

Safety Resources International uses MEDIC FIRST AID®'s flexible course design to train a variety of industry clients

Safety Resources International

Kerrville, Texas

Business type

Health, Safety, and Environmental (HSE) consulting

Business size

One employee: Jack Porter, President

Primary MEDIC FIRST AID products used

Basic CPR and First Aid for Adults
BasicPlus CPR, AED, and First Aid for Adults
Pediatric CPR and First Aid for Children, Infants, and Adults
Bloodborne Pathogens in the Workplace
Oxygen First Aid for Emergencies

Intro

Jack Porter runs Safety Resources International (SRI), a Health, Safety, and Environmental (HSE) consulting business located in Kerrville, Texas. Although SRI is a one-man operation, Porter interacts with an extensive network of MEDIC FIRST AID Instructors throughout the

U.S. and the world, and consults for a wide range of business sectors including high tech, energy, transportation, child care, and mom-and-pop entrepreneurs. As a consultant, Porter helps evaluate and manage his clients' emergency training regimens, sometimes acting as an outside auditor and making third-party recommendations; other times implementing full instructional programs from the inside. Porter founded SRI in 1986 but has been in the training field for more than 30 years.

“The role of the instructor in a MEDIC FIRST AID course is to really act as a facilitator. If you give people information, let them try it, and then take positive corrective action when they make a mistake, they'll be better off.”

— Jack Porter

Challenge

SRI's clients run the gamut from large corporations to small businesses, each with divergent internal cultures and priorities. Some of SRI's clients, such as owners of offshore oil platforms, must comply not only with OSHA regulations, but also rules put in place by the Coast Guard, the Minerals Management Service (MMS), ISO, and other organizations that help regulate the sea. The workers on platforms tend to operate in dangerous conditions, and thus their parent companies usually put a high priority on safety and thorough training. Other SRI clients, such as software companies, generally require a less-specialized training

package that focuses mostly on CPR and first aid, and may consider health and safety, a secondary concern. The challenge for SRI is to maintain a set of diverse training tools that can accommodate all of these different client types and business cultures while also remaining easy and efficient enough for a one-person operation to manage.

Solution

Porter — who has been using Medic First Aid Training Programs for more than 25 years — bases his initial training recommendations and programs on one of Medic First Aid's core courses,



which include Basic CPR and First Aid; BasicPlus CPR, AED, and First Aid; and Pediatric CPR and First Aid. These core courses are designed to cover all of the OSHA-required training essentials, but also to adapt to a company's individual needs. For example, a dental office that works with hazardous medical substances may require a BasicPlus core course supplemented by a bloodborne pathogens program. The Medic First Aid package makes it easy to blend the two programs: at several junctures during the BasicPlus course, an instructor can move from first aid training to present a supplemental bloodborne pathogen "module," such as a DVD on avoiding accidental exposure to infectious materials. Then, once the "module" is complete, the instructor can resume the BasicPlus course without disrupting the flow of information.

Instructors can also add other supplemental modules during the same core course, such as emergency oxygen training when working with lifeguards or advanced first aid training when working with industrial medical emergency response teams, firefighters, and law enforcement agencies. This flexibility is key to SRI's business because it allows Porter to design several different program curricula while using the same basic set of training tools. "It's a really unique element of the Medic First Aid Program," Porter explains. "It's much different than some of the other providers, who offer rigid courses with little room for modifications." Porter uses Medic First Aid training materials for such varied clients as oil giants Exxon Mobil and ENI Petroleum (an Italian company with U.S. offices in Houston), the Texas Department of Transportation, the City of Houston, Mooney Airplane Company, and the Lower Colorado River Authority.

Another important detail to SRI is that Medic First Aid's products are geared to industry rather than consumers. That may sound like a small point, but it's critical when dealing with professionals in a variety of different fields. "I can adapt the training easily to specific locations," Porter says. "We try to mix it up with trainings in different office or yard settings, places that apply directly to the business. It makes things flow much better." Examples might include giving first aid training in a shipping yard when working with a port authority, or giving CPR training in the field when working with a team of geologists.

Perhaps the biggest endorsement, however, comes from Porter's clients, who value the low-stress approach and the student-centered methodology. The curriculum includes instructor demonstrations and ample hands-on practice opportunities for the students, but no final test. Instead, the instructor assesses the students' knowledge level and then continues to work with the group until each student masters the skills. Porter points out that Medic First Aid's approach tends to lead to higher skill and retention levels than using a final exam to conclude the class. "If you give people information, let them try it, and then take positive corrective action when they make a mistake, they'll be better off" explains Porter.

Benefits

- Flexible course structure helps SRI adapt the training to meet varying client needs
- Industry focus helps Medic First Aid appeal to professional users
- Low-stress, student-centered approach helps trainees retain more info