

STAR: SAFETY TRAINING AND RESOURCES

LAW ENFORCEMENT OFFICER TRAINING

INSTRUCTOR 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 this Instructor Handbook; Community Partnership Training and an associated Facilitator Handbook; a user-friendly database template; 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 such as 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 state, local and tribal 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.

COURSE AGENDA

Law Enforcement Training

- Opening
- Welcome and Staff Introductions
- Participant Introductions
- Project Goals and Objectives
- Project Benefits
- Officer Training
- STAR instruments and implementation

TRAINING MATERIALS NEEDED

- Each participant group should be provided with a flip chart and marker to record responses to questions. The instructor should have a flip chart as well.
- Tools and materials from the STAR CD-ROM may be printed out and put on display in the training room. These items should be within the instructor's reach, as references will be made to different items throughout the training. Some activities may require multiple copies of the relevant forms.

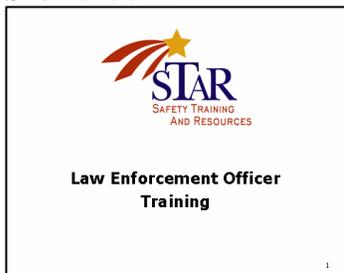
GUIDE TO ICONS USED IN HANDBOOK

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.

Welcome and Introductions

Welcome to the law enforcement training of the **Safety Training And Resources (STAR)** Initiative.

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.

The centerpiece of this initiative is the STAR CD-ROM. This CD contains tools to assist communities in preparing for critical incidents such as natural disasters or terrorist attacks.

STAR Partners

★ 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.

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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.



Tell participants that you will provide an overview of an innovative program that promotes citizen participation in crisis response planning efforts. This is the first citizen-led initiative in the country.

You will be taking them through a two-part training. The first portion of the training will be for law enforcement and the second portion is for citizens. This training will prepare them to train other law enforcement officials in their department and citizens. Let's take a look at these two trainings in greater detail.



Show slide #3

STAR Activity #1:
Participant Introductions

- Name, Organization and Position
- Years of Experience
- What resources do you bring to the training today?



Activity #1

Allow 15–20 minutes depending on the size of the class. Give each group time to complete the activity. The reporter will introduce their group and share information gathered about each participant to the class.



★ Community Safety Institute

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Law Enforcement Training

This law enforcement officer training is a course designed for deputies/officers and TRIAD representatives, that will teach both how to provide safety training and the proper use of the STAR resources. You will learn how safety training can be conducted among community members and how to utilize the various instruments in the community resource toolkit to build a community resource directory to assist emergency responders.

Community Training

The STAR Community Training is a one-hour course for citizens. Citizens will be provided with safety training and learn how to properly use the STAR toolkit. Citizens will learn how to mobilize local resources and coordinate with law enforcement to assist others if a community crisis should occur.

The training today is comprised of two parts. The first part will include information about the STAR tools and implementation of the program. The second part will be a walk-through of the community training.

STAR Activity #1: Introductions

We are now going to divide into small groups. Each group will have a flipchart. Please select a person to record the group answers and a person to report out to the larger group.

In each group introduce yourself, your position, the agency you represent, how many years of experience, and what personal skills you have to contribute in the event of a crisis. Your personal skills should not be work-related. For example, you could have great carpentry skills.

The impact of such a collection of resources could have a significant impact on the outcome of crisis response efforts in a community. That is what we are here to talk about today- how you can create a safety net in your community built upon



Summarize what has occurred as a result of the activity. Observations would include: amount of experience collectively in the room and the varied resources to be offered by individuals and their agencies.



Show slide #4



STAR Initiative

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



Review the STAR initiative with participants. Focus on the three italicized components of the initiative: community based training; identification of resources; and mobilization by emergency responders.



Show slide #5



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 groups preparedness and response efforts (Neighborhood Watch, CERT, VIP's)



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 resources.

Let me give you an example of where a program such as STAR could have been invaluable. After the attack on the World Trade Center, scores of 18-wheelers had to be mobilized to assist with the hauling off of debris so that rescue and recovery work could proceed. In the hours and days after the attack, officials had to flip through the yellow pages for the New York and New Jersey areas to find this heavy equipment. If STAR had been in place at the time of the attack, these important private-sector resources could have been immediately called upon and mobilized.

We have just discussed resources available through the personal knowledge and skills represented in this group. Imagine what resources could be available if such information could be gathered from each city or county around the country.

STAR Initiative

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

It is important for emergency responders to have these resources. 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.

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

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 different tools from the CD while talking about the different goals of the initiative.



Show slide #6

Law Enforcement Benefits

- Community involvement in preparedness planning
- Network structure that supports emergency responders
- Higher level of coordinated response
- Peer teaching format promotes greater crisis support
- Supports and enhances response efforts
- Enhances community and emergency responders relationship



Review the benefits of the program to law enforcement personnel.



Show slide #7

STAR Planning and Implementation

- Using the STAR CD-ROM
- Identification of Key Leaders and Groups
- Media and Communications Planning
- Preparing and Conducting your Community Training
- Follow-up

- ◆ *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.

Law Enforcement Benefits

We will now review the benefits to law enforcement:

- ◆ *Community involvement in preparedness planning*

This higher level planning will help your agency be more prepared in the event of a crisis.

- ◆ *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 Planning and Implementation Steps

There are several steps we must take when planning and implementing this project.

- ◆ Using the tools found on the STAR CD-ROM
- ◆ Identification of key leaders and groups
- ◆ Media and communications planning
- ◆ Preparing and conducting your community training
- ◆ Follow-up



Review the planning and implementation steps within the program.



Show slide #8



Show slide #9



We will review each of these steps and begin planning for our city or community.

STAR 2007 CD-ROM Resources

First, we will review the resources contained on the STAR 2007 CD-ROM.

STEP 1: Using the 2007 STAR CD-ROM

All of the resources you need to implement this initiative are located on the STAR CD-ROM. These tools are designed to assist you as you begin the implementation of your program. It is important for you to understand how to use each tool, as you will be explaining this to the citizens. We will review each of these sections one by one.

◆ Presentations

■ Law Enforcement Training

The law enforcement training is designed for deputies and/or officers and will teach them both how to provide safety training, and proper use of the STAR resources. Officers will learn how safety training can be conducted among community members, and how to utilize the various STAR instruments to build a community resource directory to assist emergency responders.

The Instructor Handbook included on the CD provides narration for the PowerPoint presentation, and also provides instructor notes and directions.

■ Community Partnership Training

The Community Partnership training is designed for citizens who will assist with emergency response preparedness and be trained in safety measures. Citizens will learn how to properly utilize the STAR tools, and how to mobilize local resources to coordinate with law enforcement to assist others if a community crisis should occur.

The Facilitator Handbook included on the CD provides both narration for the PowerPoint presentation, and instructor notes.

◆ Forms

■ Key Leader Inventory

This form provides space to record contact information for persons identified as key leaders in community preparedness planning. It also identifies such leaders by categories including Emergency Response, Social Service, Civic Leader, Education, Community, Government, etc.

■ Database Info Collection Form

The Database Information Collection Form is a record of not only residence and contact information, but an inventory of personal skills/resources and business resources.

■ Community Resource ID Chart

The Community Resource Identification Chart is designed to record resources in the areas of Transportation; Materials and Equipment; Personnel and Organizations; Essential Supplies; and Medical.

Each of these three tools is provided in two formats: in ready-to-print and use pdf, and in Word which can be saved to a computer and then personalized with local agency information, or even modified to meet the needs of the particular community.

◆ Tools

This section of the CD contains two tools: the **STAR Workbook**, and the **Safety NETS** form.

■ STAR Workbook

The **STAR Workbook** was created to aid citizens in processing their safety plans. This eight-page tool contains colorful and simple graphics for ease of understanding. The **Workbook** looks best printed in color on satin or glossy paper, but can be printed in black and white.

The last two pages of the **Workbook** provide space for the citizen to list skills, training, education and resources he or she can contribute in time of need. These pages can be cut out and submitted to a local **STAR** coordinator.

■ Safety NETS Form

The **Safety NETS** worksheet is designed to be a quick-reference tool in the event of an emergency. When completed, it should be put in a readily-accessible area of the citizen's home or office. The form can be laminated and then filled in with dry-erase marker so that it can be easily updated if information changes. If

lamination is not possible, the tool can be printed on any type of paper. It is ideal for distribution at group functions or trainings.

◆ Database

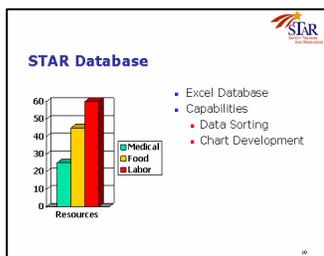
The STAR Database template was developed using MS Excel™ format. Excel™ was selected since it is easy to use and a widely-used database program, often found on home and office computers. The worksheets in the file allow for entering data in various categories such as Medical, Transportation, Building Materials, and so on.

The template allows for sorting of data by geographic areas such as Zip codes, or by resources such as transportation.

A User Guide is provided to assist in using the Resource Database. If assistance is needed in working with this program, contact technology resource staff found within your department, your local library or school.



Show slide #10



Review information about the database.

STAR Database

◆ Template

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

In Excel™, a simple click of your mouse allows you to organize the information by geographical areas such as Zip codes, or by resources such as Transportation.

■ Chart Development

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

This slide shows an example of a general resources chart. This information can indicate areas that need improvement and recruitment.



Show slide #11

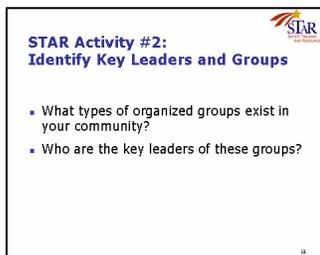


Help participants understand need for “buy-in” from key leaders.

Next, lead participants in an activity where they will begin identifying the leaders in their community.



Show slide #12



Activity #2

Distribute the STAR Key Leader Inventory for use in this activity.



Show slide #13



Ask participants to think about communication strategies they feel would be most effective in their community.

STEP 2: Identification of Key Community Leaders and Groups

In addition to the tools in the CD-ROM, there are some basic steps we need to review.

- ◆ Identification of current key leaders and groups

In order for this program to be successful, the key leaders and groups must be involved. They are the individuals you will need to meet with to ensure “buy-in” of the process.

- ◆ Identification of groups who may be missing from the database

After identification of key leaders, it is important to begin identifying what leaders or groups are missing. Do you have all key regions of your community?

- ◆ Identification of emerging leaders and groups

Through existing relationships, you will begin to identify new leaders and groups that may need to be involved in the process.

STAR Activity #2: Identification of Key Leaders and Groups

Think about the key leaders and groups present in your area. Write down the names of the leaders and groups on the chart.

Distribute the Key Leader Inventory forms. This handout can be used to begin listing more detailed information about the leaders listed in the previous activity. This resource can be retained by law enforcement for future use in planning and implementing this program. This inventory is useful for departments without a list of key groups and key leaders.

STEP 3: Media Promotion and Communications Planning

There are several different ways to reach out to the community. Use of the media and other communication methods can be useful when informing citizens. Think about what methods are best for your area. Some methods include:

- ◆ Printed Communications (newspaper or newsletters)
- ◆ Public Service Announcements
- ◆ Website
- ◆ Press Conference
- ◆ Other Methods (billboard and buses)

Will new relationships need to be developed in order for the media strategies to be implemented?



Show slide #14



STAR Activity #3: Program Promotion and Communications

- What methods are most effective in your community?
- What methods are available?
- What steps will you take?



Activity #3

Have participants discuss the questions shown on the slide.



Show slide #15



STEP 4: Community Trainings

- Planning
- Facility
- Scheduling
- Trainer
- Materials and Equipment
- Management




Review information related to the community trainings



Show slide #16



Planning the Meeting

- Facility
 - Convenience
 - Adequate space and arrangement
- Scheduling
 - Time of Day for Meeting
 - Time Allotments in Agenda
- Selection of Trainer
- Materials and Equipment
 - Agendas, handouts, sign-in sheets
 - Projectors, flipcharts, markers, etc.



Review the information related to meeting planning.

STAR Activity #3: Program Promotion and Communications

- ◆ What methods are most effective in your community?
- ◆ What methods are available?
- ◆ What steps will you take?

Let's look at the three questions listed on the slide and discuss them within your group.

STEP 4: Community Trainings

We have talked about the different tools in the STAR Toolkit, about identifying different groups which need to be reached regarding this initiative, and several methods of reaching out to the community.

It is now time to turn our attention to the training the community members. For the next several minutes we will be discussing how to plan and manage a training session, and several things to keep in mind when planning and implementing this program.

Planning Your Meeting

- ◆ Facility
- ◆ Scheduling
- ◆ Trainer
- ◆ Materials and Equipment

Planning the Meeting

When you begin planning your meeting, there are several items to consider and questions to ask.

Facility

- ◆ Convenience

Is the location convenient to the participants?

- ◆ Adequate space and arrangement

Do you have adequate space for the number of participants you anticipate attending the meeting? Can you arrange the space to encourage discussion?



What might be some potential scheduling issues?



Who do we want to provide training for law enforcement in our department? Who will train the citizens?



Show slide #17



**STAR Activity #4:
Training Resources**

- What facility resources do we have available for training in my community?
- What trainer resources do we have in our department or office?
- What partnering agencies should we include in the meeting planning?

17

Lead the participants in a discussion using the questions listed.



Scheduling

- ◆ Time of day for meeting

Is the training scheduled at a time when participants can attend? Be sure to include enough informal networking time before and after the meeting.

- ◆ Time allotments in agenda

There will be situations where the full community training is not feasible. Shorter meetings will require adjustment to the training content. A short version of the community training is available when training in time frames as short as 30 minutes.

Selection of Trainer

Remember that a significant portion of the STAR initiative is designed for citizen peer-to-peer training. Utilizing your community volunteers will empower the citizens, build bridges between them and law enforcement, and save public safety resources.

Materials and Equipment

- ◆ Agendas, handouts, etc.

How many copies of participant manuals, agendas, etc. need to be made? What other materials do I need (such as flipcharts, markers, etc.)?

- ◆ Equipment

What equipment will I need for the training?

STAR Activity #4: Training Resources

We will now consider these questions:

- ◆ What facility resources do we have available for training in my community?
- ◆ What trainer resources do we have in our department or office?
- ◆ What partnering agencies should we include in the meeting planning?



Show slide #18



Managing the Meeting

- Facilitate introductions if participants do not know each other
- Know your audience and the material
- Encourage discussion and anticipate questions
- Speak loudly and clearly, maintain eye contact, and project energy
- Stay on track - do not fall prey to time-wasters
- Begin and end meeting on time
- Be aware of "cues" from participants



Review the meeting management information listed.

Tell the participants that you realize that many of them may have training skills. However, you would like to review some simple management tips.



Show slide #19



STEP 5: Follow-up

- Update database information
- Provide new safety information
- Support community relationships
- Identify new leaders and groups



Review the information related to community follow-up.

Managing the Meeting

- ◆ Facilitate introduction of participants if they do not know each other
- ◆ Know your audience and your material

Be sensitive to the cultural needs of your audience. Review your material and agenda adequately before the training. Make sure you have allotted enough time for discussion and questions.

- ◆ Encourage discussion and anticipate questions

Ask open-ended questions instead of "yes" or "no" questions. Encourage discussion from all participants, but be sure to stay on track.

- ◆ Speak loudly, maintain eye contact, and project energy

This project is very important. Make sure that the participants see your energy and excitement.

- ◆ Stay on track and do not fall prey to time wasters

There are several items that can waste precious training time. They include: telephone interruptions, drop-in attendees, socializing, and duplication of effort.

- ◆ Begin and end on time

The time your participants have may be limited. Be sure to plan your training based on the time allotted.

- ◆ Be aware of "cues" from participants

Be aware of cues or body language from participants that can reflect the pace of the meeting.

STEP 5: Follow-up

It is critical to the success of your program to include follow-up. Law Enforcement Personnel or a trusted volunteer from different groups such as Neighborhood Watch or Citizens On Patrol will need to schedule ongoing visits with leaders and groups to:

- ◆ Update database and web site
- ◆ Provide new safety information

If you are unable to cover all of the information provided in the community training, schedule additional meetings to provide safety tips and other resources.

- ◆ Support community relationships
- ◆ Identify new leaders and groups

By supporting the relationships with current leaders or groups,

you will be able to gather information about new leaders or groups.



Show slide #20



Questions

Any questions so far?



Now we will look at the Community Partnership Training presentation. This presentation is contained in the Presentations section of the STAR CD-ROM. The Presentations section also contains a Community Partnership Training Facilitator Handbook which should be printed out to provide the narration and notes for the training.

Community Partnership Training Presentation



Show slide #21



Welcome and Introductions

Welcome the participants to the meeting. Introduce yourself and the agency you represent.



Show slide #22



Introduce the other partnering agencies on this project: the COPS office, the National Sheriffs' Association, National Association of Triads, and Community Safety Institute.

◆ Office of Community Oriented Policing Services

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◆ **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.

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

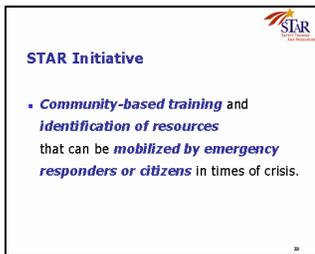
This resource is known as the **STAR** - or **Safety Training and Resources** - Initiative.

STAR Initiative

The mission of the STAR initiative is *community based training* and *identification of resources* that can be *mobilized by emergency responders or citizens* in times of crisis.



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Share the mission with participants. Emphasize the italicized components of the initiative.

Help participants understand the importance of this program and their role in its success.



Discussion:

Focus on the fact that each of us has talents and abilities that could provide help to the community in an emergency.

Allow about 10 minutes for this discussion.



Show slide #24



Share the goals of the program with participants.



Show slide #25



Review the benefits of the program to the community.

STAR Discussion: All of Us Can Contribute

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

What skills, abilities and talents have you brought with you today? How could those talents or attributes help others?

STAR Goals

- ◆ 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

- ◆ 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

- ◆ Preparedness planning involves community
- ◆ Development of network structure that supports emergency responders
- ◆ Peer teaching format promotes higher level of crisis support
- ◆ Higher level of coordinated response
- ◆ Supports and enhances emergency response efforts



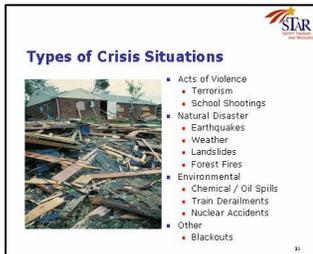
Discussion:

Ask participants for their ideas. If possible, list the ideas on a flipchart.

Ask participants about experiences they have had with crisis situations.



Show slide #26



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 #27



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.

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 its communities?

Types of Crisis Situations

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



Show slide #28

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



Show slide #29

Hurricane Katrina

States Affected: Alabama, Florida, Louisiana, Mississippi

- Fatalities: 1,836
- Damage: \$84 billion
- Private Sector Donations: \$4.4 billion



Show slide #30

Private Sector to the Rescue



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

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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:

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.



Show slide #31



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.

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?

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.



Show slide #32



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 #33



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 #34



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 #35



Mobilize Volunteers

Volunteers must be mobilized to:

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



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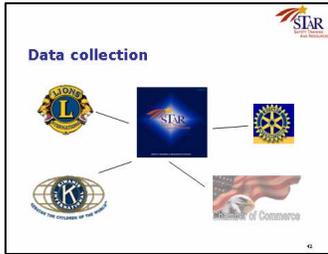


Train

Provide instruction on STAR its benefits and utilizations in the community during a crisis or natural disaster



Show slide #37



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 #38



Data Entry

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



Show slide #39

- Share program and expand database**
- Social service groups
 - Neighborhood organizations
 - Chambers of Commerce
 - Leadership training groups
 - Civic organizations
 - Service organizations
 - Church groups
 - Senior citizen organizations

Share Program and Expand Database

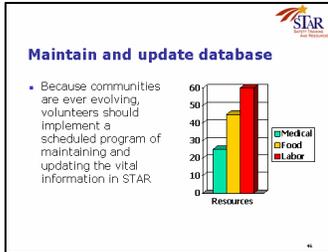
STAR/TRIAD volunteers should share the program with as many groups and organizations as possible. The strength and practical utilization of STAR is in the comprehensiveness of its database of resources.



Show slide #40



Show slide #41



Review information about the database.

Load sample database and demonstrate capabilities.



Show slide #42



Review STAR to ensure that participants know their roles in making STAR an essential element of community preparedness and response.

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.

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 Use and Updating

The template has been developed using Microsoft Excel™. Instructions for the setup and operation of your database are included in the User Guide found on the 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.

STAR Summary

It is important that information from this training be shared with others. If a crisis event were to happen, communities would need as many resources as possible available.

Community members can help expand the safety net by identifying other key leaders, scheduling presentations for law enforcement officers, or conducting presentations themselves.

◆ Identify other key leaders

◆ Schedule presentations for law enforcement officers

◆ Share information with others