

# Airport Employee Emergency Training

## Interactive Computer Based Training (CBT)

This program provides employees lifesaving and practical knowledge on the various airport response capabilities and procedures which may be encountered in the event of an emergency while working at the airport. Emphasis is placed on what Badge-holders need to know and how they should act in a variety of potential emergency situations. While not all emergencies are covered the procedures referenced are in alignment with National Incident Management Systems (NIMS), Federal Emergency Management Administration (FEMA), and established best practices to protect airport personnel and the traveling public.

### **Introduction - Airport Emergency Awareness**

This module is an introduction to Airport Emergency Awareness. Students learn about historical events that have shaped modern-day aviation safety and security regulations and responses. Essential emergency preparedness depends upon all employees who routinely work at an airport to be situationally aware of their surroundings. It is vital that the employees protect themselves and respond appropriately during airport emergencies. Employees are an airport's most valuable asset.

*Est. Seat time 10 minutes*

### **Airport Situational Awareness / Airport Emergency Plan**

This module is an overview of Airport Emergency Response Procedures (ERP), General Airfield layout of the airport (terminals, and facilities), and the Airport's Emergency Plan (AEP). Upon completion of this training, students will be able to apply situational awareness practices to protect themselves from becoming victims in an emergency. Students will know the use of fire extinguishers on small fires and the location of automated external defibrillator (AED) and first aid kits.

*Est. Seat time 40 minutes*

### **Active Threats**

This module provides airport employees with general guidelines on how to respond during an Active Threat incident (i.e., active shooter, bombing, or terminal evacuation). Upon completion of this training, students will be able to prepare themselves in the event of a targeted attack while working at the airport. This training addresses the principles of assessing work areas, being situationally aware, and making a mental plan of evacuation routes and safe zones depending upon their work location.

*Est. Seat time 35 minutes*



## **Communicating When Help Arrives**

This module provides general guidance for contacting, communicating, and interacting with emergency responders during different types of airport emergencies. Upon completion of this training, students will be able to identify how and what to report and how to act and communicate with first responders. In addition, they will know the reactions of law enforcement and fire rescue personnel with employees and passengers as they arrive at the emergency scene.

*Est. Seat time 15 minutes*

## **Until Support Arrives**

This module provides airport employees with essential skills to aid people with life-threatening injuries until professional help arrives. Upon completion of this training, students will be able to identify simple, necessary life-saving skills that can be used to aid in saving lives following an emergency event. Students will know the location of fire extinguishers and the use of automated external defibrillator (AED) and first aid kits. Additionally, students will learn to provide emotional support to victims, reassuring and comforting them until help arrives.

*Est. Seat time 50 minutes*

## **Airport Guest Experience**

This module will familiarize students with ways to assist guests, customers, visitors, and travelers. The training will provide an overview of how airport customer service is vital for creating a positive guest experience. This module will also cover the importance of showing respect and sensitivity for people from diverse backgrounds by encouraging cultural awareness. Upon completion of this training, students will be able to identify and utilize tips for guest services based upon cultural awareness as well as recognize the signs of human trafficking and how to report concerns.

*Est. Seat time 15 minutes*

