

GUARD™ DECISION FRAMEWORK

Workbook

3 scenarios · Quick drills
Resource mapping · 30-day commitment

STEEL WATER TRAINING

Always Ready. Always On GUARD™

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Central & Northeast Florida · Veteran-Owned

How to use this workbook

This workbook turns the Steel Water GUARD™ Framework into a team habit. Complete the reference, work the three scenarios in writing, map real resources, run the quick drills, and commit to one 30-day action. Print it. Write on it. Bring it to a safety meeting.

Important: GUARD organizes decisions. It does not replace CPR, first aid, active-threat training, emergency procedures, or professional responders. Competence in the “Act” step comes from specific hands-on training.

G Gauge	Use Your Resources	A Act	R Recover	D Depart & Dial
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The five steps - reference

G - Gauge
What happened? Immediate threat? Is it safe to remain or approach? Who is affected? What is changing quickly? What information is missing?

U - Use Your Resources
911 · People and roles · AEDs, first-aid kits, bleeding-control supplies · Exits, barriers, shelter, vehicles, radios · Plans and contacts · PPE · Training and experts

A - Act
The action should match the emergency and your training. It may be CPR, withdrawing, calling a technician, verbal de-escalation, or stopping an unsafe task. “Act” does not automatically mean physical intervention.

R - Recover
Stabilize the person, team, and scene after immediate action. Address ongoing care, safety, communication, and readiness for what comes next.

D - Depart & Dial
Move away from danger or begin evacuation when appropriate, contact 911/rescue/help, and continue safe care until handoff.

Where GUARD applies: medical emergencies · workplace threats · active-threat decisions · remote situations · post-storm recovery · everyday personal safety

Not certification. Call 911 in emergencies.

Scenario 1 - Medical emergency

A customer collapses in the lobby at 2:15 p.m. The person does not respond when called by name. Another employee says, “I think they are breathing - they just gasped.” Someone is already on the phone with a supervisor. The AED is on the wall in the next hallway. The main entrance is the only public access point EMS knows.

G - Gauge - What do you observe? Why is this a no-wait emergency?

U - Use Your Resources - Who calls 911? Who retrieves the AED? Who meets EMS?

A - Act - What do you do while the AED / EMS is coming?

R - Recover - What immediate stabilization or follow-up is needed?

D - Depart & Dial - What exit/evacuation and help-contact step comes next?

What would delay your team today - and how will you correct it this month?

What training would make the “Act” step more competent?

Not certification. Call 911 in emergencies.

Scenario 2 - Escalating conflict

A visitor at the front desk becomes increasingly angry about a policy decision. The person raises their voice, begins pacing near an employee-only door, and refuses to step back. Other customers are watching. There is a landline on the desk, a second exit through the break room, and only one other employee in the building.

G - Gauge - Observable behaviors? Is it still safe?

U - Use Your Resources - Exits, barriers, coworkers, phone, 911 threshold

A - Act - What verbal or movement action now?

R - Recover - What helps stabilize the situation now?

D - Depart & Dial - When should you disengage, leave, and call for help?

Team-agreed threshold for calling 911:

One boundary phrase the team can practice this week:

Not certification. Call 911 in emergencies.

Scenario 3 - Post-storm hazard

After a hurricane, a portable generator is running under a carport because rain started. Someone inside reports headache and nausea. Power is out. Roads are partially blocked. There is no working CO alarm near the living area. Two adults and one child are in the home.

G - Gauge - Immediate hazard? Who is affected?

U - Use Your Resources - Fresh air, 911, neighbors, CO alarm?

A - Act - Safest first action within your capability

R - Recover - What needs stabilization after the first action?

D - Depart & Dial - Move/evacuate if needed; who must be called?

What resource or training gap does this expose?

Not certification. Call 911 in emergencies.

Quick drills (5 minutes each)

Use these short drills in a brief meeting. One person reads the prompt; the group responds out loud in GUARD order.

Drill A: Power fails during an event. Someone shouts that a guest collapsed near the restrooms.

G / U / A / R / D notes:

Drill B: A delivery driver reports a breakdown on the shoulder of a busy road.

G / U / A / R / D notes:

Drill C: An agitated person refuses to leave after closing and blocks the main exit with staff still inside.

G / U / A / R / D notes:

Resource-mapping exercise

Walk one real work area for 10-15 minutes. Identify five resources that are usually overlooked.

#	Resource	Exact location	Who knows it?	24/7?
1				
2				
3				
4				
5				

Least-known resource / action to improve visibility:

30-day commitment

Action:

Owner / target date:

How we verify it is complete:

Sources listed in the source workbook: AHA; FBI; NPS. General preparedness education - not a certification course. Steel Water Training LLC · (904) 593-2199

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