

MAR 11 2025

# READY, SET, RESPOND:

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MASTERING THE **FIRST AID DRILL**  
PLANNING PROCESS

LONNIE BURNETT  
HEALTH & SAFETY SPECIALIST





**Lonnie Burnett**  
Industry Health &  
Safety Specialist



Industry  
Health and Safety

welcome

# WHO WE ARE

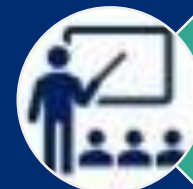
go2HR is BC's  
tourism and  
hospitality  
human resource  
and health &  
safety  
association.



Health & Safety



Human Resources



Industry Training

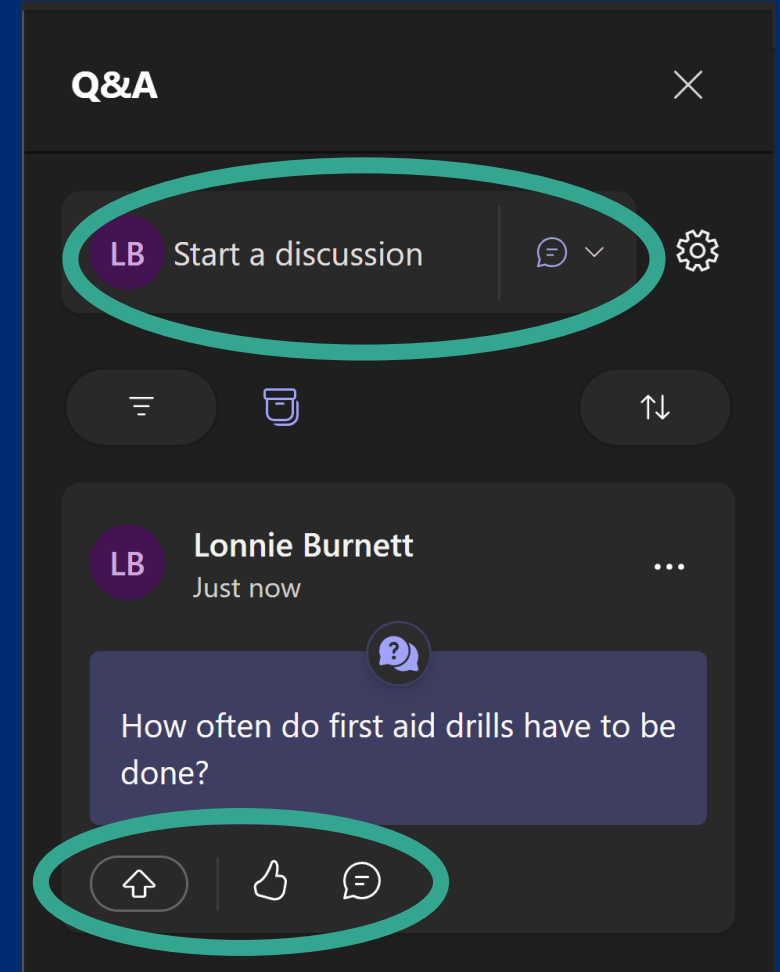
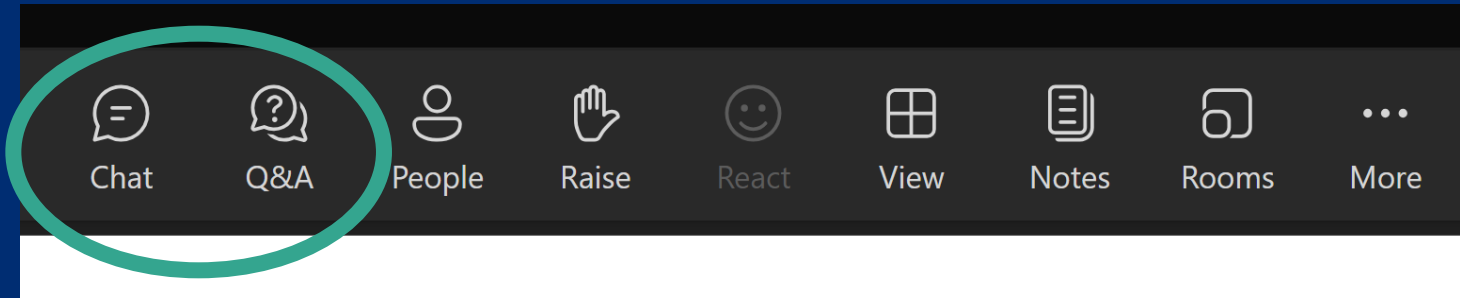


Research and Strategy

go2HR exists to drive **strong workforces** and **safe workplaces** to  
deliver world-class tourism and hospitality experiences in BC



# HAVE QUESTIONS?





# TODAY'S PRESENTATION

## UNDERSTANDING DRILLS

- Regulatory requirement
- Drill objectives

## PRE-DRILL

- Company profile
- ★ • Develop specifics
- Communicate the drill

## PERFORM THE DRILL

- Safely
- No interference

## POST DRILL

- ★ • Debrief
- Document







# UNDERSTANDING DRILLS

Regulatory Requirement  
Drill Objectives

# REGULATORY REQUIREMENT

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*"At least once each year and whenever the procedures change, the employer must ensure that drills are conducted to ensure that:*

- (a) the procedures are effective, and*
- (b) workers, first aid attendants and other persons referred to in subsection (3) are capable of fulfilling their roles and responsibilities."*

[WorkSafeBC OHS Regulation 3.17\(4\)](#)



# FURTHER GUIDANCE

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## Key Areas to Assess:

- Access to equipment and supplies
- Staff familiarity with procedures
- Response and transportation effectiveness
- Documenting and reporting

## Further guidance for:

- Worker safety during drills
- Drill debriefs and documentation

[WorkSafeBC Guideline 3.17\(4\)](#)





# DRILL OBJECTIVES

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Test effectiveness of written procedures

Help workers, FA attendants, etc. practice their roles and responsibilities

Identify challenges or deficiencies in the system

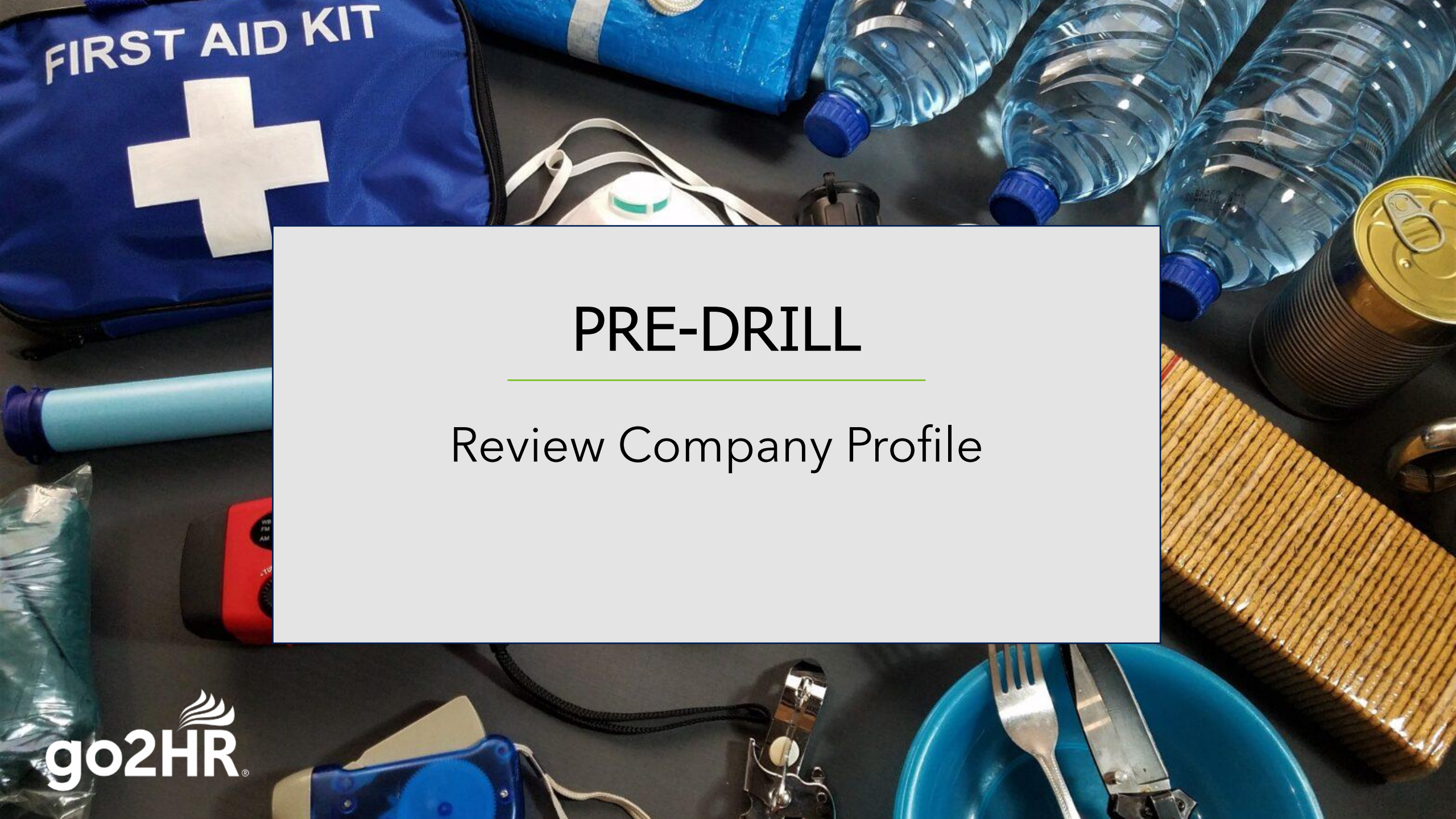
Test internal emergency communication systems

Evaluate transportation methods for onsite and to medical aid

Identify barriers to quick and effective response

Assess readiness to industry-specific emergencies

Test worker knowledge of equipment and location



# PRE-DRILL

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Review Company Profile

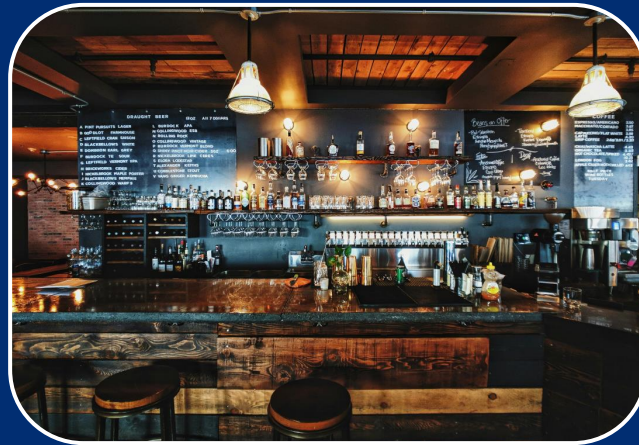


# REVIEW COMPANY PROFILE

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Employees



Site/Location(s)



Previous  
Incidents



# REVIEW COMPANY PROFILE

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## Employees

- Different shifts?
- Different seasons?
- Personnel onsite when?



# REVIEW COMPANY PROFILE

## Site/Location(s)

- Stationary workers?
- Mobile workers?
- Travel time to first aid supplies/room?
- Supplies/equipment locations?



# REVIEW COMPANY PROFILE

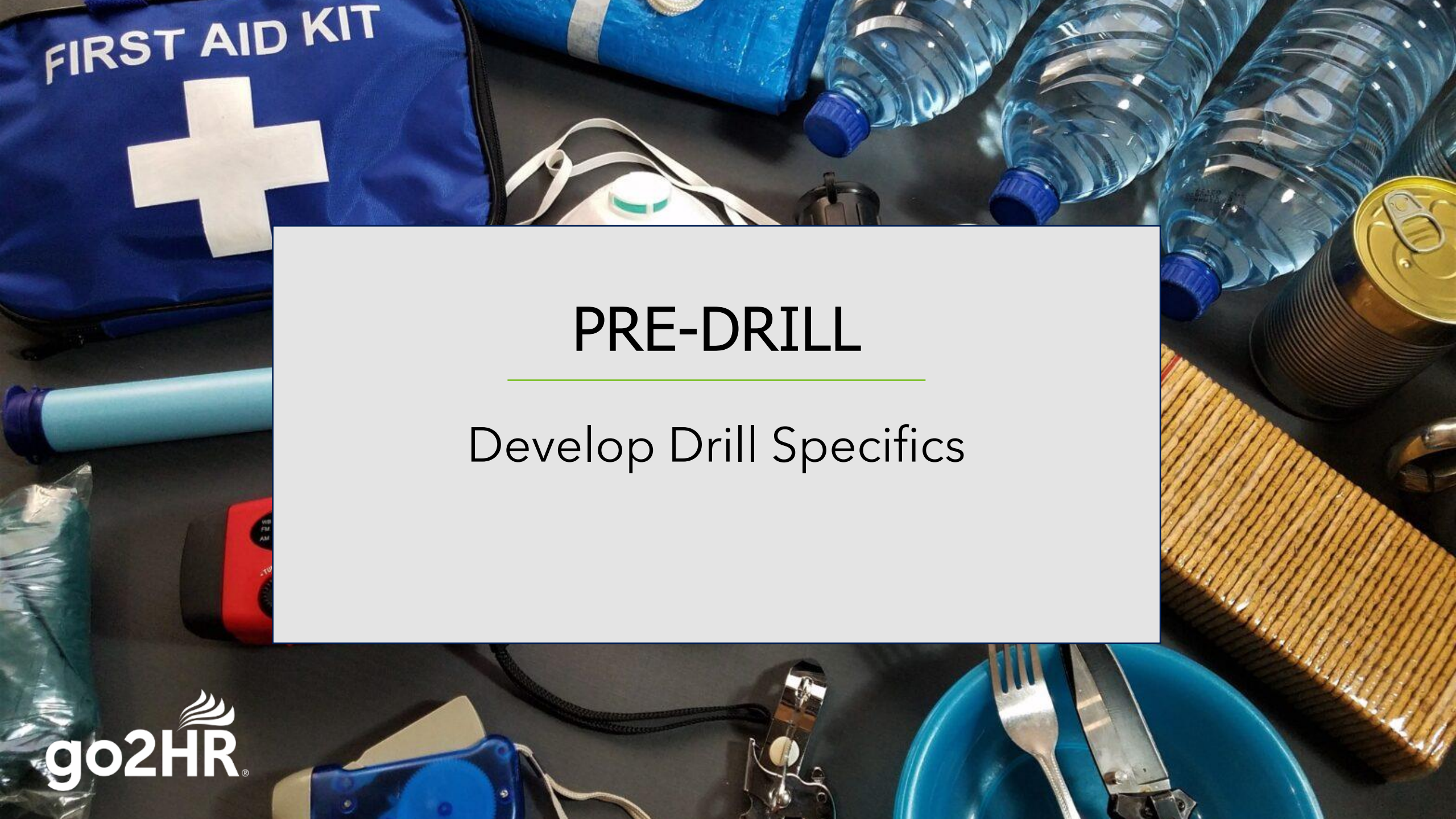
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## Previous Incidents

- Serious incidents?
- Common incidents?
- Near misses or anticipated incidents?
- Sector Injury Insights: [WorkSafeBC Industry Claim Data \(2019-2023\)](#)







# PRE-DRILL

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Develop Drill Specifics

# DEVELOP DRILL SPECIFICS

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Date and  
Time

Injury  
Specifics

Initial  
Reporting

Initial  
Response

Secondary  
Response

Drill  
Personnel

JHSC/Worker  
Consultation

# DEVELOP DRILL SPECIFICS

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## Identify Date and Time, considering:

- Regularly scheduled operation
- Individuals onsite (i.e. managers, first aid attendants, emergency response team members, transportation team members, guests\*, etc.



# DEVELOP DRILL SPECIFICS

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## Identify Injury Specifics, including:

- Who got hurt?
- What is their injury?
- Where did they get hurt?
- When did they get hurt?
- How did they get hurt?

*\*Build in specific barriers or challenges you want to test  
i.e. communication, access to equipment, transportation*

# DEVELOP DRILL SPECIFICS

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## Identify Desired Initial Reporting, including:

- Who? (self-report, secondary worker, etc.)
- What? (injury details)
- How? (communication type)
- Timelines? (how quickly)

*\*Ensure everyone knows it's a drill!*



# DEVELOP DRILL SPECIFICS

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## Identify Desired Initial Response, including:

- Who will respond?
- What supplies will they take?
- How long will it take them? (<10 min\*)

*\*Consider the continuance or suspension of regular tasks*

*\*Safety during emergency drill*



# DEVELOP DRILL SPECIFICS

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## Identify Desired Secondary Response, including:

- Additional personnel?
- Additional supplies or equipment?
- Transportation needed?
- Additional reporting? (i.e. higher management, WorkSafeBC, other governing agencies)

*\*Consider the continuance or suspension of regular tasks*

*\*Safety during emergency drill*

# DEVELOP DRILL SPECIFICS

## Identify Drill Personnel, including:

- Participants
- First Aid Attendants
- Observers and note takers (i.e. JHSC members, supervisors, etc.)
- Safety officers (for more complex drills)
- Debrief facilitator



# DEVELOP DRILL SPECIFICS

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JHSC/Worker Consultation



# Communicate the Drill Plan

# Communicate the Drill Plan

# COMMUNICATE THE DRILL PLAN

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Communicate management support and regulatory requirement

Ensure everyone is clear on their roles and responsibilities

Identify observers, note takers, safety officers

What to do if an actual emergency happens during the drill

Address psychological impacts and allow participants to opt out or stop if needed

Mention the debrief to take place after the drill





PERFORM THE DRILL



# PERFORM THE DRILL

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Initiate drill

Have observers and bystanders take notes for debrief

Let the drill play out without intervention, unless safety is compromised

Demobilize the drill, gathering personnel and equipment deployed



# Debrief the Drill

# DEBRIEF THE DRILL

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Set the Tone

Review the  
Scenario

Evaluate Key  
Objectives

Acknowledge  
Positives

Identify  
Improvements

Develop  
Corrective  
Actions



# DEBRIEF THE DRILL

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## Set the Tone

- Gather all involved parties
- Frame the conversation as a constructive, non-judgmental session to identify improvements and encourage honest feedback
- Explain available psychological supports for workers experiencing triggers or stressful reactions

# DEBRIEF THE DRILL

## Review the Scenario

- Revisit the scenario details
- Have everyone introduce themselves and their role

# DEBRIEF THE DRILL

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## Evaluate Key Objectives

- Were written procedures effective?
- Was everyone involved able to perform their assigned duties adequately?
- Was the first aid attendant on scene within 10 min?
- Were there adequate equipment and supplies available?
- Was communication clear and effective?
- Was transportation smooth and efficient?



# DEBRIEF THE DRILL

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## Acknowledge Positives

- What went well?
- What strengths can be identified?
- Who performed well under pressure?
- Did you meet ideal response times?
- Was there effective teamwork?

# DEBRIEF THE DRILL

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## Identify Improvements

- What was challenging?
- What would you do differently next time?
- Were there issues with communication?
- Was the procedure followed as written?
- Is there a need/want for more training or drills?

# DEBRIEF THE DRILL

## Develop Corrective Actions

- Use the Hierarchy of Controls
- Think outside the box
- Assign responsibility and timelines



# DEBRIEF THE DRILL

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## Wrap it up

- Thank everyone for their participation
- Encourage self-reflection beyond debrief
- Ensure corrective actions will be taken

# Document the Drill





# DOCUMENT THE DRILL

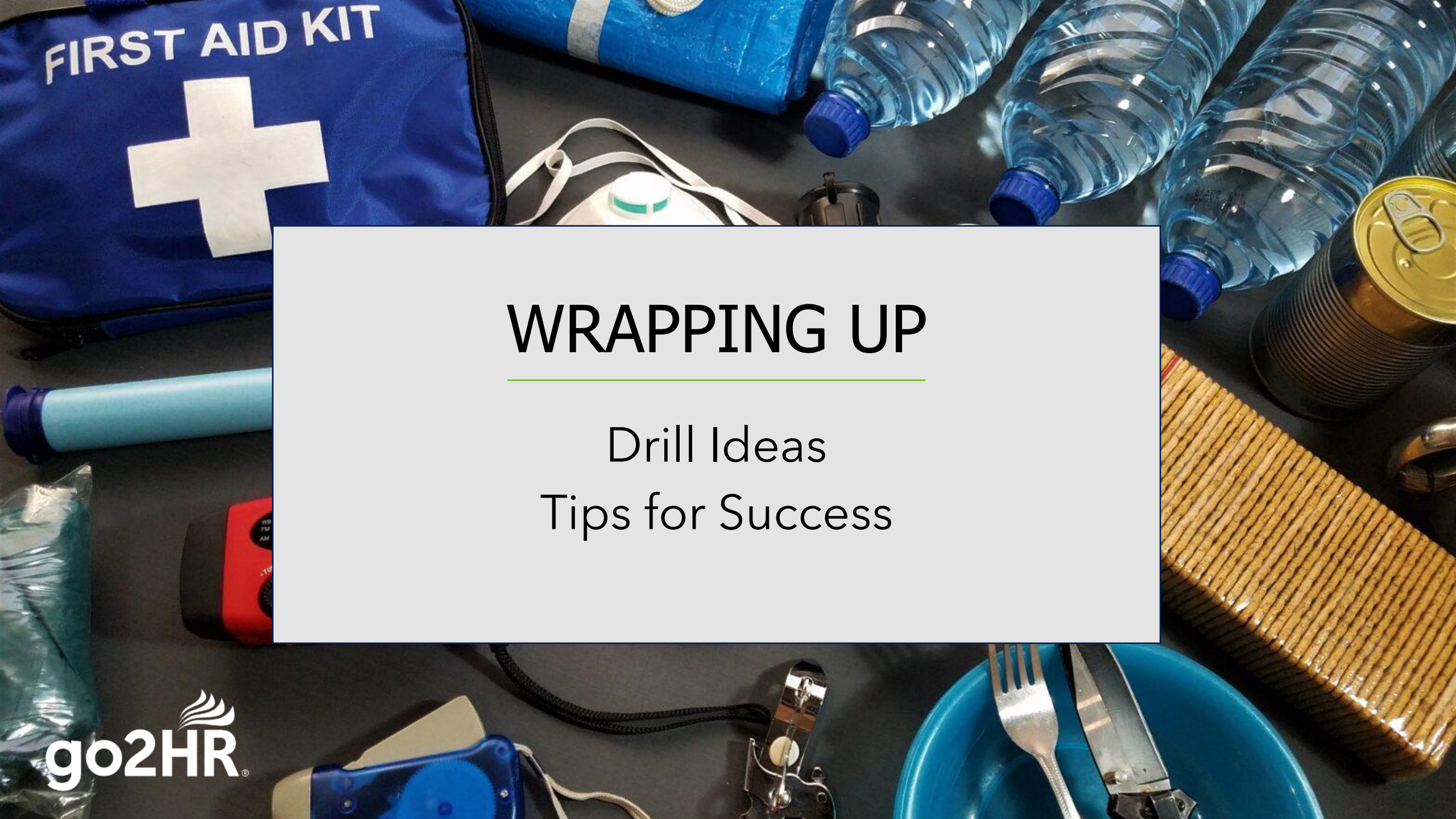
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Complete drill report

Schedule follow up on corrective actions

Review with JHSC/workers and management





# WRAPPING UP

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Drill Ideas  
Tips for Success

# DRILL IDEAS



## Accommodation

- Housekeeper sprained their wrist while repetitively vacuuming
- Maintenance worker got chemicals in their eye during routine water testing at the pool
- Groundskeeper broke their leg falling off a ladder trimming trees in the courtyard

## Food & Beverage

- Bartender pulled their back while switching kegs in the back room
- Server broke wrist slipping and falling on wet floor
- Chef cut off the tip of their finger when chopping vegetables

## Ski Hill

- Snowshoe guide sustained a concussion from a “snow bomb” during a spring snowshoe tour
- Patroller broke their finger getting it caught in the drill bit when putting up a rope line
- Snow school instructor tweaked their back lifting a child onto the chair during a lesson

# TIPS FOR SUCCESS

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Start simple – minor injury or tabletop drill

Outsource planning – get help from the JHSC, FA attendants, workers

Prep your staff – the drill shouldn't be a surprise, help everyone prepare for their role

Choose realistic scenarios – don't get too carried away with your drill specifics

Ensure you have the proper equipment and that it's in good working condition

Keep it safe – ensure the drill doesn't pose any unnecessary risk

Don't forget to debrief!!! – this is a key step in continued improvement





# RESOURCES & SUPPORT

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Online Resources  
1:1 Support  
Q+A Period

# ONLINE RESOURCES

## FIRST AID DRILL PLANNING

<company name>

### Step 1: Review Company Stats

EMPLOYEES	SITE/LOCATION
Different shifts: <div></div>	Hot spots where lots of workers are regularly located: <div></div>
Different seasons: <div></div>	Mobile workers moving around the site with no regular work location: <div></div>
Managers on site: <div></div>	Travel time from regular work areas to first aid supplies/room: <div></div>
	Supplies and equipment locations: <div></div>
PREVIOUS RELATED INCIDENTS	
Serious Incidents:	<div></div>
Common Incidents:	<div></div>
Near misses or potential/anticipated incidents:	<div></div>

### Step 7: Debrief the Drill

#### SET THE TONE

- ✓ Gather all involved parties
- ✓ Frame the conversation as a constructive, non-judgmental session to identify improvements and encourage honest feedback
- ✓ Explain available psychological supports and resources for workers experiencing triggers or stressful reactions related to the drill

#### REVIEW THE SCENARIO

- ✓ Revisit the scenario details
- ✓ Have everyone introduce themselves and their role

#### EVALUATE KEY OBJECTIVES

- ✓ Were written procedures effective?
- ✓ Was everyone involved able to perform their assigned duties adequately?
- ✓ Was the first aid attendant on scene within 10 min?
- ✓ Were there adequate equipment and supplies available?
- ✓ Was communication clear and effective?
- ✓ Was transportation smooth and efficient?

#### ACKNOWLEDGE WHAT WENT WELL

- ✓ What went well?
- ✓ What strengths can be identified?
- ✓ Who performed well under pressure?
- ✓ Did you meet ideal response times?
- ✓ Was there effective teamwork?

#### IDENTIFY AREAS FOR IMPROVEMENT

- ✓ What was challenging?
- ✓ What would you do differently next time?

## DRILL DEBRIEF

LOCATION	1234 567 St, Vancouver BC - Lonnies Hotel - Kitchen		
DATE	October 24th 2024	TIME	4:30 PM (PM Shift)
PARTICIPANTS			
<ul style="list-style-type: none"><li>• Lonnies (FA Attendant - Intermediate)</li><li>• Simi (FA Attendant - Basic)</li><li>• Alanna (Transportation Assistant)</li><li>• Bryce (Head Chef)</li><li>• Dougie (Server)</li></ul>			
SCENARIO			
While kitchen staff was transporting hot pot of boiling water to sink, they bumped into another worker causing hot water to splash onto their skin resulting in minor burns.			
OBSERVATIONS			
STRENGTH		DEFICIENCIES	
<ol style="list-style-type: none"><li>1. FA attendant (Simi) arrived quickly within 3 minutes of being notified about the injury</li><li>2. FA attendant (Lonnies) carried out correct documenting procedures</li></ol>		<ol style="list-style-type: none"><li>1. Delay in contacting FA attendant as staff was confused on where to find FA attendant contact information</li></ol>	
CORRECTIVE ACTIONS			
<ul style="list-style-type: none"><li>• Post clear signage with First Aid Attendant contact information in key, visible locations (e.g., by phones, first aid kits, and in common areas). Ensure all workers are aware of where to find this information [Completion date: October 30, 2024]</li></ul>			
PROCEDURAL FACTORS			
<ol style="list-style-type: none"><li>1. <input type="checkbox"/> First Aid attendants and transportation assistants were able to access equipment, supplies, and first aid facilities.</li><li>2. <input type="checkbox"/> Workers were familiar with how to call for First Aid and the location of First Aid equipment and supplies.</li><li>3. <input type="checkbox"/> Effectiveness of summoning First Aid attendant(s) and their response to both minor and serious injuries.</li><li>4. <input type="checkbox"/> Effectiveness of assessing and moving an injured worker (to test transportation barriers both onsite and to medical aid).</li><li>5. <input type="checkbox"/> Effectiveness of preparing (packaging) and transporting an injured worker to an area accessible to BCEHS, if required.</li><li>6. <input type="checkbox"/> Familiarity of First Aid attendants with documentation and reporting requirements</li></ol>			

*\*NEW\**

# 1:1 SUPPORT

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- First Aid Drill Planning Session (in person or virtual)
- JHSC Drop-in
- Post-drill Review & Deficiency Correction
- First Aid Consultation
- First Aid Documentation Review Service
- Assistance in Integrating Mental Health First Aid into your Workplace First Aid Program





# QUESTIONS



Submit your questions via the Q+A

All questions will be answered and  
provided post webinar

# WHAT'S NEXT

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1. [Complete Webinar Series Survey!](#) →

2. Train Staff on Procedures

3. Develop and Conduct a FA Drill

*\*Request a go2HR service:*

- *Drill Planning Session*
- *JHSC Drop-in*
- *Mental Health First Aid Integration*

