



**Government of Saint Lucia**

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**Office of the Prime Minister**



**Disaster Vulnerability Reduction Project  
(DVRP)**

**TERMS OF REFERENCE**

**FOR EMERGENCY RESPONSE TRAINING SERIES**

**July 24, 2020**

## **BACKGROUND**

Saint Lucia is exposed to a range of man-made and natural hazards, particularly weather-related phenomena such as hurricanes, storm surges, and heavy rainfall events that are expected to be exacerbated by climate change. Hurricane Tomas in 2010 and the Christmas Eve Trough of 2013 generated wide-spread flooding and landslides, triggering disaster declarations. The response to these events reinforced the need for training in Damage Assessment and Needs Analysis (DANA) / Initial Damage Assessment (IDA) and various sorts of emergency response training interventions as part of a broader strategy to strengthen the overall capacity of Saint Lucia's National Emergency Management Organization (NEMO) to respond to not only extreme climatic hazards but also to pandemics such as the Novel Coronavirus, COVID 19.

Being prepared to respond to an emergency is essential to reducing disaster related deaths and suffering. Whilst local community volunteers, emergency response agencies and others involved in disaster management in Saint Lucia have made significant progress in their approaches to emergency preparedness, evidence from Hurricane Tomas and the Christmas Eve Trough, suggests that they continue to be inadequately resourced to respond within the first hours of a disaster striking. How prepared and resourced volunteers and agencies are can often make the difference between life and death for those affected.

As such, through the Disaster Vulnerability Reduction Project (DVRP), the Government of Saint Lucia (GoSL) seeks a qualified consultant to provide the following standard trainings for select members of NEMO:

1. Damage Assessment and Needs Analysis (DANA) / Initial Damage Assessment (IDA) Training
2. Community Emergency Response Team (CERT) Training
3. Mass Casualty Management (MCM) Training
4. Emergency Care and Treatment (ECAT) in Disasters Training

NEMO is comprised of a diverse membership from Government, non-government and private sector agencies, headed by the Prime Minister, and is organized into:

- a. the National Emergency Management Advisory Committee (NEMAC)
- b. Sector Committees
- c. National Committees (structured along functional lines)
- d. District Disaster Committees (comprised of community volunteers)
- e. the NEMO Secretariat

The NEMO Secretariat coordinates and supports the work of the various Committees. As a part of this, the NEMO Secretariat is responsible for the co-ordination of all response activities before, during and after a change of an Alert Level.

## 1. OBJECTIVES OF THE ASSIGNMENT AND EXPECTED OUTCOMES

The objective of this assignment is to deliver a series of standard trainings to targeted audiences as defined in Table 1 below to enhance Saint Lucia's disaster response capability at the national and community levels. All trainings must follow established Caribbean Disaster Emergency Management Agency (CDEMA), Pan American Health Organization (PAHO) and international modules and standards, as applicable, utilizing a combination of theoretical and practical instruction.

Training	Audience
<b><i>Damage Assessment and Needs Analysis (DANA) / Initial Damage Assessment (IDA) Training</i></b> in keeping with the Caribbean Disaster Emergency Management Agency (CDEMA) DANA/IDA modules and standards	<b><i>120 trainees</i></b> Government and utility officials, community volunteers, NGO professionals, key private sector representatives from tourism and other sectors and other technical personnel who have responsibility for determining initial damage, analyzing needs and proposing priority actions following a disaster will be trained.

<p><i>Twelve (12) independent training sessions with ten (10) trainees per session.</i></p>	<p>Participants will be drawn from the National Disaster Management Organization inclusive of:</p> <ul style="list-style-type: none"> <li>• NEMO Secretariat staff</li> <li>• DANA Committee members</li> <li>• District Disaster Committee volunteers</li> <li>• Ministries of Physical Planning, Economic Development, Infrastructure, Tourism, Education, Agriculture, Fisheries, Finance, Health and Equity</li> <li>• Central Statistical Office</li> <li>• Public Works Department</li> <li>• Government Information Services</li> <li>• Security – Police and Fire Services; and</li> <li>• Red Cross</li> </ul> <p>This will include participants from the Chamber of Commerce, Saint Lucia Hotel and Tourism Association, Digicel, Flow and LUCELEC and WASCO.</p>
<p><b>Community Emergency Response Team (CERT) Training</b> in keeping with standard, CDEMA-modified CERT Training modules and standards based on the FEMA CERT module.</p> <p><i>Nine (9) independent training sessions, with twelve (12) trainees per session.</i></p>	<p><b>108 trainees</b></p> <p>A team of six (6) community volunteers from each of NEMO's eighteen (18) District Disaster Committees will be trained.</p> <p>Volunteers who have demonstrated the ability to lead and work in teams will be targeted for training.</p>
<p><b>Mass Casualty Management Training</b> in keeping with the Pan American Health Organization (PAHO) Mass Casually Management modules and standards</p> <p><i>Eight (8) independent training sessions with twelve (12) persons each</i></p>	<p><b>96 trainees</b></p> <p>Participants of the MCM Training Course will be selected from all agencies typically involved in a community's response to a Mass Casualty event in Saint Lucia and will include:</p> <ul style="list-style-type: none"> <li>• Police Officers</li> <li>• Fire Officers</li> <li>• Medical staff</li> <li>• Community nurses</li> <li>• Community doctors</li> <li>• Ambulance service personnel</li> <li>• Ministry of Health non-medical personnel</li> <li>• Coast Guard</li> <li>• Paramilitary forces</li> </ul>

	<ul style="list-style-type: none"> <li>• NGOs - Red Cross, St John's Ambulance</li> <li>• Airport/ airline employees</li> <li>• Air and Seaports Ports Police</li> <li>• Disaster managers, including volunteers on District Disaster Committees</li> <li>• NEMO Secretariat staff</li> <li>• Funeral parlors</li> </ul> <p>Participants would already have an emergency medical background or would have taken part in the Emergency Care and Treatment (ECAT) in Disasters Training.</p>
<p><b><i>Emergency Care and Treatment (ECAT) in Disasters Training</i></b> in keeping with Pan American Health Organization (PAHO) ECAT in Disasters modules and standards</p> <p><i>Four (4) independent training sessions, with twelve (12) persons each</i></p>	<p><b><i>48 trainees</i></b></p> <p>The targeted audience for this training is persons who would normally be first on the scene of an incident, mass casualty or disaster situation and need basic knowledge to assist in assessing, moving and stabilizing the patient before first responders arrive. As such, participants will include:</p> <ul style="list-style-type: none"> <li>• District Disaster Committee volunteers</li> <li>• Rescue workers (Police and Fire Officers) with little knowledge of pre-hospital care</li> <li>• Ministry of Health non-medical personnel</li> <li>• NEMO Staff</li> </ul>

Table 1 – Trainings and target audiences

### Expected outcomes:

#### *Damage Assessment and Needs Analysis (DANA) / Initial Damage Assessment (IDA) Training*

- a cadre of Government and community volunteers able to facilitate an enhanced emergency response capacity at the national and community levels by being able to determine: the nature and extent of a disaster; damage and secondary threats; needs of the population; resource availability and local response capacity; options for relief assistance, longer-term recovery and development; and need for international assistance

#### *Community Emergency Response Team (CERT) Training*

- a cadre of District Disaster Committee volunteers trained in disaster preparedness and basic disaster response skills, such as fire safety, light search and rescue, team organization, disaster medical operations, mass casualty management and disaster psychology and, as such, able to assist their communities and neighborhoods following a disaster when professional responders are not immediately available to help.

#### *Mass Casualty Management (MCM) Training*

- a cadre of first responders and disaster volunteers knowledgeable, skilled and competent in rapid needs assessment of the incident scene, scene assessment, field organization, setting up of the Incident Command Post and Advance Medical Post and capable of conducting first triage for acute and non-acute patients, performing in a multi-sectoral environment to effectively deal with a Mass Casualty incident.

#### *Emergency Care and Treatment (ECAT) in Disasters Training*

- a cadre of community volunteers, Police Officers, Fire Officers and NEMO staff knowledgeable, skilled and competent in assessing the scene of an incident, stabilizing and moving patients safely from the scene of the incident, and performing basic triage after an incident, mass casualty or disaster situation before the national emergency services arrive.

## **2. DESCRIPTION OF SERVICES / TRAINING**

### **Description of Trainings**

#### **(i) Damage Assessment and Needs Analysis/ Initial Damage Assessment Training**

The purpose of a Damage Assessment and Needs Analysis (DANA)/ Initial Damage Assessment (IDA) process is to describe, as quickly and objectively as possible, the impacts

of an adverse event, while considering the response capacity of the sectors and ascertaining what additional resources are required to address immediate and future effects.

The DANA/IDA supports decision making and thus saves lives and limits the sectoral consequences and socioeconomic losses. The purpose of the DANA/ IDA training programme is to provide participants with the knowledge and skills needed to make an initial assessment on site of the damage in the areas of health, life lines, housing and productive infrastructure, and to perform a needs analysis and propose priority actions.

The DANA/ IDA process provides a systematic approach for conducting a damage assessment and determining needs in an effective and timely manner in order to positively influence response and recovery actions in an impacted State. The DANA/IDA ensures the collection of damage data after any hazard impact to inform immediate needs; standardizes the procedures used for damage assessment and needs analysis (inclusive of estimating costs of impact and recovery); and facilitates the Recovery Phase by identifying the facilities for urgent rehabilitation and long-term reconstruction.

#### ***(ii) Community Emergency Response Team (CERT) Training***

Community Emergency Response Team (CERT) Training is a standardized, international training programme that educates communities about natural and human-induced hazards to prepare residents, government agencies, and private/non-profit organizations to enhance response capability and resiliency to recover after a local emergency or disaster.

CERT training is based on modules that educate individuals about disaster preparedness and basic disaster response skills, such as fire safety, light search and rescue, team organization, disaster medical operations, mass casualty management and disaster psychology. Using the training learned in the classroom and during the field exercises which form part of the training, CERT trained persons can assist their communities and neighborhoods following a disaster when professional responders are not immediately available to help.

### ***(iii) Mass Casualty Management (MCM) Training***

The Mass Casualty Management (MCM) course focuses on the establishment and maintenance of a functional MCM system as a mechanism for maximizing the saving of lives, preserving function and reducing suffering in a mass casualty incident. It emphasizes prompt response with early pertinent information-sharing, scene coordination and patient management by response agencies, stressing an inter-sectoral perspective. The involvement and coordination of all responders, including Health, Police, Fire and Rescue services; Red Cross; the NEMO Secretariat, Paramilitary forces, Civil Aviation and Non-government organizations is deeply encouraged and is, in fact, key to the successful management of any actual mass casualty event.

The Mass Casualty Management course is a didactic, multi-sectoral training course consisting of five days of lectures, field exercises and role-playing with a culminating sixth day, including a series of practical field exercises, held at night, to underscore nocturnal challenges. It is designed to sharpen the response skills of mass casualty responders, helping them to more effectively manage events in human and/or other resource-challenged areas.

### ***(iv) The Emergency Care and Treatment (ECAT) in Disasters training***

The Emergency Care and Treatment (ECAT) in Disasters training course will provide forty (40) hours of skills-based training designed to improve the participant's ability to provide some level of emergency medical care and treatment in a non-hospital environment. The training is intended to guide participants through the important aspects and skills necessary to begin assessing and caring for a patient at the scene of injury, illness or catastrophe during the first few minutes following an emergency.



The trainee, in essence, performs the role of a First Responder in situations or communities where no organized immediate pre-hospital medical help exists, or when inadequate numbers exist. All personnel likely to be first at the scene of an incident, such as community volunteers, police, firefighters or defense forces will benefit from this course. It is well-established that quick and appropriate interventions on the scene will save lives, leading to a better overall outcome with less mortality and morbidity.

### **Level of Training**

A Certificate of Completion issued through the National Emergency Management Organization Secretariat in collaboration with CDEMA will be given to participants who successfully complete all the requirements of the DANA and CERT training. A Certificate of Completion issued through the National Emergency Management Organization Secretariat in collaboration with PAHO will be given to participants who successfully complete all the requirements of the MCM and ECAT training.

### **Delivery Method**

Training will be provided through instructor-led, face to face sessions with small class sizes. The training format will be *Theory, Practice, Discussion* and *Exercise* for each Module. Precautions will be put in place to ensure a safe training environment, including in the context of COVID-19.

### **Number of Training Sessions and Length of Each**

<b>Training</b>	<b>Number of Independent Training Sessions</b>	<b>Length of Each Training Session</b>
Damage Assessment and Needs Analysis (DANA) / Initial Damage Assessment (IDA) Training	<i>12 sessions (with 10 trainees each)</i>	Three (3) days (Monday to Wednesday) as follows: <ul style="list-style-type: none"> <li>Monday to Wednesday – Theory (20 hrs)</li> <li>Wednesday - Post Test and Practical (4+ hrs as required to complete Practical and Tabletop Exercise)</li> </ul>

Community Emergency Response Team (CERT) Training	<i>9 sessions (with 12 trainees each)</i>	<p>Six (6) days (Monday to Saturday/Sunday) as follows:</p> <ul style="list-style-type: none"> <li>Monday to Friday – Theory (40 hrs)</li> <li>Saturday/Sunday – Post Test and Practical (8+ hrs as required to complete Practical)</li> </ul>
Mass Casualty Management Training	<i>8 sessions (with 12 trainees each)</i>	<p>Six (6) days (Monday to Saturday/Sunday) as follows:</p> <ul style="list-style-type: none"> <li>Monday to Friday– Theory (40 hrs)</li> <li>Saturday/Sunday - Post Test and Practical (8+ hrs as required to complete Practical and Tabletop Exercise)</li> </ul> <p>On day six (Saturday/Sunday), the MCM Training course culminates in a series of practical field exercises, held at night, to underscore nocturnal challenges.</p>
Emergency Care and Treatment (ECAT) in Disasters Training	<i>4 sessions (with 12 trainees each)</i>	<p>5 days (Monday to Friday) as follows:</p> <ul style="list-style-type: none"> <li>Monday to Friday – Theory (36 hrs)</li> <li>Friday - Post Test and Practical (4+ hrs as required to complete Practical and Tabletop Exercise)</li> </ul>

### **Language of Instruction**

The language of instruction will be English for all trainings.

## **Content of the Training**

### **(i) Damage Assessment and Needs Analysis/ Initial Damage Assessment Training**

The Training Provider (Lead Facilitator) will deliver DANA/IDA training to selected participants divided into twelve (12) trainee cohorts over a series of twelve (12) training sessions during a 12-week period, exclusive of any intervening break periods agreed with the Client. Each training session is instructor led, face to face and will comprise of two and a half (2 1/2) days of theory (in class instruction) and a half day (1/2) day of practical training (in the field) and a tabletop exercise at the end of the course.

The course will include the following modules and should meet the learning objectives of each module as described below:

#### ***Module 1: Damage Assessment and Needs Analysis (DANA) and the National Disaster Office***

##### **Learning Objectives:**

- Describe the Disaster Management structure at National and Local levels
- Describe the National Damage Assessment Plan
- Explain the role of DANA in the Disaster Plan at National and Local levels
- Explain the importance of needs analysis in the DANA process

#### ***Module 2: Teamwork and DANA***

##### **Learning Objectives:**

- List five characteristics of a team
- Indicate four guidelines that need to be respected by a team
- Describe three criteria for constituting a DANA Team
- State the composition of a DANA Team

#### ***Module 3: Assessment Organization and Logistics***

##### **Learning Objectives:**

- Name four key elements for an efficient work meeting
- Define Damage Assessment

- Identify in a description the sections corresponding to a general assessment and a specific assessment
- List five critical factors for an effective assessment
- List nine essential requirements in damage assessment

#### ***Module 4: Data Gathering***

##### *Learning Objectives:*

- Identify nine types of pre-impact information used in assessments
- Describe the three most common techniques for post-event data gathering
- Explain the end use of the three types of proposed forms
- List the four assessment categories
- Assess damage to a population caused by a simulated event
- Map infrastructure, open spaces, pharmacies/clinics, police and fire stations, banks, etc. using geo-referenced pictures taken with mobile phones for use in response operations and DANA.

#### ***Module 5: Analyzing and Interpreting Needs***

##### *Learning Objectives:*

- Name three basic elements for interpreting maps
- Determine on a map, the linear distance between two points using a given scale
- List nine categories of needs as defined internationally
- Identify and list the immediate needs of a population after an adverse event

#### ***Module 6: Measurement of the Impact of an Event***

##### *Learning Objectives:*

- Describe three elements of analysis to determine the impact of an event
- Indicate in writing the level of impact based on a given simulated event
- Use the given criteria to analyze a given simulated situation

#### ***Module 7: Establishing Priorities***

##### *Learning Objectives:*

- Define crisis
- List the phases of crisis
- Name the 5 steps of problem solving
- Describe three priority needs categories
- Utilize given criteria to analyze a given situation

## ***Module 8: Tabletop and Simulation Exercise***

### **Learning Objectives:**

- Identify scope of incident
- Determine overall strategy
- Deploy resources
- Document actions and results

## ***(ii) Community Emergency Response Team (CERT) Training***

The Training Provider (Lead Facilitator) will deliver Community Emergency Response Team (CERT) training to selected participants from the District Disaster Committees in nine (9) trainee cohorts over a series of nine (9) training sessions during up to a 9-week period, exclusive of any intervening break periods agreed with the Client. The training is instructor led, face to face and will comprise of five (5) days of theory (in class instruction) and a one (1) day of practical training (in the field exercises) at the end of the course/session.

The course will include the following modules and should meet the learning objectives of each module as described below:

### ***Module 1: Disaster Preparedness***

This module will identify and address hazards specific to the community. Materials cover actions that participants and their families should take before, during and after a disaster as well as an overview of Community Emergency Response Teams (CERTs) and local laws governing volunteers.

#### **Learning Objectives:**

- Identify roles and responsibilities for community preparedness
- Describe the types of hazards that affect communities, people, health, and infrastructure in Saint Lucia
- Be able to undertake personal and organizational preparedness actions
- Describe functions of CERTs
- Identify key priority areas in lessening the impact of disasters

### ***Module 2: Fire Suppression***

This module covers fire chemistry, hazardous materials, fire hazards and fire suppression strategies. However, the focus of this session is the safe use of fire extinguishers, controlling utilities/shutting down utilities and extinguishing a small fire.

*Learning Objectives:*

- Explain the role of CERTs in fire safety
- Identify and reduce potential fire and utility risks
- Describe CERT size-up process
- Conduct basic size-up for a fire emergency
- Explain basic safety precautions
- Identify hazardous materials
- Extinguish small fires using a fire extinguisher

***Module 3: Medical Operations Part I***

In this module, participants will practice diagnosing and treating airway obstruction, bleeding and shock by using simple triage and rapid treatment techniques.

*Learning Objectives:*

- Identify “killers”
  - Emergency medicine “killers”
    - Airway obstruction
    - Bleeding
    - Shock
  - First priority of medical operations:
    - Open airway
    - Control excessive bleeding
    - Treat for shock
- Apply techniques for opening airway, controlling bleeding, and treating for shock
- Conduct triage under simulated disaster conditions

***Module 4: Medical Operations Part II***

This module covers evaluating patients by doing a head to toe assessment, establishing a medical treatment area and performing basic first aid.

*Learning Objectives:*

- Take appropriate sanitation measures to help protect public health
- Perform head-to-toe patient assessments
- Establish a treatment area
- Apply splints to suspected fractures and sprains
- Employ basic treatments for other injuries

### ***Module 5: Light Search and Rescue Operations***

In this module participants learn about search and rescue planning, size-up, search techniques, rescue techniques and rescuer safety. Search and Rescue consists of three separate operations

- Size-up: Using 9-step, continual model
- Search: Locating survivors and documenting
- Rescue: Extricating survivors

#### **Learning Objectives:**

- Identify size-up requirements
- Describe most common search techniques
- Use safe techniques for debris removal
- Use safe techniques for survivor extrication
- Describe ways to protect rescuers
- Map infrastructure, open spaces, pharmacies/clinics, police and fire stations, banks, etc. using geo-referenced pictures taken with mobile phones for use in response operations

### ***Module 6: Psychology and Team Organization***

This module covers signs and symptoms that might be experienced by the disaster victim and workers, and addresses CERT organization and management, disaster trauma, team well-being and working with survivors' trauma.

#### **Learning Objectives:**

- Describe disaster and post-disaster emotional environment for survivors and rescuers
- Describe steps rescuers can take to relieve their own stress and that of other survivors
- CERT organization and management, including additional protocols/considerations relevant to a COVID-19 operating environment

### ***Module 7: Course Review and Disaster Simulation***

In this core module participants will review and practice the skills that they have learned during the previous six modules in a disaster activity.

#### **Learning Objectives:**

- Describe the CERT structure
- Identify how CERTs interrelate with Incident Command Systems (ICS)
- Explain documentation requirements
- Demonstrate CERT Organization

- Practice mobilization
- Practice documentation

**Objectives of Simulation Exercise:**

- Identify scope of incident
- Determine overall strategy
- Deploy resources
- Document actions and results

***(iii) Mass Casualty Management (MCM) Training***

The Training Provider (Lead Facilitator) will deliver Mass Casualty Management (MCM) Training to selected participants divided into eight (8) trainee cohorts over a series of eight (8) training sessions during up to a 8-week period, exclusive of any intervening break periods agreed with the Client. Each training session is a six-day instructor led, face to face format and will comprise of five (5) days of theory (in class instruction), and a day of practical training (in the field) and tabletop exercises at the end of the course. The field exercise will be held at night to highlight the nocturnal challenges that first responders can face in a Mass Casualty incident.

Participants will learn how to assess a scene, triage, establish the Incident and Advance Medical Posts, and how to stabilize and transport a patient after an incident, mass casualty or disaster situation through a combination of theoretical and practical training in Mass Casualty Management (MCM) techniques and applications.

The course will include the following modules and should meet the learning objectives of each module as described below:

***Module 1: Planning for Disasters***

**Learning Objectives:**

- Define disaster



- Define mitigation
- Define the following: emergencies, risks, hazards and vulnerabilities
- Describe which hazards may result in Mass Casualty Incidents
  - Understand the significance of a personal disaster plan, a department plan, an institutional plan, a national plan and a regional plan

## ***Module 2: The Alerting Process***

### **Learning Objectives:**

- Identify the principles of the alert phase of an emergency response
- Understand and list the seven key steps to receiving and issuing a mass casualty alert
- Recognize the value and role of an initial assessment team
- Understand the concepts of inter-agency information sharing
- Understand the concepts of intra-agency information sharing

## ***Module 3: Introduction to Mass Casualty Management***

### **Learning Objectives:**

- Understand the origin of the PAHO Mass Casualty Management (MCM) model
- Identify the major components of the PAHO MCM model
- Understand what constitutes a mass casualty situation
- Understand the advantages and disadvantages of good MCM
- Identify the need for agencies to work together

## ***Module 4: Scene Assessment & Reporting***

### **Learning Objectives:**

- Recognize the potential hazards to rescuers at the scene of an impact zone
- Recognize the potential hazards to exposed populations near an impact zone
- Demonstrate situation-appropriate safety steps at an impact zone
- Using PAHO guidance, understand how to handle mass casualty management during the COVID-19 pandemic.
- Identify appropriate partner agencies needed in a given response
- Draft concise updating reports from the scene

## ***Module 5: Radio Communication Techniques in MCM***

### **Learning Objectives:**

- List the various modes of communication that can be used in an emergency response
- Understand the principles of proper use of handheld radios

- List five options available for communication when conventional methods fail
- Get hands-on training in sending and receiving radio messages

### ***Module 6: First Triage***

#### **Learning Objectives:**

- Define triage in the Mass Casualty setting
- Describe the concept of first triage and where in the field it is performed
- Recognize acute vs. non-acute patients
- Understand the concept of continuous triage
- List criteria to categorize the severity of victims

### ***Module 7: Advanced Medical Post, Second Triage & Stabilization***

#### **Learning Objectives:**

- Understand the need for continuous triage
- Understand the concept of the four levels of Second Triage
- Utilize field skills to achieve and maintain acceptable vital signs
- Understand the need for and methods of setting up an Advanced Medical Post (AMP)
- Describe the advantages of the AMP in the context of challenged resources
- Define the role and responsibilities of an AMP manager
- Understand the need for initiating the documentation of patient information

### ***Module 8: Third Triage Evacuation and Transport***

#### **Learning Objectives:**

- Understand the essential elements of smooth evacuation and transport
- Describe the Noria Principle
- Understand the concept of the four levels of Third Triage
- Understand the rationale for appropriate vehicles and personnel in the transport of victims
- List key features of communication between field, rescue vehicles and receiving victims

### ***Module 9: Incident Command Systems***

#### **Learning Objectives**

- Define Incident Command Systems (ICS)
- Describe the basic features of ICS
- Select the correct terminology for ICS facilities

- Identify common tasks related to personal accountability

### ***Module 10: Critical Incident Stress Management (CISM)***

#### **Learning Objectives**

- To understand critical incidents & the stress accompanying it - What happens for people?
- To be aware of the common signs of Critical Incident Stress (CIS) and psychological impacts expected after a disaster
- To realize the impact of critical incidents on individuals, groups and organizations and to provide psychological support
- To understand crisis intervention and CISM
- To learn coping strategies for recovery

#### ***Tabletop and Full-Scale Simulation Exercise***

##### **Learning Objectives:**

- Identify scope of incident
- Determine overall strategy
- Deploy resources
- Document actions and results

### ***(iv) The Emergency Care and Treatment (ECAT) in Disasters training***

The Training Provider (Lead Facilitator) will deliver Emergency Care and Treatment (ECAT) in Disasters Training to selected participants divided into four (4) trainee cohorts over a series of four (4) training sessions during up to a 4-week period, exclusive of any intervening break periods agreed with the Client. The training is instructor led, face to face and will comprise of four and a half (4.5) days of theory (in class instruction) and a half (1/2) day of practical training (in the training room) and tabletop exercises at the end of the course.

The course will include the following modules and should meet the learning objectives of each module as described below:

***Module 1: Incident Size-up and Personnel Safety***

*Learning Objectives:*

- Describe how your local command structure and response system works and how to perform within it
- Recognize the potential hazards in emergency response and what can be done to remain safe
- Identify danger signs that may be observed at an emergency scene
- Describe several actions that may be taken to prevent injuries of the responder

***Module 2: Kinematics of Trauma***

*Learning Objectives:*

Upon completion of this lesson, participants shall be able to:

- Identify mechanism of injury as an important part of the assessment of a trauma patient
- Identify the injuries associated with common vehicular accidents
- Explain the types of trauma caused by falls, stabbings, bullet wounds, and blast injuries

***Module 3: Airway and Breathing with Spinal Management***

*Learning Objectives:*

Upon completion of this lesson, you shall be able to:

- List the initial steps of opening the airway of a patient with a spinal injury
- Describe how to maintain spinal immobilization when maintaining an open airway of a patient with a spinal injury
- Describe the signs of respiratory distress
- Demonstrate the steps to use an oral airway and bag-valve-mask
- Understand the need for supplemental oxygen and how to properly and safely deliver it

#### ***Module 4: Patient Head-to-Toe Exam and What Vital Signs Mean***

##### **Learning Objectives:**

Upon completion of this lesson, the participants shall be able to:

- Understand the organization of proper patient assessment
- Describe the steps of the initial assessment
- Understand normal and recognize abnormal vital signs
- Understand the sequence and application of the physical examination
- Describe how to conduct a head-to toe examination
- Understand the difference between a Patient Assessment Plan for a trauma patient and one for a medical patient

#### ***Module 5: Lifting and Moving Patients***

##### **Learning Objectives:**

Upon completion of this lesson, the participants shall be able to:

- Understand the general guidelines for lifting and moving patients
- Describe and demonstrate how to use the various lifts, carries, and equipment when moving patients

#### ***Module 6: Basic Injuries and Treatment***

##### **Learning Objectives:**

Upon completion of this lesson, the participants shall be able to:

- Describe the various types of open wounds and the treatment for them
- Describe the various types of closed wounds and the treatment for them
- Describe how to care for amputated parts

#### ***Module 7: Injuries to the Head, Face and Neck***

##### **Learning Objectives:**

Upon completion of this lesson, the participants shall be able to:

- Recognize the signs and symptoms of head injuries
- Describe and demonstrate the proper emergency care for head, neck and face injuries

### ***Module 8: Injuries to the Chest and Back***

#### **Learning Objectives:**

Upon completion of this lesson, the participants shall be able to:

- Recognize the signs and symptoms of injuries to the chest and back
- Describe and demonstrate the proper emergency care for injuries to the chest and back

### ***Module 9: Injuries to the Abdomen and Pelvis***

#### **Learning Objectives**

Upon completion of this lesson, the participants shall be able to:

- Recognize the signs and symptoms of injuries to the abdomen and pelvis
- Describe and demonstrate the proper emergency care for injuries to the abdomen and pelvis

### ***Module 10: Injuries to the Extremities***

#### **Learning Objectives**

Upon completion of this lesson, the participants shall be able to:

- Recognize the signs and symptoms of injuries to the extremities
- Describe and demonstrate the proper emergency care for injuries to the extremities

### ***Module 11: Medical Concerns in the Field***

#### **Learning Objectives**

Upon completion of this lesson, the participants shall be able to:

- Recognize the signs and symptoms of common medical problems in the field
- Describe and demonstrate the proper emergency care for common medical problems in the field

### ***Module 12: Problem-solving in the Field***

#### **Learning Objectives**

Upon completion of this lesson, participants shall be able to:

- Learn how to use what is at hand to provide reasonable and acceptable care for the patient in a disaster situation

## ***Tabletop and Simulation Exercise***

### **Learning Objectives:**

- Identify scope of incident
- Determine overall strategy
- Deploy resources
- Document actions and results

## **Training Sites**

All training will be conducted in Saint Lucia as detailed in the table below.

<b>Training</b>	<b>Training Sites</b>
Damage Assessment and Needs Analysis (DANA) / Initial Damage Assessment (IDA) Training	<p><b><i>Theoretical/In-Classroom Instruction</i></b></p> <p>National Emergency Management Organization (NEMO) Secretariat Headquarters at Bisee, Castries.</p> <p><b><i>Practical/Field Exercises</i></b></p> <p>In the field in a community that provides opportunities for damage assessments simulations to assess theoretical/classroom learning. The National Emergency Management Organization (NEMO) Secretariat will provide options for the community which will be assessed and agreed upon by the Lead Facilitator.</p>
Community Emergency Response Team (CERT) Training	<p><b><i>Theoretical/In-Classroom Instruction</i></b></p> <p>National Emergency Management Organization (NEMO) Headquarters at Bisee, Castries.</p> <p><b><i>Practical/Field Exercises</i></b></p> <p>Practical exercises will take place in the field at a remote community that provides opportunities for search and rescue simulations to assess theoretical/classroom learning. The National Emergency Management Organization (NEMO) Secretariat will provide options for the community which will be assessed and agreed upon by the Lead Facilitator.</p>
Mass Casualty Management Training	<p><b><i>Theoretical/In-Classroom Instruction, Tabletop Exercise and Simulation Exercise, and Practical Exercises</i></b></p> <p>National Emergency Management Organization (NEMO)</p>

	Secretariat Headquarters at Bisee, Castries.
Emergency Care and Treatment (ECAT) in Disasters Training	<b><i>Theoretical/In-Classroom Instruction, Tabletop Exercise and Simulation Exercise, and Practical Exercises</i></b> National Emergency Management Organization (NEMO) Secretariat Headquarters at Bisee, Castries.

### 3. DURATION OF CONTRACT AND REPORTING

The contract is expected to be implemented within a period of 45 weeks after contract start. The contract is expected to start in September 2020.

### 4. EXPECTED DELIVERABLES AND TIMEFRAME

The Training Provider (Lead Facilitator) shall deliver the following deliverables within the stated timeframe (weeks after contract start).

DELIVERABLE	TIMEFRAME
<b>Nine (9) sessions of CERT training</b> for a total of 108 participants in keeping with standard, internationally recognized CDEMA-modified CERT Training modules and standards based on the FEMA CERT module.	Within 11 weeks after contract start  (Est. Sep 14, 2020 – Nov 15, 2020)
<b>Twelve (12) sessions of DANA/IDA training</b> for a total of 120 participants in keeping with the established CDEMA DANA/IDA modules and standards.	Within 26 weeks after contract start  (Est. Nov 16, 2020 – Feb 28, 2021)
<b>Four (4) sessions of ECAT Training</b> for a total of 48 participants in keeping with the established PAHO modules and	Within 30 weeks after contract start  (Est Mar 1, 2021 – Mar 26, 2021)



standards.	
<b>Eight (8) sessions of Mass Casualty Management Training</b> for a total of 96 participants in keeping with the established PAHO modules and standards.	Within 39 weeks after contract start  Est Apr 12, 2021 – May 29, 2021)
<b>Certificates of Completion</b> to participants who successfully complete the training.	Upon completion of each Training Session
<p><b>A Training Report</b> providing a summary of the training and the outcomes. The Report shall be submitted to the Director of the NEMO Secretariat within two (2) weeks of completion of the final training. The Report shall include:</p> <ul style="list-style-type: none"> <li>• List of participants, including gender data</li> <li>• Training material, including all handouts and presentations</li> <li>• Constraints, challenges and achievements</li> <li>• Names of persons successfully trained, and copies of assessments administered during the training</li> <li>• Evaluation of the training in meeting the desired outcomes</li> </ul>	Within 41 weeks after contract start

## 5. WORKING ARRANGEMENTS

### ***Responsibilities of the Training Provider***

The Training Provider shall deliver the training professionally, ethically and in an orderly and efficient manner. The Training Provider (Lead Facilitator) is expected to provide all the printed and presentation materials to be used and administered for the purpose of the training.

In addition, the Trainer should:

- Arrive on site on time
- Provide an adequate training schedule
- Be responsive to queries that arise
- Present material clearly and adequately
- Ensure completion of the scheduled training scope in the allotted time
- Maximize student participation
- Conduct themselves in a professional manner at all times
- Ensure that social distancing and other safety precautions in relation to COVID-19 are observed as set out in Appendix 1.

Trainers arriving from off-island are required to strictly adhere to all national protocols and requirements in relation to COVID-19 set by the Ministry of Health and Wellness and any other relevant authorities.

### ***Responsibilities of the Client***

The Client is the Department of Economic Development, Transport and Civil Aviation (DEDTCA) with the National Emergency Management Organization (NEMO) Secretariat within the Office of the Prime Minister serving as the Client's representative. In its role, the NEMO Secretariat will be responsible for:

- Providing standard DANA/ IDA Kits and CERT Kits for trainees
- Providing a team of first responders and other qualified volunteers to support the Training Provider (Lead Facilitator)
- Ensuring that participants are available for training
- Logistics relating to delivery of training
- Providing training sites and ensuring access to the same
- Breaks and lunches during the delivery of training
- Providing appropriate personal protective equipment and hand washing/sanitization facilities for the participants, trainers and volunteers to ensure that the training is conducted safely in the context of COVID-19.

## **6. QUALIFICATION CRITERIA**

### ***General Qualification Criteria***

The trainer must:

- be knowledgeable of Saint Lucia's disaster management structure to the extent necessary to meet the learning objectives.
- be knowledgeable and experienced in conducting all required trainings in a Caribbean context
- be certified by a competent authority as a facilitator in DANA/ IDA, CERT, MCM and ECAT
- have completed a Training for Instructors Course
- be certified as a Facilitator or completed a Facilitators' Training programme
- be able to facilitate training for a diverse audience
- have qualities important to delivering the training, including being analytic and creative and having good interpersonal and speaking skills

### ***Specific Qualification Criteria***

- Post-secondary education in a disaster management related field

### ***Similar Experience (Training Delivered)***

A minimum of three (3) years of experience in conducting similar trainings is required.

### ***References***

A list of at least three (3) clients is required with at least one reference letter from a Client.

## **Appendix 1 – COVID-19 Health and Safety Protocols**

Protocols will be put in place to ensure a safe training environment in the context of the COVID-19 Pandemic. The NEMO Training Officer will be charged with ensuring that these protocols are observed at all times. Protocols have been developed based on the general recommendations of the International Labour Organization's (ILO) *Safe Return to Work Guide for Employers on Prevention of COVID-19* and include:

### Social distancing of trainees

- The NEMO Conference Room will be used as the Training Room. The conference table usually accommodates 20 persons (2 persons per table). To allow social distancing, trainings are limited to a maximum of 12 persons. Furthermore, the trainees will be seated one per table to allow approximately 6 feet between trainees in keeping with the World Health Organization (WHO) recommendation for social distancing
- Aids such as floor markings, ribbons or physical barriers will be used and spacing of chairs and tables practiced to promote physical distancing and to avoid congestion in the training room, break/lunchroom, restroom and other spaces
- There will be careful selection of venues and scheduling of field visits to ensure that facilities required for field exercises are not in use/occupied at the time of the visit

### Sanitization and hygiene

- Hand washing stations with soap, water and paper wipes will be available in the restroom and the break/lunchroom
- Individual alcohol-based hand sanitizers with 60-80% alcohol will be available to each trainee (and the trainer) and their desk / workstation
- Hand sanitizing stations will be made available at the entrances of the conference room, restroom and break/lunchroom
- All facilities related to the training (conference room, restroom, lunch/break room) will be sanitized at regular intervals by a dedicated cleaning crew throughout the training day (before start of training, during coffee and lunch breaks and on return from field exercises)
- Specific covered, no-touch bins for tissues to be discarded will be provided and the cleaning crew will dispose of contents and disinfect bins as part of their disinfecting routine.
- A cleaning/sanitization log will be kept and maintained in the training room
- Meal catering service providers will be required to adhere to standard COVID-19 hygienic protocols and will be required to wear N-95 respirator or equivalent masks and gloves

### Ventilation

- Natural ventilation (as opposed to air conditioning) will be utilized in the conference room and break/lunchroom for the duration of the training.

## Personal Protection Equipment (PPEs)

### *DANA*

- All trainees must wear a N-95 respirator or equivalent mask as provided at all times during the training, including field exercises

### *CERT and MCM*

- All trainees must wear a N-95 respirator or equivalent mask as provided at all times during the training, including field exercises
- All trainees must wear goggles and disposable gloves as provided during exercises requiring physical contact

### *ECAT*

- All trainees must wear a N-95 respirator or equivalent mask as provided at all times during the training, including field exercises
- All trainees must wear goggles, disposable gloves and a disposable gown as provided during exercises requiring physical contact

## Trainee Awareness / Education and Screening

- A virtual orientation will be conducted for all trainees in advance of start of training to inform them of COVID-19 health and safety protocols that must be observed during training, including in-training protocols, and to advise on safe commuting to and from training and the requirement to report any symptoms and to stay at home if sick
- All trainees will be provided with a leaflet containing COVID-19 health and safety protocols that they must follow during the training as well as a self-check guidance for COVID-19 symptoms
- Signage will be posted through the training facility reminding trainees of the COVID-19 health and safety protocols to be observed
- All trainees will be required to go through a screening process before commencement of training designed to pick up persons in vulnerable groups and persons who may have been exposed to COVID-19.

## Response measures:

- If COVID-19 cases begin to climb beyond an acceptable limit as determined by the relevant national authorities, the training will be halted and the full participants list provided to the Ministry of Health and Wellness for contact tracing, should the need arise, in accordance with guidance from the Ministry of Health and Wellness.