve Local Authorities?

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Finite time
vs
“It’s not over until it’s over.”

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Real Trauma

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What if a real critical incident occurs?

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Pitfalls

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Time and Time of Year

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Staff can feel on the spot

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Test to Failure

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Try to test too many variables
or
add too much complexity

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“This is just a drill. If it were real I would...”

Some people may think it's real

Amount of gold available to foreign countries
Daily - 1,800,000
Sunday - 3,150,000

DAILY NEWS

NEW YORK'S PICTURE NEWSPAPER

FINAL

Vol. 30, No. 209
New York, Monday, October 21, 1939
48 Pages
2 Cents

FAKE RADIO 'WAR' STIRS TERROR THROUGH U.S.

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Alert the organization a drill is occurring

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Ground Rules for communication of “incident” information

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Email Subject Line

“EMERGENCY RESPONSE DRILL – UPDATE”

Phone/Radio Updates

“This is part of the EMERGENCY
RESPONSE DRILL”

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Continuum of Models

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Multiple Simulation Models

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Not 'one and done'

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Progression

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Desired Outcomes Determine Type and Scope of the Simulation

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Plausible Incidents List

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Common Elements Of Simulations

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Simulated incident occurs



Crisis Response Team is mobilized



Original briefing/overview of incident



Roles are clarified



Team goes into action

New information is learned



Incident is managed



Conclusion



Debrief

Simulation Leader

Simulation Models

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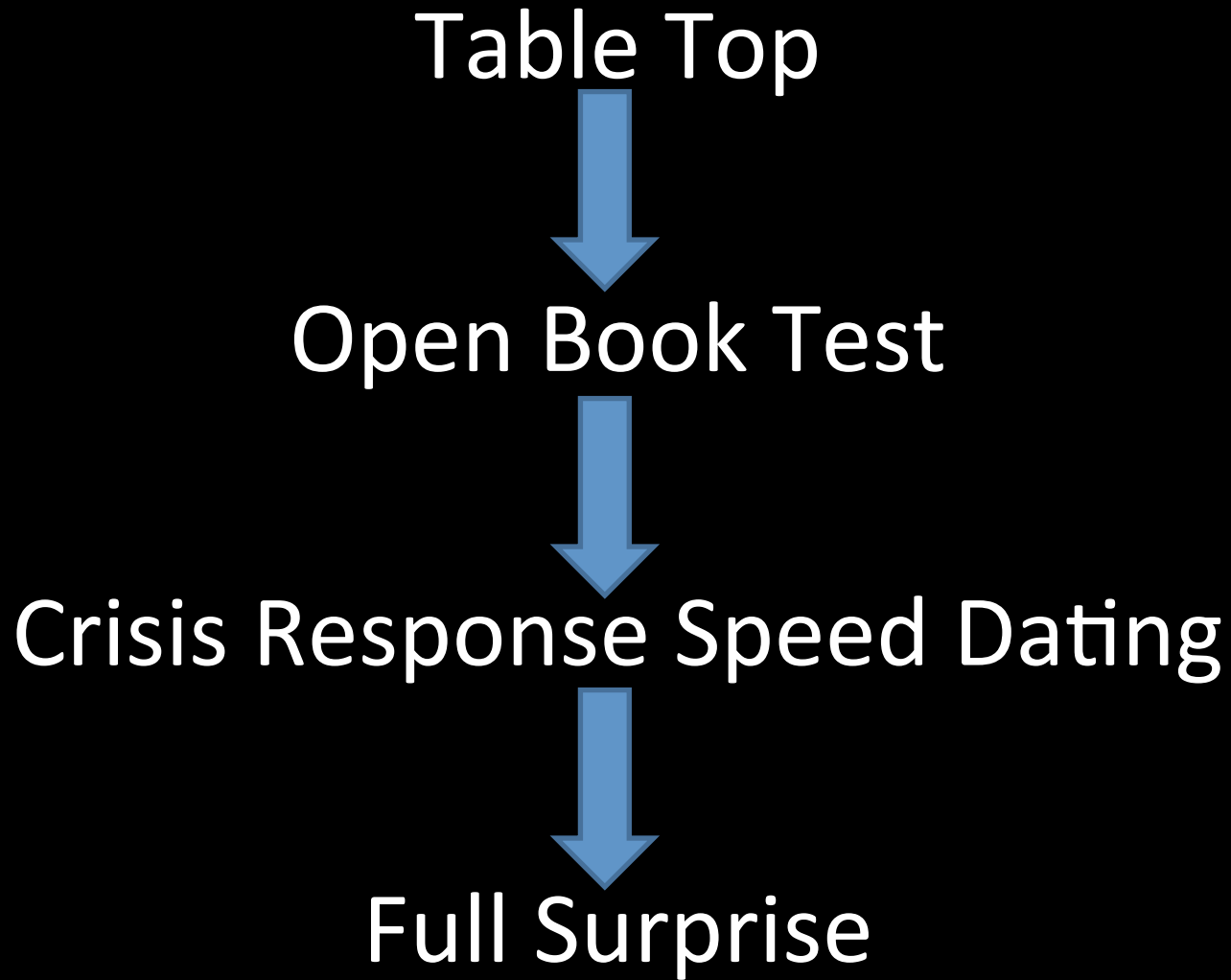
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Table Top

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Scheduled -- Not a Surprise

Everyone knows beginning and end times

Everyone Knows Their Roles & Should Know Their Responsibilities

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Discussion Based

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Everything is Simulated

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Training Oriented

Can be a difficult/serious incident

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Open Book Test

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Everyone knows

- when
- locations involved
- staff involved and roles

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Encourage “Studying for the Test”

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Train Primary Staff Responsible for Their CRT Roles

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2-4 hours including debrief

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2-4 updates/new information

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Bring CRT Together

Invite all staff to listen and observe

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May need multiple rounds of this model to train multiple locations or to build confidence and competence.

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Detailed script and timeline

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Script Example

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Summary

This is an urban vehicle accident involving the Organization's van with 1 crew leader and 6 minor crew members, and a car carrying a family of 4 on vacation. The Organization's van was at fault in the accident. There are numerous seriously injured patients in both vehicles and two deaths. Patients are being transported to two different hospitals. The media is involved and calling multiple of the Organization's offices.

Simulation Ground Rules

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Preparation for Simulation Leader

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9:00 Incident Begins

A call comes into the office from the upset parent of a crew member...

Parent #1 says to the staff member:

“This is part of the simulated emergency scenario and is not a real incident”

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What should happen

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9:15 Leader Janet Johnson calls...

9:25 Parent #1 calls the Office again...

9:35 Parent #2 calls the office and says...

9:40 The office calls HQ with update...

9:50 Reporter #1 calls the regional office...

Crisis Response Speed Dating

Fast and Superficial!

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Still 'Open Book'

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Variation of the Table Top Model

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Multiple Staff Can Be Trained to Fill the Same Crisis Response Team Roles

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- 20 minute crisis management, 10 minute debrief
- 4 simulations, 2 hours
- *Maybe* one information update each round
- Can briefly work through multiple possible situations in relative short time

- Pre-arrange teams before simulation
- Simulated management/calls
- “Table Top” simulation
- Invite all staff to watch
- Can be difficult to stay in character/role

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Example

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Full Surprise

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Most Realistic and Intense

Critical incidents Don't Happen at Convenient Times

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Most intricate to plan

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4 hours and up, but let play out

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Multiple updates

“Day Job” + crisis management

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Game Speed

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Debrief & Follow-Up

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Practice

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Small Groups (2-4)

2-3 Desired Outcomes(What do you want to learn about/test?)

2-3 Plausible Critical Incidents

Identify the Simulation Model

Begin to Design a Simulation

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Feedback

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Action Steps

Identify Crisis Response Outcomes

Identify 3-5 plausible critical incidents

Design and conduct a simulation of one of the plausible incidents and implement changes.

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mvermeal@outwardbound.org