

Training Concept and Plan Shelter Team Training Event

Preparation for the training event:

1. Background: Shelter team members consistently identified cross training as a top priority during meetings in 2009 and 2010. They recommended that we do internal shelter team training. This was also the consensus at the shelter team meeting on September 14, 2010.
2. Training objective: Keep it simple and flexible; experienced shelter team members conduct training for their assigned shelter area. Organize shelter area training into at least two sessions so that team member trainers can switch roles and receive cross training in another shelter area and new members can receive training in multiple shelter areas.
 - a. The intent is to walk through and practice shelter area tasks (for hands on experience) so that team members can learn how to perform those tasks and gain cross training experience in another shelter area. We trust that the training event will enable new members to gain experience in a number of shelter areas; and will be able to use the experience as an aid in selecting a shelter area to concentrate their efforts as a team member. Our shelter team experience has shown that concentrating on a particular shelter area helps the team member learn the details of the shelter area necessary to be effective. The downside is that they do not have the opportunity to learn how the other shelter areas function.
 - b. Include bi-lingual training for as many shelter area tasks as there are translators.
3. Training concept:
 - a. The training event is based on the Shelter Operations training course. Training tasks will be based on the Shelter Operations manual and the St. Augustine Shelter Operations Manual. Use the Checklists developed for each shelter area as a guide for training tasks.
 - b. The training event should be flexible so that it can cover as many shelter areas as there are trainers and adequate time.
 - c. The training event will depend on the following support:
 - 1) Experienced shelter team members to lead the training for each shelter area.
 - 2) Bi-lingual shelter team members and supporters to assist with bi-lingual instruction for each shelter area.
 - 3) Available time based on a Saturday morning: estimate two 60-minute sessions followed by a review period at the end.
 - 4) We will invite the Red Cross to provide trainers/evaluators.
 - d. Use this experience to help develop a shelter team training model that the Red Cross can use for shelter teams to employ at their own shelter facility (take home materials).
4. Training staff will comprise shelter team members as trainers. Shelter team members and parish participants will be trainees.
 - a. Shelter team trainers: Use shelter team members as trainers for all shelter areas covered in the training event; assign each team member to a shelter area. Make assignments ahead of time so that trainers can review the

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- Shelter Operations manual and Checklist for their assigned shelter area to prepare for the training event.
- b. Red Cross staff facilitators: Depends on availability.
 - 1) Red Cross staff will determine who can support the training event.
 - 2) Determine a plan on how to facilitate based on the number of staff available for the training event and their shelter area preferences.
 - 5. Training event participants:
 - a. Shelter team members who register to attend the training event: identify those who want training in a specific shelter area.
 - b. Volunteers who register to attend the training event who are not shelter team members but have completed the Shelter Operations course.
 - c. Volunteers who register to attend the training event who have not completed the Shelter Operations course.
 - d. Red Cross staff (if available).

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Training event plan:

1. Setup the parish hall as an emergency shelter before the participants arrive (8:00-8:30 AM).
 - a. Allocate facility space to each shelter area based on the Shelter Operations manual. Shelter team trainers help set up their assigned shelter area.
 - 1) Registration: Sue and team
 - 2) Shelter Operations: Dan
 - 3) Dormitory: Kathy
 - 4) Health Center: Carol and team
 - 5) Food service: Terry and Dell
 - 6) Volunteer Recruitment: Alberto and Paul
 - b. Identify which aspects of shelter area setup could involve participants as part of their training. Address this during the each training session.
 - c. Prepare training schedule handout for participants. It comprises the following:
 - 1) Timeline of the training event
 - 2) Organize participants into shelter teams (does not apply)
 - 3) Organize shelter into sets of shelter areas (Training Stations).
 - a) Registration
 - b) Shelter Operations Center
 - 4) Rotate training teams through Training Stations based on timeline. Note: this training event will have one training rotation.
2. Divide training event into segments:
 - a. Setup shelter areas/training team meeting/participant arrival and sign-in.
 - b. Welcome and overview; assign participants to shelter teams (1 and 2 or more).
 - c. Participants perform shelter area tasks (session #1: Registration: open and operate shelter).
 - d. Participants perform shelter area tasks (session #2: Shelter Operations Center:
 - 1) Review reports for Registration and all other shelter areas.
 - 2) Practice report preparation for Registration.
 - e. Training session review: all participate.
 - f. Clean-up/participants sign-out.
3. Welcome and training event overview:
 - a. Organize the space to facilitate welcome; link to registration/staff recruitment and Replacement shelter areas; use shelter volunteer sign-in forms.
 - b. During event registration, provide all participants the handout of the schedule for the exercise.
 - c. Brief all the participants on the training concept and plan.
 - d. Keep welcome and training event overview to 20 minutes to allow more time for training. Start on time; make provisions for integrating late arriving participants.
4. Break down the shelter into training stations:

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- a. Station #1: registration. Be prepared to show links to:
 - 1) dormitory
 - 2) health and mental health
 - 3) food service
 - 4) shelter operations
 - b. Station #2: shelter operations. Be prepared to show links to:
 - 1) staff recruitment & replacement,
 - 2) information & communications,
 - 3) logistics
 - 4) registration
 - 5) food service
 - 6) health and mental health
 - 7) shelter manager
 - 8) Red Cross Emergency Operations Center
5. Rotate the participant teams through the stations #1 and #2 based on an established schedule.
- a. Time per rotation may vary: (start with 60 minutes);
 - 1) First 30 minutes: Registration trainers review the tasks for their area: (open and operate shelter);
 - 2) Use applicable forms and communications with other shelter areas.
 - 3) Answer participant questions.
 - 4) (If participating) Red Cross staff facilitates discussion.
 - 5) Second 30 minutes: participants perform tasks for Registration (open and operate shelter);
 - 6) Use applicable forms and communications with other shelter areas.
 - b. The first rotation, Registration: focus on tasks related to opening and operating the shelter. Be attentive to time management.
 - c. Schedule a 15 minute break for rest room and snacks.
 - e. The second rotation, Shelter Operations Center: again, focus on reporting tasks related to opening and operating the shelter.
 - 1) First 30 minutes: Shelter Operation trainers review the tasks for their area: (open and operate shelter);
 - 2) Review applicable forms and communications with other shelter areas.
 - 3) Answer participant questions.
 - 4) (If participating) Red Cross staff facilitates discussion.
 - 5) Second 30 minutes: participants perform tasks for Registration reporting (open and operate shelter);
 - 6) Use applicable forms and communications with other shelter areas.
6. Training review: Shelter team trainers facilitate the review of the training.
- a. Lessons learned: what worked and why.
 - 1) Overall for the training event
 - 2) By shelter area

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- b. Lessons learned: what needs improvement and why.
 - 1) Overall for the training event
 - 2) By shelter area
- c. Shelter team members recommend want to do for the next training event.
- 7. Close shelter; cleanup; participants sign-out.

Training goals:

- 1. Participants and shelter team trainers stay engaged in shelter operations throughout the training event. There is no dead time except for breaks.
- 2. Shelter team trainers are challenged to learn the specific tasks of their assigned area and apply themselves to understanding the tasks.
- 3. The shelter training team is challenged to share their knowledge of shelter operations with the participants.
- 4. Shelter team participants have the opportunity to review the tasks for multiple shelter areas; and be responsible for a specific shelter area during each training rotation
- 5. Shelter training team, participants and (if available) Red Cross staff have the opportunity to interact and share their observations of shelter operations throughout the training event.
- 6. Participants gain knowledge and hands on experience in a range of shelter areas to help them feel more confident in operating as members of a shelter team in running an emergency shelter.

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Handout for Shelter Training Participants

Time	Actions by Training Team and Shelter Team Participants
7:30-8:45 AM	Training team open training facility and start setup of shelter areas; setup for welcome and opening meeting for participants.
8:30-8:45 AM	Training team meeting; verify training assignments; training objective; training concept; review schedule and rotation
8:30-9:00 AM (30 Min)	Welcome; participants sign in; provide name tags, handouts, and provide snacks and refreshments.
9:00-9:20 AM (20 Min)	Introduction to shelter training and objectives; training team introduction; review training concept and schedule.
9:20-10:20 AM (60 Min)	Training session #1 Registration: Tasks: open shelter tasks; operate shelter tasks; registration forms.
10:20-10:40 AM (20 Min)	Break
10:40-11:40 AM (60 Min)	Training session #2 Shelter Operations Center: Tasks: open shelter tasks; operate shelter tasks.
11:40-12:00 PM (20 Min)	Shelter team and participants review the training event: identify lessons learned; what worked; what needs improvement; what next.
12:00 PM	End training: final cleanup. All sign out; return remaining equipment and name tags.