

# **STAR: SAFETY TRAINING AND RESOURCES**

## **COMMUNITY PARTNERSHIP TRAINING**

### **FACILITATOR HANDBOOK**



**2007**

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## **SAFETY TRAINING AND RESOURCES (STAR) INITIATIVE**

The Community Safety Institute (CSI) and the National Sheriffs' Association (NSA) partnered with the U.S. Department of Justice (DOJ) Office of Community Oriented Policing Services (COPS) to produce the Safety Training and Resources (STAR) Initiative. This innovative, citizen-led program is designed to assist local law enforcement agencies and emergency responders in collecting and disseminating local information for community preparedness.

The STAR Initiative is a community-based training and database development project designed to provide emergency responders with crucial resource information. With training provided by local law enforcers and representatives from various TRIADs, community members will be empowered to collect, collate, and disseminate important community safety and resource information through a variety of portals.

The STAR CD-ROM contains assessment instruments and educational tools to assist communities in preparing for critical incidents such as natural disasters or terrorist attacks. The CD-ROM provides Law Enforcement Officer Training and an Instructor Handbook; Community Partnership Training and this Facilitator Handbook; a user-friendly database templates, and various tools and forms for use in community planning and preparedness.

The goals of the STAR Initiative include: implementing peer-based community safety training, identifying community-based resources that can be mobilized during an emergency, utilizing tools to construct a comprehensive database of community resources that can be provided to emergency responders, and distributing the STAR instruments to support and enhance the preparedness and response efforts of community and volunteer groups (Neighborhood Watch, CERT, VIPs, and TRIAD).

By participating in the STAR Initiative, both the law enforcement agency and community receive considerable benefits, including:

- Community involvement in preparedness planning
- Development of network structure that supports emergency responders
- Higher level of coordinated response
- Peer teaching format that promotes greater crisis support
- Enhanced relationship between community and emergency responders

## **STAR PARTNERS**

### **Community Oriented Policing Services (COPS)**

The COPS Office is a component of the Justice Department. The mission of the COPS Office is to advance community policing in jurisdictions of all sizes across the country. COPS provides grants to tribal, state, and local law enforcement agencies to hire and train community policing professionals, acquire and deploy cutting-edge crime-fighting technologies, and develop and test innovative policing strategies.

### **National Sheriffs' Association (NSA)**

The National Sheriffs' Association is a non-profit organization dedicated to raising the level of professionalism among law enforcement leaders across the nation. Throughout its 65 years, the NSA has been involved in numerous programs to enable sheriffs, deputies, chiefs of police, and others in law enforcement to effectively perform their jobs and to better serve the people of their counties or jurisdictions.

### **National Association of Triads, Inc. (NATI)**

Triad is a partnership of three organizations - law enforcement, senior citizens, and community groups. The purpose of Triad is to promote senior safety and to reduce the unwarranted fear of crime that seniors often experience. The National Association of Triads assists in the organization of triad programs at the grass-roots level, and provides programs and training materials for that purpose.







### **Community Safety Institute (CSI)**

The Community Safety Institute (CSI) is a matrix organization of law enforcement, school, public safety and local government management professionals. CSI's staff of academicians, consultants, curriculum development specialists, facilitators and trainers provides a full range of management services from strategic planning to training, technical assistance, and assessment and evaluation services.

## STAR GOALS

- Implement community based safety training.
- Identify community-based resources that can be mobilized during a crisis.
- Utilize tools to construct a comprehensive database of community resources that can be provided to emergency responders.
- Support and enhance community and volunteer group preparedness and response efforts.

## GUIDE TO ICONS USED IN HANDBOOK

Icon	Use
	Prompts you to show a slide
	Prompts you to ask a question
	Prompts you to present topic
	Prompts you to an instructor's note
	Prompts you to transition to the next topic
	Prompts you to direct participants to an activity or discussion

## INSTRUCTOR GUIDE

### Show slide #1



Introduce yourself and the agency you represent.

Introduce the STAR Initiative.

### Show slide #2



Introduce the partnering agencies on this project.

### Community Partnership Training

Welcome to the community partnership training of the Safety Training and Resources initiative. Thank you for attending.

Today I will be sharing information about a new resource available to your community, a resource which will be helpful in the event of a crisis.

The resource is known as **STAR - Safety Training and Resources**.

### STAR Partners

The partnering agencies in this project are:

#### ★ Office of Community Oriented Policing Services

The COPS Office is a component of the Department of Justice. The mission of the COPS Office is to advance community policing in jurisdictions of all sizes across the country. COPS provides grants to tribal, state, and local law enforcement agencies to hire and train community policing professionals, acquire and deploy cutting-edge crime-fighting technologies, and develop and test innovative policing strategies.

#### ★ National Sheriffs' Association

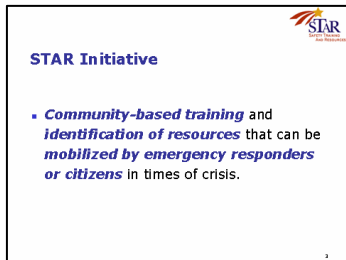
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#### ★ National Association of Triads, Inc.

The National Association of Triads, Inc. is a partnership of law enforcement, senior citizens, and community groups. NATI assists with the organization of Triad programs at the grass-roots level, providing ideas, programs and training materials for law enforcement, senior volunteers, and community groups.



### Show slide #3



Share the STAR initiative with participants. Help them to understand the importance of this program, and their role in its success.



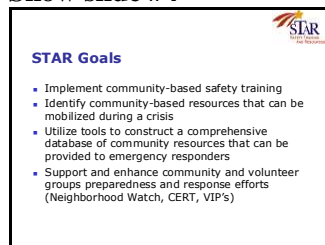
### Discussion:

Focus on the fact that each of us has abilities, experience, talents or skills that may be helpful in time of emergency.

Allow 5-10 minutes for this discussion.



### Show slide #4



Let participants know that we will be reviewing some tools they and others can use for personal safety at home, work or even traveling.

## ★ Community Safety Institute

The Community Safety Institute (CSI) is a matrix organization of law enforcement, school, public safety and local government management professionals. CSI's staff of academicians, consultants, curriculum development specialists, facilitators and trainers provides a full range of management services from strategic planning to training, technical assistance, and assessment and evaluation services.

## STAR Initiative

- *Community based training and identification of resources that can be mobilized by emergency responders or citizens in times of crisis.*

FEMA and other agencies have collected information about community resources (such as number of school buses, etc.), but what hasn't been collected are the resources available from the private sector. Yet it is important for emergency responders to know about these resources as well.

These resources will be vital to the success of response efforts.

## STAR Discussion: All of Us Can Contribute

Each of us has abilities, experiences, talents and skills that may be helpful in an emergency.

What skills, abilities and talents have you brought with you today? How could those attributes help others in time of crisis?

## STAR Goals

We will now review the goals of this initiative:

- ◆ *Implement community based safety training.*

It is important to involve citizens in decision-making. This is a change from traditional policing.

- ◆ *Identify community-based resources that can be mobilized during a crisis.*

The plan's effectiveness will depend upon the resources that can be accessed. The community resource database is an invaluable tool in the event of a crisis situation.



Show slide #5



Review the benefits of the program to community members.



**Discussion:**

Ask participants for their ideas. List them on a flipchart if possible.

Next, ask participants about experiences they have had with crisis situations.



- ◆ *Utilize tools to construct a comprehensive database of community resources that can be provided to emergency responders.*

Lives and property can be saved if a database is in place. If a crisis occurs, and there is no plan, then resources and energies are wasted or not deployed to their greatest effect. When there is a plan in place, people know what to do.

- ◆ *Support and enhance community and volunteer group preparedness and response efforts.*

This database can support existing efforts of community groups such as Neighborhood Watch, CERT and many more.

### Community Benefits

We will now review the benefits to the community:

- ◆ *Preparedness planning involves the community*

Community involvement in preparedness planning empowers community members, making them part of the solution.

- ◆ *Development of network structure that supports emergency responders*

The network will allow your emergency responders to focus more on the event itself rather than the gathering of resources.

- ◆ *Higher level of coordinated response*

If citizens have volunteered services or equipment and the details for mobilization have already been coordinated, the response will be more efficient and effective.

- ◆ *Peer teaching format promotes greater support*

STAR resources are simple to use when teaching others. For example, you can use the STAR workbook.

- ◆ *Supports and enhances emergency response efforts*

- ◆ *Enhances relationship between community and emergency responders*

### STAR Discussion: Identify Crisis

Before continuing this presentation, I would like to ask some questions:

- What situation comes to mind when you think of a crisis?
- What types of crises impact our nation and our communities?



### Show slide #6

**Types of Crisis Situations**

- Acts of Violence
  - Terrorism
  - School Shootings
- Natural Disaster
  - Earthquake
  - Weather
  - Landslide
  - Forest Fires
- Environmental
  - Chemical Spill
  - Train Derailment
  - Nuclear Accident
- Other
  - Blackouts



Review the various causes of crisis listed. Comment as to whether this cause was listed in the preceding discussion.



Ask participants if they can provide any examples of real crisis situations that have occurred in their area.



### Show slide #7

**9-11 attacks**

- Fatalities: 2,973
- Economic Impact: U.S. stocks lost \$ 1.2 trillion in the week afterward
- Rescue and Recovery:
  - more than 4.3 million pounds of food and supplies delivered to rescue workers at Ground Zero
  - more than 1.5 million tons of debris required removal



Review the facts listed on the slide. Help participants understand the magnitude of the relief efforts such as the numbers of volunteers involved, quantity of supplies required, etc.



### Show Slide #8

**Northeast Blackout**

- Affected 50 million people in U.S. and Canada
- Financial Losses: \$ 6 billion
- Cascading Effect: Shut down 508 generating units, 265 power plants and 22 nuclear plants

## Types of Crisis Situations

Consider the types of crises shown here. Were any of these mentioned in our discussion?

### Acts of Violence

- Terrorism (Ex: 9/11)
- School Shootings (Ex: Columbine)

### Natural Disaster

- Earthquakes
- Weather (Ex: Hurricane Katrina)
- Landslides
- Forest Fires (Ex: southern California fires of 2003)

### Environmental

- Chemical /Oil Spills
- Train Derailments
- Nuclear Accidents

### Other

- Blackouts

## 9-11 Attacks

### Disaster Facts:

- ◆ Fatalities: 2,973
- ◆ Economic Impact:
  - U.S. stocks lost \$1.2 trillion in the week afterward
  - Rescue, cleanup and related costs estimated to be at least \$11 billion
- ◆ Rescue and recovery:
  - more than 4.3 million pounds of food and supplies delivered to 8,000+ rescue workers at Ground Zero
  - more than 1.5 million tons of debris required removal

## Northeast Blackout

- ◆ Affected 50 million people in the U.S. and Canada
- ◆ Financial Losses: \$6 billion
- ◆ Cascading Effect: Shut down 508 generating units, 265 power plants, and 22 nuclear plants





### Show slide #9



### Show slide #10



Tell the story of Neighborhood Watch 2006 National Award winner Dan Miller and his heroic private-sector efforts after Hurricane Katrina.



#### Discussion:

Ask participants to think about the recent crisis situations, and particularly the Dan Miller story.

On a flipchart or board, list the needs identified by the participants.

Then proceed to the next slide.

## Hurricane Katrina

- ◆ States affected: Alabama, Florida, Louisiana, Mississippi
- ◆ Fatalities: 1,836
- ◆ Damage: \$84 billion
- ◆ Private Sector Donations: \$4.4 billion

## Private Sector to the Rescue

Dan Miller, a retired auditor and TRIAD member, along with his wife led an amazing private-sector effort to secure food, water and essential medical supplies and provide them to their community in the aftermath of Hurricane Katrina. From clearing roads to establishing a first aid station and staffing it with local nurses and EMTs also trapped in the storm, Dan Miller mobilized his local community to help each other.

The Millers volunteered their damaged home and transformed it into a community command post complete with generators, food and medicine to help those in need. After the initial event the Millers continued to serve by establishing a processing center for government claims related to the disaster.

The community volunteers whom the Millers organized, along with the private sector equipment and materials they assembled, served more than 5,000 people devastated by the storm.

## Discussion Activity: Identify Crisis-Related Needs

Think about recent crisis situations affecting our communities, and about the Dan Miller story in particular.

What are some of the needs associated with crisis situations?



### Show slide #11



Review the needs listed on the slide. Comment on needs identified by the participants. Expand upon the needs listed.



Begin to make the transition to resources.



#### Discussion:

Tell participants that we are going to focus on one area: transportation.



Ask participants to form four groups and assign a category to each group. Ask them to brainstorm ideas. After time for brainstorming, ask each group to share their ideas.

Then show next slide.



### Show slide # 12



## Crisis Related Needs

- ◆ Shelter
- ◆ Medical
- ◆ Food
- ◆ Search and Rescue
- ◆ Clean-up
- ◆ Mental Health
- ◆ Transportation
- ◆ Communication
- ◆ Other supplies

An example of a crisis-related need would be “supplies.” What types of supplies would be needed in a crisis? Answers could include food, water, clothing, bedding, and personal items. The needs are usually extensive and immediate.

In most crisis situations, citizens want to help in some way. If the need was so great, how could you help?

## STAR Discussion: Identify Sources of Transportation

If transportation was needed to evacuate people to a shelter, or to transport supplies, where could we turn? Where could we find assistance in the area of transportation?

Let’s divide the category of transportation into four areas: land, water, snow, and air. In each of your groups, brainstorm ideas on what forms of transportation might be possible or available.

For instance, land transportation resources might include: church vans, daycare vans, school buses, private charter buses, senior citizen vans, UPS/FedEx trucks, limousine services, rental cars, etc.

## Sources of Transportation

This slide shows a very small sampling of transportation resources. Do you see any transportation forms that weren’t mentioned in the discussion?



### Show slide #13



## STAR Step by Step

- ◆ Form partnerships
- ◆ Mobilize volunteers
- ◆ Train
- ◆ Data collection
- ◆ Data entry
- ◆ Share program and expand database
- ◆ Incorporate into mock drills and simulations
- ◆ Maintain and update database

Let's look at each of these steps.



### Show slide #14



## Form Partnerships

- ◆ With Sheriff or local law enforcement agency
- ◆ Agency must agree to accept, secure and utilize database information
- ◆ Agency can coordinate the STAR program and volunteers, or appoint a liaison to STAR program



### Show slide #15



## Mobilize Volunteers

Volunteers must be mobilized to:

- ◆ Learn STAR
- ◆ Train others
- ◆ Conduct presentations
- ◆ Collect resource information
- ◆ Data entry
- ◆ Data updating



### Show slide #16

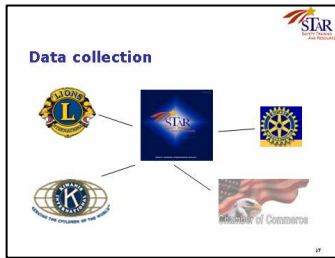


## Train

Training will provide instruction on STAR, and explain its benefits and utilizations in the community during a crisis or natural disaster.



### Show slide #17



## Data Collection

- ◆ Seek out social, civic and service groups (Chamber of Commerce, Kiwanis, Lion’s Club, etc.) to inform about STAR.
- ◆ Distribute STAR brochures and actively collect data from individuals and companies at regular organizational meetings, using STAR database forms.



### Show slide #18



## Data Entry

Submit all data collection forms to law enforcement agency for data entry and database updating.



### Show slide #19



## Share Program and Expand Database

STAR/TRIAD volunteers should share the program with as many groups and organizations as possible. The strength and practical utilization of STAR is in the comprehensiveness of its database of resources.



### Show slide #20

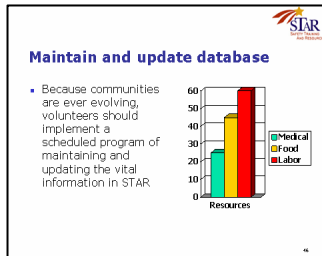


## Mock Drills

Many communities participate in Homeland Security or emergency management mock drills. The STAR database should be utilized during these drills to improve skills and increase capabilities.



## Show slide #21



## Maintain and Update Database

Because communities are ever-evolving, volunteers should implement a scheduled program of maintaining and updating the vital information in STAR.

## Template Development and Updating

The template has been developed using Microsoft Excel™, a software program found on many home and office computers. Instructions for the setup and operation of the database are included in the User Guide found on the STAR CD-ROM. If additional assistance is needed, contact technology resource staff found within your department, local library, or school.

An individual will need to be responsible for the maintenance of this database. The responsible person may be a law enforcement employee, or a trusted volunteer with computer skills.

## Capabilities

### ◆ Data Sorting

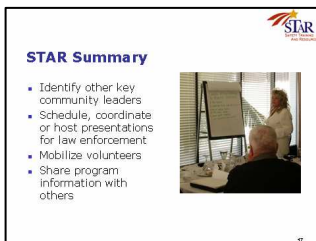
The database enables you to sort your resource information by Zip code, type of resource, etc.

### ◆ Chart Development

Excel enables the experienced user to develop charts based on resources, Zip codes, etc.



## Show slide #22



Review the STAR program once more to ensure that all participants know their role and understand how STAR can be an essential element of community preparedness and response.

## STAR Summary

STAR can be an essential element of community preparedness and response. Stress the importance of sharing information from this training to others. If a crisis event happened, they would need as many resources as possible available.

You can help expand the safety net by identifying other key leaders, scheduling presentations for law enforcement officer or conducting this presentation yourself.

### ◆ Identify other key leaders

### ◆ Schedule presentations for law enforcement officers

### ◆ Share information with others