



Emergency Response Assistance Canada
Assistance d'intervention d'urgence du Canada
1100, 744 – 4th Ave S.W. Calgary, Alberta T2P 3T4
Telephone: (587) 349-5880 Fax: (403) 543-6099 Web: www.erac.org

Training – why should people care?

Patrick Knight, Operations Manager, Flammable Liquids



Training is a road map to zero safety incidents. At ERAC one of the key elements of our safety and quality program is our training. We train and mentor a number of responders across the country on an annual basis. The training we provide our responders gives them the understanding of how to operate safely. Training also provides the opportunity to be more competent through the exercise of their skills and to gain experience. Continuous training, year after year, develops the attitude and desire to work safely. Cultivating a safety culture benefits all employees in the workplace.

It's our job as trainers, coaches and mentors to provide a balance of knowledge through training and education to our responders. This provides an opportunity to acquire the skills and motivate them through positive reinforcement allowing them to develop the right attitude.

Through these basic elements, we help assist our responders develop a strong safety culture and follow the road map to zero safety incidents.
