



## Starting a CERT Program - Step 7: Delivering Training

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### Overview

Delivering training requires much more than merely "presenting" the training. Training delivery requires that all of the students are registered, tracking systems are in place, materials are copied, equipment is purchased, facilities are arranged, and instructors are trained and ready to go. This step will provide you with several resources and sample documents that will help you prepare for and deliver the training.

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### Contents

This step includes the following resources:

- Delivering CERT Training
  - Tips for Delivering CERT Training
  - Sample Registration Form
  - Sample Program Flyer
  - Sample Training Record
  - Sample Training Evaluation Form
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### Web Resources

- Training Presentation Fundamentals  
Web Address: [http://www.presentersonline.com/training/train\\_delivery.html](http://www.presentersonline.com/training/train_delivery.html)
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### How To: Delivering CERT Training

If you have delivered CERT training for the first time in your community, you understand how critical that initial delivery is. If you are getting ready to deliver CERT training for the first time, you may want to review the following advice from experienced CERT Coordinators.

#### Overall Tips

- **Start slowly.** Don't take too much on in the beginning. Identify a target audience and deliver the training to that group. Then, evaluate the training and deliver it again before opening the program to the larger community.
- **Allow plenty of lead time.** You will have a lot of logistical arrangements to make before you're ready to deliver CERT for the first time. Be sure to allow enough lead time for the first delivery to ensure that your training is not affected by issues that could have been resolved had you not been in such a rush to get the program started.

#### Conduct a Pilot-Test Session

- **Conduct a real-life run through.** Conducting a "dry run" of the curriculum with the instructors will provide the opportunity for them—and you—to identify issues with the curriculum, the facilities, or the instructors before they are identified by the class. A dry run also provides an opportunity for instructors to ask questions and for you to coach them in their presentation skills. Conducting a dry run will make the instructors feel more comfortable and allow the class to run more smoothly during the first actual delivery.
- **Observe the pilot session.** You know how the CERT program should work, and perhaps, you will be able to identify nuances in the training that no one else will. You also have a vested interest in seeing the program succeed. Take the time to observe the entire pilot session and provide your own feedback to the instructors at the end of each session.
- **Evaluate the pilot program.** Your first, or "pilot" offering of the CERT program will set the tone for future deliveries—and for the continued growth of the entire program. Set yourself, your instructors, and the CERT volunteers up for success by planning a thorough, "fearless" critique of the initial delivery. This critique should include:
  - **The curriculum.** What worked well? What parts of the curriculum need some revision to make them more effective? As developed, the CERT materials present the critical content for CERT programs, but local procedures and practice, as well as community needs, may require that you tailor the content to address your local requirements.
  - **The delivery.** Even experts may need your help to be good instructors. Be sure to monitor the class and get feedback from the participants on how the materials were delivered. This will help you and the instructors refine the training delivery and assist you in selecting future instructors. (If you use multiple instructors—and most CERT programs do—be sure to structure your feedback form by topic so that you can identify the individual instructor, what he or she is doing well, and where he or she may need help.)



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### How To: Delivering CERT Training (Continued)

#### Arrange Facilities

You may not be able to change poor facilities, but there may be steps you can take to improve the facilities you have. Take the time to get feedback on the facilities from the class. Be sure to include factors, such as accessibility, parking, restroom/break facilities, lighting, temperature, visibility, and ability to hear the instructors on the feedback form.

When planning for training facilities, you may want to weigh the advantages and disadvantages of using a fixed facility versus taking the training on the road. A fixed facility limits your logistical challenges but may be inconvenient for the participants. One CERT program held the training in different fire stations throughout the community. This approach was convenient for the participants from that area and introduced firefighters from the station to the CERT volunteers and the program.

#### Start on the Right Track

- **Check the classroom and materials before the session begins.** There are only a few things worse for participants than watching an instructor try to figure out how the projector works or waiting for the instructor to find classroom materials that didn't get to the classroom. Be sure to check out everything before the class begins. Show your instructors how to operate all equipment during the dry run. Use the materials checklists at the front of each unit in the Instructor Guide to ensure that everything that will be needed for each session is actually in the classroom, accessible, and working.
- **Make a good first impression.** CERT participants are making an investment of time and energy in CERT and the community. Make them feel welcome. Have signs that help them with parking, bathroom facilities etc. Greet them when they arrive. Consider having snacks and break food available. (One CERT program provided snacks for the opening session and asked for volunteers to provide goodies for the next sessions. Try to involve volunteers with the program early.)
- **Take time to learn the students' motives.** Make time in the training (e.g., during the icebreaker, after the first session, after the last session, or during breaks) to talk to the students about why they enrolled. Find out:
  - What prompted them to enroll.
  - How they found out about the training.
  - Their satisfaction level with the program, the schedule, and the training intensity.
  - Their suggestions for improving future deliveries.
  - What you can do to sustain their interest in participation.

Gaining this information from the students themselves can tell you more about the volunteers' needs, changes you need to make in the future, whether your marketing program is working, and what you need to do to maintain and grow the program.



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### Words of Advice: Tips for Delivering Training

#### **Joe Lowry - Memphis, Tennessee** **Combine Lecture With Exercises**

We begin the training with lectures supported by video, slides, and overhead projected materials. Whenever possible, we combine the lecture with practical, tabletop, and team-building exercises. A disaster simulation is staged to allow students to apply their newly acquired skills in a realistic environment with multiple casualties.

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#### **Frank Lucier - San Francisco, California** **Make Training Effective and Fun**

I feel that the initial training is the critical. That's when you get the volunteers in the door. If that training isn't effective and enjoyable for the participants, you will lose them forever.

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#### **Rachel Jacky - Portland, Oregon** **Use Training Props**

In addition to the printed material, training props are critical for demonstrating skills and giving students the opportunity to practice those skills..

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#### **Joe Lowry - Memphis, Tennessee** **Bring Neighbors Together for a Common Goal**

The most beneficial CERT training we offer is not in the classroom at all. We feel it's very critical to stress the importance of getting to know each other's neighbors. We teach people that in a catastrophic event, it will be their neighbors that they will be looking at. We help to open the doors for these people so they can know how to pool their resources within their individual neighborhoods. This type of training brings neighbors together for a common goal.

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### Sample Registration Form

You may want to use a registration form to identify individuals interested in attending CERT training. A sample registration form is shown below.

<b>COMMUNITY EMERGENCY RESPONSE TEAM (CERT) TRAINING/SPRING 2003</b>		
<p>I would like to register for the eight-session CERT training and would like to attend:</p> <p><input type="checkbox"/> Wednesday evenings [DATES HERE]</p> <p><input type="checkbox"/> Saturday mornings [DATES HERE]</p> <p><input type="checkbox"/> I am unable to attend the training this spring, but please contact me about future CERT training.</p>		
PLEASE PRINT CLEARLY:		
NAME:		
STREET ADDRESS:		
CITY:	STATE:	ZIP:
NEAREST CROSS STREET TO YOUR HOME ADDRESS:		
TELEPHONE (DAY):	(EVENING):	
EMAIL AT WHICH YOU WANT TO RECEIVE CERT INFORMATION:		
<p><b>Please mail this form (one registration per form, please) to:</b></p> <p style="text-align: center;"><i>[ADDRESS HERE].</i></p>		
<p>FOR MORE INFORMATION ABOUT THE <b>[COMMUNITY]</b> CERT PROGRAM, PLEASE CHECK <b>[WEB ADDRESS]</b> OR CALL <b>[TELEPHONE CONTACT NUMBER]</b>.</p>		



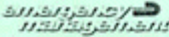
# CERT

Community Emergency Response Teams

## Starting a CERT Program - Step 7: Delivering Training

### Sample Program Flyer

A sample CERT Program Flyer is shown below. The text for the flyer appears after the graphics.



# You're On Your Own!

Miami-Dade County Office of Emergency Management

## An Introduction to the Community Emergency Response Team (CERT)

**Did you know...**

- ❖ There is a very good chance that your neighborhood will be on its own during the early stages following a catastrophic disaster.
- ❖ After a catastrophic disaster, citizens will volunteer to help. Without proper training these people can expose themselves to potential injury and even death!
- ❖ Experience has shown that basic training in disaster survival and rescue skills improves the ability of citizens to survive until responders or other assistance arrives.


### The Miami-Dade County Community Emergency Response Team (CERT) Program

The Miami-Dade County Office of Emergency Management (OEM) has become a part of a national network of CERT communities. OEM has developed a program that is designed to help neighborhoods prepare for and respond after catastrophic disasters such as hurricanes, tornadoes, and other major emergencies.


Individuals completing CERT training may be affiliated with one or more of the following teams:

- **Neighborhood CERT:** Ten or more neighbors serving immediate residential neighborhood.
- **Business or Government CERT:** Co-workers serving places of business and surrounding areas, or county, municipal or state agency employees.
- **School CERT:** School faculty and staff serving school and surrounding area.
- **Faith-Based CERT:** Teams based at a house of worship serving the immediate neighborhood, or travel into areas that need assistance.
- **Youth CERT:** Organized service-oriented groups, such as Civil Air Patrol, Fire or Police Explorers, or school-based clubs.

Individuals not affiliated with a team may still be trained and serve their community.




### CERTs IN ACTION



Once trained, a CERT will be able to provide the following services to their neighborhood:

- ❖ Increase their neighborhood's disaster readiness
- ❖ Assess damage after a disaster
- ❖ Extinguish small fires and teach fire safety.
- ❖ Perform light search and rescue operations
- ❖ Perform triage and provide medical services to the injured
- ❖ Organize procurement of supplies




Miami-Dade Office of Emergency Management (305) 468-5900 [www.miamidade.gov/oem](http://www.miamidade.gov/oem)



**Starting a CERT Program - Step 7: Delivering Training**

**Sample Program Flyer (Continued)**

<p style="text-align: center;"><b>CERT Course Content</b></p> <p>The basic course will include those components necessary to get the team started and become capable of performing basic CERT functions. Each member must complete four four-hour classes in the following areas to become certified. Classes are scheduled to accommodate the needs of each team and are available daytime or evening, seven days a week.</p> <p>Teams will learn:</p> <p><b>Disaster Preparedness:</b> Instructs team members how to prepare themselves and their neighborhoods for the various hazards that may occur.</p> <p><b>Team Organization and Disaster Psychology:</b> Addresses organization and management principles necessary for a CERT to operate successfully. Covers critical incident stress for victims as well as workers.</p> <p><b>Medical Operations:</b> Team members will learn how to conduct triage, establish medical treatment areas, and provide basic first aid for victims.</p> <p><b>Damage Assessment:</b> Team members will learn how to rapidly assess damage employing a standardized format used throughout the county.</p> <p><b>Disaster Simulation:</b> A small-scale disaster simulation, located in the team's neighborhood, is also a part of the basic program.</p> <p><b>Fire Suppression:</b> Team members will learn how to use extinguishers and other equipment to suppress small fires.</p> <p><b>Light Search and Rescue:</b> Team members will learn light search and rescue planning, techniques, and rescuer safety.</p> <p><b>Continuing Education:</b>          Refresher classes are held several times a year and are open to all teams based on availability and need.</p> <p>Some of the other available continuing education courses:          Terrorism Awareness          Communications (Amateur radio operations, hand-held)          CPR courses are available year-round for active CERT members*.          Critical Incident Stress Management</p> <p>Large-scale disaster simulations are held once a year where all teams are invited to participate.</p> <p><small>*CPR is not considered a component of CERT training.</small></p>	<p style="text-align: center;"><b>FREQUENTLY ASKED QUESTIONS:</b></p> <p><b>What is a CERT Member?</b>          A CERT member is a person who is trained to prepare for and respond after a disaster in their neighborhood. A group of ten or more members of a neighborhood, apartment complex, business, or similar residential area comprise a team. Persons not affiliated with a team may serve as individuals.</p> <p><b>Who may join a CERT?</b>          Anyone who is interested in helping his or her neighborhood prepare for a disaster and provide assistance afterward. Team training is preferred however persons may be trained even if they are not affiliated with a team.</p> <p><b>Where can I get more information about the CERT program?</b>          Contact the Miami-Dade County Office of Emergency Management at:          (305) 468-5416 or (305) 468-5418 or          E-mail to: <a href="mailto:eoc@co.miami-dade.fl.us">eoc@co.miami-dade.fl.us</a></p> <p><b>The CERT Information Line:</b>          305-468-5445. This information line will make available training schedules and other information relevant to the CERT program.</p> <p><b>CERT WEBSITE RESOURCES:</b>  <b>Miami-Dade Office of Emergency Management</b>  <a href="http://www.co.miami-dade.fl.us/oem/cert.htm">www.co.miami-dade.fl.us/oem/cert.htm</a>          CERT program information and disaster preparedness tips</p> <p><b>Federal Emergency Management Agency:</b>  <a href="http://www.fema.gov/emi/cert">http://www.fema.gov/emi/cert</a>          Information about the national CERT program and links to other CERT sites</p> 
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**Miami-Dade Office of Emergency Management (305) 468-5900 [www.miamidade.gov/oem](http://www.miamidade.gov/oem)**



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### Sample Program Flyer: Text

#### Community Emergency Response Team (CERT)

There is a very good chance that your neighborhood will be on its own during the early stages following a catastrophic disaster. After a catastrophic disaster, citizens will volunteer to help. Without proper training these people can expose themselves to potential injury and even death!

Experience has shown that basic training in disaster survival and rescue skills improves the ability of citizens to survive until responders or other assistance arrives.

#### Miami-Dade County: Community Emergency Response Team (CERT) Program Description

The Miami-Dade County Office of Emergency Management (OEM) has become a part of a national network of CERT communities. OEM has developed a program that is designed to help neighborhoods prepare for and respond after catastrophic disasters such as hurricanes, tornadoes, and other major emergencies.

Individuals completing CERT training may be affiliated with one or more of the following teams:

- Neighborhood CERT: Ten or more neighbors serving immediate residential neighborhood.
- Business and Civic Organizations CERT: Co-workers serving place of business and surrounding area.
- School CERT: Faculty and staff serving a particular school and the surrounding areas.
- Government Agency CERT: Government agency staff that serve a particular agency or surrounding area.
- Faith-Based CERT: Teams based at a house of worship serving the immediate neighborhood, or travel into areas that need assistance.
- Youth CERT: Organized service-oriented groups, such as Civil Air Patrol, Fire or Police Explorers, or school-based clubs.
- Individuals not affiliated with a team may still be trained and serve the Miami-Dade community.

Once trained, a CERT will be able to provide the following services to their neighborhood:

- Increase their neighborhood's disaster readiness
- Perform triage and provide medical services to the injured
- Perform light search and rescue operations
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### Sample Program Flyer: Text (Continued)

#### CERT Course Content

The basic course will include those components necessary to get the team started and become capable of performing basic CERT functions. Each member must complete four four-hour classes in the following areas to become certified. Classes are scheduled to accommodate the needs of each team and are available daytime or evening, seven days a week.

Teams will learn:

- **Disaster Preparedness:** Instructs team members how to prepare themselves and their neighborhoods for the various hazards that may occur.
- **Team Organization and Disaster Psychology:** Addresses organization and management principles necessary for a CERT to operate successfully. Covers critical incident stress for victims as well as workers.
- **Medical Operations:** Team members will learn how to conduct triage, establish medical treatment areas, and provide basic first aid for victims.
- **Damage Assessment:** Team members will learn how to rapidly assess damage employing a standardized format used throughout the county.
- **Disaster Simulation:** A small-scale disaster simulation, located in the team's neighborhood, is also a part of the basic program.
- **Fire Suppression:** Team members will learn how to use extinguishers and other equipment to suppress small fires.
- **Light Search and Rescue:** Team members will learn light search and rescue planning, techniques, and rescuer safety.

Continuing Education:

- Refresher classes are held several times a year and are open to all teams based on availability and need. Additional courses such as C.P.R., Terrorism Awareness, and presentations by professionals from both the public and private organizations may be taught throughout the year. Call the CERT information line at (305) 468-5445 for training updates.
- Large-scale disaster simulations are held once a year where all teams are invited to participate.



## Starting a CERT Program - Step 7: Delivering Training

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**Sample Program Flyer: Text** (Continued)

### **Frequently Asked Questions (FAQs)**

#### **What is a CERT Member?**

A CERT member is a person who is trained to prepare for and respond after a disaster in their neighborhood. A group of ten or more members of a neighborhood, apartment complex, business, or similar residential area comprise a team. Persons not affiliated with a team may serve as individuals.

#### **Who may join a CERT?**

Anyone who is interested in helping his or her neighborhood prepare for a disaster and provide assistance afterward. Team training is preferred however persons may be trained even if they are not affiliated with a team.

#### **Where can I get more information about CERT?**

Contact the Miami-Dade County Office of Emergency Management at: (305) 468-5416 or (305) 468-5418 or E-mail to: [eoc@miamidade.gov](mailto:eoc@miamidade.gov)



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### Sample Training Records

Keeping accurate training records is critical for both effective resource management and for preventing liability issues. A sample training record form is shown on the next page.



**Starting a CERT Program - Step 7: Delivering Training**

**Sample Training Records**

<b>CERT Member Personal Information</b>									
Title:	First Name:			MI:	Last Name:			ID #:	
Address:				City:			State:		Zip:
Telephone Numbers:	Home:			Work:			Fax:		
	Pager:			Cell:					
Email Address:									
CERT Type: (Check all that apply)									
<input type="checkbox"/> CERT-NBH	<input type="checkbox"/> CERT-SCH	<input type="checkbox"/> CERT-FBO	<input type="checkbox"/> CERT-BUS	<input type="checkbox"/> CERT-GOV	<input type="checkbox"/> CERT-UN	<input type="checkbox"/> CERT-Y			
Region Name:				Name of Sub-Division (neighborhood):					
Team Affiliation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	CERT Name:				Team #:		
Reg. Complete	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Waiver Signed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Team Leader	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>Training Completed</b>									
Basic CERT Course Completed			<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date Course Completed:				
Certificate Issued	<input type="checkbox"/> Yes	<input type="checkbox"/> No	ID Issued	<input type="checkbox"/> Yes	<input type="checkbox"/> No				
Date Basic Course 1:				Date Basic Course 2:					
Fire Supp. Completed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	S&R Completed	<input type="checkbox"/> Yes	<input type="checkbox"/> No				
Date Refresher Course # 1:				Date Cont. Ed. Course # 1:					
Date Refresher Course # 2:				Date Cont. Ed. Course # 2:					
Date Refresher Course # 3:				Date Cont. Ed. Course # 3:					
Date Refresher Course # 4:				Date Cont. Ed. Course # 4:					
Date Drill # 1:				Date Activation #1:					
Date Drill # 2:				Date Activation #2:					
Date Drill # 3:				Date Activation #3:					

## Starting a CERT Program - Step 7: Delivering Training

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### Sample Training Evaluation Form

Evaluating each CERT training session can help make sure that your training is effective. A sample training evaluation form is shown below.

### CERT Training Evaluation Form

**CERT Module:** \_\_\_\_\_

Using the scale below, with **1 meaning poor and 5 meaning excellent**, circle the number that best corresponds to your rating for each question.

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#### COURSE MATERIALS

1. How would you rate the materials for this module overall?

1	2	3	4	5
Poor				Excellent

2. How well did the materials state what you should learn or be able to do at the end of the module?

1	2	3	4	5
Poor				Excellent

3. How would you rate your knowledge of the module content before taking this module?

1	2	3	4	5
Poor				Excellent

4. How would you rate your knowledge of the module content after taking this module?

1	2	3	4	5
Poor				Excellent

5. How would you rate your skill level for the module activities before taking this module?

1	2	3	4	5
Poor				Excellent

6. How would you rate your skill level for the module activities after taking this module?

1	2	3	4	5
Poor				Excellent

7. If audiovisual materials were used in this module, how would you rate their effectiveness?

1	2	3	4	5
Poor				Excellent

**Starting a CERT Program - Step 7: Delivering Training**

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**Sample Training Evaluation Form (Continued)**

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**INSTRUCTORS**

8. Overall, how would you rate the instructors for this module?

1	2	3	4	5
Poor				Excellent

9. How would you rate the instructors' knowledge of the content?

1	2	3	4	5
Poor				Excellent

10. How would you rate the instructors' ability to relate to the students?

1	2	3	4	5
Poor				Excellent

11. How well did the instructors meet your expectations for this module?

1	2	3	4	5
Poor				Excellent

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**FACILITIES**

12. How would you rate the classroom?

1	2	3	4	5
Poor				Excellent

13. If a lab was used for this module, how would you rate the lab?

1	2	3	4	5
Poor				Excellent



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**Starting a CERT Program - Step 7: Delivering Training**

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**Sample Training Evaluation Form (Continued)**

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**OVERALL RATING**

14. How would you rate this module overall?

1  
Poor

2

3

4

5  
Excellent

15. What did you like best about this module?

16. What do you think might make this module better?

17. Please use the back of this sheet to provide us with any other comments you have that could help us improve the training in the future.

**Thank you!**