



CBRNIAC Success Story

Effectively Communicating Risk Information for Air Force Bioenvironmental Engineers

<http://www.cbrniac.apgea.army.mil>

Customer:	Air Force Medical Support Agency (AFMSA), Bioenvironmental Engineering (BE) Directorate
Challenge:	The Air Force Medical Support Agency (AFMSA) Bioenvironmental Engineering (BE) Directorate is responsible for clearly, accurately, and effectively communicating risk information related to occupational and environmental health hazards to Air Force leadership and stakeholders. Previous risk communication materials did not fully address existing and emerging hazards that AFMSA bioenvironmental engineers faced, nor did they provide guidance tailored to their unique responsibilities. An internal AFMSA review revealed that a comprehensive guide was needed to provide practical approaches to effectively communicate risk for existing and emerging hazards.
Approach:	AFMSA reached out to CBRNIAC because of their experience with bioenvironmental risk communication and in-house subject matter expertise. CBRNIAC developed and produced a risk communication guide designed to address the practical risk communication challenges Air Force BE routinely faces. CBRNIAC provided current, proven and relevant risk communication information combined with practical tools and techniques. Additionally, 16 real world Air Force case studies were selected to represent a range of hazardous situations including chemical, nuclear and radiological events. CBRNIAC documented these case studies by conducting interviews with Air Force BE personnel working at Air Force installations around the world. The case studies highlighted risk communication lessons learned, and described both correct and incorrect risk communication actions taken for each scenario. This allowed readers to make correlations between the concepts described in the guide and real-life risk situations.
Value:	The risk communication guide provides foundational risk communication information, how-to tools and techniques, and reference material tailored specifically to the daily BE work environment in an easy-to-navigate format. It integrates practical tools and actual Air Force case studies to help in

	<p>planning and executing proactive risk communication activities. In addition, the guide provides a cost effective method of delivering hands-on training to BE personnel working in the field. The guide is distributed worldwide throughout the Air Force BE community to approximately 1,200 Airmen. As a result, the guide allows bioenvironmental engineers to execute future responses using risk communication strategies and techniques that increase trust, confidence and credibility in the actions they recommend to Air Force leadership, Airmen, employees and families.</p>
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