



# **Miawpukek First Nation**

## **Miawpukek First Nation Government Building**

### **Code White (Violent Situation) Mock Exercise**

**May 14, 2015**

# **Functional/Mock Disaster Exercise Overview**

## **Functional /Mock Disaster Exercise**

A Functional/Mock Disaster Exercise is a method of exercising plans in which participants perform some or all of the actions they would take in the event of plan activation to respond to a specific scenario. These exercises are designed to test specific plan components or agencies in response to a scenario that is only described, not simulated. Communications systems may be used to pass exercise information (or inputs). Participants may be in different locations, using their actual procedures and staff complements.

### **Exercise Purpose**

- The exercise purpose should be captured in a broad statement which clearly identifies the aim.
- It should communicate the intent of the exercise.
- It does not contain detail on how the aim will be achieved.

### **Exercise Objectives**

- An objective is a description of the performance expected from participants.
- Objectives provide a framework for the scenario.

### **Possible objectives**

- To introduce or validate a plan or policy.
- To analyze or validate a decision-making process.
- To train or practice staff in emergency procedures.

### **Exercise Scope**

- The scope identifies exactly what the exercise is to cover.

- It defines the composition and number of exercise participants.
- It limits the exercise by time, hazard type, plans to be exercised, etc.
- It must be kept manageable –neither too broad nor too complex.

## **Exercise Scenario**

- The scenario is the “story line” on which an exercise is based. It must be:
  - realistic (believable);
  - threat-based; and
  - directly related to the exercise purpose.
- The scenario must be carefully designed to engage participants in a way that approximates real-world responses.
- It should be demanding but not overwhelming.

## **Exercise Participants**

- There are three principal categories of exercise participants:
  - players;
  - evaluators; and
  - observers.
- It is important to maintain the distinction between “players” and (“observers” the terms are self-explanatory).

## **Post Exercise Requirements**

- Debriefing should be held at the conclusion of the exercise to capture immediate feedback from participants.
- An After Action Report (Debriefing Report) should be published approximately four weeks after the exercise, to identify:
  - what went well;
  - areas for improvement;
  - recommendations; and
  - action plan.

# **FUNCTIONAL/MOCK EXERCISE**

## **PURPOSE of EXERCISE**

To better enable staff at the MFN Government Building to prepare for and manage a Code White (Violent Situation) response.

## **AIM of EXERCISE**

The aim of the Code White functional/mock exercise is:

- To exercise and test MFN Government Building's staff's response procedures during a Code White event.

The exercise is being held in order to:

- Train personnel.
- Assess performance.
- Evaluate procedures.
- Identify and correct procedural deficiencies.

## **OBJECTIVES of EXERCISE**

To identify and prioritize emergency response activities (e.g., activate paging of Code White, utilization of appropriate de-escalation practices).

To identify/confirm roles and responsibilities related to the response.

To familiarize participants with notification protocols and decision making processes.

To assess the ability to coordinate and disseminate information in a collaborative and timely manner during the response.

To test components of the MFN Government Building 's Code White Plan.

## **SCOPE of EXERCISE**

How to coordinate and manage a site-specific Code White response event?

## **NEEDS**

To understand the emergency response procedures, roles and responsibilities involved in a Code White response.

## **EXERCISE SPECIFICS**

### **Execution**

The exercise will include four phases:

Phase 1 - Review of the MFN Government Building's Code White plan and assignment of exercise roles-players/observers

Phase 2 - Conduction of the Exercise as overseen by the Exercise Director.

Phase 3 - Set up room for debriefing.

Phase 4 - Exercise Debriefing

### **Exercise Timeline**

In order for the MFN Government Building's staff to fulfill its respective Code White exercise objectives the following timeline of event triggers has been developed to activate specific response protocols:

- **1000 hrs** Melissa Drake enters the MFN Government Building and requests to see Yvonne John, Director of Finance. She is advised by the receptionist that Yvonne is on a conference call and will not be available for another 30 minutes. Melissa is not satisfied with this response so she briskly walks up the stairs towards Yvonne's office. The receptionist tries to advise Yvonne of same however doesn't get an opportunity before Melissa barges into Yvonne's office and demands to meet with her.
- **1008 hrs** Staff near Yvonne's office hear Melissa's voice raising (uttering threats) and banging on the desk and realize that Yvonne requires assistance so they decide to contact the receptionist and page a Code White.
- **1010 hrs** Code White response team arrive at Yvonne's office.

### **Players**

Players are exercise participants who are responsible for taking whatever actions are necessary to respond to a simulated emergency.

## **Directing Staff**

Exercise Director will be Betty Moulton, DEM-NL Consulting.

## **Observers**

Approximately three- four staff from departments outside the MFN Government Building will be invited to be exercise observers.

## **Evaluator**

The General Manager will act as an exercise evaluator.

## **Exercise Volunteer/s**

Melissa Drake, presenting client, will be briefed on her role by the Exercise Director prior to the commencement of the exercise.

## **Debriefing**

A post exercise debriefing will be held at **1100 hrs** in the MFN Government Building Boardroom.

## **Communications**

Commencement of "**Exercise Code White**" will be preceded by the wording, "**Exercise, Exercise, Exercise- Code White Finance Department**". **This will be stated clear three times.**

The Exercise Director will start the exercise once the education/review of site-specific Code White plan is completed and then maintain a listening watch throughout the exercise.

## **Directives for Emergency Call-Off:**

If deemed appropriate the Exercise Director in consultation with the General Manager may suspend, cancel or re-schedule the exercise.

## **Site Safety**

The safety and security of the client/visitors/staff is paramount and measures are to be taken to mitigate any issues. The **Cyrus Lambert** will act as the Safety Officer for this exercise and will therefore be present at all times during the exercise.

The Safety Officer may stop the exercise at any point to remove a volunteer/staff member/observer/participant/visitor from any danger or to correct any hazardous condition that may develop. The Safety Officer cannot terminate the exercise except through the Exercise Director.

**Note:**

Any deviation required from the preceding instructions, previous to and during the exercise, will be authorized by the Exercise Director in consultation with the General Manager.

**SCENARIO**

**1000 hrs** – Melissa Drake enters the MFN Government Building and requests to see Yvonne John, Director of Finance. She is advised that Yvonne is on a conference call and will not be available for another 30 minutes. Melissa is not satisfied with this response so she briskly walks up the stairs towards Yvonne’s office. The receptionist tries to advise Yvonne of same however doesn’t get an opportunity before Melissa barges into Yvonne’s office and demands to meet with her. Melissa is a season worker who is currently employed on a project. She was provided a \$1,500 advance however is now behind in her rent as Yvonne’s department is now taking \$200 out of her weekly paycheck to cover issued advance. Melissa, a single mother of two school age children, states that she cannot afford to provide for her children on the balance of her paycheck which is now only \$150 a week.

Yvonne’s initial response of trying to explain the policy of paying back advances does not sit well with Melissa resulting in her arguing with Yvonne and shouting at her. Yvonne efforts to try and calm Melissa down are not working and soon result in Melissa now getting angrier – cursing, uttering threats, and banging on the desk.

**1008 hrs** - Staff nearby hear Melissa’s voice rising, shouting and uttering threats at Yvonne, and immediately contact the receptionist to page a Code White Finance Department.

**1010 hrs** - The Code White response team arrive at Yvonne office just as Melissa is stepping out of the office and into the hallway heading towards the General Manager's office. While in the hallway Melissa continues to shout, utter threats, and bang on the wall.

Upon arriving at Yvonne's office the Code White team immediately goes into their response mode.....

**1100 hrs** - Formal exercise debriefing