

## Post-Secondary Education Institution

-Case Study # 11005-

### Issue

ERMC worked with a large post-secondary education institution to train their staff on how to effectively manage emergency operations. The institution employs approximately 2,400 people and over 10,000 full-time students. Training and exercising was required to enhance their understanding of how to manage an emergency and what specific role participants would play during an emergency.



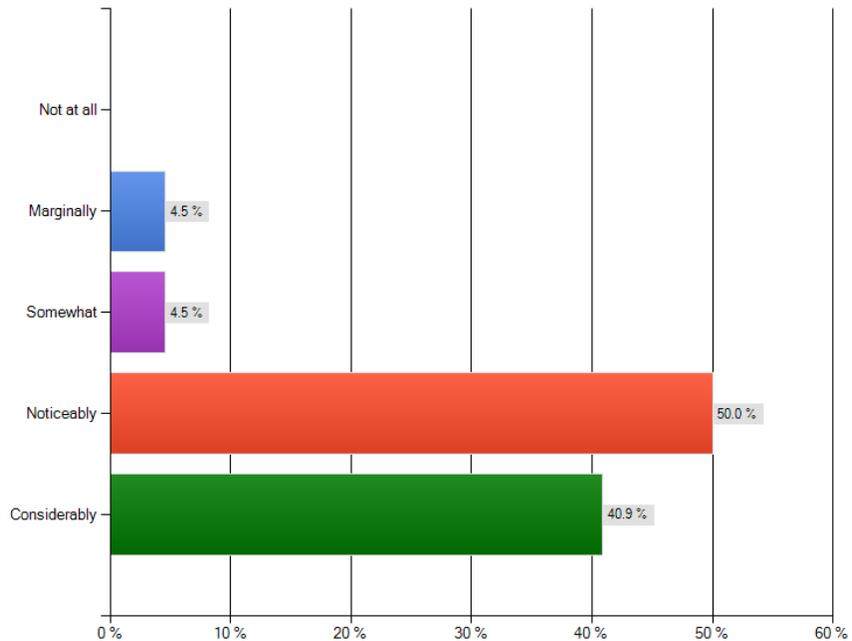
### Solution

As part of the solution, ERMC developed and delivered a customized Emergency Management Workshop for the institution's designated primary Emergency Operations Centre (EOC) staff, as well as the first and second alternate groups. ERMC then developed and delivered three customized Paced Drill Exercises which enabled all EOC candidates the opportunity to fully participate. Paced Drill Exercises incorporate the ERMC Simulation Centre, where actors interact with the EOC by phone while role-playing characters. Updates on the emergency from the ground-level (incident site) as well as inputs from external agencies are acted out in real time to provide realism to the exercise. These Exercises allowed the EOC groups to practice the activation and set-up of their EOC as well as the effective management of a large scale emergency.

## Outcome/Return on Investment (ROI)

Upon completion of the project, we issued a survey to the training and exercise participants. The response from the participants was overwhelmingly positive, as illustrated in the figure below.

Q: As a result of the training and exercise, do you have an enhanced awareness of the role/function of the Emergency Operation Centre and some of the dependencies and linkages your position may have with other positions? (22 total respondents)



Participants' survey feedback:

*"The simulated calls to the EOC were realistic and provided excellent training. From time to time, the ERMC members would provide a word or thought in passing that enabled a focus on a particular area and also provided ideas for group discussion."*

*"The simulation felt very real; not some kind of "role playing" exercise. Realized that my personal notes were not sufficient as documentation for the larger group. Will need to reflect on how I can manage my personal note taking and my communication responsibilities with the larger group."*

*"Realistic simulation conducted in real-time. It introduced stress and put us in a position to respond as we would need to do so in reality."*

*"Having an opportunity to practice was great. Actually making phone calls to various people as if it was real was useful. The questions posed by the "actors" were really good and made you think."*

*"It was a very valuable exercise in getting a better understanding of my role and the function of the EOC team as a whole. Thank you."*

*"Thank you to ERMC for their informed, professional work...it was a pleasure."*

# Case study

AUDIT ● Computer Based Training (CBT) ● Full Scale Exercises ● Emergency Operations Centre (EOC)  
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