



# Community Response Teams

Minimum Standards

Stability Guidelines

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# Acknowledgements

The development of this Minimum Standards and Sustainability Guidelines document for Community Response Teams is the result of extensive consultation and dialogue with regional DRR practitioners and community leaders.

Special thanks to the Caribbean Disaster Emergency Management Agency, Coordination Unit (CDEMA-CU), Caribbean Red Cross National Societies and Networks, Red Cross Caribbean Disaster Risk Management Reference Center (CADRIM), the Community Response Team -Technical Advisory Group (CRT- TAG), Office of Foreign Disaster Assistance (OFDA), National Disaster Management Offices, CDRT and CERT leaders.

In addition, good practices were contributed by various partners across the region; which has enabled the minimum standards and sustainability guidelines to reflect a more holistic perspective on community response teams.

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# Foreword

The heightened frequency and intensity of disasters in the Caribbean region calls for increased attention effective and responsive disaster management. After hurricanes and floods, communities are often isolated as it is very difficult for responders to reach them. Sometimes it can take a couple of hours and other times it can take several days before they can be reached by emergency personnel. These disasters have catastrophic impact on the lives and wellbeing of people.

In 1998 in Jamaica, the Red Cross was looking at how best to address the needs of disaster response and identifying better solutions. This has led to what is now known as CDRTs. In 2009, a similar initiative was taken in Montserrat to support the search and rescue needs of the country in the aftermath of the series of volcanic eruptions in the country. Building on the momentum of this initiative, CDEMA led the process of adapting the FEMA CERT model into the Caribbean context.

The core of disaster response is based on community. Ongoing discussions between IFRC and CDEMA have focused on how we can collectively build resilience at the community level. Communities are the first to experience the impact of disaster and are the first potential responders. Strengthening response capacities at the community level will improve overall disaster management.

A key finding of discussions was that community members post disaster became the first responders. Further, impacted persons took on the roles of first responders and it was identified that community members' capacity to respond needed to be strengthened. Thereby, justifying the creation of Community Response Teams with the necessary skills, equipment and training to respond to emergencies.

In the decade of the 2000's, the scaling up through the region of community response teams saw the implementation of numerous regional programs on disaster preparedness with the support of the European Commission, USAID OFDA, the Canadian United Kingdom Governments. Those contributions helped to increase surge capacity and scale up the response mechanisms throughout the region in different countries. Amongst the lessons learned was the potentially adverse impact of duplicating efforts in developing country level response systems. This includes (i) operational linkages between governments and National Disaster Offices; (ii) providing specialized and timely services to vulnerable populations; (iii) engaging other actors who are in the process of establishing and developing alternative types of response teams.

Other noteworthy lessons were the duplication of efforts amongst multiple state agencies and non-state actors in responding to single scale events, as well as the creation of several response team systems to assist impacted persons. It was determined that response teams were working, but there needs to be a more integrated and coordinated approach to guide all response teams in an effort to promote safe and resilient communities, without the duplication of efforts; essentially, a process of harmonizing the CDRT and the CERT methodologies into a *Minimum Standard and Sustainability Guidelines for Community Response Teams* (MSSG) document.

The CRT Minimum Standards and Sustainability Guidelines would promote a standardized approach to training first responders. Therefore, this document creates a starting point from which communities' key institutions and first responder agencies can work together to effectively prepare mitigate, respond and recover from emergencies.

# Acronyms / Abbreviations

<b>CADRM</b>	Red Cross Caribbean Disaster Risk Management Reference Centre
<b>CCOPE</b>	Caribbean Communities Organized and Prepared for Emergencies
<b>CDEMA</b>	Caribbean Disaster Emergency Management Agency
<b>CDRT</b>	Community Disaster Response Team
<b>CERT</b>	Community Emergency Response Team
<b>CRT</b>	Community Response Team
<b>CSO</b>	Civil Society Organizations
<b>DIPECHO</b>	European Commission's Humanitarian Aid Department of Disaster Preparedness
<b>DRR</b>	Disaster Risk Reduction
<b>FEMA</b>	Federal Emergency Management Agency
<b>IFRC</b>	International Federation of the Red Cross and Red Crescent Societies
<b>NDO</b>	National Disaster Organization
<b>NGO</b>	Non-Governmental Organization
<b>TAG</b>	Technical Advisory Group
<b>US AID OFDA</b>	The United States Office of Foreign Disaster Assistance
<b>VCA</b>	Vulnerability and Capacity Assessment

# Glossary

## Disaster

A serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts that exceed the ability of the affected community or society to cope using its own resources.

## Disaster Risk Reduction

The concept and practice of reducing disaster risk through systematic efforts to analyze and manage the causal factors of people and property, wise management of land and the environment, and improved preparedness for adverse events.

## Community Response Team

A group of community members organized as a community-based team that receives disaster management training to enhance their ability to prepare, recognize, mitigate, respond and recover from emergencies or disaster situation within their community.

As an organized team, individuals can provide vital services in the absence of and while waiting for the arrival of emergency responders; they often also assist once responders arrive.

## Mitigation

The lessening or limitation of the adverse impacts of hazards and related disasters.

# Introduction

- During a CDEMA/IFRC meeting in April 2014, concerns regarding the different branding and quality of training for Community Response Teams (CRT) was raised in relation to the need for harmonized community training (i.e. by Community Disaster Response Teams (CDRTs) and Community Emergency Response Teams (CERTs)).
- As different organizations are committed to the function and development of CRTs in shared post emergency spaces, it was felt that **a minimum regional standard of knowledge and skills for community response teams** must be produced. Having a standardized approach to how these methodologies can be applied, whilst showcasing specialized skill sets appropriate for effective responses to support local authorities was the main priority highlighted.
- This has led to what is referred to as **minimum standards**. The MSSG would establish consistent quality in community response teams by setting specific criteria of training methodologies, trainers, trainees and training content. Minimum standards will also outline the appropriateness and specifications of equipment needed for CRTs.
- The second component to this document which addresses the **sustainability** of community response teams. This focuses on the type of support and follow-up actions that are required to enable a group to remain active beyond the initial injection of financial and technical resources earmarked to start CRTs. Here we want to explore those factors that contributed to sustainable CRTs over the years and highlight them as best practices.
- Recognizing that both methodologies play an encouraging and supportive role to national response frameworks, it is crucial that key standards be maintained when applying either methodologies. By this we are agreeing that a common understanding on quality would be maintained in terms of the type of training and also the types of requirements that must be met by the participants. This document also highlights how we collaborate and work in the same space with communities by proposing a national system that governs and manages CRTs.

# Section A: Overview



# Background

A reflection on both CDRT and CERT methodologies through consultation by a quadrant of stakeholders in the region produced a comparative analysis of the CRT mechanism.

## CDRT

The Community Disaster Response Team (CDRT) in the IFRC began as an expanding concept of training communities to protect themselves in emergencies, as it was observed that assistance is needed before emergency first responders arrive.

## CERT

Community Emergency Response Teams (CERTs) also originated from the concept of providing immediate first response. CERTs in the region were first experimented in a community search rescue programme in Montserrat in 2009. It was specifically designed to meet the country's emergency needs after the volcanic eruption.

In 2011 CDEMA adapted the Federal Emergency Management Agency (FEMA) CERT model. In 2012-13 CERT training was established in 8 Caribbean states: Haiti, St. Kitts, St. Vincent, Turks & Caicos, St. Lucia, Virgin Island, Suriname, Dominica. Additionally, Training for Instructors (TFI) sessions were conducted in Barbados, Grenada, Montserrat.

# CDRT

## Training:

- Community continue training with other members of the community.
- Current disaster related trainings such as Climate Change .
- Materials are adapted according to context.
- Members are trained for all areas of the DM cycle.

# CERT

**Training:** Methodology is both proactive and reactive. The teams are response teams but in non-crisis times they do preparedness and prevention .

- Team members need to be physically capable
- Persons need to be of a sound mind
- Very practical and robust training,
- Inclusive of all persons interested in supporting disaster risk reduction activities
- Includes emergency communication training;
- Includes Leadership and Team building and problem solving training
- This text pertains to both groups so can used to describe training for both.
- Aid in providing information for the development of Situational Reports and DANA reports
- Participants meet regularly to continue training in their communities. However, once a year there is a National CERT Day where all CERTS will come together and compete on different CERT Skill Tests
- The 5 day training is the basic course, which requires persons to go back to the community and train
- All the trainers are specialists in their areas (Fire, Police, Medical, DM and Military). However, the Supervisors and Assistant Instructors are selected from past CERTs

## CDRT

### Structure/ Organization:

- Maintain their own independence, linked to local government

### Membership:

- Voluntary basis, Interest

### Partners:

- Teams work in coordination with other response agencies

## CERT

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# Units

## CDRT

### CDRT Course Outline

- Unit 1 About Disasters
- Unit 2 CDRTs and Disaster Preparedness
- Unit 3 Community assessment after disaster
- Unit 4 Psychosocial support in disasters
- Unit 5 Fire safety
- Unit 6 Health in disasters
- Unit 7 Communication and disasters
- Unit 8 Emergency care
- Unit 9 Light search and rescue
- Unit 10 Shelter management

All-inclusive approach but training can be tailored to suit individual abilities and skills

## CERT

### CERT Course outline:

- Unit 1(a) CERT Role and Responsibilities & functions in Disaster Management
- Unit 1(b) Disaster Management – Scenarios, perception responses
- Unit 1 (c) CERT support to Disaster Response – Shelter Management, Incident Command System, SAR, Evacuation etc.
- Unit 1 (d) Disaster Preparedness and Planning – National, District, Community
- Unit 2 (a) Fire safety and utility controls
- Unit 2 (b) Fire Fighting Resources and procedures to be used by CERTs
- Unit 2 (c) Fire Response Drill
- Unit 3 (a) Disaster medical operations Triage and treating Life threatening conditions
- Unit 3 (b) Functions of Disaster Medical Operations – Public Health considerations & treating other injuries
- Unit 3(c): Use of Personal safety equipment, contents of the First Aid Kit & other medical equipment
- Unit 4(a): Disaster Response Operations – Incident Command System (general overview)
- Unit 4 (b): Initial Damage Assessment (IDA)
- Unit 4 (c): Evacuation – Building, community etc. (Both natural & manmade hazards)
- Unit 4 (d): Road Clearance – Conducting operations & use of equipment

# CDRT

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# CERT

## **CERT Course outline:**

- Unit 5 (a) Light search and rescue Operations – Collapse structures, Size Up, conducting interior & exterior search, Conducting Rescue Operations
- Unit 5 (b): Specific Safety Considerations during SAR Operations –
- Unit 5 (c): Conducting Rescue Operations - Leveraging, Cribbing, rope ties, lifts and carries.
- Unit 6 (a): Emergency Communication
- Unit 6 (b): Team Dynamics – Command, Coordination and Communication
- Unit 6 (c): Map Reading and Navigational Aids
- Unit 6 (d): Orienteering Exercise to be combined with Radio/Communication Tasks
- Leadership and Team Building/Teamwork
- Practical Leadership and Leaderless Problems
- Unit 7 Disaster psychology
- Unit 9 Course overview
- Each day ends with an Exercise to practice the days training.
- Day 1 - Team Bonding Exercise
- Day 2 - Teams Disaster Medical Exercise – To include a fire incident
- Day 3 - Teams Search and Rescue Exercise
- Day 4 Orienteering Exercise; Radio; Night Navigation
- Day 5 – Problem Solving
- Includes a night exercise, problem solving and table top exercise that is conducted to test participants

# Best Practices

## CDRT

- In Jamaica: CDRTs are linked to zonal committees; this structure helps to keep the groups active
- CDRT curricula encourages a Multi-Hazard approach
- Leadership training can be added to the curriculum to increase the sustainability and improve the efficiency of the group
- Community members own the process and are motivated to build a group that is specific to solving issues in the community by the community
- CDRTs can be linked to the enhanced Vulnerability Capacity Assessment approach, linking risk analysis and community-based disaster management
- In Suriname, CDRTs also assist in writing proposals to assist community initiatives and raise funding for community projects.

## CERT

- Frequent call for simulations during and after training
- Agencies in specialised areas deliver specific trainings (medic etc) so members have relevant information and become certified.
- Accepts a Multi-hazard approach
- Providing members with proper equipment builds the teams' efficiency and ability to response. Each member is outfitted with a personal response kit
- Better reference and resource
- Increase in courtesy calls amongst team members strengthens team building.
- In Dominica, CERTs worked well after TS Erica when communities were cut off. Members were able to come out and respond in their communities, while first responders were overwhelmed and trying to get to persons impacted.

# Lessons Learned

## CDRT

- Developing CDRTs can increase National Societies' volunteer base
- Humanitarian service can be more widely dispensed and be tailored to support national response frameworks
- CDRT teams need more structure to ensure sustainability, they will become ineffective if they are left immediately on their own. A proper exit strategy after training has to be developed.

## CERT

- CERTs react to Learning principles and techniques that encourage learning by doing. Conducting drills and exercises are the best way to retain the knowledge learn from CERT trainings.
- CERTs are a resource to the community; so they need to be equipped properly (individual kit and team kits).
- Refresher trainings and the need to monitor team membership can impact the effectiveness of CERTs

# Differences

## CDRT

- Opened to general community members to form CDRTs to build community resilience independently.
- Modules cover overviews of topics and not specialised certification on some themes of learning, but can be furthered if interest was there through secondary training
- Simulation happens mostly after training is complete
- Focuses on basic concepts of DRR/M

## CERT

- Selection criteria for participation, including physical agility
- Governed by National Response Agency or Local Response Authority
- Modules are very detailed and hands-on
- Frequent simulations
- Stronger search and rescue component

# Similarities

- Covers most of the basic DRM modules
- Engages Humanitarian response actors
- Both community based
- Self-activation
- Volunteer base

# Section B: Minimum Standards



# Similarities

A reflection on both CDRT and CERT methodologies through consultation by a quadrant of stakeholders in the region produced a comparative analysis of the CRT mechanism.

## Methodology & Training

In order to ensure that the team will be well trained from the first training they receive, any CRT methodology should have as basic training units the following:

	Theoretical	Practical
<b>Introduction to Disaster Management</b> <ul style="list-style-type: none"> <li>Disaster concepts</li> <li>National disaster System</li> <li>Table-top exercise (practical)</li> </ul>	●	✗
<b>Medical operations</b> <ul style="list-style-type: none"> <li>First Aid</li> <li>Triage</li> <li>Stabilize, packaging and transport/movement (for medically qualified persons ONLY)</li> </ul>	✗	●
<b>Fire Safety</b>	✗	●
<b>Psychosocial First Aid</b>	●	✗
<b>CRT Organization</b> <ul style="list-style-type: none"> <li>Team dynamics, leadership</li> </ul> How CRTs fit into the national systems	●	✗
<b>Shelter Management</b>	●	✗
<b>Emergency Communication</b> <ul style="list-style-type: none"> <li>Reporting, utilizing authorized damage assessments</li> <li>Risk communication to persons impacted</li> </ul>	✗	●
<b>Light Search &amp; Rescue</b>	●	✗
<b>Final Evaluation</b>	●	✗

To ensure that the participants have acquired both the required knowledge and develop the right skills, the evaluation should be a Final examination by both theatrical and practical exercises

With the objective of strengthening preparedness and the response mechanisms at the national scale, training of new CRTs should be rolled out at least **once every 6 months to a year or once a year provided a community drill exercised is supported.**

It is highly recommended that systematic revision of the CRT training components is done as minimum **every 2 years**, this will ensure that the methodology is up to date with DDR needs and trends.

The periods suggested are based on learning from established groups and based on consistently funded groups. The frequency of trainings and refreshers will be dependent upon CRT budget resources.

## Profiles & Equipment

### Facilitation Team:

Any facilitator of a CRT methodology, whether is a general facilitator or just of a specific unit should meet the following criteria to ensure the quality of the process:

- Demonstrated knowledge and experience in thematic area
- Stimulates interaction and the free sharing of thoughts and ideas
- A masterful and engaging listener, better known as active listener
- Understanding of community-based organizations
- Possesses strong facilitation skills or the capacity to learn proper facilitation techniques and the integration of adult learning techniques.

Having a culturally sensitive and diverse facilitation team enriches the experience of the community participants and will allow the space for the group to network and become acquainted with the different agencies they are likely to interact with while carrying out their duties, and vice versa. The Facilitation team can consist of representatives from a combination of different organizations, for examples:

- Red Cross
- NDO
- NGO
- National Authorities, such as:
  - Fire Services
  - Police
  - Ministry of Health (including Clinical and medical professionals, epidemic control specialists, Psycho Social Support specialists)

### Important note:

Facilitators should be practicing professionals in the thematic area that they will be instructing. At a minimum, someone who is able to teach first aid. Clinical is not as important as health responders. Health responders (who may be clinical) can give context to how systems function in the aftermath of disaster and how alert and referral should work and should be able to provide basic first aid skills

## CRT Member Profile:

To have a team that really functions and that can carry out its duties and responsibilities effectively and efficiently, based on standard operating procedures, it is important that the right persons are recruited as members. Candidates that have an interest in being part of a CRT should possess the following characteristics:

- Basic interest or willingness to be a member
- Have skills related to the CRT's scope of work or be willing to be trained accordingly
- **Resources and or expertise that will benefit the community and residents**
- Works well as part of a team
- Ability to work in under stressful circumstances or be aware of limitations during stressful situations and support alternative activities
- Available to work flexible hours in times of an emergency

## Size of the team:

Every community is different, and so the composition of the group will vary from region to region. When recruiting members, it is important, as mentioned above, to be strategic in targeting highly motivated individuals who are able to achieve the objectives of the team.

**Minimum number of members per team: 10-15**

(Size is also dependent on the size of the community, it may exceed the recommended 15 or be under the minimum of ten in some instances).

## **CRT Equipment:**

During major crises, it is important that each CRT team is equipped with the tools and machinery to be able to carry out their tasks effectively and efficiently. There are two sets of items that the team must be furnished with when responding: 1. Personal response kit, and 2. Community response kit. These kits should include:

### **Personal Response Kit**

- Hard Hats
- Flashlight
- Radio
- Whistles
- Individual sized Water Bottle
- Personal First Aid kit
- Vest (reflective)
- Ponchos/rain coats
- ID badges
- Hand Sanitizer

### **Community Response Team**

- Rain coats
- Water boots
- Goggles
- Gloves (surgical and workman)
- Helmet
- Vests
- Head lamps
- Flash lights/w batteries
- Pick heads
- Pick handles
- 2-5 Cutlasses
- 2-5 Garden forks
- 2 Chain saws
- 2 Traffic cones
- 5-10 Tarpaulins
- 2-5 Shovels
- 120 ft. rope
- 5- 10 gallon water container
- Whistles
- First Aid Kit

# Refreshers & Evaluation

Obtaining knowledge, new skills and the technical know-how to operate as a first responder is fundamental, but the retaining and application of those teachings in a masterful and efficient manner that results in the saving of lives and protection of livelihoods is paramount. Refresher exercises are an excellent means of testing the retention of knowledge of CRT members and evaluate the strengths and areas for improvements within the team. The following are the recommended frequency, at minimum, that CRTs should be holding refresher exercises:

Full review of skill-based modules: **Once every 2 years**

Simulations and/or drill exercises: **Once per year (is recommended to have as frequent as possible).**

## Important note:

The design and evaluation team for the community simulation and drills should consist of multi-sector agencies. Community Disaster Plan and the National Disaster Plan should be used as reference for the support in the designing of simulations and drills.

Community wide activities: At least once per month

These community wide activities may include:

- Public awareness and education programs
  - Distribution of posters and flyers
  - Family disaster plan
  - Community fairs
  - School visits
- Community clean-up
- Town hall meetings and guest lecturers

The CRT should do a revision of their procedures in support of the community disaster risk plan **at least once every 2 years**. As part of the community's resilience plan for period of 3-5 years, can embed the running of drills to test their community disaster plans and keep it updated.

# Section C: Sustainability Guidelines

The Community Response Teams are key elements for the development of community resilience, a strong and well-prepared team will not just be key for when a disaster strikes, giving proper and timely relief, development damage and needs assessment, but could also be key for the development of prevention and mitigations within the community.

For the CRT to be the foundation of the Disaster Risk Reduction and Resilience building at community in the Caribbean, they need to sustain themselves, making sure that the team and its `

These sustainability guidelines for community response teams are built on seven pillars and are intended to support the CRT's processes from training to the organizational components and relationship with community members and external actors, thereby helping the teams to be self-sufficient and sustainable through time

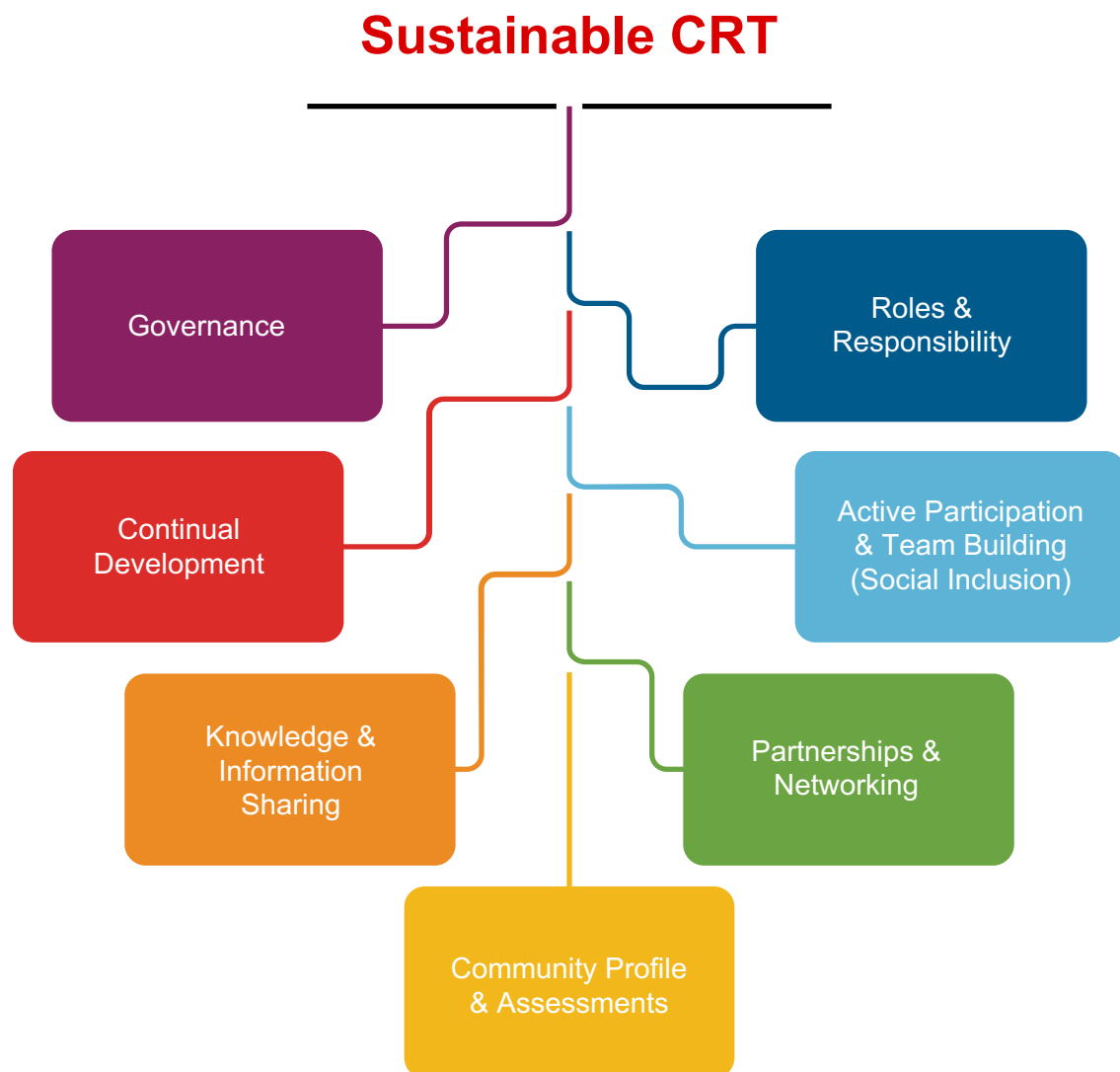


Figure 2.  
The Seven Pillars of a Sustainable Community Response Team

# 1. Governance

**“The exercise of economic, political, and administrative authority to manage a country’s affairs at all levels. It comprises mechanisms, processes, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences.” – UNDP.**

Proper governance is key to the establishment and the eventual growth of community response teams. It speaks to the vision and mission of the group and identifies a clear road-map on how it plans to achieve its objectives. Governance speaks to the clear lines reporting and categorizes the roles and responsibilities of all stakeholders. Some key contributions of good governance include:

- Legal Framework
- Standard Operating Procedures
- Operation Manuals
- Code of Conduct
- Memorandums of Understanding

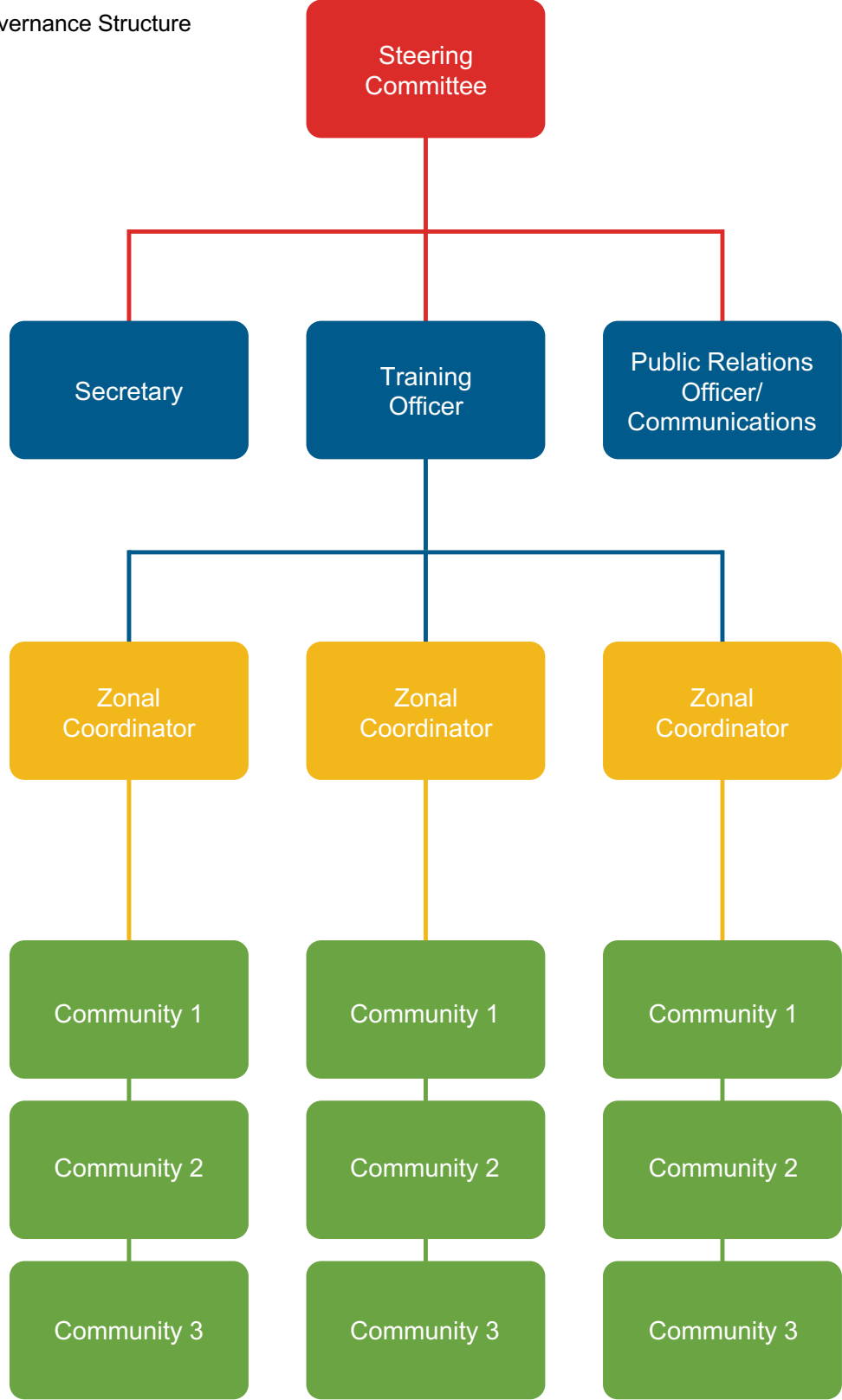
Community Response Teams, both CDRT and CERT, forms part of the national response mechanism of that country. As such, a clear chain of command must be present and known by all CRTs to ensure effective response and coordination of efforts.

The following chart highlights the governance structure at the national level (this can vary in each country depending on their policies and laws). The aim of this diagram is to showcase the support levels available to the CRTs including, but not limited to:

1. Management oversight
2. Consistent and equal access to resources
3. Shared responsibility

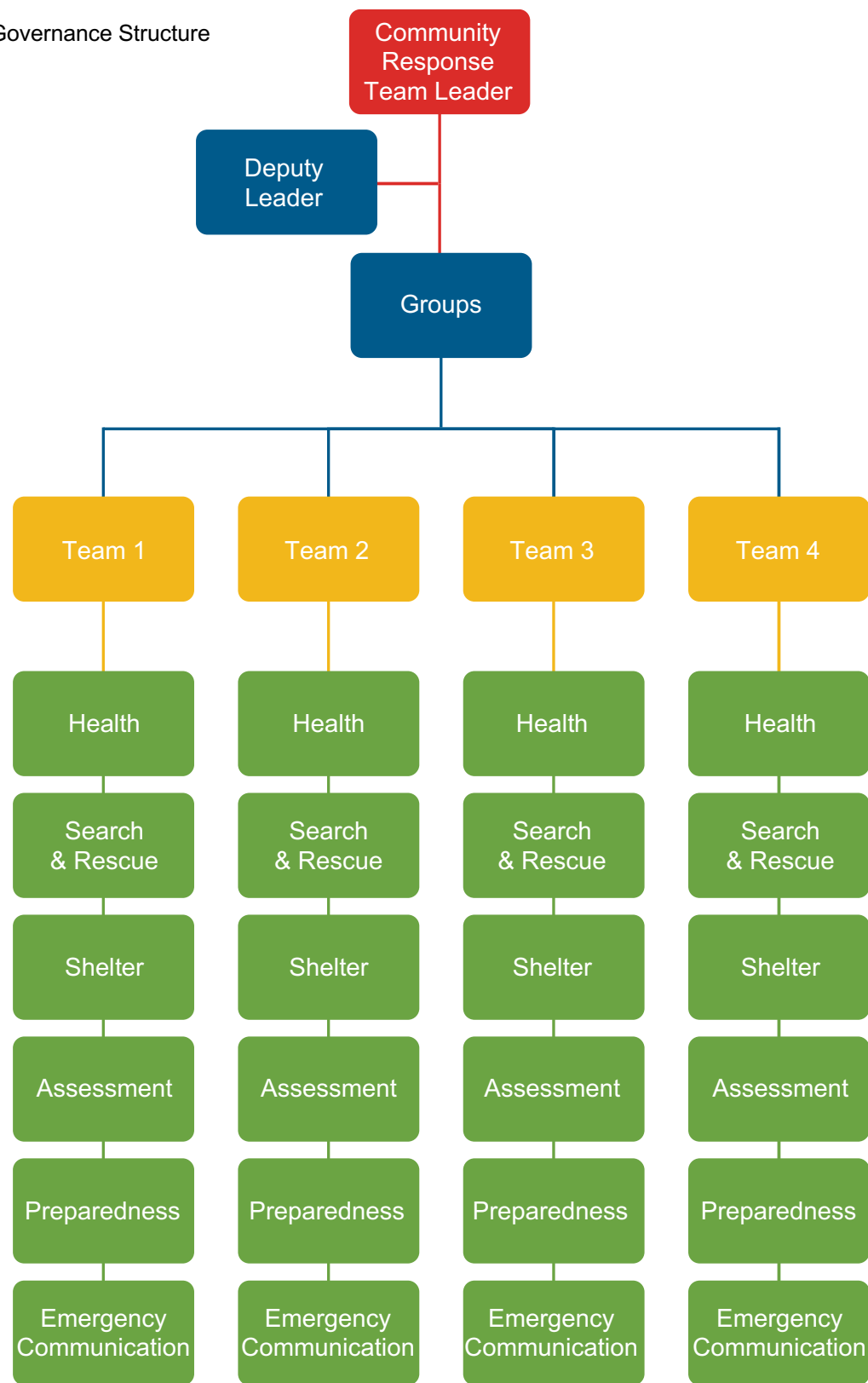


Figure 1: CRT Governance Structure



This model can be adjusted based on the legal framework of the country and which lead agency leads the organisation of the CRT, or the national categorisation of geographical boundaries and their management.

Figure 1: CRT Governance Structure



This model can be adjusted based on the legal framework of the country and which lead agency leads the organisation of the CRT, or the national categorisation of geographical boundaries and their management.

## 2. Roles & Responsibilities

Ensuring that all members/stakeholders have a clear understanding of their duties and contributions as a part of the CRT network is essential. Oversight and management is a shared responsibility among several key agencies and organizations, therefore a holistic approach to who does what, when and how much be clearly outlined.

**Table 1:** CRT Governance Structure

Role	Responsibilities
<b>Steering Committee</b> <ul style="list-style-type: none"><li>NDO – Chair</li><li>Red Cross – Co-chair</li><li>3 other agencies (fire, medical, police/military, social development ministry, NGOs)</li></ul>	<ul style="list-style-type: none"><li>Resource mobilization</li><li>Development of annual budget</li><li>Strategic planning</li><li>Planning of annual CRT activities</li><li>Appointment of district and community leadership positions</li><li>Establishment and training of new teams</li><li>Scheduling of refresher trainings</li><li>Document and record keeping of all CRT activities</li></ul>
<b>Chair</b>	<ul style="list-style-type: none"><li>Leads steering committee and oversees all CRT activities</li><li>Develops and manages relationships and communication across the assigned priority areas</li><li>Participates in ongoing strategic planning and seeks new opportunities for growth and development</li><li>Participates in monitoring and evaluating efforts within the priority areas</li></ul>
<b>Co-Chair</b>	

## Role

### Committee Members

- NDO – Chair
- Red Cross – Co-chair
- 3 other agencies (fire, medical, police/military, social development ministry, NGOs)

### Secretary

## Responsibilities

- Plan and set the overall direction for priority areas
- Ensure that major goals and timelines are achieved
- Facilitate innovative and problem-solving and open communication that encourages relationship building across network; and serve as a sounding board for new ideas and opportunities for growth
- Monitor progress, which may include tracking timelines and creating and implementing evaluation procedures
- Ensure meetings are effectively organised and minutes taken
  - Liaise with chair to plan meetings
  - Receive agenda items from committee members
  - Circulate approved minutes
  - Check that agreed actions are carried out
- Maintaining effective records and administration
  - Keeping up-to-date contact details
  - Filing minutes and reports
  - Compile list of names and addresses that are useful to the group
  - Keeping a list of the group's activities and future plans
- Upholding legal requirements
  - Acting as custodian
  - Checking quorum is present at meetings
  - Ensuring elections are in line with stipulated procedures
  - Ensuring group activities are in line with its objectives

### Communication and correspondence

- Respond to all committee correspondence
- Filing all committee correspondence received and copies sent

Keeping copies of any publications (leaflets, etc.)

## Role

### P.R.O/Communications

## Responsibilities

- Prepare and disseminate circulars
- Document the work/response of CRTs
- Maintain an up-to-date communication network
- Planned publicity campaigns

### Training Officer

- Develop and maintain training materials to the highest standard
- Evaluate the effectiveness of training and modify materials as appropriate
- Maintain effective communication with the CRTs to ascertain training needs
- Assist in the procurement of materials to support the delivery of trainings

### Zonal Coordinators

- Maintain an up-to-date schedule of trainings and refresher courses
- Ensure adequate supplies and equipment are available for CRTs to perform their duties
- Plan, manage, supervise and evaluate all programs under his/her care
- Keep an updated roster of all CRT members

The design and evaluation team for the community simulation and drills should consist of multi-sector agencies. Community Disaster Plan and the National Disaster Plan should be use as reference for the support in the designing of simulations a drills.

# 3. Active Participation & Team Building (Social Inclusion)

In the Caribbean, we have very dynamic and unique communities, each varying in size, people, cultural norms and daily activities. Regardless of geographical location or the political construct of a community, vulnerabilities are ever present and this requires the intervention of skilled personnel to reduce the risks and impacts that these vulnerabilities can have on the population.

Community Response Teams have the responsibility of developing socially inclusive programs, which are set up primarily to overcome social exclusion for vulnerable and socially isolated people, such as, persons living with disabilities and the elderly, minority groups and displaced persons, by providing bridges back into the community. In order to truly achieve social inclusion, there needs to be an open-mindedness and respect for diversity. CRTs discuss ways of creating diverse teams, which negates exclusion overall.

CRTs must be committed to having an inclusive society where all people are valued, their differences are respected and their basic needs are met.

Having a people's centred approach to

- A. CRTs action in vulnerability reduction takes into account the actions taken and led by community response teams, which are vital to the resilience of a community. Therefore, by being first aid trained, doing community clean up, family emergency planning and having a community disaster plan, at least once a year can reduce vulnerabilities and thus enhance capacities towards a better and vibrant community.
- B. By having CRTs leading the following tasks community risk -assessment, disaster preparedness meetings, project management, risk reduction and evacuation plans, inventory of equipment and relief stock, emergency response and public awareness and education will enable community members to be more cognizant of their needs and become more involved in the overall process of resilience.

## Team Building

Team Building

A Team is a group of people that share a common purpose, to which they are all committed to, and who are empowered to set goals, solve problems and make decisions.

In order to archive CRT core goal of building more prepared and resilient communities, a unified approach is needed to have a strong team. One that is dedicated and committed to carrying out its different tasks and responsibilities

**“Selection of team members should be an inclusive exercise, where everyone with interest has a chance and a role within the team. Advocating for social inclusion in our communities starts from the inside of the team.”**

## Benefits of Teamwork

### Team work contributes towards:

- Increased productivity
- Improvement in quality
- Innovation and creativity
- Improved commitment and motivation

### What does belonging to a team mean?

- Having a shared communication network
- Accepting accountability
- Co-operation
- Being in-sync (all members singing the same tune)
- Supporting each other
- Learning, developing skills and abilities
- Patience- have to recognize that teams go through different stages of maturity
- Mutual support
- Vision
- Involvement
- Working towards a common goal
- Team members accepting responsibility

**4. Partnerships & Networking** Partnerships and networking are one means of supporting sustainable programs at the community level by ensuring that relationships are well established with key organizations and institutions that has a stake in working in the same target area(s). Mindful that different partners come with varying levels of experience and expertise, careful consideration must be given as to what each one would be contributing, including the convener (CRT).

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Community engage is core to building relationships with community members and requires a multifaceted, inclusive approach when engaging communities. That is why, establishing and maintaining effective partnerships and networks must be treated seriously and includes cooperation with multiple actors at the relevant levels. This level of cooperation and coordination is important, because it creates opportunities for the people. This is especially so since there are several actors that already exists or works within the target area; this space can become crowded quickly and results in each stakeholder vying for the same resources. Working jointly with other stakeholders is one way of not overburdening the community, while maximizing your resources by pooling them together.

When identifying who your partners would be, it is important that you first consider these guiding questions:

1. Why?
  - Determine the purpose the partnership will serve
2. Who?
  - Identify the groups/companies/ agencies that you will work with
3. What?
  - Identify what you and/or the other agencies bring to the table
4. When?
  - Establish timelines for the delivery of actions

**Partnerships** are normally defined as an arrangement between two or more parties that agrees to collaborate to advance their mutual interest. The terms of this arrangement is often outlines in an agreed Memorandum of Understanding (MoU), or a Letter of Agreement (LoA).

**Networking** tend to be broader than partnerships. This arrangement is more informal and mainly involves the exchange of information and spontaneous interactions.



# 5. Community Profile & Assessments

In providing a public service to the community, the key to doing so successfully is knowing what is in there and where. Having information readily available is crucial to making quick decisions. Not only must there be information available, but it must be known by the people who are likely to be affected or involved in the event of a disaster or crisis.

The process of mapping your community is one of several hands on approaches that involves everyone that community response teams can facilitate that contributes to disaster risk reduction. Here are some examples:

## 1. Vulnerability and Capacity Assessment (VCA)

VCA uses various participatory tools to gauge people's exposure to and capacity to resist natural hazards. It is an integral part of disaster preparedness and contributes to the creation of community-based disaster preparedness programs at the rural and urban grass-roots level.

## 2. Family Disaster Planning

It is important to make sure that every household and family is prepared and informed in the event of a disaster or emergency occurs. CRTs may not be able to be everywhere and help everyone at the same time. You can assist these households by:

- A. Discuss how to prepare and respond to emergencies that are most likely to happen where they live, work and play
- B. Identify responsibilities for each member of the household
- C. Plan what to do in case you are separated during an emergency
- D. Plan what to do if you have to evacuate

## 6. Knowledge Management & Information Sharing

It is often heard in the workplace that “if something is not documented, it didn’t happen.” This phrase echoes what we will like to emphasize on **Knowledge Management** and how this impacts the group meeting its organizational objectives. It is important to mention here that this is a process that requires detailed, accurate and the identification of relevant materials/resources.

So, what is the first step? At the inception of CRTs, there is often a rapid flow of new information or what some might call ‘information overload.’ Note, this is not a bad thing. It is important that CRTs are aware of all of the information and trainings that are relevant to their work. What happens next with that new information is what is critical.

This is the point where CRTs need to decipher and organize that information. In order to be sustainable, CRTs must be seen as being biotic – alive and growing. This means then that they must be constantly looking to:

1. Updating of training
2. Identifying new areas for skills development
3. Researching current and emerging trends, e.g. climate change and the related impacts on Small Island Developing States,

# Annex

Sustainability plan for the CRTs

# SG Framework

- **Getting Started**

- Identify your community goals and objectives (needs and threats; SWAT analysis) -
- Establish awareness of the needs and or threats (Scope)
- Once it has been established, the existence in a very vulnerable community where they are exposed to several hazards namely: hurricane, fire earth, drought, among others
- Want to build a resilient community through training- practical and theory
- Create the group structure and see how it fits into the bigger picture
- Develop the mission statement
- Develop the roles and responsibilities of the group
- Develop the purpose
- Create SoPs, operational manuals, code of conduct
- Documentation and distribution

- **Build Your Case For Support**

- Community vulnerabilities (there may be need for help from outside the communities)
- Due to the location to the essential services
- Community willingness
- Best to have First Responders with the community
- What kind of support

- **Develop Strategies To Maintain Partnerships**

- Why?
  - Determine the purpose the partnership will serve
- Who?
  - Identify group/companies/ agencies
- Recognition
- Activity sharing (offer free services such as first aid)
- Consistent liaison
- Transparency and accountability
- Performance
- Appoint Persons/Team
- Identify Needs
- Draft A Plan
- Adopt Plan
- Implement Plan



















