

St. Augustine Emergency Shelter Team Training Notes
 Saturday, November 13, 2010 8:00am-12:15 PM

Attendees: Shelter Team, Parish participants, Bon Air Baptist Church Shelter Team members and Red Cross Director of Emergency Services (sign-in roster at end of the notes)

1. This training event was a resounding success, well received by the shelter team members and participants, alike. Sue Ruppel and Dan Dupont effectively organized the two training sessions so that there was plenty of hands-on practice for the registration tasks. The bulk of the time was dedicated to registration, but there was sufficient time for Dan to review shelter operations reporting, followed by a final discussion of the training.
2. 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. The team decided to focus on Registration, based on discussion during the October 12, 2010 team meeting, led by Sue Ruppel's report on her experience managing registration during the Red Cross exercise on March 13, 2010. The team also selected Shelter Operations as the second shelter area, based on Dan Dupont's emphasis on the need for all members to have a clear understanding how to report shelter information using the team's forms.
3. Training objective: Keep the training 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.
4. Training concept and plan: The intent was 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 trusted that the training event would 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.
5. Bilingual training: Alberto Torres organized the translation aspect of the training. Prior to the start, Alberto surveyed the participants and determined that all were bilingual in Spanish and English and there was not a need to translate. Later during the registration session, a participant arrived who was not bilingual. Alberto and Rolando Molina provided translation support for this person.
6. Training time line:

Plan Time	Actions	Actual Time	Actions
7:30-8:45am	Set up training areas	7:30-9:00am	Set up training areas
8:30-8:45am	Training team meeting; verify training assignments; training	8:30-9:00am	No meeting; Paul coordinated with training leads and other affected

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	objective; training concept; review schedule and rotation		shelter area leads
8:30-9:00am	Welcome; participants sign in; provide name tags, handouts, and provide snacks and refreshments.	8:30-9:00am	Welcome; participants sign in; provide name tags, handouts, and provide snacks and refreshments.
9:00-9:20am	Introduction to shelter training and objectives; training team introduction; review training concept and schedule.	9:00-9:20am	Introduction to shelter training and objectives; training team introduction; review training concept and schedule.
9:20-10:20am	Training session #1 Registration: Tasks: open shelter tasks; operate shelter tasks; registration forms.	9:20-11:15am	Focus on key segments of operating registration; rotate participants through all segments; conduct review and answer participant questions
10:20-10:40am	Break	No break designated	Break included with session #1
10:40-11:40am	Training session #2 Shelter Operations Center: Tasks: open shelter tasks; operate shelter tasks	11:15-11:45am	Training session #2 Shelter Operations Center: review shelter team forms and how they support shelter operations and the information flow within the shelter and to the Red Cross. Discuss and answer participant questions. (no hands-on component)
11:40-12:00pm	Shelter team and participants review the training event: identify lessons learned; what worked; what needs improvement; what next.	11:45-12:15pm	Shelter team and participants review the training event: identify lessons learned; what worked; what needs improvement; what next.
12:00pm	End training: final cleanup. All sign out; return remaining equipment and name tags.	12:15pm	End training: final cleanup. All sign out; return remaining equipment and name tags.

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7. Execution of the training plan:
 - a. The primary focus was on the registration tasks, and more time was needed to ensure adequate time for hands-on experience. This increased the training duration from 60 minutes to 115 minutes.
 - b. The time allocated to shelter operations was reduced from 60 minutes to 30 minutes. The concentration was on presenting an overview of all the forms and a discussion of participant questions. This met the intent of the training plan. There was not sufficient time to provide hands-on experience with completing the forms and applying them to a training scenario.
 - c. The mid-morning break was included with training session #1, due to it's length. There was ample opportunity for individual breaks during the task rotation within session #1 and its proximity to the break and bathroom areas.
 - d. The training event ended only 15 minutes after the planned time of 12:00pm. Well within the expected event time.
8. Training review: There were two reviews of issues discussed:
 - a. The first occurred spontaneously toward the end of registration session (10:30-10:45) when Dotty requested time to address an issue with residents who refuse to follow the shelter rules. The participants gathered in the hall and continued the discussion of a number of issues related to participant questions or shelter member experience.
 - Avoid reference to police/cops during presentations to participants during registration, as it negatively affects some people (Paul Hundley, Red Cross).
 - Can we open the shelter if we do not have a nurse/medical support (John)? Yes, Red Cross health protocols do not provide support beyond the basics. If there is a health emergency, call 911 (Paul H.)
 - All registration forms need to be in Spanish (Paul H. will check).
 - Print registration forms and Spanish translation (front-to-back); same for medical forms (Katharine).
 - Hook up phone in Commons to ensure it will work (Paul Bedard).
 - Publish the shelter communication plan before the training starts (Paul B.). Print a copy of the shelter diagram with the radio frequencies assigned to shelter areas; provide a copy to each shelter area (Dotty).
 - Shelter team members wear stickers with shelter area to easily identify the area they are supporting (Mike).
 - Add more directional signs pointing to the bathrooms (Mike)
 - Post shelter rules in registration area (Mike).
 - b. The second was the scheduled review at the end of training (11:45-12:15).
 - Use residents to supplement shelter team members (John).

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- Be aware that residents may bring in their own food and snacks (Paul Hundley)
 - All shelter areas should consider maintaining a shelter journal to keep track of events and other things during their shift. It is informal and can be helpful when providing input for the shelter report (Dan).
 - Registration must focus on welcoming residents. Greeters are essential and can be used for other tasks when not needed (Sue).
 - Use a sample of a driver's license to point to during registration to help overcome the language barrier in getting resident information (Mike).
 - Locate a "cheat sheet" for commonly used terms during registration to aid workers (Julie).
 - Use children as interpreters for their parents (Paul H.)
 - When organizing access lines for registration, keep in mind human nature where the norm is that everyone wants to be first; work together and emphasize that all will be treated fairly (John).
 - The health center needs bilingual support; nurses should patrol the registration area to help identify residents with medical problems early on (triage); the health center needs a stackable shelf to manage health forms (Carol).
 - What about exceeding the shelter capacity of 50 residents? The Red Cross needs to know when the shelter reaches 80% of capacity (40 residents) (Paul H.). This shows the importance of reporting registration status to shelter operations (Dan).
 - All shelter team members need to plan to bring an overnight bag with clothes, toiletries, meds, reading material and sleeping bag. See Tips for Shelter Workers on our Web site (Paul).
 - Pets, how to handle them? Pets are not permitted in the shelter for health and safety reasons. Our team has a resource list of local kennels and places that can take in animals. Paul H. said that the Red Cross is currently identifying volunteers to provide pet foster care for shelter residents.
 - Red Cross training in First Aid and defibrillator training (Jose). The shelter team needs to canvas the team and parish to identify who wants this training and coordinate with the Red Cross for available classes.
9. Shelter team participation in Red Cross training events in 2011: Although the Red Cross has not yet published their plans for 2011, our team decided to support the Red Cross exercise plan for 2011 in whatever capacity they request. The event schedule will affect our team meeting schedule for 2011. The team will meet monthly (January-May) to prepare for the Red Cross exercise (normally in March) and discuss lessons learned for the future (April and May). John, Dan and Paul are on the Red Cross planning committee for shelter training. They hope to have information to share at our January team meeting.

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10. Next meeting: There will be no meetings during December. Katharine will check for classroom availability for Tuesday, January 11, 2011. Paul will send out confirmation.

Respectfully submitted,

Paul Bedard

November 16, 2010

Training Participants		
Last name	First name	Planning Team Member
Ackerman	Kim	Yes
Anderson	Katharine	Yes
Bedard	Paul	Yes
Bedard	Dotty	Yes
Callear	John	Yes
Dupont	Dan	Yes
Gibson	David	Yes
Gibson	Carol	Yes
Herold	Julie	Yes
Honings	Danielle	Yes
Jones	Kathy	Yes
Jones	James	Yes
Langlois	Eunice	Yes
Oliva	Laura	Yes
Reardon	Vicky	Yes
Reardon	Mike	Yes
Rubio	Fidel	Yes
Ruppel	Sue	Yes
Torres	Alberto R	Yes
Granados	Jose	New 2010
Granados	Olga	New 2010
Nunez	Marisol	New 2010
Martinez	Angel	New 2010
Molina	Rolando	New 2010
Marshall	Denise	Bon Air
Jeannette	Smith	Bon Air
Hundley	Paul	Red Cross