# IMPORTANT NOTICE: Prior to using these materials and/or delivering this presentation it is recommended that the written company policy and current program be reviewed for conformance to the OSHA standard. It is also suggested that the company representative attend or be available to answer questions that may arise during the presentation.

**GENERAL DESCRIPTION:**

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| **PROGRAM TOPIC** | ***R-161 Facility Security*** |
| **PROGRAM TITLE** | ***Active Shooter: Are You Ready?*** |
| **AUTHOR** | ***Greg Hambrick, Safety & Loss Control Instructor, OAEC*** |
| **LENGTH OF PROGRAM** | ***1 Hour*** |
| **GENERAL PURPOSE OF PROGRAM** | ***This program will provide basic training on an Active Shooter event within a Cooperative facility for all employees. Goals for this program will focus on the cooperative being able to implement an effective response program to this type of event.*** |
| **LEARNING OBJECTIVES** | **At the end of this session, participants will be able to:**   * Identify and educate employees of potential workplace violence indicators * Explain preparation and prevention steps to consider to reduce employee exposure to active shooter events * Define response actions to follow when confronted by an active shooter * Determine how to follow-up on the consequences of an active shooter event. |
| **MAJOR POINTS TO BE MADE** | **Main Point A**  **- *Indicators of potential workplace violence***  **Main Point B**  **-  *Preparation and prevention methods to consider***  **Main Point C**   * ***Response actions to implement when faced with active shooter***   **Main Point D**  **– *Dealing with the Aftermath of the event*** |

**CLCP Users! – Refer to the document 01 Outline & Disclaimer for information related to use of audio or video files and proof of permission**

**INSTRUCTOR GUIDE:**

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| **APPROXIMATE TIME** | **SECTION BEING DELIVERED AND INSTRUTIONS** |
| **60 MINUTES TOTAL** | **INTRODUCTION**  **Note to Presenters using this program:**  **To make the presentation flow better without interruption, please take the time and effort to embed the two video clips that are provided into the appropriate spots as noted on Slide #2 and Slide #29. You will be able to allow the video to play on click of the mouse if desired – this will allow a MUCH MORE dramatic effect on your audience as you open and close this presentation.** |
| **SLIDE 1** | **Welcome Participants, Introduce Self and Topic** |
|  | **CONTENT** |
| **SLIDE 2** | **Allow the short version of “Run, Hide, Fight” video to play – 1:43 min.** |
| **SLIDE 3** | **Share the Specific Learning Objectives:**   * At the end of this program, you will be able to;  1. Identify and educate employees of potential workplace violence indicators 2. Explain preparation and prevention steps to consider to reduce employee exposure to active shooter events 3. Define response actions to follow when confronted by an active shooter 4. Determine how to follow-up on the consequences of an active shooter event   **REFER** TO THE SLIDE FOR OBJECTIVES |
| **SLIDE 4**  **MAIN POINT - A** | **A) Indicators of Potential Workplace Violence**   1. Definition of an Active Shooter 2. Common motives that promotes violent acts 3. Behavior changes in employees 4. Importance of reporting the indicators   THE SLIDE OUTLINES THE 4 SUB-PIONTS TO BE DISCUSSED IN THIS MAIN POINT A SECTION |
| **SLIDE 5**  **SLIDE 5 cont** | **READ** THE DEFINITION OF AN ACTIVE SHOOTER  **DISCUSS** THE FOLLOWING:  **WEAPONS OF CHOICE –** DISCUSS - - FIREARMS ARE MAIN CHOICE – HANDGUNS, SHOTGUNS, ASSAULT RIFLES, EVEN AUTOMATIC WEAPONS  **SELECTION OF VICTIMS –** VERY RANDOM – TYPICALLY, THERE IS NO PARTICULAR PATTERN TO SELECTION OF VICTIMS IN A SHOOTER INCIDENT  **WHO IS THE SHOOTER –** CURRENT OR FORMER EMPLOYEES – EMPLOYEE FAMILY MEMBERS – DISGRUNTLED MEMBERS – OTHERS?? |
| **SLIDE 6** | **Common motives that promote violent acts**  **Discuss** the following points:  **ANGER –** SOURCES COULD BE FAMILY ISSUES, FINANCIAL ISSUES, MISSED JOB OPPORTUNITIES, ETC.  **REVENGE** – MISSED JOB OPPORTUNITIES, HIGH ELECTRIC BILLS, FINANCIAL TROUBLE  **IDEOLOGY** – METHODICAL, INVESTIGATE THEIR TARGET, SURVEIL THE LOCATION, AND UNDERGO TRAINING  **UNTREATED MENTAL ILLNESS –** MAY BE IN DENIAL, REFUSE TREATMENT, COULD PROMPT THE ANGER OR REVENGE  **ILLEGAL DRUG USE –** SHOULD BE SELF-EXPLANATORY – COULD PROMPT ANY TYPE OF RADICAL BEHAVIOR  **OTHERS?? - -** |
| **SLIDE 7** | CONSIDER ALL THE BEHAVIOR CHANGES LISTED **AND OPEN DISCUSSION WITH THE AUDIENCE** ABOUT HOW THESE COULD CONTRIBUTE OR BE INDICATORS |
| **SLIDE 8** | **Importance of Reporting Indicators**  PROACTIVE EMPLOYEES RECOGNIZE ODD BEHAVIORS  ALERT YOUR SUPERVISOR OR H.R. REPRESENTATIVE OF SUSPICIOUS BEHAVIOR  CHANCES OF INTERVENTION IMPROVE WITH INCREASED AWARENESS & PROACTIVE REPORTING |
| **SLIDE 9**  **MAIN POINT - B** | **B) Preparation and Prevention Methods to Consider**   1. Active Shooter Incident Facts 2. Understanding Active Shooter Incidents 3. Five Phases of Escalation of a Shooter 4. Facility Evaluation and Design   THE SLIDE OUTLINES THE 4 SUB-PIONTS TO BE DISCUSSED IN THIS MAIN POINT B SECTION |
| **SLIDE 10** | **Active Shooter Incident Facts**  DISCUSS EVENTS LISTED ON THE SLIDE  HANDOUT THE “FBI STUDY” INFORMATION SHEET and OFFER DISCUSSION AND REVIEW OF HANDOUT FACTS.  **>>> UNFORTUNATELY AS TIME GOES ON, THERE WILL BE MORE EVENTS TO ADD TO THIS DISCUSSION <<<** |
| **SLIDE 11** | **Understanding Active Shooter Incidents**  INCIDENTS CAN OCCUR AT ANY TIME OR ANY PLACE  TAKE THE TIME AS AN EMPLOYEE TO EDUCATE AND PREPARE FOR SUCH AN INCIDENT  TYPICALLY, THERE IS NO PATTERN IN THE SELECTION OF VICTIMS    AN ACTIVE SHOOTER IS AN INDIVIDUAL KILLING OR ATTEMPTING TO KILL PEOPLE IN A CONFINED AND POPULATED AREA |
| **SLIDE 12** | **Five Phases of Escalation**  **TAKE TIME TO DETAIL EACH OF THESE STAGES WITH AUDIENCE**  **FANTASY STAGE –** DAYDREAMS OF THE SHOOTING – FANTASIZES ABOUT NEWS COVERAGE – IDOLIZES OTHER SHOOTERS – MIGHT DRAW PICTURES OF THE EVENT – MAKE WEB POSTINGS – EVEN DISCUSS HIS PLANS OR DREAMS WITH FRIENDS OR FOES – **IF HEAR OR SEE THIS TYPE OF BEHAVIOR – TAKE IT SERIOUSLY AND REPORT TO SUPERVISORS AND AUTHORITIES !!**  **PLANNING STAGE –** DETERMINES “WHO, WHAT, WHEN, WHERE AND HOW” OF HIS DAY OF INFAMY – MAY WRITE THESE PLANS DOWN – OFTEN WILL DISCUSS PLANS WITH OTHERS AND LOOK FOR ACCOMPLICES – WEAPONS WILL BE DETERMINED – TRANSPORTATION TO AND FROM THE LOCATION – HOW HE DRESSES TO CONCEAL THE WEAPONS  **AGAIN – THIS IS A GREAT PLACE FOR INTERVENTION BEFORE THE EVENT TAKES PLACE TO AVOID DEATH AND DESTRUCTION TO HUMAN LIFE!!**  **PREPARATION STAGE –** OBTAINING WEAPONS, AMMUNITION, GUN POWDER AND SUPPLIES FOR EXPLOSIVES – MAY BREAK INTO FRIENDS/FAMILY HOMES TO STEAL WEAPONS – STOCK PILE OR PRE-STAGE WEAPONS IN STRATEGIC LOCATIONS TO ASSIST HIMSELF DURING THE ATTACK – MAY CALL FRIENDS OR FAMILY TO ADVISE TO STAY AT HOME ON THE DAY OF THE PLANNED ATTACK TO PROTECT THEM **– ALL OF THESE BEHAVIORS STILL CAN RECOGNIZED AS A REAL THREAT AND CAN BE REPORTED A SUSPICIOUS FOR INTERVENTION!!**  **APPROACH STAGE – THIS IS A VERY DANGEROUS STAGE!! –** HIS PLANS ARE MADE – HE IS ON HIS WAY TO THE ATTACK – HIS DECISIONS HAVE BEEN MADE – HE WILL FULLY ARMED WITH HIS TOOLS OF DEATH – **IF THE SHOOTER IS ENCOUNTERED AT THIS STAGE, ONLY FULLY ARMED AND TRAINED OFFICERS SHOULD ENGAGE HIM AT THIS POINT!!**  **IMPLEMENTATION STAGE – THE SHOOTER HAS PULLED THE TRIGGER AT THIS POINT!! –** HE IS FULLY DEDICATED TO REACHING THE “TOP SCORE” OF AS MANY VICTIMS AS HE CAN – HE WILL CONTINUE UNTIL 1) RUNS OUT OF AMMUNITION 2) RUNS OUT OF VICTIMS OR 3) IS STOPPED |
| **SLIDE 13** | **Facility Evaluation and Design**  **RESTRICT PUBLIC ACCESS TO ONLY ONE FRONT DOOR** IF AT ALL POSSIBLE – ALL OTHER EMPLOYEE ENTRANCES, GATES OR OTHER ACCESS POINTS TO THE FACILITY SHOULD HAVE SOME TYPE OF LOCKING DEVICE THAT IS ACCESSIBLE ONLY BY SECURE LOCKS OR ELECTRONIC ACCESS CODES OR KEYS.  **PUBLIC AREAS OF THE COOPERATIVE SHOULD BE EVALUATED** TO DETERMINE IF EASY ACCESS CAN BE GAINED BY SOMEONE WITH BAD INTENTIONS – ALL HALLWAYS TO BACK OFFICES FROM THE FRON LOBBY SHOULD BE RESTRICTED ACCESS ONLY TO THE PUBLIC – THE FRONT DESK SHOULD BE CONSTRUCTED TO PROHIBIT SOMEONE FROM COMING OVER THE TOP OF IT  **ALL OFFICE DOORS SHOULD HAVE STRONG LOCKSETS** TO ALLOW POTENTIAL VICTIMS TO “HIDE” IN A LOCKED OFFICE IF PUT IN A DESPARATE POSITIION TO DO SO.  **SECONDARY DOOR BLOCKING DEVICES SHOULD BE AVAILABLE IN ALL ROOMS** – ESPECIALLY THOSE THAT CANNOT BE LOCKED OR RE-FITTED WITH NEW LOCKSETS. THERE ARE SPECIALIZED DEVICES ON THE MARKET TO ASSIST IN LOCKING OR SECURING DOORS WITH EXTERNAL DOOR CLOSERS – SEE PHOTOS ON FOLLOWING SLIDES.  **INCIDENTAL OR MAKESHIFT WEAPONS TO CONSIDER** – IF PUT IN A POSITION WHERE YOU HAVE DECIDED TO “FIGHT” – MANY THINGS COULD BE A WEAPON – CONSIDER FIRE EXTINGUISHERS AS THE POWDER INSIDE IS UNDER PRESSURE AND IS VERY IRRITATING TO THE RESPIRATORY SYSTEM – A CO2 EXTINGUISHER REMOVES THE OXYGEN FROM THE AIR, SO IF DISCHARGED AT THE SHOOTER COULD MAKE IT DIFFICULT FOR HIM TO BREATHE – OTHER WEAPONS COULD BE LAMPS, SMALL CHAIRS, EVEN A HEAVY DOOR AS THE SHOOTER ENTERS A ROOM. |
| **SLIDE 14** | EXAMPLE OF RECENTLY REMODELED PUBLIC ACCESS AREA OF COOPERATIVE – PHOTOS USED BY PERMISSION |
| **SLIDE 15** | EXAMPLE OF RECENTLY REMODELED PUBLIC ACCESS AREA OF COOPERATIVE – PHOTOS USED BY PERMISSION |
| **SLIDE 16** | **SECONDARY DOOR BLOCKER** IS A PRODUCT THAT WAS DEVELOPED FOR USE IN SCHOOLS TO SLIDE OVER THE DOOR CLOSER ARM OF A CLASSROOM DOOR THAT WILL NOT LOCK WITH A LOCK-SET – THE “SLEEVE” SIMPLY SLIDES OVER THE CLOSER ARM CAUSING THE ARMS TO BE LOCKED IN POSITION, THUS WHEN THE ARMS WILL NOT MOVE, THE DOOR WILL NOT OPEN. |
| **SLIDE 17**  **MAIN POINT – C**  **SLIDE 17 cont** | **Response Actions to Implement if Under Attack**  IN AN ACTIVE SHOOTER SITUATION, YOU SHOULD QUICKLY DETERMINE THE MOST REASONABLE WAY TO RESPOND AND PROTECT YOUR OWN LIFE.  **EVACUATE/RUN** – IF THERE IS AN ACCESSIBLE ESCAPE PATH, ATTEMPT TO EVACUATE THE PREMESIS  **TAKE SHELTER/HIDE –** IF EVACUATION IS NOT POSSIBLE, FIND A PLACE TO HIDE WHERE THE ACTIVE SHOOTER IS LESS LIKELY TO FIND YOU – IF THE DOOR TO THE ROOM YOU ARE HIDING IN IS LOCKED, CHANCES ARE BETTER THAT THE SHOOTER WILL NOT CONCENTRATE ON THAT ROOM AND MOVE ON  **TAKE ACTION/FIGHT – AS A LAST RESORT! –** AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER, ATTEMPT TO DISRUPT AND/OR INCAPACITATE THE SHOOTER  **WHEN LAW ENFORCEMENT ARRIVES –** THE PRIMARY GOAL OF OFFICERS IS TO ELIMINATE THE THREAT AS SOON AS POSSIBLE |
| **SLIDE 18** | **Evacuate / Run**  THERE MUST BE **MULTIPLE ESCAPE ROUTES** PLANNED IN CASE THE SHOOTER COMES IN THE BACK DOOR INSTEAD OF THE FRONT – PLANNING IS ESSENTIAL!  **WARN OTHERS** AS YOU PASS BY WORKSTATIONS OR OFFICES – DO NOT TARRY – LEAVE EVEN IF OTHERS DECIDE TO LINGER BEHIND  **DRILLS BASED ON DIFFERENT SCENARIOS** WILL ONLY MAKE THE RESPONSE TO A REAL ATTACK MORE SUCCESSFUL AND REDUCE CASUALTIES  UPDATING AND TRAINING OF THE **EMERGENCY RESPONSE PLAN** WILL ENHANCE THE RESPONSE  CONSIDERATION IN THE PLANNING STAGE OF RESPONSE SHOULD INCLUDE EMPLOYEES OR MEMBERS WITH **SPECIAL NEEDS OR DISABILITIES** |
| **SLIDE 19** | **Take Shelter / Hide**  IF THERE ARE AREAS IN THE COOPERATIVE THAT ARE **FORTIFIED** AND **CAN BE LOCKED DOWN**, IDENTIFY AND TRAIN EMPLOYEES TO RESPOND TO THAT LOCATION IF NEEDED  ALL **OFFICE DOORS SHOULD HAVE LOCKS** THAT CAN BE LOCKED FROM INSIDE THE OFFICE SPACE OR SOME SECONDARY MEANS OF BLOCKING THE DOOR  SHELTER / FORTIFIED AREAS **SHOULD NOT HAVE WINDOWS** OR THE ABILITY TO COVER THE WINDOW WHERE THE SHOOTER CANNOT LOOK IN  **TURN ALL LIGHTS OFF** – TURN OFF ANY OFFICE MACHINES THAT MIGHT DRAW ATTENTION TO THE SHOOTER  **SILENCE YOUR CELL PHONE** – A SIMPLE LITTLE “NOTIFICATION TONE” ON A TEXT RECEIVED COULD ALERT THE SHOOTER OF YOUR EXACT LOCATION. |
| **SLIDE 20** | **Take Action / Fight**  **FIGHTING BACK** SHOULD ONLY BE DONE WHEN THERE ARE NO OTHER OPTIONS AND YOU ARE ABOUT TO FACE THE SHOOTER  SEARCH THE AREA YOU ARE IN FOR ANYTHING THAT COULD BE USED AS A WEAPON  AS YOU RETREAT TO A HIDING PLACE, **GRAB A FIRE EXTINGUISHER** AS YOU GO BY – SMALL CHAIRS – DESK LAMPS – LOOK FOR OTHER SHARP OBJECTS  **THERE ARE STRENGTH IN NUMBERS** – IF YOU HAVE TO FIGHT BACK, ORGANIZE AND PLAN THE ATTACK AS A GROUP – YELL – TRY TO DISTRACT THE SHOOTER  **COMMIT TO YOUR ACTIONS** – THIS WILL BE A LIFE AND DEATH SITUATION – THERE CAN BE NO SPECULATION AT THIS POINT OF THE ATTACK |
| **SLIDE 21** | **When Law Enforcement Arrives.....**  THE **PRIMARY GOAL OF OFFICERS** IS TO ELIMINATE THE THREAT AS SOON AS POSSIBLE – THEY WILL NOT STOP TO HELP THE INJURED – THEY WILL BE FOCUSED ON THE SHOOTER  **OFFICERS WILL ARRIVE IN TEAMS** WITH TACTICAL EQUIPMENT SUCH AS VESTS, HELMETS, AND HEAVILY ARMED WITH ASSULT WEAPONS  **REMAIN CALM AND FOLLOW INSTRUCTIONS** – PUT DOWN ITEMS YOU ARE HOLDING – RAISE YOUR HANDS AND SPREAD YOUR FINGERS – AVOID SUDDEN MOVEMENTS – KEEP HANDS VISIBLE AT ALL TIMES – DO NOT YELL, SCREAM, OR POINT  **DO NOT ASK OFFICERS FOR HELP** DURING THE EVACUATION – THEY ARE STILL FOCUSED ON THE PRIMARY THREAT  **YOU MAY BE HELD AT A SAFE LOCATION** OR ASSEMBLY POINT FOR A DETERMINED TIME – COOPERATE WITH INVESTIGATORS BY PROVIDING INFORMATION AND WITNESS ACCOUNT OF THE EVENT |
| **SLIDE 22**  **MAIN POINT – D**  **SLIDE 22 cont** | **Dealing with the Aftermath**  **ACCOUNT FOR ALL INDIVIDUALS** AT A DESIGNATED ASSEMBLY POINT TO DETERMINE WHO, IF ANYONE, IS MISSING AND POTENTIALLY INJURED  DETERMINE A **METHOD FOR NOTIFYING FAMILIES** OF INDIVIDUALS AFFECTED BY THE ACTIVE SHOOTER, INCLUDING NOTIFICATION OF ANY CASUALTIES  **ASSESS THE PSYCHOLOGICAL STATE** OF INDIVIDUALS AT THE SCENE, AND REFER THEM TO THE PROPER HEALTH CARE SPECIALISTS ACCORDINGLY  **IDENTIFY AND WORK TO FILL ANY CRITICAL PERSONNEL** OR OPERATIONAL GAPS LEFT IN THE ORGANIZATION AS A RESULT OF THE EVENT  FOLLOW UP – ANALYZE THE EVENT AND CREATE AN AFTER ACTION REPORT |
| **SLIDE 23** | **Account for all Victims**  **ALL EMPLOYEES AND VISITORS MUST BE ACCOUNTED FOR** THAT WERE IN THE BUILDING AT THE TIME OF THE ATTACK – ANY THAT ARE UNACCOUNTED FOR MUST BE ASSUMED TO BE VICTIMS OF THE SHOOTING  **DESIGNATED ASSEMBLY POINTS** THAT ARE ESTABLISHED BY LAW ENFORCEMENT TAKE PRIORITY OVER THE COOPERATIVE’S EMERGENCY ACTION PLAN ASSEMBLY POINT IF DIFFERENT  **YOU MAY BE ASKED TO STAY** IN A DESIGNATED AREA UNTIL IT IS SAFE TO LEAVE – ADDITONAL INFORMATION MAY BE ASKED OF  EMPLOYEES AND VISITORS WHO WERE WITNESS TO THE EVENT  **WAIT IN THE ASSEMBLY POINT** UNTIL THE OFFICERS IN CHARGE GIVE PERMISSION FOR YOU TO LEAVE |
| **SLIDE 24** | **Notification of Family Members of Victims**  IT IS VITAL TO **ESTABLISH A PROFESSIONAL METHOD TO NOTIFY** FAMILY MEMBERS OF VICTIMS OF A CASUALTY AS RESULT OF A SHOOTING ATTACK  PRE-PLAN WHO WILL BE THAT **DESIGNATED COMPANY REPRESENTATIVE** TO MAKE THE INITIAL CONTACT AND DEVELOP A PROCEDURE TO FOLLOW IN MAKING THE CONTACT  **CONTACT EMPLOYEES WHO WORK OFF-SITE** OR MAY HAVE BEEN AWAY FROM WORK ON THAT PARTICULAR DAY TO INFORM AND ADVISE TO NOT COME TO THE WORKPLACE UNTIL THE SITUATION HAS BEEN RESOLVED |
| **SLIDE 25** | **Psychological Consideration of Victims**  **PROVIDE AN INITIAL ASSESSMENT** AT THE SCENE TO DETERMINE IF FURTHER PSYCHOLOGICAL HEL PIS NEEDED  BEFORE AN ATTACK OCCURS, DETERMINE WHAT **PROFESSIONAL ASSISSTANCE IS AVAILABLE** IN YOUR AREA AND MAKE AN INITIAL CONTACT WITH THEM  **BE READY TO SUPPORT** THE VICTIMS IN THE AFTER-MATH OF A TRAUMATIC EVENT – SEEK PROFESSIONAL HELP IN WHATEVER AREA THE VICTIM MIGHT NEED |
| **SLIDE 26**  **SLIDE 26 cont** | **Long-term Effects on the Co-op’s Operation**  **UPON RESUMING NORMAL OPERATION;**  - EMPLOYEES WHO WERE IMPACTED MUST FIND THEIR NORMAL ROLE AND RESUME NORMAL OPERATION – THIS CAN HAVE LONG TERM EFFECTS ON SOME EMPLOYEES  - THERE MAY BE EMPLOYEES-FRIENDS NO LONGER AT WORK BY OUR SIDE AS THEY ONCE WERE  - REPLACEMENTS FOR CRITICAL POSITIONS MUST BE FOUND TO BRING THE COOPERATIVE BACK TO FULL OPERATION |
| **SLIDE 27** | **Follow-up Analysis of the Event**  NOW IS THE TIME TO **UPDATE THE COOPERATIVE EMERGENCY ACTION PLAN** – CONSIDER ALL THE DYNAMICS OF SUCH A TRAGIC ATTACK AND PLAN NOW FOR IT!  AFTER AN ATTACK – MAKE PLANS TO HAVE AN EFFECTIVE **POST-ATTACK EVALUATION** OF HOW THE COMPANY AND EMPLOYEES RESPONDED –  **>>> WHAT WENT WRONG VS. WHAT WENT RIGHT <<<** |
|  | **REVIEW/SUMMARY** |
| **SLIDE 28** | **SUMMARY**  **FOCUS ON THE BULLET POINTS ON THE SLIDE – SEE IF THERE IS ANY DISCUSSION FROM THESE POINTS**  **WHAT WILL YOU DO??** |
|  | **SUMMARY – CLOSING** |
| **SLIDE 29** | **“RUN, HIDE, FIGHT” VIDEO – USED BY PERMISSION – STRONG CLOSING STATEMENT!!**  **FOR EASE OF PRESENTATION – EMBED THE VIDEO FILE INTO THIS SLIDE AS DIRECTED ON THE SLIDE**  **5:52 MINUTES LONG** |
| **SLIDE 30** | **Questions or Comments**  **THIS IS A GREAT TIME TO DISCUSS ANY NEW CURRENT EVENTS OR ATTACKS THAT HAVE OCCURRED THAT RELATE TO THIS TOPIC**  **ALSO DISCUSS FACILITY STRENGTHS AND WEAKNESSESS THAT EMPLOYEES FEEL ARE IMPORTANT TO MENTION** |
|  | **TEST FOR UNDERSTANDING** |
|  | **DISTRIBUTE THE HANDOUT MATERIAL FOR THE FOLLOW UP TEST**  **AND DISCUSS THE RESULTS WITH THE CLASS AFTER ALL ARE DONE** |
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|  |  |
|  | **EVALUATION** |
|  | **HANDOUT EVALUATION FORM AND ASK THE CLASS TO COMPLETE IT BEFORE LEAVING THE ROOM** |