Appendix A: Lesson Plan

HSP Modules for 8-Hour Workshop

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Module One
Lesson 1: Welcome

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agencies

Objectives
At the conclusion of this module, learners will be able to:
- Understand the purpose of the workshop
- Know who prepared the workshop materials
- Know the instructor(s) of the workshop
- Know who the other learners are
- Understand workshop housekeeping and procedures

Scope
The scope of this module will include:
- Introduction of instructors and learners
- Workshop housekeeping

Estimated Completion Time
5 minutes

Slides
1-3

HSP Pages
No HSP Pages

Training Methods
The instructor will begin this module by greeting learners and introducing instructor(s) and any other member of the training team or workshop sponsor in attendance. Workshop learners will introduce themselves, saying their name and the name and location of their transit system. Workshop housekeeping (location of bathrooms, use of cell phones, breaks, and meal arrangements) will be covered.

Resources Required
- Instructor manual
- Participant manual
- PowerPoint slides

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Introduction and module objectives . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 5 minutes

Total Time: 5 minutes
Lesson 2: Introduction and Cost Benefit of Being Prepared

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency.

Objectives
At the conclusion of this module, learners will be able to:
• Know the goals of the workshop
• Use all workshop materials
• Know workshop ground rules
• Understand the concept of the cost benefit of being prepared
• Understand how completing the HSP complements good business practices and is integral to day-to-day operations
• Build a balanced approach to hazards and security planning

Scope
The scope of this module will include:
• Workshop goals, ground rules, and procedures for maintaining a learning environment
• Commitment to developing and using an HSP
• The roles of anxiety, fear, balance, reasonable response, and preparation in the HSP
• Personal, family/home, and organizational HSP exercise
• Building a balanced approach
• Core value techniques for all hazard and security situations

Estimated Completion Time
20 minutes

Slides
4-35

HSP Pages
No HSP Pages

Training Methods
The instructor will begin this module by discussing workshop goals, materials, ground rules, and keys to success. The importance of overcoming resentment and the cost benefit of preparing and using an HSP will be stressed. The instructor will emphasize the need to be prepared but balanced so panic can be avoided and procedures followed. Learners will learn to examine each possible occurrence and develop a reasonable response through class exercises of preparing an element of a personal HSP, a family/home HSP, and an organizational HSP.

Resources Required
• Instructor manual
• Participant manual
• Agenda and class roster
• PowerPoint slides
Equipment

In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:

▪ A computer with PowerPoint software
▪ A computer projector and screen

Notes

A suggested time plan for this module is as follows:

Workshop goals, materials, and ground rules ...............5 minutes
Commitment to HSP and cost benefit of being prepared ....5 minutes
Class exercise .....................................................10 minutes

Total Time: 20 minutes
Lesson 3: Expectations from the Workshop and Use of the HSP Template

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
- Explain the purpose and outcomes of workshop
- Have general questions answered

Scope
The scope of this module will include:
- Introduction to HSP process
- A general approach to the HSP: the three-step systematic process
- The HSP conceptual approach
- The HSP process
- How the HSP process relates to the National Incident Management System (NIMS) process

Estimated Completion Time
20 minutes

Slides
36-44

HSP Pages
No HSP Pages

Training Methods
The instructor will emphasize that the HSP is not rocket science and not so different from what people are doing now in many phases of their lives. The three-step strategic systematic process is covered as it relates to HSP. The HSP conceptual approach is covered. NIMS is explained, and NIMS’s relationship to the HSP is discussed. Questions from learners are answered about course expectations.

Resources Required
- Instructor manual
- Participant manual
- PowerPoint slides

Equipment
In addition to the equipment listed at the front of the instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

Notes
A suggested time plan for this module is as follows:
HSP is not rocket science ........................................... 5 minutes
Systematic process and HSP conceptual approach ............ 5 minutes
Class questions and discussion .............................. 10 minutes

Total Time: 20 minutes
Lesson 4: Definition of Terms and Introduction to Glossary

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
• Understand terms used in the workshop

Scope
The scope of this module will include:
• Discussion of terms used in the HSP

Estimated Completion Time
10 minutes

Slides
45-59

HSP Pages
83-88

Training Methods
The instructor will review and discuss words in the glossary that learners want clarified. A complete discussion of the terms prevention, mitigation, preparation, response, and recovery are the central purpose of this section. The instructor will demonstrate these five terms using the hypothetical setting of a picnic and a fly swatter.

Resources Required
▪ Instructor manual
▪ Participant manual
▪ PowerPoint slides
▪ Fly swatter

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
▪ A computer with PowerPoint software
▪ A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Glossary review and discussion .................................10 minutes

Total Time: 10 minutes
Module Two
Lesson 5: Getting Started: HSP Section 1: Establish Policies

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
• Create a written statement of purpose covering routine and emergency security and hazard situations
• Define the situations that the HSP will cover
• Look at assumptions about the situations surrounding use of the plan
• Discuss how the organization plan fits into the overall community security and emergency plans

Scope
The scope of this module will include:
• Purpose of the HSP
• Establishing policies
• The inventory step: What is possible?
• Map Your Service Area exercise
• Sketch Home Area and Identify Hazards exercise
• Approach to identified hazards and security issues
• Situations covered by the HSP
• Statements of belief and limitations

Estimated Completion Time
60 minutes

Slides
60-78

HSP Pages
1-9

Training Methods
The instructor will start learners on developing their HSPs by examining what could happen at their agencies. Possible hazard and security issues are reviewed. In the Map Your Service Area exercise, the instructor will help learners identify 35 situations on the map. After that, learners will prepare their own maps of their areas and identify situations specific to their services. Then HSP preparation begins on HSP page 2 with a review of the HSP purpose, situations covered, and statements of belief and limitations. Learners review the table on HSP pages 4-6 and check the security incidents that they will address in their plans.
**Resources Required**
- Instructor manual
- Participant manual
- PowerPoint slides
- Your Service Area Map

**Equipment**
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

**Notes**
A suggested time plan for this module is as follows:
The inventory step: What is possible? ..................5 minutes
Map Your Service Area exercise  .......................15 minutes
Sketch Home Area and Identify Hazards exercise ........15 minutes
Establish policies, purpose of HSP, situations covered ...15 minutes
Review and complete table on HSP pages 4-6 ............5 minutes
Statements of beliefs and limitations .....................5 minutes

*Total Time: 60 minutes*
Module Three
Lesson 6: HSP Section 2: Organization, Roles and Responsibilities

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objective
At the conclusion of this module, learners will be able to:
• Develop an organizational structure, with a clearly defined chain of command and designated roles and responsibilities, containing:
  a) responsibilities
  b) continuity of services
  c) contact information

Scope
The scope of this module will include:
• Organization, roles, and responsibilities of agencies and personnel
• Review and completion of the table on HSP pages 11-14
• Continuity of services and lines of authority
• Backup facilities and records
• Succession of personnel and contact information

Estimated Completion Time
50 minutes

Slides
79-91

HSP Pages
10-17

Training Methods
The instructor will discuss organization, roles, and responsibilities of agencies and personnel within and outside the transit agency. Learners will be coached on which people and organizations in their home areas need to be included in their HSPs. The instructor will guide learners through the table and the List of Key Personnel and HSP Responsibilities and coach them about lines of authority. Backup facilities and records will be discussed with an emphasis on thinking beyond computer records.

Resources Required
▪ Instructor manual
▪ Participant manual
▪ PowerPoint slides

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
▪ A computer with PowerPoint software
▪ A computer projector and screen
Notes

A suggested time plan for this module is as follows:
Organization, roles, and responsibilities of agencies and personnel ........................................10 minutes
Review and complete table on HSP pages 11-14 ...............10 minutes
Continuity of services and lines of authority ..................10 minutes
Backup facilities and records .................................10 minutes
Succession of personnel and contact information ...........10 minutes

Total Time: 50 minutes
Module Four
Lesson 7: HSP Section 3: Countermeasures: Part A: Prevention

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency.

Objectives
At the conclusion of this module, learners will be able to:
• Examine activities to reduce the likelihood that incidents will occur
• Establish safe and secure procedures for passengers, vehicles, drivers, and facilities

Scope
The scope of this module will include:
• Review of five countermeasures and strategies
• Rate and discuss prevention activities

Estimated Completion Time
30 minutes

Slides
92-100

HSP Pages
18-32

Training Methods
After reviewing the five countermeasures and strategies, using the picnic analogy, the instructor will help learners rate and discuss prevention activities on HSP pages 22-23.

Resources Required
▪ Instructor manual
▪ Participant manual
▪ PowerPoint slides

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
▪ A computer with PowerPoint software
▪ A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Review of five countermeasures and strategies ..........5 minutes
Rate and discuss prevention activities .................25 minutes

Total Time: 30 minutes
Lesson 8: HSP Section 3: Countermeasures: Part B: Mitigation

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
- Examine activities to reduce asset loss or human consequences (such as injuries or fatalities) of an incident
- Establish safe and secure procedures for passengers, vehicles, drivers, and facilities

Scope
The scope of this module will include:
- Discussion of mitigation activities
- Rate and discuss mitigation activities

Estimated Completion Time
30 minutes

Slides
101-103

HSP Pages
33-39

Training Methods
After discussing what mitigation is and the differences between mitigation and prevention, the instructor will help learners rate and discuss prevention activities on HSP page 34.

Resources Required
- Instructor manual
- Participant manual
- PowerPoint slides

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Discussion of mitigation .......................... 5 minutes
Rate and discuss mitigation activities .................. 25 minutes

Total Time: 30 minutes
Lesson 9: HSP Section 3: Countermeasures: Part C: Preparedness

**Course Goal**
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency.

**Objectives**
At the conclusion of this module, learners will be able to:
- Examine preparedness activities to anticipate and minimize the impacts of security-related incidents, and equip employees to better manage these incidents.
- Establish emergency policies and procedures for passengers, employees, and management to follow.
- Keep training, drills, and contact lists up to date.
- Establish and maintain mutual aid agreements with fire departments, emergency medical services, and emergency management services.

**Scope**
The scope of this module will include:
- Discussion of preparedness activities.
- Rate and discuss preparedness activities.

**Estimated Completion Time**
60 minutes

**Slides**
104-111

**HSP Pages**
40-51

**Training Methods**
After discussing what preparedness is, the instructor will help learners review the table, Preparedness Activities, on HSP pages 41-42. The Homeland Security Alert Levels will be discussed in terms of learners’ planning for each level. Learners will rate and discuss the preparedness activities on HSP pages 41-42.

**Resources Required**
- Instructor manual
- Participant manual
- PowerPoint slides

**Equipment**
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

**Notes**
A suggested time plan for this module is as follows:
Discussion of preparedness and Alert Levels ..................35 minutes
Rate and discuss mitigation activities .......................25 minutes

*Total Time: 60 minutes*
Lesson 10: HSP Section 3: Countermeasures: Part D: Response

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
• Examine activities used to react to security related incidents and hazards and help protect passengers, employees, the community, and property
• Establish what information is to be collected by which employee
• Ensure that policies and procedures established in the Mitigation and Preparedness portions of the HSP are followed

Scope
The scope of this module will include:
• Discussion of response activities
• Rate and discuss response activities

Estimated Completion Time
75 minutes

Slides
112-120

HSP Pages
51-69

Training Methods
After discussing what response is, the instructor will help learners review the table, Response Activities, on HSP pages 52-53. The importance of communication and the avoidance of improvisation will be stressed. Learners will rate and discuss the response activities on HSP pages 52-53.

Resources Required
▪ Instructor manual
▪ Participant manual
▪ PowerPoint slides

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
▪ A computer with PowerPoint software
▪ A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Discussion of response ........................................30 minutes
Rate and discuss response activities ..........................45 minutes

Total Time: 75 minutes
Lesson 11: HSP Section 3: Countermeasures: Part E: Recovery

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
• Examine policies to assist in recovering from incidents that have occurred so that service can resume as quickly as possible
• Establish a review of policies, documents, plans, and vehicles
• Evaluate the response and oversee recovery and restoration of personnel, service, vehicles, and facilities

Scope
The scope of this module will include:
• Discussion of response activities
• Rate and discuss response activities

Estimated Completion Time
30 minutes

Slides
121-123

HSP Pages
69-73

Training Methods
After discussing what recovery is, the instructor will help learners review the table, Recovery Activities, on HSP page 70. The importance of learning, using, and revising the HSP will be stressed. Learners will rate and discuss the importance of evaluating response on HSP page 70.

Resources Required
▪ Instructor manual
▪ Participant manual
▪ PowerPoint slides

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
▪ A computer with PowerPoint software
▪ A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Discussion of recovery .................. 20 minutes
Rate and discuss recovery evaluation activities ............. 10 minutes

Total Time: 30 minutes
Module Five  
Lesson 12: HSP Section 4: Plan Maintenance

**Course Goal**
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

**Objectives**
At the conclusion of this module, learners will be able to:
- Keep the plan fresh
- Conduct a formal audit of the entire plan at least once a year

**Scope**
The scope of this module will include:
- Discussion of plan maintenance activities
- Assessment techniques
- Distribution criteria

**Estimated Completion Time**
30 minutes

**Slides**
124-128

**HSP Pages**
74-81

**Training Methods**
After discussing what plan maintenance is and emphasizing its importance, the instructor will help learners review the checklist on HSP pages 77-80. The FTA “Top 20 Security Program Action Items for Transit Agencies” are reviewed and contained in the HSP Template Instructions as Attachment B. (Be sure and draw attention to this important Attachment.) Techniques of how to review and change, and keep track of those changes, will be covered. Distribution criteria for the final plan will be discussed.

**Resources Required**
- Instructor manual
- Participant manual
- PowerPoint slides

**Equipment**
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

**Notes**
A suggested time plan for this module is as follows:
- Discussion of plan maintenance ......................... 5 minutes
- Discussion of review and changes ...................... 10 minutes
- Review of assessment checklist ......................... 10 minutes
- Discussion of distribution ............................... 5 minutes

*Total Time: 30 minutes*
Module Six
Lesson 13: Summary and Review

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency

Objectives
At the conclusion of this module, learners will be able to:
• Explain the overall flow chart for the HSP template and HSP specific techniques
• Summarize and explain key steps and clarify any issues that have been raised in the workshop
• Review sources for more information and processes to complete the HSP at local sites

Scope
The scope of this module is based on 10 review questions shown in slides. Successful answering of each of the review questions will indicate that the learner has achieved the goals and objectives of this course. The module will include:
• Restatement that the HSP is not rocket science
• Review of HSP conceptual approaches, HSP specific techniques, and cost benefit of personal, family, and transit system threat preparedness
• Sketch of calendar of events for finalizing learners’ HSPs
• List of resources to help learners gain additional skills and knowledge

Estimated Completion Time
20 minutes

Slides
129-150

HSP Pages
No HSP Pages

Training Methods
A 10-question, self-graded test (or, depending on class size and time available, “pass to neighbor” graded) will form the basis for this section. Students will answer the questions on the slides and then the instructor will review each answer with the entire class. The instructor will emphasize the idea that the HSP is not difficult and then remind learners of the HSP conceptual approach and the cost benefits of being prepared. Five minutes at the end of the review will be allowed for learners to gather their thoughts so they can outline a calendar of events for completing their HSPs at home. Depending on the time available, the instructor will query the students on their calendars of events. A list of resources to help learners with this task will be presented with emphasis on other training that is available.
Resources Required
- Instructor manual
- Participant manual
- PowerPoint slides
- Blank paper for test in sufficient quantity for number of students

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
- A computer with PowerPoint software
- A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Review of HSP concepts and cost benefits ..............12 minutes
Calendar of events ........................................5 minutes
Discussion of sources .....................................3 minutes

Total Time: 20 minutes
Lesson 14: Evaluation

Course Goal
To provide participant learners with the knowledge and skills necessary to successfully develop and implement an HSP at their agency.

Objectives
At the conclusion of this module, learners will be able to:
• Complete the evaluation form

Scope
The scope of this module will include:
• Evaluation form

Estimated Completion Time
10 minutes

Slides
151-153

HSP Pages
No HSP Pages

Training Methods
The instructor introduces the evaluation form, hands it out to learners, and collects the completed forms. The instructor will go around the room and ask learners to answer the questions on Slides 129, 131, 134, 136, 138, 140, and 147 and then thank the learners for attending the class and urge them to complete and use their HSPs.

Resources Required
• Instructor manual
• Participant manual
• PowerPoint slides
• Evaluation forms

Equipment
In addition to the equipment listed at the front of this instructor guide, you will need the following equipment for this module:
• A computer with PowerPoint software
• A computer projector and screen

Notes
A suggested time plan for this module is as follows:
Discussion and handing out evaluation forms ............... 1 minute
Completion of forms .............................................. 5 minutes
Questions on Slides 129, 131, 134, 136, 138, 140, and 147 ........................................... 3 minutes
Thank you .......................................................... 1 minute

Total Time: 10 minutes

Total Workshop Elapsed Time: 8 hours from Lesson 1 to Lesson 14