

## **Certified Service Provider Emergency Preparedness (CSPEP) Training Plan: Assessment Criteria**

### **INTRODUCTION**

All airport employees, including contracted service employees, must understand and know their role to protect themselves and serve the public during emergency situations. To achieve this, emergency preparedness training is critical to ensure employees are educated on the airport's policies, procedures and expectations during an emergency on airport property. Anyone at the airport may find themselves affected by an emergency event. Therefore all employees should know how to keep themselves safe, assist others (if able to do so safely) and how to quickly transition to recovery once the emergency is abated.

In December 2017, Section 10.37.2(b)(4) of the City of Los Angeles' Living Wage Ordinance (LWO) was amended to state that all Certified Service Providers (CSPs) shall provide sixteen (16) hours of compensated release time annually to their Employees to attend and complete 'Emergency Response Training' courses approved by the Airport (i.e., Los Angeles World Airports). 'Emergency Response Training' shall be completed by December 31, 2018 for all Employees and within one hundred and twenty (120) days of hire for Employees hired after December 31, 2018 and annually thereafter for all Employees.

This document shall serve as the guideline for evaluation criteria that LAWA will use to certify any CSP Employer Certification Plan. This will be used to determine if said 'plan' meets or exceeds the regulations as outlined in the LWO and satisfies the intent of employee preparedness training at LAWA.

Pursuant to Section 3.5.4 of the LAWA Certified Service Provider Program (CSPP), CSPs must ensure all Employees are thoroughly trained and qualified to perform their job duties, including all applicable airport emergency preparedness, evacuation and first aid procedures ('Emergency Response Training').

The goals of the training include:

- Ensuring CSPP employees of airport contractors can appropriately respond to and assist during an emergency on airport property
- Ensuring a more safe and secure airport by having relevant, high quality and consistent training standards for CSPP employees
- Providing CSPP employees with the preparation, resources and knowledge to respond, assist and be accountable in an emergency situation at the airport

CSPs were directed to submit their Employer Certification Plan by May 31, 2018. The portion of the 'plan' to be submitted for review is to include the training syllabus and outline, and must include training instructor resumes.

The Employer Certification Plan shall be specific enough to demonstrate to LAWA that the CSPs are meeting the goals and objectives of the program. The Employer Certification Plan must include a general calendar, a brief description of how and where training and assessment will be conducted and

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the CSP's plan to ensure all current employees receive training by December 31<sup>st</sup>, 2018 and all new hires within 120 days of hire and annually thereafter. The CSP (or the CSP's training provider) shall identify appropriate and relevant source material and documents used to develop the training.

The Employer Certification Plan must address training for all employees whose work location is at Los Angeles International Airport.

### **A. Each training module of the Employer Certification Plan shall include the following information:**

- Length of training module
- Target Audience
- Delivery methodology (live, interactive, instructor lead classroom training is preferred, supplemented with audio, visual and computer-based modules))
- Target Class size and Instructor ratio
- Module training goal(s) and estimated learning objectives
- Participant assessment surveys and evaluation surveys to be used
- Training program performance metrics, both qualitative and quantitative to be captured

CSPs will identify Learning Objectives for each training module to support that the training provider's standards for proficiency in accomplishing the overall course objectives will be satisfied.

For example: *Training on Terminal Evacuation (as overall objective/module)*

Possible Learning Objectives could be:

- Understanding the difference between a controlled and uncontrolled evacuation
- Being familiar with at least two exits in a work location
- Locating muster points
- Knowing how and when to safely help others
- Alternative means of communication
- Understanding your role during a repopulation

Any assessment of comprehension and retention of training modules will be used as a measurement of the effectiveness of the training, not individual employee performance.

### **B. Requirements for 'Emergency Response Training' Courses**

"Approved Emergency Response Training course" shall mean a preparedness course that satisfies the following criteria:

1. Provided by a LAWA-approved provider at no expense to the employee.
2. A course that is effective and interactive. The terms 'effective and interactive' shall mean:
  - a. A combination of drills and in-person classroom instruction and,
  - b. Delivery in a setting removed from the employee's daily duties

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3. Use of audio, video or computer technology to complement and support classroom instruction and to supplement training.
4. Composed of both didactic and practical applications, including hands-on, experiential learning that allow employees to practice skills learned such as providing assistance to passengers with disabilities during emergencies.
5. Completed in manageable increments that support learning (A summative assessment component is recommended followed by evaluation surveys of the instructors or learning program).
6. Conducted in a manner that fosters a full understanding of the content and intent of the curriculum.
7. Provided training materials for employees shall be appropriate in content and vocabulary to the language, educational level and literacy level of the employees receiving the training.
8. An active instructional role for peer-trainers as defined in **“Requirements for Training Providers”** (see below).

### **C. The Employer Certified Plan shall cover the following subjects:**

1. Emergency preparedness at home (it is preferred that this not exceed 60 minutes)
2. General airport overview shall include, but not be limited to:
  - a. LAWA organizational structure
  - b. Local/ municipal and airport-based public safety agencies, their roles and responsibilities
  - c. The roles and responsibilities of stakeholder agencies and businesses at LAWA
  - d. Current LAWA emergency response policies and procedures
  - e. General airport overview that shall include LAWA organizational structure
  - f. Local municipal- and airport-based public safety agency descriptions, their jurisdictional roles and responsibilities
  - g. The roles of stakeholder agencies and businesses at LAWA
  - h. Airport and terminal layout, including emergency exits, emergency assembly areas and AED locations.

*(Note: CSPs shall customize the training, emphasizing the employee’s work locations, areas of responsibilities and potential hazards; knowledge and orientation on hazards and areas that are not part of the employee’s regular work location(s) may be limited to awareness level training)*

**NOTE: The content for Section C.2 a. through h. above will be provided at a Mandatory Airport Orientation to be given by LAWA to all training providers.**

3. Developing observation, and reporting skills that will enable employees to detect, prevent and direct first-responders to incidents.
4. Training to orient all employees on their roles and responsibilities to themselves and others during an incident.
5. Basic orientation on the Incident Command System (ICS), National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS).

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*(Note: This course will be available through LAWA Emergency Management at scheduled intervals throughout any calendar year; otherwise it must be provided by qualified personnel.)*

6. Hazard specific training on the definition and operational impact of:
  - Earthquake
  - Active Shooter
  - Hazardous Materials
  - Aircraft Accident
  - Power Failure
  - Suspicious Article
  - Fire
  - Bomb Threat
  - Severe Weather
  - Contagious Disease
7. Terminal evacuation/re-population procedures.
8. Assisting persons with disabilities (ADA) and the Disabled Access and Functional Needs (DAFN) population.
9. Available emergency communication platforms connecting CSP employees to the broader Airport community ensuring reliable, timely and accurate information and intelligence that can be used and shared with LAWA visitors.
10. Procedures for accounting for your staff or co-workers in an emergency.
11. Certification in Cardio Pulmonary Resuscitation (CPR), Automatic External Defibrillator (AED) and basic first aid is recommended for at least one member on duty at each of their work locations and shifts; others may have awareness training in Hands Only CPR and AED.
12. Continuity of Operations Plan or Emergency Plan (this would be specific each company; it is not LAWA's COOP or Department Emergency Plan).
13. Any other emergency preparedness employee training required under applicable Federal or State law or regulations.

If training is provided to meet other employment criteria, employers may submit that showing how the training can help meet the LWO 16 hour training requirement and what emergency preparedness module in the plan it could satisfy. LAWA will determine if the employer can use that training to meet part of the 16 hour requirement.

### **D. Qualifications for Emergency Preparedness Training Providers**

CSPs should identify trained personnel or training providers with the following qualifications (qualifications may be satisfied by utilizing more than one provider or instructor):

- Demonstrated experience in providing experiential emergency preparedness training (including personal and work place preparedness, etc.).
- First Aid/AED and CPR Certification is required of any instructor assigned to cover these topics.
- *(Note: First Aid/AED and CPR training requirement may be satisfied through a credentialed online course or by attending a class conducted by a certified instructor.)*

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- Demonstrated experience in providing adult workplace educational instruction, which includes:
  - Cultural competence and fluency in the language or languages that the relevant employees understand.
  - Experience in training and utilizing peer-trainers.
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- To become qualified to instruct on airport specific requirements, all training providers will be required to attend a Mandatory Airport Orientation provided by LAWA Airport Operations and Emergency Management. This train the trainer orientation will cover the following subjects:
  - Current LAWA emergency response policies and procedures;
  - General airport overview that shall include LAWA organizational structure;
  - Local municipal- and airport-based public safety agency descriptions, their jurisdictional roles and responsibilities;
  - Roles of stakeholder agencies and businesses at LAWA; and,
  - Airport and Terminal layout, including emergency exits, emergency assembly areas and AED locations.

To be qualified as a 'peer trainer', a person shall have the training and experience necessary to train employees and shall, at the minimum, have the following qualifications:

1. At least 20 hours of training to advise employees regarding emergency response best practices, including assisting passengers with disabilities
2. Have two years of nonsupervisory work experience as a contracted service employee at a major US international airport and be actively employed in the industry in a nonsupervisory capacity
3. Be culturally competent and fluent in the language or languages that the relevant employees understand

If CSP's supervisory personnel meet the "Requirements for Training Providers" outlined above, the CSP's supervisory personnel may instruct portions of the emergency preparedness training where they have specific knowledge and expertise to satisfactorily meet some or all of the learning objectives of a module. Employers shall indicate on which modules supervisory personnel are instructing and the supervisor's background and provide LAWA with resumes demonstrating the supervisory personnel meets the "Requirements for Training Providers".

Each employer shall submit their primary point of contact to LAWA. This point of contact shall be the director or coordinator of the employer's emergency preparedness training program and must be available to answer LAWA requests on curriculum, trainers, and any training records or metrics.

### **E. Compensation of Participating Employees**

All CSP employees participating in training shall be compensated at their regular hourly rate of pay for the time spent participating in the trainings. All State and Federal laws regarding the payment of overtime shall apply.

### **F. CSP Requirements**

Failure to comply with the CSPP 'emergency response' training and reporting requirements is a violation of Section 10.37.2(b)(4) of the City of Los Angeles' Living Wage Ordinance and will result in the termination of the company's Certified Service Provider License Agreement (CSPLA) and deactivation of all corresponding badges at LAX.

LAWA may require additional information deemed necessary for the purposes of approving any 'emergency response' training or training provider.

### **G. Record Keeping, Reporting and Audit**

CSPs must maintain training records ([see Attachment A](#)) to provide evidence that their employees, contractors and vendors are in compliance with training requirements. The training records are subject to audit by LAWA. Training records must include the employee's name, job function, date the employee began working at LAX, date employee is no longer at LAX, and the date, hours, method of delivery and subject of each training class required by the CSPP Employer Certification Program. Training records must also provide statistical summaries of student assessments and evaluations of each training module. Training reports with all of the above data must be submitted to LAWA in electronic format on a quarterly basis. Training records must be retained for three (3) years.

When/if LAWA makes the determination that a CSP Employer Certification Plan has satisfied all criteria, LAWA shall provide written approval, in a standard form to be developed by LAWA indicating that training may commence.

### **H. Transparency**

LAWA will maintain, posted on its website on the CSPP page, an up to date listing of each CSPLA employers' date of application for approval of their CSP Employer Certification Plan, status of that approval, and percentage of employees trained year to date.

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**Attachment A: Training Records**

It is a requirement of the program that each CSP maintain training records to cover the period of time each employee is working at LAX. It is preferable the records be maintained in a spreadsheet, but not required, they may be kept in your usual format (individual records, database, log, spreadsheet, etc.) and must be available for audit.

The records shall include the following data for each training module:

- Employee Name
- Role/Function
- Employee’s Date of Hire
- Employee’s First Date at LAX
- Employee’s Last Date at LAX
- Date & Subject of Training
- Hours & Method of Delivery of Training
- Specific Modules: Signatures of Employee and Trainer
- Statistical summaries of student assessments and evaluations of each training module

Certified Service Provider:

Employee Name	Role/ Function	Start Date at LAX	Last Date at LAX	Date/Subject of Training	Hours of Training	Employee Signature	Trainer Signature
<b>SAMPLE FORMAT</b>							