

**Crisis Advisors**

# Emergency Response Training Courses

For: Airlines and Regional Airlines

**BREAKING NEWS** ...

**Is your company prepared?**



[www.crisis-advisors.com](http://www.crisis-advisors.com)

# Emergency Response Training

## For Airlines and Regional Airlines

Location: onsite at your offices

Customized training: for your company's Flight Operations

Note: airlines may choose any or all of the Emergency Response training courses listed below to meet their training needs.

Emergency Response training courses offered:

- **Airport - Emergency Response training**
  - 1 day training course
  - Learn how to implement and coordinate the local Station Emergency Response Plan, including coordination with the Airport Emergency Operations Center (EOC) and the airline Emergency Command Center (ECC), setup of both the Survivors Reception Center and Family Reception Center.
  - Course content
    - Local Station Emergency Response Plan
    - Notification and activation
    - Coordination with airline OCC
    - Station Manager role & responsibilities
    - Airport Emergency Operations Center (EOC)
    - Mobile Command Post
    - Ticket Counter
    - Survivors Reception Center
    - Family Reception Center
    - Arrival of airline Go Team
  
- **Call Center - Emergency Response training**
  - .5 day training course
  - Learn how to receive inbound telephone calls during an emergency from family and friends seeking information about the affected flight. Practice speaking with family members and providing information.
  - Course content
    - Call Center Emergency Response Plan
    - Notification and activation
    - Passenger and Crew manifest
    - Inbound telephone calls
      - Call Center scripts and forms
      - Recording family member and passenger information
    - Outbound notification telephone calls
    - Coordination of family travel

# Emergency Response Training

- **Crisis Communications – Emergency Response training**
  - .5 day training course
  - Learn how to plan and prepare a comprehensive Crisis Communications plan for an airline Emergency Response – including prewritten press releases, press conferences, website and social media updates.
  - Course content
    - Communications during an airline Emergency Response
    - Crisis Communications Plan
      - Principles
      - Strategies
      - Objectives
      - Prewritten press releases, press conferences, and social media updates
      - Prebuilt dark site / webpage for Emergency Response
    - Coordination with airline Emergency Command Center (ECC) and executives
    - Press Conferences
      - Airport
      - Airline
      - Investigation
  
- **Emergency Command Center (ECC) – Emergency Response training**
  - .5 day training course
  - Learn Command and Control for an airline Emergency Response, including Crisis Management. Review the airline Emergency Response Manual, and ECC checklists, roles and responsibilities.
  - Course content
    - Emergency Response
      - Overview
      - Airline manual
    - Notification and activation
      - Assessment of the emergency
      - Partial and full activation
    - Transition of the emergency to the ECC
    - ECC Roles and Responsibilities
      - Seat Holders
      - ECC checklists
      - Coordination with affected airports
      - Crisis Communications
    - Deployment of airline Emergency Response Teams
      - Go Team
    - Coordination and management of the accident
      - Family Assistance Center
      - Safety Investigation

# Emergency Response Training

- **Emergency Response Manager / Team training**
  - 1 day training course
  - Learn how to run an Emergency Response department and program. Emergency Response is a unique job – typically with on “on the job” training “learning as you go”.
    - Leading the Emergency Response program
    - Assessing the state of your ER program
    - Building the ER program
    - ER training programs at your airline
    - Emergency Response Best Practices
    - Emergency Response Drills
    - Executive support and involvement
    - Reflection with industry peers
    - Establishing ER reporting metrics
- **Go Team – Emergency Response training**
  - .5 day training course
  - Learn how to prepare for departure to the accident city, work onboard, and deploy on arrival.
  - Course content
    - Go Team checklists
    - Notification and activation
    - Packing personal bag
    - Go Kit
    - Go Team flight
    - Arrival at accident city
    - Investigation team
    - Family Assistance team
- **Operations Control Center (OCC) – Emergency Response training**
  - .5 day training course
  - Learn how to receive notification about the emergency, assessment protocol, and activation procedures, how to manage the emergency, as well as transitioning the emergency to the Emergency Command Center (ECC).
  - Course content
    - OCC checklists and forms
    - Notification
    - Assessment
    - Activation
    - Managing the emergency
    - Transition of the emergency to the airline Emergency Command Center (ECC)
    - Go Team flight
    - Continuing Flight Operations

# Emergency Response Training

- **Safety Investigation Team (SIT) – Emergency Response training**
  - .5 day training course
  - Learn how to competently participate in an aircraft accident investigation.
  - Course content
    - Safety Investigation checklists
    - Notifications to government agencies
    - Securing records
    - Go Team
    - Arrival at accident site
    - ICAO Annex 13 Investigation Protocol
      - Overview
      - Party system
      - Organizational meeting
      - Onsite investigation
      - Flight Recorders (CVR & FDR)
      - Offsite investigation
    - Aircraft salvage and recovery
    - Investigation final report and hearing
  
- **Special Assistance Team (SAT) – Emergency Response training**
  - 1 day training course
  - Learn how to provide assistance to surviving passengers and crew, and assistance to families of injured or killed passengers and crew.
  - Course content
    - Family Assistance checklists
    - Notification and activation
    - Passenger and crew manifest
    - Managing survivor and family member data
    - Deployment and assignment to survivors and families
    - Working with survivors
      - Needs of uninjured and injured passengers and crew
    - Working with family members
      - Needs of family members
      - Setup of a Family Assistance Center
      - Family Assistance Center Daily Operations
        - Emergency Response Milestones
        - Coordination with other agencies
        - Cultural differences
        - Family member realities
    - Debriefing and self-care

# Emergency Response Drill

- **Emergency Response Drill**
  - .5 day drill
  - Coordinated between all Emergency Response teams
    - Airports (Origin and Destination)
    - Call Center
    - Corporate Communications
    - Emergency Command Center (ECC)
    - Operations Control Center (OCC)
    - Safety Investigation
    - Special Assistance Team (SAT)
  - Objectives
    - Internally test, vet, and evaluate the updated Emergency Response Manual (ERM).
    - Provide “on the job” training for Emergency Response Team members by familiarizing each team member with how to use their respective checklists when presented with an accident scenario.
  - Methodology
    - Develop pre-written scripts before the drill.
      - Providing “inject” accident information to be injected during the drill.
    - Live actions performed
      - Respond to the “injected” information presented during the drill.
    - Work through their Emergency Response checklists
  - Benefits
    - Practice your plan and decision making
    - Learn as a Team
    - Be prepared

# Emergency Response Report

- **Emergency Response Assessment Report:**
  - Review of Emergency Response training courses conducted
  - Running timeline of Emergency Response drill activities
  - Updates to Emergency Response Manual
  - Emergency Response Recommendations and findings

# Emergency Response Manual

- **Emergency Response Manual:**
  - Free review and estimate for update of ERM
  - Sections and checklists
    - Airports
    - Call Center
      - Inbound call scripts
    - Crisis Communications
      - Prewritten Press Releases, Press Conferences, and Social Media updates
    - Emergency Command Center (ECC)
      - Emergency Response policies
    - Go Team
    - Operations Control Center (OCC)
    - Safety Investigation
    - Special Assistance Team (SAT) / Family Assistance
      - Family Assistance Center Operations
  - Updates for conformance with
    - IOSA Emergency Response ISARP requirements
    - ICAO Family Assistance requirements
    - Emergency Response best practices
    - Applicable Family Assistance Laws

# Biography - Jason Kelly

## Crisis Advisors

Jason is President of Crisis Advisors – an Emergency Response planning, training, and response company.

- More than 45 clients in 18 countries, on 5 continents
- Expert Emergency Response Team
- Crisis Advisors was founded in 2011

## Continental Airlines

Jason served as Director of Emergency Management for Continental Airlines for 5 years, with worldwide responsibility for the Emergency Response program. Jason has extensive experience running an Emergency Response Department and Program before, during, and after accidents.

## Continental Airlines flight 1404 accident

- December 20, 2008
- Denver, Colorado
- Boeing 737-500
- 115 passengers & crew onboard

The airplane crashed on takeoff and was destroyed by fire. Jason led the Go Team flight to DEN and was on-scene for 10 days working with surviving passengers and family members. 28 injured passengers and crew members were taken to 4 Denver area hospitals, over 50 care team members deployed to Denver.

## Continental Connection flight 3407 accident

- February 12, 2009
- Clarence Center, New York
- Bombardier Q400 operated by ColganAir
- 49 passengers & crew onboard

The airplane crashed into a house, killing all 49 on board, as well as 1 person in the house, with 2 other family members in the house surviving. Jason led the Go Team flight to BUF and was on-scene for 14 days working with family members of the passengers, crew, and ground fatality. Over 250 care team members deployed to BUF.





# Crisis Advisors

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