

Train the Trainer Kit

for the

Community Response Protocol for Sexual Assault and Domestic Violence

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Introduction

Thank you for agreeing to be a trainer for the **Community Response Protocol for Sexual Assault and Domestic Violence**.

The **Grey Bruce Domestic Violence Coordinating Committee (GBDVCC)** supports effective, collaborative and proactive responses to domestic violence and sexual assault in Grey and Bruce. In 2006 the GBDVCC established a Protocol Working Group to guide the development of a new broad based, multi sector protocol. J.B. Howarth and Associates was the project consultant and Colleen Purdon coordinated the project. On November 3rd, 2006 the Community Response Protocol was launched with over thirty (30) participating agencies and services. Funding support for this project came from the Ministry of Community and Social Services. The Community Response Protocol for Sexual Assault and Domestic Violence is an important tool that will help us build a consistent and coordinated community response to domestic violence and sexual assault throughout Grey and Bruce. Protocols are living and changing tools that require constant updating and development. The GBDVCC will monitor and evaluate this Protocol throughout its implementation, and we look forward to hearing your comments on what works and what needs to be changed to keep this tool current and useful.

The **Train the Trainer Kit** is one of several resources that the GBDVCC has developed to support the implementation and ongoing development of the Community Response Protocol. The GBDVCC relies on the engagement of its member agencies and the dedication of their staff for the effective implementation of the Protocol. The most important resource for the Protocol will be the presence of skilled and knowledgeable trainers, staff and volunteers within each of our Protocol Partner organizations. Training for current and all new staff at each of the Protocol partner agencies is critical for successful implementation. More importantly, it will be the trainers and agency staff and volunteers who take the vision and procedures of the Community Response Protocol from the page out to the men, women and children who are dealing with the painful and complex issues of domestic violence and sexual assault.

The GBDVCC thanks you and your agency for your work and for moving us all forward towards a vision of a community free of sexual assault and domestic violence.

Why Use a Train the Trainer Model?

There are several reasons for using a Train the Trainer model:

- Trainers are an accessible resource for staff and volunteers within an organization.
- Organizations can do training when it works for them, using a variety of approaches best suited to their situation.
- It is a model that is cost and time effective for organizations
- It is a model that helps to support discussion and further development within each partner organization.
- Trainers are an important resource for one another and for the further development of the protocol.
- Your comments _____

Who Are the Trainers?

The GBDVCC organized training for trainers at two workshops in February/March 2007 when the Protocol was implemented. Representatives from the Protocol Partner organizations and services selected staff to attend the training workshop. In the future the GBDVCC will organize follow up training at the request of Protocol Partners or on an 'as needs' basis.

Some general thoughts on Trainer skills and abilities

A good trainer will have the following skills and abilities:

- A good understanding of the dynamics of domestic violence and sexual assault, and the impact of these crimes on victims, perpetrators, staff, volunteers and the broader community.
- A good understanding of community services, their mandates, and the way community services work together to meet the needs of victims and perpetrators of sexual assault and domestic violence, and the needs of their families.
- Interest and ability to meet the learning needs of adult learners who may also be peers or supervisors, victims or perpetrators.
- A comfort level with exploring the values and attitudes surrounding violence against women issues, and how these impact on personal and organizational responses to domestic violence and sexual assault
- A hopeful and supportive approach that recognizes the limitations and unique possibilities each person and service sector carries
- A sense of humour, and the ability to keep a positive focus, even when the issues are difficult.

Agency Commitment and Acknowledgment of Trainers

The GBDVCC asks that each Partner agency make a commitment to the Protocol Trainer by providing the time, support and direction that Trainers will need in order to provide in house training on the protocol. We also request that supervisors and co-workers within agencies recognize the time, skill, effort and commitment that Trainers dedicate to this work. In house trainers are an important resource for the agency and for the community. The GBDVCC, partner agencies, managers, co-workers and volunteers are indebted to the Trainers who support the successful implementation of the Protocol. The GBDVCC acknowledges Trainers with a certificate upon completion of the Train the Trainer Workshop.

What are the Roles and Responsibilities of the Trainers?

Role

Trainers are a resource for their agency and its staff/volunteers and provide information and training on the Community Response Protocol within their organization.

Trainers remain under the direct supervision of management in their respective agencies when they do in house Protocol training.

Responsibilities

1. Consult within your agencies on how best to inform staff about the Protocol and how best to conduct training.
2. Be well prepared and have a secure understanding of all training materials.
3. Ensure that up to date versions of the Community Response Protocol and training resources are available and accessible to all agency staff, and that management/staff know where to find hard and on line copies.
4. Arrange training as it is needed within the organization, using approaches that best meet the needs of the organization
5. Consult with the GBDVCC Protocol Working Group about any problems that occur with the training, any issues that arise with the implementation of the protocol, or any further training needs you identify (for yourself, or for your organization). This can be done through the website www.endabuse.ca

6. Arrange for a replacement trainer if you are no longer able or available to continue training within your organization. Notify the GBDVCC if your agency needs support getting another trainer in place by contacting www.endabuse.ca
7. Check in with staff/volunteers regularly about Protocol implementation or to check for any further training needs and to monitor how implementation is going (this could be done at a regular staff or volunteer meeting).
8. Be open to opportunities to do joint training with other partner agencies, or to provide training at another organization, when this is feasible.

How does the GBDVCC Support Trainers?

The GBDVCC will provide support to Trainers through:

- **The Protocol Working Group:** The GBDVCC has a Protocol Working Group that will monitor and evaluation the Protocol document and problem solve any issues that come forward. Trainers and agency partners can contact the Protocol Working Group by emailing the GBDVCC Coordinator at cpurdon@bmts.com or by contacting the website: www.endabuse.ca
- **The EndAbuseNow.ca Website:** All training materials, the protocol document and many other relevant materials are posted for trainers at www.endabuse.ca
- **The GBDVCC** will organize additional training when requested, and when funds are available, in order to support the ongoing development of trainers and to deal with any emerging training or protocol issues.

What Training Resources are Available?

The following Training Resources are currently available on the www.endabuse.ca website and in hard copy for trainers:

- The Grey Bruce Domestic Violence Coordinating Committee **Community Response Protocol for Sexual Assault and Domestic Violence Protocol Manual**
The protocol manual includes: A list of the Partner organizations; the Terms of the Working Partnership (vision, purpose, principles, common language, collaboration of resources, confidentiality, safety planning and

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risk assessment); Community Response Procedures for Sexual Assault; Community Response Procedures for Domestic Violence; Case Management procedures; Protocol Management procedures; and appendix and protocol tools and forms.

- **A Train the Trainer Kit**
The Train the Trainer Manual contains information for trainers on the delivery of Protocol training and includes specific Protocol tools.
- **Case Scenarios and Discussion Guide**
There are five case scenarios for group discussion purposes provided. A Discussion Guide and tools from the Protocol document are also included.
- **A Tips for Trainers Manual**
This manual contains helpful hints and tips for trainers to consider when they organize in house training. It is also useful for other training or facilitation settings.
- **A Community Response Protocol Power Point Presentation** provides an overview of the Protocol Document and is suitable for self study or group training.
- **A Community Response Protocol Training DVD** is available that has a copy of the Protocol document, Protocol Tools and Forms, The Quick Reference Guide to Community Services, the Train the Trainer Kit, Case Scenarios and Discussion Guide, Tips for Trainers Manual, and the Community Response Protocol Power Point Presentation. This DVD can be updated at your agency and kept current by downloading information or changes from the Website www.endabusenow.ca

Conducting the Protocol Training

There are many different ways to conduct the Protocol training, and each organization and trainer will have specific limitations and possibilities available. The following section outlines considerations for your preparation and provides some ideas for successful Protocol training.

Where and When

Consider:

- Including protocol training as part of regular staff or unit meetings. It may be possible to devote an entire meeting to do the complete training, or do parts of the training over several weeks.
- Organizing training with one or more partner organization to have the benefit of networking, different perspectives and relationship building.
- Making the training part of orientation for all new staff. New staff could complete a self study with the DVD resource after a brief orientation from the trainer when needed.
- Small Group training with existing work groups, work units or multi agency committees.
- Make the Protocol training part of a larger training event as a distinct workshop.
- Ensure that all staff/volunteers are trained by making time available and tracking completion of the training (either in group training, or self study opportunities)
- Have training materials on hand and easily accessible so staff and volunteers can review them on an as needs basis, or when they have time available.
- Other ideas?

Planning the Training

There are several steps to pre and post planning:

1. **Prepare yourself** – have a look at the Tips for Trainers Manual where you will find information about your role, facilitation, dealing with conflict, logistics and how to plan the training session.
2. **Review all of the resource materials** to be sure you feel confident with the materials. The Protocol Power Point presentation provides a concise overview of the Protocol. Make sure you have copies of all the materials you need for the training (download from www.endabuse.ca, or print from the Training DVD).

3. **Set the time and place for the training** in consultation with management and staff and send out notices and materials to read ahead of time.

4. **Develop the Agenda for the Training Session.**

A typical agenda for a group training session could include:

- Welcome and Introductions
 - Review of the agenda (time and content) and any housekeeping
 - Review of the goals and expected outcomes of the training (see below)
 - Introduction to the protocol (purpose and partners who are involved)
 - An overview of the protocol document (this could be done with the Power Point presentation with participants looking at their copy of the document)
 - Group discussion on Case Scenarios
 - How to deal with problems, How to access resources (website).
 - Questions and comments
 - Closing and evaluation of the training
5. **Review Evaluations** and forward any issues or concerns to the GBDVCC.
 6. **Report within your Agency** on the outcomes from the training and learning from the training session. Make plans for any needed follow up.

Training Goals and Expected Outcomes

The Goal of the Community Response Protocol

The Community Response Protocol for Sexual Assault and Domestic Violence is designed as a resource for community agencies and their staff/volunteers.

The **Purpose of the Protocol** is to support a consistent, collaborative and inclusive system response to sexual assault and domestic violence throughout Grey and Bruce and to prevent sexual assault and domestic violence by enhancing the safety of victims, holding perpetrators accountable and increasing public awareness.

The **Purpose of the Protocol Training** is to support the successful implementation of the Community Response Protocol.

Protocol Training Goals	Expected Outcomes
To build support for the vision and principles that guide the Protocol	<ul style="list-style-type: none"> • Support for the vision and principles • Ability to use the protocol vision and principles in their work with service users and partner service providers
To provide new knowledge and skills for a more collaborative, consistent and inclusive response to Domestic Violence and Sexual Assault	<ul style="list-style-type: none"> • Improved understanding of personal role and responsibility as part of the community response • Improved understanding of partner agency roles and responsibilities as part of a community response • Increased information sharing. Collaboration, and consultation between organizations • Improved consistency in service delivery to service users
To provide common procedures and tools that enhance victim safety and perpetrator accountability	<ul style="list-style-type: none"> • Ability to use protocol procedures to respond to domestic violence and sexual assault with children and adults • Improved understanding of how to safety plan with victims • Increased use of risk assessment tools and coordinated action to address on risk factors • Improved accessibility to services • Ability to use of a case management approach
To provide information on Protocol Management	<ul style="list-style-type: none"> • Understanding of the role of the GBDVCC and Protocol Working Group • Knowledge of how to use the protocol to address issues and complaints • Knowledge of how to provide feedback for ongoing Protocol development

Learning Units

There are several distinct learning units that are connected to the sections of the Protocol Document. You can organize the training as follows:

Unit 1. Our Community Partners in the Protocol Agreement

(Pages 4-5) The partnership agreement and the partners who participate in the Community Response Protocol.

Unit 2. The Terms of our Working Agreement

(Pages 8-12) An overview of the vision, purpose and principles that form the basis of the protocol agreement; information on coordination procedures, collaboration of resources, training and education; a section on confidentiality and information sharing procedures, and safety planning and risk assessment processes.

Unit 3. Community Response Procedures – Sexual Assault

(Adults and children)

(Pages 14-25) Detailed information on the roles and responsibilities of partner agencies that respond to children and adults who are sexually assaulted.

Unit 4. Community Response Procedures – Domestic Violence

(Adults and children)

(Pages 27-38) Detailed information on the roles and responsibilities of partner agencies that respond to children and adults who are dealing with domestic violence.

Unit 5. Case Management

(Pages 40-43) A Flow Chart that provides an overview of the service response and how to guide adults and children through the justice and social service system. Guidelines and procedures for organizing case management and community partner meetings

Unit 6. Protocol Management

(Pages 47-48) An overview of the role of the Protocol Working Committee, the GBDVCC in the review and evaluation of the protocol document. A Complaint procedure to resolve issues between community partners and procedures to support prevention and early intervention activities.

The tools and appendices in Section 6 and 7 of the Protocol document can be introduced as you discuss each of the learning units

Using Case Scenarios for Group Discussion

Five case scenarios are presented as part of the Training Kit. The case scenarios present brief descriptions of sexual assault and/or domestic violence situations with adults or children based composites of actual cases.

The case scenarios offer workers an opportunity to use a small group discussion, or self study to explore how the protocol can be used to address the issues presented in the case. There is a discussion guide attached to each case scenario and the protocol tools that are needed for the case are also attached.

The case scenarios present complex situations that may require many agencies and workers to work together. In a self study situation, or when your small group discussion occurs in one agency, you can discuss how the other partners in the scenario would respond.

The discussion in a group setting may surface differing opinions on how to address the issues presented or expose conflicting beliefs and values that make agreement on action difficult.

It is important to remember that the goal in the case scenarios is to encourage full discussion and disagreements or divergent views are an important part of this process. It is equally important not to get bogged down in arguments or proving that your solution is the only solution. The discussion needs to remain solution focused, with the Protocol document as a resource. In situations where there is disagreement on beliefs and values, refer to Vision and Purpose of the Protocol on page 8 and “Principles that Guide our Work” on page 9. If your small group cannot agree on a course of action, then this may indicate a need for more training on some of the issues presented, or it may point to a need for a change in the Protocol document.

It is also important to ensure that your group discussion allows space for all participants and that all voices are heard. This will require that all participants in the small group are empowered to facilitate their own involvement (am I saying too much? Too little?) and each person is empowered to facilitate the group process (for example to suggest that the group hear from a person who has not spoken, or ask a person who is talking too much to make some space for others, or suggest that the group consult the protocol, or another resource to get more information).

Using Quick Reference Guide to Community Resources

The Protocol includes a Quick Reference Guide to Community Resources (Appendix 2 page 53) where the community services, contact information and service description for all Protocol Partners is outlined.

The information in the hard copy of the protocol is up to date at this time, but will change as time goes by. You can find the most recent information on community services on the GBDVCC website: www.EndAbuseNow.ca

Please update the Quick Reference Guide to Community Resources at your agency periodically, so the information is current.

Using the Tools and Forms

The Protocol document includes helpful tools and forms that support collaboration, consistency and case management. You will find the following tools and forms:

- Tool 1 Domestic Violence First Contact Checklist
- Tool 2 Consent to Release Information Form
- Tool 3 Limits of Confidentiality Form
- Tool 4 Risk Assessment/Screening Tool for Domestic Violence
- Tool 5 Case Management Consultation Action Plan

If you have suggestions for tools and forms, please contact the GBDVCC.

Evaluating the training

The Evaluation Tool on the next page can be used for in house Protocol Training. We encourage you to use this simple tool as a way for you and your agency to get feedback on the learning accomplished by the training participants.

It would also be helpful for the GBDVCC if the Trainers could keep a file of these Evaluations and provide a summary of the ratings and any issues that arise from the evaluations. If we see that some of the learning objectives are consistently not met, then it signals a need for revisions to the protocol, or a different approach to the training. You can forward a summary of your training evaluations to the Protocol Working Group through the website www.EndAbuseNow.ca (go to Contact on the Home page and email us the information) or send it to the GBDVCC Coordinator at cpurdon@bmts.com

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If there are any issues from the evaluations that the Trainer wishes to discuss immediately contact the GBDVCC Coordinator at cpurdon@bmts.com or by telephone Colleen Purdon at (519) 376-7145.

Protocol Training Evaluation Tool

You can use the following evaluation tool at the end of a group training session, or include it as the last step in a self study situation.

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Protocol Training Evaluation

Please evaluate what you have learned at this training by circling a number between 1 and 5 that indicates your knowledge at the end of the Protocol training. **Thanks!**

Expected Learning Outcomes	Rating after Training				
1. I know how to apply the protocol vision and principles in my work	1 don't agree	2	3	4	5 agree completely
2. I understand my personal role and responsibility as part of a community response	1 don't agree	2	3	4	5 agree completely
3. I understand the roles and responsibilities of protocol partner agencies in a community response	1 don't agree	2	3	4	5 agree completely
4. I know how to share information and consult with other organizations	1 don't agree	2	3	4	5 agree completely
5. I know how to apply protocol procedures to respond to domestic violence and sexual assault with children and adults	1 don't agree	2	3	4	5 agree completely
6. I have a better understanding of how to safety plan with victims	1 don't agree	2	3	4	5 agree completely
7. I have a better understanding of how to use of risk assessment tools and coordinated action to address risk factors	1 don't agree	2	3	4	5 agree completely
8. I am more able to make referrals and provide information to clients on community services	1 don't agree	2	3	4	5 agree completely
9. I know how to use a case management approach	1 don't agree	2	3	4	5 agree completely
10. I understand the role of the GBDVCC and Protocol Working Group for the implementation and further development of the Protocol	1 don't agree	2	3	4	5 agree completely
11. I know how to address any issues and complaints that arise from the Protocol	1 don't agree	2	3	4	5 agree completely
12. I know how to provide feedback for ongoing Protocol development	1 don't agree	2	3	4	5 agree completely

Any other Comments on the Training or the Protocol you want to pass along?

Conclusion and Thanks

The Protocol Working Committee and the Grey Bruce Domestic Violence Coordinating Committee thanks you and your agency for participating in this training, and for agreeing to be a Protocol Trainer.

This Training Kit is also a work in progress, and we welcome your comments and thoughts on how to improve it. Please contact us through the website: www.EndAbuseNow.ca with your comments and any questions.

The Protocol Working Group and the GBDVCC appreciates your commitment to ending violence against women and children as a Protocol Trainer. We look forward to working together with you and all of our community partners for the ongoing implementation of the Protocol and its further development.