

# PROGRAM INTRODUCTION

## Purpose

The purpose of the introduction is twofold. First, it provides participants with the opportunity to become familiar with the facilitator, training facility, sponsoring Chapter, National Safety Council, and colleagues in attendance. Participants are also introduced to the program goals, learning path, and materials that support this program.

This session also orients participants to the fundamentals of emergency planning. After assessing their facility's experience with a wide scope of emergencies, participants will review key terms, costs, planning goals, and a 4-step process for planning for and handling emergencies in the workplace based on best practices and OSHA requirements. The 4-step process is used in this program as a planning framework that can lead to implementing an effective emergency plan for their business.

Concepts are reinforced in this step to help ensure application to their business by:

- Reviewing sections of an emergency plan template and identifying resources that will help them in completing an emergency plan for their business.
- Demonstrating an understanding of Step 1 by responding to questions posed at critical decision points in a case study on emergency planning.

## Objectives

After completing this module, participants will be able to:

- Identify a learning goal/expectation for this program.
- Recognize the course goals, learning path, and structure and purpose of their Participant Guide (including the Tools and Resources section as a source for information, forms, assessments, and checklists for emergency action planning) that support this program.
- Rate their [basic] business readiness in the case of an emergency.
- Recognize the potential impact (benefits) of an effective emergency plan.
- Assess their facility's experience with a wide scope of specific and potential emergencies.
- Recognize, in an orientation to emergency planning:
  - Key terms.
  - Goals for emergency planning.
  - The 4 steps in the process for effective emergency planning.
  - Emergency management considerations.
  - Cost to develop an emergency plan.
  - OSHA requirements.

## Time

60 minutes: 8:00 to 9:00 AM

## Agenda (Instructional Strategy and Content Outline)

The following topics and activities are covered in this module. An estimate of the time needed to cover each section of the module appears in parentheses.

1. Welcome and Introduction (5 minutes)
2. Activities: Readiness Assessment (5 minutes) and Introductions (23 minutes)
3. Program Goals and Agenda (4 minutes)
4. Video: Why Are We Here? (4 minutes)
5. Activity: Preparing Your Business for Any Emergency (10 minutes)
  - Scope of Workplace Emergencies
6. Introduction to Emergency Planning (8 minutes)
  - A. Introduction to the 4-Step Emergency Planning Process
  - B. Costs to Develop an Emergency Plan
  - C. OSHA Requirements Related to Emergencies
7. Summary and Transition to Module 1 (1 minute)

## Materials and Equipment

- Name tents
- Participant Guide and Facilitator Guide
- Flipchart, markers, and tape
- Laptop or personal computer (PC) and LCD projector with wireless remote or projector
- DVD or CD with 1.44-minute video on emergencies
- 17 PowerPoint slides

## Suggestions for Time Management

- Check all equipment to ensure that it is properly functioning. Make sure that you have PPTs and the short video on emergencies ready for start/play. Watch the video before showing it for the first time.
- Start promptly on time.
- Do not stop to brief latecomers.
- Announce your expectations of punctuality and work hard to stay within scheduled times.
- Set an example for the introductions by introducing yourself first. When you do, quickly give your name, the name of your organization, what you do, and your safety experience.
- If you have a large group, shorten introductions by having participants give only their name and organization.

**Cues****PPT Intro-1****5-Minute  
Presentation****PPT Intro-2****PPT Intro-3**

**Tell participants  
you will take 10-  
minute breaks in  
the program**

**PRESENTATIONS AND ACTIVITIES**

1. Welcome and Introduction (5 minutes)
  - Start the program promptly at the scheduled time.
  - Show PPT Intro-1.
  - Present a 6-minute general introduction to the program and training site/logistics.
  - Make a brief presentation in which you introduce the name of the training program and yourself. Allow time for an introduction of a second trainer, if one is present.
  - Show PPT Intro-2.
  - Introduce the National Safety Council by presenting its mission. Acknowledge OSHA and the Susan B. Harwood Grant Award to NSC, emphasizing OSHA's support of small businesses.
  - Show PPT Intro-3.
  - Present safety/emergency and site/logistical information. Cover the following information:
    - Emergency procedures and exits
    - Starting and ending times
    - Breaks and lunches
    - Tobacco policy
    - Rest and break rooms – telephones
    - Electronic devices (cell phones, lap tops, and recording devices)
    - Messages
    - Medical concerns
    - Participation, attendance, and certificates
  - Remember to mention that you will be taking 10-minute breaks during the program schedule.

**Briefly explain how the program material is organized as participants turn to Page 1, Program Introduction**

**PPT Intro-4**

- Ask participants to turn to Page 1 of the Program Introduction. Briefly explain the organization of the program materials so they are able to locate Page 1.
  - Overview material about the National Safety Council in front of guide
  - Program Introduction (where we are now)
  - Modules
  - Planning for Action: Using Program Resources and Closing and Evaluation sections in the back
- Show PPT Intro-4.
- Review the purpose and objectives of this session.
- Ask participants to turn to Page 3.
- Highlight key points from the “Welcome.”
- Emphasize the importance of involvement and types of learning activities that will be used in this program, as well as a focus on action planning:
  - Short presentations (by trainers)
  - Individual activities
  - Small group activities, including an interactive case study that is woven throughout each module
  - Large group activities and discussions
  - Action planning, including setting priorities for action upon return to your business
- Remind participants to ask questions if they need clarification.

### 5-Minute Individual Activity

#### PPT Intro-5

### 23-Minute Activity, based on attendance

#### PPT Intro-6

**NOTE:** Adjust the time for this activity based on the number of participants in attendance.

## 2. Activities: Readiness Assessment and Introductions (28 minutes)

- Ask participants to turn to Page 4.
- Ask participants to work individually to complete this activity. You will need to adjust the time for this activity based on the number of participants in attendance. If there is a large group, make sure introductions are kept very brief.
- Show PPT Intro-5.
- Review the activity directions.
- Have participants take about 4 minutes to complete the Readiness Assessment on Page 5. Remind participants to count up their Yes responses and check the corresponding box.
- Do not debrief the results of the Readiness Assessment until introductions are made.
- Ask participants to turn to Page 6.
- Show PPT Intro-6.
- Review the activity directions.
- Ask participants to prepare for introductions and identify their learning goal.
- **NOTE:** Adjust the time for this activity based on the number of participants in attendance. **If there is a large group, make sure introductions are kept very brief.**
- Ask each participant to make a brief introduction by presenting the following information:
  - Name
  - Industry/Business
  - Size of Business
  - Job/Type of Work
  - Reason for attending the program
  - How they did on the Readiness Assessment

**Debrief****Record learning goals and notes on Assessment results on a flipchart**

- Remind participants to keep the introductions “crisp.” Set an example for the introductions by introducing yourself first.
- Give participants about 20 minutes for introductions.
- Write learning goals on a flipchart as participants share them.
- Keep track of Readiness Assessment results with comments or by the results/numbers that are shared by participants. By a show of hands, consider asking for results on the Readiness Assessment and make comments on about results of the ratings.
- Make comments about learning goals and needs (based on Readiness Assessment results) to link this information to the training program.



**4-Minute  
Presentation****PPT Intro-7****PPT Intro-8****3. Program Goals and Agenda (4 minutes)**

- Ask participants to turn to Page 7.
- Highlight the learning path of the program by presenting the goals and agenda.
- Show PPT Intro-7.
- Briefly review the course goals. Emphasize the importance of these major areas in an effective emergency planning effort.
- Show PPT Intro-8.
- Tell participants that the program is organized by an introduction (being presented now), 4 modules, and a conclusion that focuses on action planning and closing activities.
- Briefly review the course content by presenting 1-2 key points about each module/section listed on the agenda. Draw a few relationships between participant learning goals and the course goals and/or content.

## 4-Minute Video Presentation & Large Group Discussion

### PPT Intro-9

### Question

### Video

#### 4. Video: Why Are We Here? (4 minutes)

- Ask participants to turn to Page 8.
- Transition from the program orientation to a focus on emergencies (the problem) as you ask participants to think about the following question.
- Show PPT Intro-9.
- *Ask: What would you do if an emergency – earthquake, fire, building/bridge collaps, or pandemic – happened where you were at 9 AM tomorrow?*
- Pause for a just a few brief seconds of silence as you begin the set-up for the short video.
- Tell participants that you are going to play a short video on emergencies **before asking for answers to the question.**
- Play the video. It is 1.44 minutes in length.  
**NOTE:** Video is effective for setting context, motivating, and illustrating concepts and examples. To engage and sensitize participants – and help facilitate effective learning going forward (including stimulate discussion) – show and use the video footage of emergencies as related to businesses (emphasize) and communities.
- Return to/re-ask the question after you stop the video.
- Have at least 2 participants respond briefly to the question.
- Comment on responses. Try to emphasize points related to businesses and emergencies while also highlighting points on Page 7.
- Transition to the next activity and further discussion on emergencies with the following question (bottom of Page 7):  
*So, what should you and your business do in case of an emergency?*
- Tell participants that this course will explore the answer to this question.

## 5. Activity: Preparing Your Business for Any Emergency (10 minutes)

### 10-Minute Activity

- Ask participants to turn to Page 9.
- Emphasize that the scope of emergencies is quite extensive.

### PPT Intro-10

- Show PPT Intro-10.
- Introduce and review the directions for the activity.
- Ask participants to work for 4 minutes in responding to the questions.

### Debrief

- Conduct a 5-minute debrief.
- Have 2-3 participants share their responses and thoughts about the extensive list of threats, criminal acts, emergencies, crises, and disasters.

### Question

- Ask: How many of you have a written emergency plan currently in place?
- Have a participant share the scope of their emergency plan. Also ask a participant to share reasons why they do not have an emergency response plan.
- Make the following points as you summarize the outcome of the activity:
  - A plan will help to ensure that your business is prepared to handle an emergency.
  - A business is dependent on internal and external resources in an emergency. We will also discuss all types of resources in this module.

**PPT Intro-11**

- Ask participants to turn to Pages 10-12.
- Show PPT Intro-11.
- Conduct a 3-minute presentation on terms and types of emergencies listed in the chart.
- When reviewing terms, note that some of the terms will be explored more in depth in Module 2.
- Highlight a few key points about these types of listed emergencies:
  - Fire
  - Natural disasters
  - Medical emergencies
  - Hazardous material emergencies
  - Workplace violence
  - Intentional emergencies or disasters

**8-Minute  
Presentation****PPT Intro-12****NOTE****6. Introduction to Emergency Planning (8 minutes)**

- Ask participants to turn to Page 13.
- Conduct an introduction to emergency planning by presenting foundational concepts related to:
  - Planning goals.
  - Potential emergencies.
  - The 4-step emergency planning process.
  - Costs to develop a plan.
  - OSHA requirements.
- As you introduce emergency planning concepts, emphasize that:
  - Emergency planning is an important part of a comprehensive workplace safety program.
  - An effective response during an emergency depends on the quality of planning and training that occurs before a situation arises.
- Show PPT Intro-12.
- Present general goals for emergency planning.
- Present the information in the **NOTE**.
  - For purposes of this training, it is important to note difference between “emergency planning” and “business recovery and restoration planning.” Focus in this course is on emergency planning, as defined above. Emergency planning is different from business recovery and restoration planning in that the goal of recovery and restoration operations is to recover the facility or operation and maintain critical service or product delivery.

**PPT Intro-13**

**NOTE:** Obtain the Emergency Management Guide for Business and Industry at <http://www.fema.gov/pdf/library/bizindst.pdf>

- Recovery and restoration, beyond the scope of this program, includes:
  - Re-deploying personnel.
  - Deciding whether to repair the facility, relocate to an alternate site, or build a new facility.
  - Acquiring additional resources necessary for restoring business operations.
  - Re-establishing normal operations.
  - Resuming operations at pre-disruption levels.
- Ask participants to turn to Page 14.
- Show PPT Intro-13.
- Introduce the 4-step emergency planning process and model:
  - Step 1. Get Started – Establish a Planning Team.
  - Step 2. Analyze Capabilities, Risks, and Vulnerabilities.
  - Step 3. Develop the Plan.
  - Step 4. Implement the Plan.
- Tell participants that the planning process explored in this training program is generally based on the Emergency Management Guide for Business and Industry – A Step-by-Step Approach to Emergency Planning, Response and Recovery for Companies of All Sizes, FEMA 141/October 1993. The guide can be obtained at <http://www.fema.gov/pdf/library/bizindst.pdf> or in the Resources CD.

**PPT Intro-14**

- Make the following points:
  - The process is step-by step advice on how to create and maintain a comprehensive emergency management program.
  - It can be used by manufacturers, corporate offices, retailers, utilities, or any organization where a sizable number of people work or gather.
  - Whether you operate from a high-rise building or an industrial complex; whether you own, rent or lease your property; and no matter what size your company is; the concepts in this program will apply.

**PPT Intro-15**

- Ask participants to turn to Page 15.
- Show PPT Intro-14.
- Present key points about emergency management.
- Show PPT Intro-15.
- Present the points that support the case for emergency management. These points are also “**benefits**” of emergency management.
- Ask participants to turn to Pages 16-17.
- Tell participants that you will give them an idea of what it may cost to develop an emergency plan – some recommendations can be done at little or no cost.
- Remind them that this information comes from a valuable resource – What Are the Costs? at <http://www.ready.gov/business/downloads/cost.pdf> (Ready Business, Homeland Security). Encourage use of the Ready Business, Homeland Security site.

**PPT Intro-16**

- Show PPT Intro-16.
- Highlight no-cost items and items that cost more than \$250 and \$1,000.

**PPT Intro-17**

- Ask participants to turn to Page 18.
- Show PPT Intro-17.
- Explain the situation related to OSHA requirements on emergency planning.
  - Some of these standards were promulgated decades ago and none were designed as comprehensive emergency response standards. Consequently, they do not address the full range of hazards or concerns currently facing emergency responders. Also, this list of OSHA requirements does not address every emergency-related issue that may affect your workplace.
  - Many do not reflect major changes in performance specifications for protective clothing and equipment.
  - Current OSHA standards also do not reflect all the major developments in safety and health practices that have already been accepted by the emergency response community and incorporated into National Fire Protection Association (NFPA) and American National Standards Institute consensus standards.
- Tell participants that OSHA will be collecting information to evaluate what action the agency should take.
- Review the OSHA standards that currently exist:
  - Exit routes, emergency action plans, and fire prevention plans (29 CFR 1910.33-1910.39)
  - Fire brigades (29 CFR 1910.156)
  - Hazardous waste operations and emergency response (29 CFR 1910.120)
  - Respiratory protection (29 CFR 1910.134)
  - Permit-required confined spaces (29 CFR 1910.146)
  - Bloodborne pathogens (29 CFR 1910.1030)



**1-Minute  
Summary and  
Transition****BREAK****7. Summary and Transition to Module 1 (1 minute)**

- Highlight a few of the key points from this introduction as you summarize this section. Use the objectives as a guide to emphasize important points.
- Tell participants that you will now begin exploring Step 1 of the emergency planning process in Module 1.
- Take a 10-minute break after this module.

