



NAGALAND STATE DISASTER MANAGEMENT AUTHORITY



Community First Responder

HANDBOOK FOR TRAINERS



Introduction



The Community is always the first responder in any disaster as they have an inherent capacity to respond immediately. However, past experiences have shown that after every disaster, response comes from well- intentioned but untrained personnel who have little or no regard for personal safety. This at times escalates the after-effects of disaster and further endangers the victims.

The realization that response will be fastest and most effective if responder is trained, has brought about a need to intensify the 'Community First Responder Training'. The effective management of any disaster by the communities before actual help arrives will not only save precious lives but also help the local administration. This is possible only when a well-planned training course is imparted in a proper and effective manner.

Basing on this concept and also drawing from past experiences the Nagaland State Disaster Management Authority has developed this module for training of the 'Community First Responders'.



VISION

**“A prepared
Community is a safe
Community.”**

The vision of the CFR training is to train as many people as possible across all the villages of the State. The module is based on a cascading system; Master of Trainers (MoTs) at state level, Training of Trainers (ToTs) at the district level and block level. The end result of this training is to have a Community First Responder Team across all the villages comprising of ten members, one group leader, one liaison, four Search & Rescue members and four First Aid members.

Besides aiming to train the communities of all the villages, this training may also be imparted to an organized group of volunteers who can then become an asset to the local authorities during any disaster.



METHODOLOGY FOR THE TRAINING

The CFR training will rely upon the following methodology;

- Power Point Presentations developed and approved by NSDMA.
- Demonstration on First Aid and Search & Rescue technique.
- Hands-on practical session by trainees.
- Mock exercises.

MATERIALS/LEARNING AIDS

LCD Projector/Slides presentations/cut out clothes for first aid bandaging/Rescue ropes/blankets/human dummy/wooden splint etc.

SUPPLEMENTARY LEARNING SUPPORT MATERIAL

IEC materials on disaster management practices.

DURATION and COURSE COVERS

The training will be a Five-Day program. The Course will cover the following subjects;

- Brief introduction to the disaster management institutional structure in India and in Nagaland.
- Brief Introduction to Incident Response System (IRS).
- The CFR Team-Role of the CFR and Characteristics of CFR.
- Personal and Scene Safety.
- Art of Communication.
- Consent & Confidentiality.
- Infection control and use of Gloves.
- Search Marking Systems.
- Various Methods for Rescue of Victims.
- Basic introduction to the body
- Introduction to First Aid
- Cardio-pulmonary Resuscitation(CPR)
- How to recognize closed wounds
- Methods of bleeding Control
- Dressings & Bandages

Note: On the last day of the programme the Trainers must ensure and conduct competitions amongst the trainees on the following techniques; 1) CPR, 2) Improvised Methods of Rescue Technique and 3) Splinting Technique.

However, the Trainers may use his / her own discretion for conducting the competition. The main aim is to let the trainees learn thoroughly the concept of the course covered.

EXPECTED LEARNING OUTCOME

Enhance participants' knowledge and skills on how to equip and prepare to respond during emergencies

HOW TO PREPARE FOR THE CFR TRAINING PROGRAM

The Training Coordinator and the Training Team are expected to go through in advance, the CFR training Module and handbook provided by NSDMA. The facilitators and trainers should be familiar with various types of training methods and skills required for the training as indicated. The Training Team is required to have an understanding of the Disaster Management Structure in Nagaland and their roles and responsibilities.

TRAINERS/ RESOURCE PERSONS

Master of Trainers (MoTs) from the State level will train the Trainers of Trainees (ToTs) in the District level and in turn the ToTs from district will train the Block level. The State Disaster Response Force –Civil Defence & Home Guards will be the instructors for the practical session. In case a resource person is required to be invited from other Line departments, the Training Co-ordinator should adequately brief the resource person about the objectives and methods of CFR training.

CERTIFICATE

A certificate will be awarded to every participant on successful completion of the training programme.



INSTRUCTION

- Facilitators are to ensure that they begin the training with proper introduction and well meaning background information on disaster management.
- Facilitators are to ensure that they begin the next day of the training with recap of the previous day to set continuity from the lessons learnt.

INTRODUCTION TO THE TRAINING OF COMMUNITY FIRST RESPONDERS

Time: 45 minutes *

Materials:

Flipchart, Tape, Markers, Computer, Projector, Display Screen.

Prepared Materials:

PPT: Agenda and Objectives

Handouts: Agenda, Goals and Objectives of Workshop

OBJECTIVE

- To welcome the participants to the CFR training component;
- To introduce participants to the purpose, desired outcomes & programme for the workshop.

INTRODUCTION

Explain that the workshop will get started by taking time to introduce the facilitators, participants and what will happen during the training workshop.

Display flip chart with interview topics and ask participants to find someone they don't know well and:

1. Interview each other by sharing the following information:
2. One aspect of their expertise/experience

they bring to the training in emergency response.

3. One emergency response issue that they think is important for CFR to address.
4. Their highest expectations from the workshop.
5. Ask for pairs to volunteer to introduce each other to the group. Tell the group that each pair will have 3 minutes for their introductions of both people. (Please keep it to that limit, so that we can move along).
6. Facilitator will list each person one key Emergency Response issue & expectation on flip charts.
7. Thank the participants for sharing their information, Reinforce the wealth of experience in the room, noting the types of work they are involved in and what they bring to the group.
Confirm how much of a participatory style you will follow.

Note: you will introduce each other to the larger group, so you may want to take notes. You will have 5 minutes for both of the interviews.

Begin time - After 5 minutes, call time.

TRANSITION TO PURPOSE *and* OUTCOMES

- Return to the flipcharts with responses for highest expectations of the workshop, because this really leads us to the purpose, or why we are here.
- Review/summarize their expressed expectations.
- Clarify any that may not be clear or that are off target.
- Tell participants that next you'd like to discuss what will happen during the workshop.
- Display the Flip chart with the purpose and outcomes with the participants.

TRANSITION TO WORKSHOP NORMS

Facilitators to set norms with the participants. Ask for agreements to the set norms.

Refer back to agreements about how you want to work.

Refer to flip chart form day 1.

Reminder to Facilitator

Post Flip Chart of group norms on the wall and keep up throughout the workshop.

GENERAL GUIDELINES TO CONDUCT THE TRAINING FOR THE FACILITATORS OF CFR TRAINING

Purpose:

The overall purpose of this section is to introduce and build participants' shared understanding of key concepts, including what Disaster Management is and key steps in the Disaster Management Institution process. This section also seeks to introduce what Disaster Management is.

ACTIVITY INSTRUCTIONS

Step 1: Icebreaker/Building a Web

Time: 10 Minutes

1. Tell participants that you would like them to stand up and form a circle in the center of the room, and explain that we will do a "Word Association Activity."
2. Show the group the ball of yarn/twine.
3. Explain the following:
 - You will hold the end of the yarn and throw it to someone else in the circle.

- When you throw the yarn, say the first word or phrase that comes to mind when you hear the word “Disaster Management.”
- That person holds on to the string and then throws the ball to someone across from them, saying a word or phrase that comes to mind when hearing the word Disaster Management. Be sure to hold on to the end of the string before you throw it!
- Ask if the activity is clear to everyone, and start it yourself as an example, if appropriate.
- Repeat these steps until everyone has had an opportunity to share their first thoughts.
- Ask participants to hold on to the yarn/string at the end of the activity.

4. As the activity proceeds, record participants’ words on a flip chart.
5. Debrief this portion of the activity by asking the following types of questions:
 - What have we formed? (Typical answers are; a web, a net, a network)
 - What can the web signify? (Answers typically include: all of our ideas are linked, there are many facets to Disaster Management, etc)
 - What can happen if someone drops his/her end of the string?
 - If everyone holds on tight, what happens when pressure is applied to this net? (Use your hand to push down on the net once everyone is holding tight)
 - What does this metaphor help us understand in relation to Disaster Management?
6. Thank the participants and ask them to return to their seats.

Note: In most cases, the participants want to “preserve” the net, so they gently lay it down on the floor before returning to their seats.

(Facilitators refer to the CFR manual and PPT to continue the session)

1. After the presentation, ask participants to consider the following questions:
 - What questions do they have?
 - What did they learn about approaches to Disaster Management from the presentation?
2. Conclude by reminding participants that in other activities during next few days there may be a chance to return to these points presented in the introduction to Disaster Management.



CHAPTER ONE

Brief Introduction to Disaster Management Institutional Structure in India and In Nagaland

Contents:

1. Institutional mechanism to disaster response.
2. Disaster Management Act, 2005
3. Institutional framework under the act:
4. National Disaster Management Authority (NDMA)
5. National Executive Committee (NEC)
6. State Level
7. State Disaster Management Authority (SDMA)
8. State Executive Committee (SEC)
9. District Disaster Management Authority (DDMA)
10. Sequence of action at the state level: SEOC shall discharge the following functions:
11. Role of other departments/agencies
12. Village Disaster Management Authority and Village Disaster Management Core Committee:
13. First Response.



CHAPTER TWO

Incident Response System (IRS)

Time: 50 minutes

Objectives:

To identify the common steps in an IRS process.

Introduction:

1. Now that participants have reached consensus on a working definition of Disaster Management, they will look at the different steps that comprise the IRS process.
2. Experience shows that IRS is an orderly process for Disaster Response.
3. The ability to seize opportunities however, does not replace the importance of a sound process and careful planning.
4. This activity demonstrates that looking at IRS in a systematic way can help groups plan and implement effective Response.

ACTIVITY INSTRUCTIONS

Step 1: Sequencing the Steps

Time: 30 minutes

1. Divide participants into three teams.
2. Distribute one set of IRS cards to each team. Be certain that the cards are NOT in the correct order when you give the sets to the teams.
3. Explain that each card in the set has one branch of IRS process written on one side and a brief definition/explanation of the step on the other side.
4. Ask each team to read the cards and reach consensus on the order that would be followed to plan and implement an IRS. Ensure that participants know that their order does not have to be linear, but can take any shape. Allow 20 minutes.

Note to Facilitator: Generally, the teams order their cards to look something like the IRS Chart in the CFR manual in the CFR Manual

5. Ask the teams to post their cards on the wall or display them on the floor so they are visible to the full group.
6. When each team has posted its card, ask participants to gather around the three arrangements and to identify similarities and differences.
7. Refer to the first set of cards and ask Team 1 members the following:
 - Did everyone agree on the final order?
 - Where did group members disagree on the sequence of cards and what were the areas of debate?
 - Which, if any, steps did participants have difficulty understanding?
8. When all three teams have presented their work, lead a general discussion structured around the following questions:
 - Did the teams all start with the same step? Did they have the same or different ending step?
 - Were there any steps that were ordered concurrently in the process?

Step 2: Presentation of the IRS

POWER POINT PRESENTATION

1. Explain to participants that the purpose of the sequencing activity was to introduce IRS as a systematic process with distinct steps and activities. While the steps may not always occur in the same order during an actual emergency response, it is important to consider each step as a critical and integral piece of the IRS effort.
2. Distribute Handouts: Steps in the IRS Process or present it on an overhead transparency or flipchart.
3. Briefly explain and discuss each of the steps in the process by using the notes and questions below as a guide. In the process, the facilitator may want to use one of the card sets and order them in the sequence suggested in the handout as each step is described;

note some of the steps (especially data, and monitoring and evaluation may be placed along the side to show these occurring throughout the process).

4. Debrief the activity with the following questions:
 - Do you think that any one of these steps is more important than the others?
 - Do you think that any one of these steps is more challenging than the others?
5. In closing, remind participants that IRS activities are often carried out in turbulent environments. Frequently, groups do not have the opportunity to follow each step in the IRS process according to the model presented here. Nevertheless, a systematic understanding of the IRS process will help plan wisely, use resources efficiently, and stay focused on the emergency response objective.

Note: *Facilitator to end with the importance of IRS in emergency response*



CHAPTER THREE

Community First Responder Team- Role Of Community First Responder And Characteristic Of Community First Responder.

Introduction:

1. Define who the CFR is.
2. Importance of the CFR
3. Why CFR is in Nagaland
4. Roles and Responsibility
5. Characteristics of CFR

Eligibility and Criteria for Selection:

Any bona fide members, Male or Female of a village/ward who is physically and psychologically sound having demonstrated ability, capacity and willingness to work in an emergency and who is above 18 years of age and have undergone Community First Responder (CFR) training conducted

by Nagaland State Disaster Management Authority (NSDMA), under Home Department can be a member of Community First Responder Team/ Volunteers.

A Community First Responder Team should consist of;

1. One Team Leader or Incident Commander,
2. One Liaison,
3. Four Search & Rescue members, and
4. Four First Aiders.

Though the above team is the ideal team arrangement, it may be noted that the CFR team formation may be worked out accordingly to one's own Village / Ward requirement.

Roles & Responsible:

The Roles and Responsibilities may vary according to the emergency situation, however below, are some of the main task required from the CFR Volunteers;

1. To co-ordinate with District Disaster Management Authority (DDMA)
2. To provide Community level preparedness before disasters happen, to provide support during disaster and support demobilization after disaster.
3. To attend to appropriate emergency as the first call for search & rescue before any outside help arrives.
4. To provide appropriate and necessary treatment to a patient before any outside resource arrives.
5. To accurately document, record and inform the attending SDRF/NDRF to come with appropriate equipment and personnel to respond to the incident of Disaster.
6. To remain at the scene of incident until de-briefing is done by the SDRF/NDRF.

Note: *Facilitators to create a scene for a role play.*



CHAPTER FOUR

PERSONAL *and* SCENE SAFETY OF CFR

Introduction:

1. Importance of Personal safety while saving a life/lives. Inform the participants to first save themselves in order to save others.
2. Inform the participants to remember always the team while in the rescue operations.

Power Point Presentation :

Whilst problems are relatively rare, entering strange places and situations can present real dangers to both responders and emergency crews due to a combination of factors including unfamiliar surroundings, people present, general environment etc. Therefore, the number one priority before attending any incident is your own personal safety and security and this should remain so regardless of the circumstances.

Danger can present itself in many forms including bystanders, relatives, the patient, traffic, environment, animals, chemicals to name but a few. So you must ensure that you continually make both audible and visual observations as you approach the incident and throughout.

- If you feel that it is not safe to attend the incident (i.e. a crowd outside the house etc) then simply drive past, park up at a safe distance, out of sight from the scene and inform the SEOC of the situation immediately.
- The SEOC will notify the situation to the higher authority and SDRF for resource and the Police if necessary.
- Await further instruction from the SEOC and never be tempted to return back to scene without prior clearance from the Police, the SEOC or the SDRF.

Remember to:

- Look – Can you see any potential hazards?
- Listen – Can you hear anything of concern?
- Think – Is it truly safe to approach?
- Act – Only approach when you are certain that it is safe.

When assessing a scene, consider:

- Yourself – will approaching place you in danger?
- The Scene – Is the scene safe?
- The Patient – Can you safely assess and treat the patient?

4.1 Entering premises or in any emergency situation:

- After you have been greeted at the door introduce yourself by saying 'Community First Responder, how may I help?'
- Invite the person who greeted you to 'Lead the way' try not to let them get behind you as this may place you in danger if the person has an ulterior motive.
- If possible, keep an escape route open and say 'may we leave the door open as the SDRF will be here soon' if necessary state that you will close the door, however simply leave it on the latch so that it can be opened quickly and easily from both the outside and inside.
- Try to make a mental note of doors that you have come through to aid a rapid escape if needed. Many houses are large and/or with a complex layout compounded by the fact that all of the doors may be the same style and colour which may cause confusion in the event of a rapid escape being required.

As mentioned previously, problems at scene are relatively rare, however your personal safety should be your number one priority at all times, so if at any time you become uncomfortable with the situation politely

but firmly say 'I am just going back to the car to get some extra equipment' this can then provide you with an opportunity to get out of the house, back to the car, and drive off.

Once at a safe distance (out of direct vision of the incident), immediately inform the SEOC of what took place so that they can make the ambulance crew aware of the problem and call for police assistance if necessary. In true emergency situations, it may be necessary for you to use the 999 system and inform the ambulance call taker who you are.

Remember that situations constantly change. Dangers may present at any time, so be prepared to withdraw if necessary.



CHAPTER FIVE

ART OF COMMUNICATION

1. Remind the group that one of the elements of emergency response is an effective communication.
2. Ask the group to brainstorm a list of communication methods during an emergency. Record the responses on the flipchart and be certain to include them while presenting the PPT as per the manual.

Activity:

- Ask the two participants to volunteer.
- One will act as the victim semi unconscious and the other a CFR.
- Ask the CFR to communicate the semi unconscious victim.
- Thank the volunteers.
- At the end ask other participants if they have better ways to communicate with the victim.

Note: Facilitator- begin with the presentation as per the manual



CHAPTER SIX

CONSENT AND CONFIDENTIALITY

Introduction:

1. Importance of consent and confidentiality. Inform the participants that there is some information of the victims to be kept confidential. Cite an example.
2. Inform the participants to remember always to take the consent of the victim for any course of action. This is to avoid any unnecessary problems that may arise in the future.

Note: Facilitator to present the PPT as per the manual and also may add any other to make the session participatory and interesting



CHAPTER SEVEN

INFECTION CONTROL

Introduction:

1. Importance of Infection Control while in the rescue operation. Inform the participants to first save themselves in order to save others.
2. Inform the participants to remember always the team during rescue operations.

Note: Facilitator to use demonstration using hand-gloves and other methods of infection control) Make the presentation as per the manual.



CHAPTER EIGHT

SEARCH DEFINITIONS *and* STANDARDS

Unit Objectives:

Successful participants will understand and be capable of utilizing the follow standardized disaster marking systems:

1. Grid and Block Marking System.
2. Structure Hazard Evaluation Marking System.
3. Structure/Hazard Marking System
4. Survivor and Human Remains Marking Systems.

Note: *Facilitator to display on the wall using flit chart some of the signs and symbol for search. Continue with the PPT as per the CFR manual.*



CHAPTER NINE

VARIOUS METHODS *for* RESCUE OF VICTIMS

Objectives:

1. To rescue the survivors trapped under the debris, from the damaged buildings or from a cyclonic storm surge, flood, earthquake and fire.
2. To provide First Aid services to the trapped survivors and to dispatch them for medical care.
3. To take immediate necessary actions, as necessary, for temporary support and protection to endangered collapsed buildings to structures.
4. To hand-over, recover and dispose-off the bodies of the deceased.
5. To train, demonstrate and raise awareness on how to use the local materials for self-rescue amongst the community people.

Continue with PPT as per the CFR manual.

Note: *Facilitator to use demonstration at the end of the session.*



CHAPTER TEN

BASIC INTRODUCTION TO THE BODY

Introduction:

1. Importance of understanding the basis human body system.
2. Inform the participants to take special note and raise questions in doubts.
3. Make the presentation as per the manual.

Note: *Facilitator to use demonstration using the available equipments*



CHAPTER ELEVEN

INTRODTUCTION TO FIRST AID

Introduction:

1. Importance of understanding the basis First Aid.
2. Inform the participants to special note and raise questions in doubts.

Make the presentation as per the manual.

Note: *Facilitator to use demonstration using the available equipments. Ensure that all the participants understand and learn the method properly. Improper learning of the methods can lead to more harm for the victim by the rescuer.*



PROGRAMME SCHEDULE

		TIME	TOPIC
Day One		9:00AM-9:15	Arrival & Registration of Participants
		9:15 AM - 10.00 AM	Opening programme and introduction of participants.
		10.00 AM - 11.00 AM	Brief introduction to disaster management institutional structure in India and in Nagaland.
		11.00 AM - 12.00 PM	Brief Introduction to Incident Response System (IRS).
		12.00 PM - 1.00 PM	Lunch
		1.00 PM - 2.00 PM	The CFR team-Role of the CFR and Characteristic of CFR.
		2.00 PM - 3.00 PM	Personal and Scene Safety.
		3:00 PM - 3.30 PM	Tea Break
		3:30 PM - 4:30 PM	Art of Communication
		4.30 PM - 5.00 PM	Review and wrap up
		TIME	TOPIC
Day Two		9:00 AM - 9:15 AM	Review of Previous day topics
		9:15 AM - 10:00 AM	Consent & Confidentiality
		10:00 AM - 11:00 PM	Infection control and use of Gloves. (Practical session)
		11:00 AM - 12:00 AM	Lunch
		12:00 AM - 1:00 PM	Search Marking Systems
		1:00 PM - 2:00 PM	Various Methods for Rescue of Victims
		2:00 PM - 2:10 PM	Tea Break
		2:10 PM - 4:10 PM	Various Methods for Rescue of Victims (cont.) Practical session
		4:10 PM - 4:20 PM	Days review and wrap up

PROGRAMME SCHEDULE

TIME	TOPIC
9:00 AM - 9:15 AM	Review of Previous day topics
9:15 AM - 10:15 AM	Various Methods for Rescue of Victims (cont.) Practical session
10:15 AM - 11:15 AM	Basic introduction to the body
11:15 AM - 12:15 AM	Lunch
12:15 PM - 1:15 PM	Basic introduction to the body (cont.) Practical session
1:15 PM - 2:15 PM	Basic introduction to the body (cont.) Practical session
2:15 PM - 2:30 PM	Tea Break
2:10 PM - 4:10 PM	Triage
4:10 PM - 4:20 PM	Days review and wrap up

Day Three

TIME	TOPIC
9:00 AM - 9:15 AM	Review of Previous day topics
9:15 AM - 10:00 AM	Introduction to First Aid
10:00 AM - 11:00 PM	Introduction to First Aid (cont.) Practical session
11:00 AM -12:00 AM	Lunch
12:00 PM - 1:00 PM	Introduction to First Aid (Cont) Practical session
1:00 PM - 2:00 PM	Table top exercise for Mock Drill
2:00 PM - 2:10 PM	Tea Break
2:10 PM - 4:10 PM	Mock drill
4:10 PM - 4:20 PM	Days review and wrap up

Day Four

PROGRAMME SCHEDULE

TIME	TOPIC
9:00 AM - 9:15 AM	Review of Previous day topics
9:15 AM - 10:15 AM	Dos and Don'ts
10:15 AM - 12:00 PM	Competitions & Presentation amongst the group on CPRs/ Improvised Methods of Rescue Technique / Splinting Technique.
12:00 AM - 1:00 PM	Lunch
1:00 PM - 2:00 PM	Post training Assessment
2:00 PM - 2:30 PM	CFR Programme feed back
3:00 PM - 3:30 PM	Distribution of Certificate and closing.
	Refreshment

Day Five



Training of Trainers on Community First Responder

DistrictName, 00 - 00 Sept, 2016

Organised by
 District Disaster Management Authority, NameOfDist
in collaboration with
 CD&HG, H&FW and SDRF

Supported by
 Nagaland State Disaster Management Authority
 Home Department, Nagaland



Prescribe format for CFR banner

***Be equipped
save yourself***
BEFORE YOU SAVE OTHERS



**NAGALAND STATE DISASTER MANAGEMENT AUTHORITY (NSDMA)
HOME DEPARTMENT, NAGALAND, KOHIMA**

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