

Just-in-Time Training Script

The **Just-in-Time Training Script** is a guide to provide Just-in-Time Training to staff and managers of the MNS.

MNS (MNS) EXPANDED TREATMENT AREA (MNS) JUST-IN-TIME TRAINING (JITT) SCRIPT



Designed to fit the need of an MNS emergency
(This document can be modified to be made as a universal script as needed.)

Summary of Topics

- Overall JITT Checklist: *(Purpose, Background, Procedure)*
- Individual Station Training
- Scope/Overview of Event Script
- Introduction for Supervisors/Area Leaders Script
- Lead Controller/Branch Director Script
- JITT on Basic ICS Principles
- Organizational Map/Charts
- How to Handle Emergency Situations
- JITT Conclusion
- JITT Checklist for MNS Exercise

Just-In-Time Training Checklist for MNS

Purpose

The Just-In-Time Training (JITT) Checklist is a guide to provide Just-in-Time Training to staff and managers of the MNS.

Background

This checklist assumes that area leaders and managers will take the lead in training their staff. The core content includes information needed for each staff member to effectively accomplish the objective of their job. Core content includes:

1. Incident Command and basic principles
2. MNS Functions and Operations
3. MNS Media Policy
4. General MNS Housekeeping items
5. Job Action Sheets
6. Forms applicable to job

→ *Trainers should be aware that situational and agent specific emergencies would indicate additional information to be included or excluded in Just-In-Time Training. Trainers need to adapt training to meet the needs of each situation*

Procedure

1. Just-In-Time Training may take place at a staging location or at each MNS facility. Site selection is at the discretion of the EOC (Emergency Operations Center) established for the emergency/incident.
 - a. JITT that takes place at each individual MNS facility will utilize the ICS (Incident Command Structure) to facilitate training.
 - b. JITT that takes place at a staging location or at each Clinic may utilize health educators /designees to implement training.
2. Each lesson plan includes the following information
 - a. Title of Training, e.g. Facility MNS Training
 - b. Trainer; who would be most appropriate to facilitate the training;
 - c. Train-the-Trainer (if the training includes a Train-the-Trainer lesson plan.)
 - d. Participants include the Job Action Sheet positions that are appropriate for the facility.
 - e. Purpose;
 - f. Objectives
 - g. Situation
 - h. Material/Equipment/Supplies Needed lists additional materials/handouts that are needed to facilitate lesson plan; and
 - i. Time as a guideline for time allotted to facilitate the training.

During the JITT, Care Site Staff will be made aware of the appropriate use of Equipment and Materials. Topics that would be addressed include: bending at the knees while lifting equipment/supplies, providing care to patients, trip hazards and traffic hazards, combined with other equipment and safety techniques. Every station may require different materials/equipment.

Important Note Regarding Medication/Patient Treatment (Scope of Care) Only Registered Nurses, Licensed Practical Nurses and the Medical Doctor may perform procedure and or administer medication to patients. All other staff/volunteers at the care site will be under the supervision of Registered Nurses, Licensed Practical Nurses and Medical Doctors. Caregivers will provide care within the scope of care that they would normally provide in their position as a licensed medical professional.

→ At the beginning of the shift, all individuals will sign-in at the site sign-in/check out station.

At the change of the shift, individuals will remain at the station until replacement arrives and can be de-briefed. Those leaving their shift must complete any appropriate paperwork and check out with their Manager/Leader and site sign-in/Check –out-station. All management staff must remain on shift until all reporting staff has checked out with them.

MNS Media Policy- Staff are not to speak with the media (i.e. radio, television, newspaper, etc.) regarding activities of the MNS. All requests from the media should be referred immediately to supervisors who will refer the media directly to the individual that is in charge in response of media requests.

Radios will be distributed to the following staff at the care site facility:
(Enter ICS Positions to revive radios at the care site facility from the list below.) Training will be administered for the use of the radios during JITT.

ICS Positions:

MNS Operations Clinical Manager

MNS Operations Assistant Clinical Manager

Triage Group - Supervisor and RN

Triage Unit Leader RN

Crisis Counseling/Debriefing Unite Leader CC

Dormitory Leader RN

Administration Staff Support Unit Leader (Staff Support Coordinator)

Security S/R Reception

Security S/R Roaming

MNS Individual Station Training

1. Station training will take place at individual station with the station supervisor. Your supervisor will review your roles and/or the Job Action Sheet so that you understand your job responsibilities. In addition, remember that *confidentiality of records* and personal information needs to be maintained throughout the facility.
2. Make sure you know who is in charge of your station. This is the same person you: A. Report to AND B. Go to with questions.
3. Once at your station, do not forget to:
 - A. Take your breaks
 - B. Access the on-site behavioral health specialist if you are feeling burned-out or overwhelmed (having problems coping)
 - C. Use plain language if the appropriate emergency situation comes up
 - D. Use your facility map/flow plan as a reference
4. Even in an emergency, remember that paperwork has to be completed! All forms you are responsible for completing should be listed on your Job Action Sheet. Make sure you know:
 - A. To whom your completed forms should be given
 - B. What documentation needs to be turned over to the next shift
5. Lastly, make sure you know the location of necessary resources such as:
 - Supplies Needed
 - Required Forms
 - Medications
 - Translators
 - Reference Books
 - Behavioral Health Staff
 - Security
 - Ambulance Crew
 - Runners

Scope/Overview of Event Script

1. You are here because you have been assigned to staff an MNS due to an emergency event occurring in _____ (Insert your city or community).

→ This emergency event was triggered by _____. Here is what we know so far: (provide information about what you know thus far about why you are all here).

→ The medications that designated staff will be dispensing at the MNS are: _____ (List antibiotics).

→ The approximate number of people expected to come through the MNS is _____. Our goal is _____ people per _____ (hour/shift).

→ The number of hours you are assigned to work (that is, the length of your shift) will be _____.

→ We are _____ hours into the MNS activities and you are working the _____ shift.

2. Do you have any questions about what we have talked about thus far?

Introduction for Supervisors/Are Leaders Script

1. Hello and welcome to Just-In-Time Training.

My name is _____ **(Insert your name)** and I am the

_____ **(Insert position/title and Event/Why you are here).**

We are providing this training to give you the background you will need to assist within this MNS/expanded treatment area.

2. You should have the following materials: (list materials you are providing to each volunteer, such as job action sheet, MNS Org. Chart, MNS site map, fact sheets, forms, etc.)

MNS Just-In-Time Training

A. What is happening today?

→ (Insert your agency here) has provided staff to assist residents, health professionals, other staff members from hospitals and patients to reside in a safe place during an emergency or a disaster.

→ Make sure patients know that they are in the hands of a well-trained group of professionals assisting care to them. Let them know, that the staff is here to help assist them, in any way that they can!

→ During an emergency situation or disaster, individuals tend to panic, and things may become hectic and chaotic. Try to persuade staff and all patients at the facility, **to remain calm**, and that everyone will be helped in a timely fashion.

A. It is important to make sure all staff at the MNS facility completes their required paperwork and hand it to their supervisors.

→ Pass out job-action sheets to your staff, so everyone will know what to do

→ Have all staff be prepared for an unexpected emergency (i.e.: medical emergency, breach of security, burn-out, etc.), while at this facility, and make sure they know what to do.

B. Just-In-Time Training- Your Area leader will complete a Just-In-Time training to help you understand your role at the MNS facility. You report to one person and only one person at the facility-your area leader-and if you have any concerns you will discuss them only with your area leader.

C. Radios- If you are assigned a radio, please know your channel and learn how to use the radio. If you do not know how to use your radio, please ask for help.

D. Water/Snacks- Remember to stay well hydrated! Drink plenty of water and keep up your level of energy by eating a snack if needed.

E. Media- Staff is not to speak with the media (i.e. radio, television, newspaper, etc.) regarding activities of the MNS. All requests from the media should be referred immediately to supervisors who will refer the media directly to the individual that is in charge in response of media requests.

F. Safety Concerns- Report any unsafe conditions that may exist immediately to your area leader. Safety is very important, so make sure you are aware of your surroundings!

G. Real Emergencies- If you see anything out of the ordinary or if there is a real emergency, please report it to your area leader.

H. Fire Drill/Evacuation- If we need to evacuate or re-locate within the building, we will go to the assigned meeting location. All patients should be accounted for during fire emergencies. The person responsible for the patient census is _____ (title).

I. Sign In/Sign Out- Remember to sign in and sign out, while at the facility. We are responsible for everyone working at the MNS facility!

Just-In-Time Training on Basic ICS Principles

The Purpose of this tool is to provide the care site supervisors with an outline of basic Incident Command System (ICS) principles to review with their staff.

What is ICS?

→ ICS stands for the Incident Command System and is an organizational structure used to manage incidents both large and small. We will be using this system to manage the MNS.

ICS Positions use distinct titles

Incident Commander → Responsible for managing the overall response.

MNS Staff includes:

MNS Clinical Manager

Assistant Clinical Manager

MNS Nurse

Medical Assistant

Physician/PA/NP

HHA/CNA

Case Manager

Crisis Counselor

Housekeeping

Security-

Accountability in ICS

→ ICS utilizes an orderly chain of command. The position in charge of the MNS is called the **MNS Clinical Manager**.

→ Each individual has one and only one supervisor. This is known as Unity of Command. Your Supervisor is _____. (It is important to know who your supervisor is).

→ All personnel are expected to follow established procedures for checking in and checking out at the

INSERT YOUR ORGANIZATIONAL MAPS/CHARTS HERE

How to Handle Emergency Situations

1. It is possible that another emergency could simultaneously occur during an MNS.

Here are some examples:

- a. Fire
- b. Medical Emergencies
- c. Distressed Individuals
- d. Out of the Norm Situations (Breach of security, or aggressive behavior)

→ It is very important for you to know how to respond in case this happens!

→ Know the location of the following emergency personnel, if available:

- security
- behavioral health
- ambulance crew
- runners

→ Know the procedures for handling emergencies at this site.

- Use plain language to request help during an emergency.
- Give the location of the emergency
- If you hear a request for help, you need to know what you should do at your station until the emergency is cleared.

→ Remember to take action immediately if you are feeling distressed or have a medical emergency!

- a. Be sure to stay well hydrated
- b. Take breaks as needed
- c. Have a snack to maintain proper energy levels

Just-In-Time Training Conclusion

**Thank you all for taking the time to complete this
Just-In-Time Training!**

You should know and be able to identify the following information:

- Overview of Event: Why you are here, how this emergency occurred and the Number of hours you are working on your shift.
- The purpose, background, and procedure of this event/training
- Be familiarized with your JITT organizational maps/charts
- Identify your Lead Controller Script
- Know your responsibilities at your individual station

Be informed about the following Policies: →Media/Radios/Snacks/Breaks/Safety Concerns/Sign In-out Procedures/who can handle certain types of medication/ etc.