

Incident Simulation Sample Script

Desired Outcomes

1. At the conclusion of the simulation, the Organization will have a accurate assessment of its ability to manage an incident in a high visibility location including its ability to:
 - a. support victims including communicating accurate and timely incident information to them , and providing them with logistical and other support;
 - b. respond to and manage the media in a manner that protects the victims and Organization,
 - c. respond to and inform the emergency contacts of the non-affected participants,
 - d. communicate accurate information in a timely manner within the organization and to all pertinent staff.

Summary

This is an urban vehicle accident at the organization's Regional Office. It involved the Organization's van with 1 leader and 6 minor participants, and a car carrying a family of 4 on vacation. The Organization's van was picking up local participants and participants from the airport. The crash occurred while they were on their way to the National Forrest and the Organization's van was at fault in the accident. There are injured patients in both vehicles and possibly a fatality. The media is involved and calling multiple of the Organization's offices.

Simulation Ground Rules (to be communicated to the organization prior to the simulation)

1. If a real Critical Incident occurs, the simulation will immediately be suspended by the senior management and staff will be told, **"This is no longer a simulation, this is a real incident."**
2. All communications to/from the Organization's offices will begin with the statement: **"This is part of the simulated emergency scenario and is not a real incident."**
3. All offices will be notified when the simulation has been completed.

Preparation for Simulation Leader Prior to the Simulation

- Meet with Leadership Group to discuss the framework of the simulation
- Discuss simulation (not the specific scenario) in summer Risk Management Team meetings
- Email all staff (cc RM sub committee chair) about simulation (not the specific scenario)
- Assure that the staff involved with the simulation understand the parameters of the simulation
- Set up database profiles for participants & leader including Emergency Contacts
- Prepare actors to play Emergency Contacts of 7 victims

- Prepare debrief format and questions
- Arrange for lunch after the simulation
- Arrange and brief for actors

9:00 Incident Simulation Begins

A call comes into the Regional Office from the upset parent of a participant. The parent frantically tells the person who answers the phone that their 15 y/o daughter just called from her cell phone to tell him that about 15 - 20 minutes ago, the van carrying their group from the airport to the National Forrest was just in a bad accident at a busy intersection.

Parent #1 says to the staff member:

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

1. This is **Ned Narlsburg** (actor: _____)
2. My 15 Y/O daughter **Susan** is on a trip with your Organization.
3. She just called to tell me that her van was in a serious accident.
4. My daughter is hurt and crying.
5. She said it was hard to get out of the van.
6. The leader was seriously injured and bleeding from her head.
7. She thinks all of the 6 participants are injured – some maybe seriously.
8. He heard sirens on the call from his/her daughter, but doesn't know if anyone called an ambulance.
9. My sister lives in the City and she's on the way to the scene and will be there in a few minutes.

What should happen:

For each stage of the simulation, the Simulation Leader should have a check list of events that should happen and possibly questions that should be asked to manage the incident. This checklist should be based on the organization's Emergency Response Plan. NOTE: For the purposes of this presentation, not all of the actions that should happen have been listed.

- The program responder should immediately inform the senior most staff who should then speak with Mr. Narlsburg
- Senior staff are informed
- A Family Liaison is assigned to Mr. Narlsburg
- An Incident Commander is appointed and Crisis Response Team informed
- Emergency contact information for the participants and leader is collected

9:15 The Leader calls the Regional Office and says:

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

1. **Janet Johnson** (actress: _____) I was involved in a crash with the van at the intersection of State Street and Main Street.
2. I must have hit my head because I'm bleeding and don't remember what happened.

3. They're saying it was my fault!
4. I tried to get everyone out of the van but I passed out.
5. I heard the EMT's say they are taking us to University Medical Ctr.
6. They're making me get off the phone.
7. I'm really sorry!

9:25 Parent #1 calls the Regional Office again and says:

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

1. This is **Ned Narlrsburg** (actor: _____)
2. My sister is at the scene and told me it looks bad.
3. My daughter told her that her back really hurts.
4. She said that it looks like someone was ejected from the van and is lying on the street.
5. They're using the Jaws of Life and trying to cut people out of the other car.
6. She said it looks like they're doing CPR on someone.
7. People are saying that your van was at fault.
8. The traffic is really bad today and the ambulances are having a hard time getting there.

What should happen:

- Someone from office is sent to the scene. The Family Liaison remains in contact with Mr. Narlrsburg and assists with logistics.
- The Crisis Response Team at the Regional Office is convened.
- All Regional Office staff are informed of the incident.
- Incident Commander confirms incident details and that staff are being sent to the scene
- Preparations are made to call all victims' (participants and staff) emergency contacts

Note to Simulation Leader: Refer to Crisis Response Team Checklists for detailed lists of responsibilities

9:35 Parent #2 calls the Regional Office and says:

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

1. This is **Mrs. Lucinda Jones** (actress: _____)
2. I was watching the morning news and saw video from the scene of really bad accident.
3. I live in the City and my son is on one of your trips.
4. It looks like the Organization's logo on the side of the van.
5. I think I can see a blanket over a body.
6. The news is reporting that someone may have died.
7. I can't reach my son **Josh** on his phone.
8. Have you heard from the group?
9. Is this his group?

10. Can you call me back when you hear from them? I'm worried.

What should happen:

- Scripts for talking to parents of all groups in the field and talking with media should be in the process of being prepared
- The senior most staff member should talk to Mrs. Jones.
- By approximately 9:40**, the Regional Office should call HQ and say:
"This is part of the simulated emergency scenario and is not a real incident"
- HQ should learn the following information
 1. The accident occurred at the intersection of State Street and Main Street.
 2. They were on their way to the National Forrest.
 3. The office was told by a parent that the News is reporting that someone may have died at the scene.
 4. Victims are being transported to Univ. Med. Ctr.
 5. The Leader is injured and being transported to the hospital with the participants
 6. The Organization's van may have been at fault but the police haven't released any details yet
- Upon learning the above information, the HQ Crisis Response Team should be assembled and regular communications should be established with the Regional Office
- Staff should be sent to the hospitals
- Family Liaisons should make contact with families -- Note to Simulation Leader: Learn what is said to Emergency Contacts if families are contacted,
- The Chair of the RM Sub-Committee is contacted
- The Chair of the Board is contacted
- Corporate Counsel is contacted

9:50 Reporter #1 calls the regional office and says:

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

1. Hi, I'm **Mary Shott (actress: Rachel Vermeal)** from the Post Gazette.
2. I received a report that one of your vans was involved in an accident downtown. Can you confirm this and tell me what happened?
3. There are reports of serious injuries at the scene. Can you confirm that?
4. A witness at the scene reported that the leader was trying to read a map and failed to stop. Can you confirm that?

The incident continues to unfold until complete. The simulation is followed by a debrief lead by the Simulation Leader.

Incident Speed Dating Examples

Training Scenario: Inappropriate Relationship Between a Staff Member and an Underage Participant

- When:** July 4
- Who:** 22-year-old Leader and 16-year-old participant
- Where:** Big Rock National Park
- What:** While on a trip to town, a 16-year-old male participant posted a message on Facebook about a sexual relationship between him and a female Leader. The story made its way to program staff and the member's family.

Incident Update – Given by Simulation Leader after the Crisis Response Team has managed the incident for 5-10 minutes.

- Parents have contacted law enforcement who wants to begin interviews of the leaders and participants.
- Parents are accusing the leader of sexual assault.
- Parents have gotten media involved.
- Many alumni have seen this on social media.

Debrief questions:

1. What resources are available to you to manage the incident?
2. What are the highest priority action steps (list 5) to manage the incident?
3. Is there anything about this incident that makes it unique?
4. What additional resources are necessary?
5. What problems/issues/questions do you anticipate?

Incident Speed Dating Examples

Training Scenario: Suicide of a Participant

- When:** July
- Who:** 16-year-old participant
- Where:** Big Tree National Forest
- What:** The leader called the base to report that a 16-year-old male crew member went out for a walk after dinner and did not return at the predetermined time. The leaders initially waited for about a half hour then did a brief, informal search. After looking for about an hour they contacted base. They were told to expand their search and if they did not find him within an hour, they should call back. The crew resumed the search at which time another participant found the missing person's body hanging in a tree.

Incident Update – Given by Simulation Leader after the Crisis Response Team has managed the incident for 5-10 minutes.

- After the incident, members posted on social media that the victim had been depressed and the crew leaders ignored it.
- Parents have accused the leaders of missing key warning signs.
- Parents question the leaders' supervision of the group.

Debrief questions:

1. What resources are available to you to manage the incident?
2. What are the highest priority action steps (list 5) to manage the incident?
3. Is there anything about this incident that makes it unique?
4. What additional resources are necessary?
5. What problems/issues/questions do you anticipate?

Small Group Work – Design an Incident Simulation

1. Identify the Desired Outcomes of an Incident Simulation. Ask yourself:
 - a. What does your organization need to learn about its crisis response capabilities?
 - b. What does it need to test?
 - c. What does it need to practice?
 - d. Are there specific concerns that need to be highlighted?

Desired Outcomes

- a.
 - b.
 - c.
2. Identify 2-3 plausible critical incidents that could achieve the desired outcomes.
 - a.
 - b.
 - c.
3. Identify the appropriate simulation model
4. Begin to design your simulation.
 - a. Write a summary of the incident
 - b. When will it occur?
 - c. Where will it occur?
 - d. How long will it last?
 - e. How will information from the field be relayed to the office?
 - f. Will you use actors?
 - g. How will the incident be “managed?”
 - h. Will the management of the incident be open for all to see?
 - i. Will the local authorities be involved?
 - j. Will the organization be alerted that an incident simulation is occurring?
 - k. What ground rules will be set for communicating incident information?
 - l. Where and when will the debrief occur?
 - m. Write debrief questions.

Sample Debrief Questions: Emergency Response Simulation

Name:

Role in Emergency Response Plan:

1. What were the highlights of what you experienced/observed about our emergency preparedness?
2. Were you adequately prepared for your role in the ERP? If not, what additional resources did you need? (if an actor, what did you observe in the Command Team)
3. What were the gaps that you observed/experienced in the emergency response?
4. What solutions do you propose to close those gaps?
5. What was your biggest surprise and/or biggest takeaway?
6. Next steps

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