



Miawpukek First Nation

Conne River Gas Bar and Garage

Code White (Violent Situation) Mock Exercise

November 4, 2015

Functional/Mock Drill Exercise Overview

Functional /Mock Exercise

A Functional/Mock Drill 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 4 weeks after the exercise, to identify:
 - what went well;
 - areas for improvement;
 - recommendations; and
 - action plan.

FUNCTIONAL/MOCK DRILL EXERCISE

PURPOSE of EXERCISE

To better enable staff at the **Conne River Gas Bar/VLT Room** to prepare for and manage a Code White (Violent Situation) response.

AIM of EXERCISE

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

- To exercise and test the Conne River Gas Bar/VLT Room 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 Manager, RCMP, if required)

To test components of the Conne River Gas Bar/VLT Room'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 Conne River Gas Bar/VLT Room's Code White plan and assignment of exercise roles-players/observers/safety officer (7:00- 7:20 pm).

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

Phase 3 - Set up room for debriefing.

Phase 4 - Exercise Debriefing (8:00-8:30)

Exercise Timeline

In order for the Conne River Gas Bar/VLT Room's staff to fulfill its respective Code White exercise objectives the following timeline of event triggers has been developed to activate specific response protocols:

- **7:25** Melissa Drake a resident of the community has been playing the Video Lottery Terminal (VLT) for approximately 1 hour. She has put \$150.00 into the machine and becomes very agitated when she continues to lose to the point where her behavior escalates to shouting out loud and banging her fists on the machine.
- **7:35** A staff member hears Ms. Drake shouting and banging on the machine and approaches Melissa to try and calm her down. When this doesn't work she asks Melissa to leave.
- **7:45** Ms. Drake refuses to leave and continues to shout, starts to utter threats, and bang on the wall next to the VLT's. The staff member then signals a co-worker by shouting Code White three times.

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 four-six staff and call back managers will be invited to be exercise observers.

Exercise Volunteer/s

Melissa Drake 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 **8:00 pm** at the Gas Bar.

Communications

Commencement of "**Exercise Code White**" will be preceded by the wording, "**Exercise, Exercise, Exercise**".

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 Director of Training and Economic Development (Gas Bar and Garage) may suspend, cancel or re-schedule the exercise.

Site Safety

The safety and security of patrons/staff is paramount and measures are to be taken to mitigate any issues. A representative from the OH&S Team for the MFN Government will act as 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 Director of Training and Economic Development (Gas Bar and Garage).

SCENARIO

- **7:25** Melissa Drake a resident of the community has been playing the Video Lottery Terminal (VLT) for approximately 1 hour. She has put \$150.00 into the machine and becomes very agitated when she continues to lose to the point where her behavior escalates to shouting out loud and banging her fists on the machine.
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8:00 Exercise Debriefing will commence.

