

It's Not Right! Trainer's Guide



It's Not Right!

Neighbours, Friends & Families for Older Adults

www.itsnotright.ca



BC ASSOCIATION OF
Community Response Networks

Stopping Adult Abuse and Neglect ...Together.

www.bccrns.ca

Acknowledgements

The *It's Not Right! Neighbours, Friends, and Families for Older Adults* program is a culmination of years of work and effort from a number of organizations, and individuals from across Canada.

BC CRN acknowledges the contributions of:

- The Centre for Research and Education on Violence against Women and Children, University of Western Ontario.
- The Canadian Network for the Prevention of Elder Abuse (CNPEA).
- Volunteers from across Canada.
- Mentors and CRNs from across BC who have provided ongoing feedback and support.
- The Province of BC for their financial support.

The development team for the first edition of *It's Not Right!* guides:

- Heather Archer, Team Leader, Interior and Northern BC, BC CRN.
- Kathy Doerksen, Team Leader, Fraser, Coastal, and Island, BC CRN.
- Debbie Hultgren, Senior Consultant, Links Communication Solutions.

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It's Not Right! Trainer's Guide Synopsis

Purpose of this Guide

To provide an overview of:

- What is involved to effectively deliver *Community Presenter Training*.
- The roles involved and what each is responsible for.

This guide also contains all the forms and tools:

- To request a workshop.
- For individuals to apply for training.
- To screen and select applicants for training.
- To conduct *Community Presenter Training*.
- To certify trainees.

How to Use this Guide

It's Not Right! Community Presenter must be conducted to the requirements of the *It's Not Right!* national program.

Use this guide to:

- Understand who does what and by when.
- Understand the steps to screen and certify applicants.
- Familiarize yourself with the duties required for training and certification, which will vary depending on your role(s).
- Access all forms needed throughout the process.

Who this Guide is For

CRN Coordinators.
Regional Mentors.
Provincial Trainers.

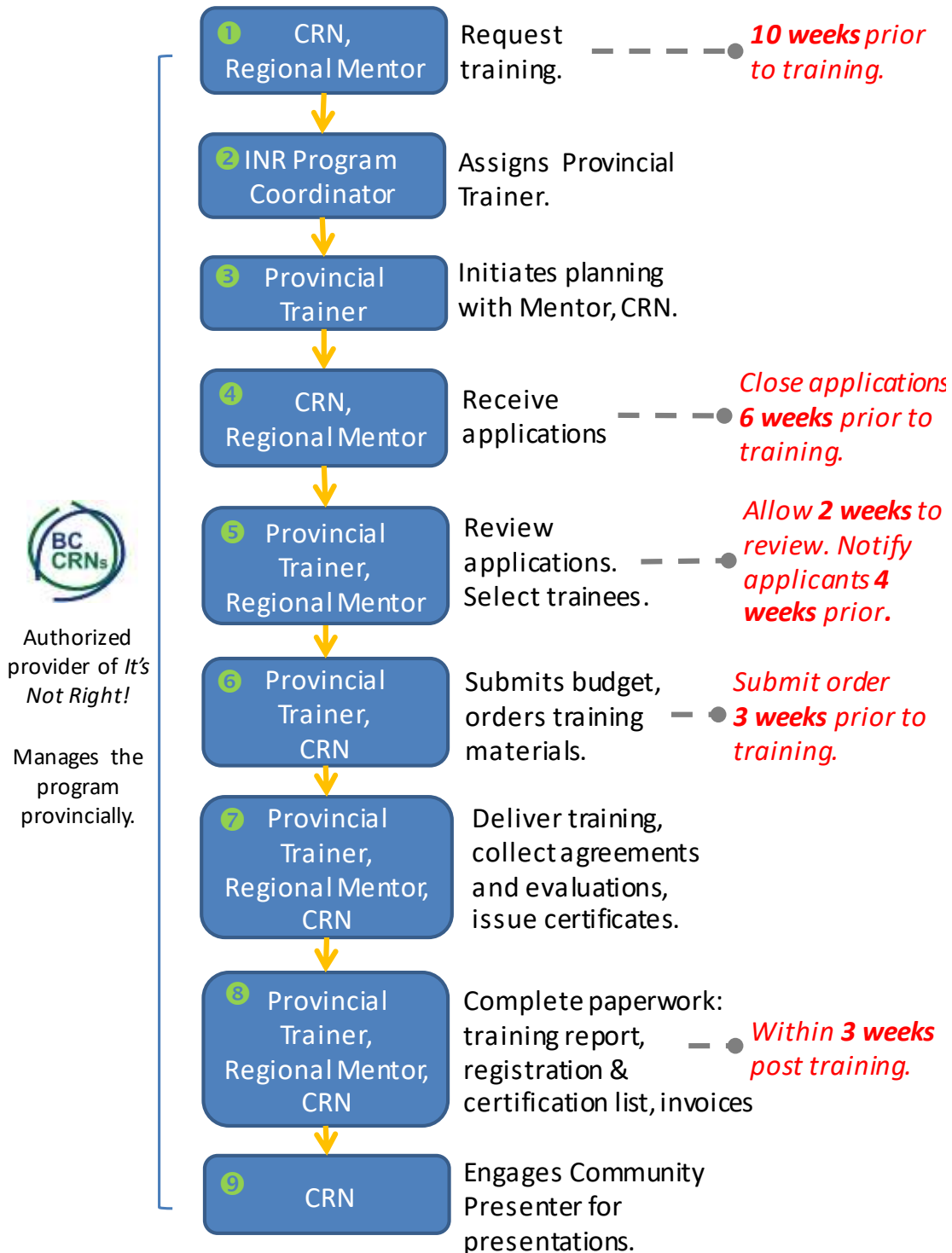
Contact for Questions and Concerns

CRN Coordinators: your Regional Mentor is your first contact for your questions.

Regional Mentors and Provincial Trainers: contact the INR Program Coordinator with your questions at itsnotright@bccrns.ca.



Process Flow and Timelines for *Community Presenter Training*



Administrative Forms to Submit Before, the Day of, and After Training

PRE-TRAINING PREP		
Forms to Complete	Electronically Submitted By:	Electronically Submitted To
1. Training Request Form. Submit the request ten (10) weeks in advance.	Regional Mentor CRN Coordinator	itsnotright@bccrns.ca Attn: INR Program Coordinator
2. Submit budget/estimates and Training Materials Order Form. Submit the form three (3) weeks in advance.	Provincial Trainer	
ON TRAINING DAY		
Forms to Complete	Electronically Submitted By:	Electronically Submitted To
3. Training Evaluation to be completed by trainees.	Provincial Trainer	itsnotright@bccrns.ca Attn: INR Program Coordinator
4. Community Presenter Agreement Form to be signed by trainees.	Provincial Trainer	
POST TRAINING FOLLOW UP		
Forms to Complete	Electronically Submitted By:	Electronically Submitted To
5. Training Report. 6. Registration and Certification Confirmation List. Submit within three (3) weeks of training.	Provincial Trainer	itsnotright@bccrns.ca Attn: INR Program Coordinator
7. Shred and destroy applications of the newly certified Community Presenters.	Provincial Trainer Regional Mentor	N/A
8. Post-Training Invoice. Submit within three (3) weeks of training.	CRN Coordinator Regional Mentor	itsnotright@bccrns.ca Attn: INR Program Coordinator
9. Expense Claim Form and receipts. Submit within three (3) weeks of training.	Eligible Training Participants	itsnotright@bccrns.ca Attn: INR Program Coordinator

It's Not Right! Neighbours, Friends, and Families for Older Adults Overview

Where *It's Not Right!* Came From

It's Not Right! Neighbours, Friends and Families was developed by [The Centre for Research & Education on Violence against Women & Children](#) (CREVAWC) at the University of Western Ontario in response to a request from the Public Health Agency of Canada to adapt the Ontario domestic violence public education campaign, [Neighbours, Friends and Families](#), for abuse of older adults.

[The Canadian Network for the Prevention of Elder Abuse](#) (CNPEA) as well as professionals and passionate advocates from all over the country contributed to the development of the materials through a highly collaborative process over a year long period.

The resulting materials represent the very best collective thinking in Canada for public education on abuse and neglect of older adults.

--Source: [It's Not Right! Neighbours, Families, and Friends for Older Adults](#).

Changing Society Norms of Bystanders on Abuse of Older Adults

In 2012, a successful proposal to the Human Resources Services Development Canada's (HRSDC) *New Horizons* grant program funded a three-year project to develop a pan-Canadian approach on engaging bystanders on the issue of older adult abuse and neglect. (HRDC has since been renamed to Employment and Social Development Canada (ESDC)).

The project was supported by advisors, practitioners, and advocates representing all provinces and territories.

A Community of Practice was formed to provide ongoing learning, and knowledge sharing to the end of June 2015.

The project resulted in a presentation designed to educate and engage bystanders, with the emphasis on recognizing the warning signs of abuse and neglect, and taking practical steps to help.

--Source: [It's Not Right! Neighbours, Families, and Friends for Older Adults](#).

Goal of the *It's Not Right!* Public Presentation

It's Not Right! is a presentation designed to educate and engage bystanders everywhere.

By teaching neighbours, friends, and family members to recognize the signs of possible abuse, and take small practical steps to help, we make the communities we live in safer for all.

Learning Outcomes for Presentation Participants

After the presentation, participants:

- Recognize the warning signs and risk factors of senior abuse.
- Recognize the role ageism plays in abuse.
- Recognize the impact of abusive behaviour.
- Can hold a supportive and respectful conversation.
- Know who to refer to and find help.

BC CRN and *It's Not Right!* Neighbours, Friends, and Families for Older Adults

***It's Not Right!* started as a Pilot Project**

The BC CRN became involved in the three-year *New Horizons Project* and quickly realized the value of the *It's Not Right!* program.

Initially presented by our Regional Mentors, and several members of the management team, *It's Not Right!* proved to be a powerful education and bystander engagement tool.

It quickly became a key awareness and education asset to our organization as we work to stop adult abuse...together.

BC CRN and *It's Not Right!* Today

In 2015/2016, we initiated *Community Presenter Training* to build a larger team to deliver *It's Not Right!* presentations to neighbours, friends, and families of older adults in communities around the province.

We believe the program will be even more successful and effective in the hands of our Community Response Networks (CRNs) with trained Community Presenters readily available in their communities.

Our initial *Community Presenter Training* was offered using valued funding from the provincial Council to Reduce Elder Abuse (CREA).

The program continues with funding from the Ministry of Health.

To date, we've received positive responses from hundreds of BC citizens who have attended *It's Not Right!* presentations.

As a result, *It's Not Right!* has become one of BC CRN's signature programs to help "stop abuse and neglect...together."

It's Not Right! Works with the Gatekeeper Program

Gatekeeper Program

Gatekeeper is the companion program to *It's Not Right!*

While *It's Not Right!* is intended for bystanders and community members who want to learn more about adult abuse and neglect, and the small, practical steps one can take to help, Gatekeeper takes it a step further.

Gatekeeper is for people who have *regular contact* with seniors or vulnerable adults who can refer these individuals to an agency should abuse or neglect be suspected.

Community Presenters can do *It's Not Right!* and Gatekeeper Presentations

Although all Community Presenters must be certified to present *It's Not Right!*, Gatekeeper does not have this requirement.

Because of the training Community Presenters receive, they are perfectly equipped to present Gatekeeper presentations as well.

Gatekeeper may be an alternative for Community Presenters looking for a "no tech" option. (Gatekeeper presentations do not involve any videos or specialized equipment.)

Roles in the Delivery of *It's Not Right!*

BC CRN is the Authorized Provider of the *It's Not Right!* Program

The University of Western Ontario delegated authority to BC CRN to deliver the program in CRN communities, and train Community Presenters.

We continue to provide the *It's Not Right! Community Presenter Training* using materials from the national program, and delivering it to the standards expected.

In general, BC CRN:

- Provides the materials required to deliver *It's Not Right!* presentations.
- Trains and certifies Community Presenters.
- Supports Community Presenters through the Regional Mentor, BC CRN communications, and the Community Presenters Community of Practice.
- Provides financial support. See *Funding* on page 13.

CRN Coordinators and CRNs

Option 1: CRN provides overall administrative support to deliver *It's Not Right!* presentations and training in the community.

Option 2: CRN authorizes a CRN member agency to take on this role on their behalf.

Regional Mentors

Regional Mentors provide overall administrative support to deliver *It's Not Right!* presentations and training.

Where a CRN does not take on a role in delivering *It's Not Right!*, the Regional Mentor may assume the responsibility of organizing the presentations and training.

INR Program Coordinator

The INR Program Coordinator is the point person for the program, and provides guidance to all involved.

They also assign Provincial Trainers to CRNs, and receive all completed forms and paperwork.

Provincial Trainers

Provincial Trainers work with Regional Mentors and CRNs to plan,

organize, and deliver *It's Not Right!* training to certify individuals as Community Presenters to deliver presentations.

Trainers are appointed by the BC CRN.

Community Presenters

Community Presenters deliver *It's Not Right!* presentations, which can range from 45 to 120 minutes in length.

Community Presenters work with CRNs or Regional Mentors to promote and organize presentations.

They may also present *Gatekeeper* – the companion program to *It's Not Right!* - to the community.

***It's Not Right!* Community Presenter Training**

Training Outcomes

Participants who receive training become certified Community Presenters who:

- Understand how the *It's Not Right!* program supports the mandate of BC CRN and local CRNs.
- Present *It's Not Right!* in their communities.
- Use at least one of the three scenarios provided by the *It's Not Right!* national program.
- Deliver presentations. The support tools available include:
 - The *It's Not Right!* Community Presenter Binder.
 - Regional Mentor.
 - www.bccrns.ca.
 - Presenters Community of Practice teleconference.
- Access additional resources about the local CRN.
- Are equipped to present *Gatekeeper* presentations to the community. (*Gatekeeper* is the companion program to *It's Not Right!*)

Duration

Training is a one-day face-to-face session.

The workshop is typically held from 8:30 AM to 5 PM with breaks.

Suggested Participant Pre-Requisites

There are no formal pre-requisites.

However, all applicants should be assessed for the right skill set and experience. The subject of adult abuse and neglect is a challenging one and is not for everyone.

Individuals with the following expertise may have a better overall training experience, and be better suited for the Community Presenter role:

- Public speaking experience, or experience teaching classes of adults.
- Experience facilitating unexpected and difficult discussions of individuals who have experienced abuse and neglect.
- Experience with computers, projectors, electronic slides, and running videos online an asset.

Training Overview

- Overview of the *It's Not Right!* program.
- BC CRN and its role.
- The Community Presenter role.
- Detailed review of the *It's Not Right!* presentation content.
- Presentation strategies and tactics.

Participant Materials

All trainees receive:

- The *It's Not Right! Community Presenter Training Binder*, which contains the materials and tools needed to conduct a public workshop or presentation.
- Memory stick containing the presentation materials.
- A certificate indicating completion of training and certification as a Community Presenter.

Trainer Resources

Provincial Trainers are supplied with the following:

- *Introduction to BC CRN* slides and notes.

- *Introduction to BC CRN's It's Not Right! Include A Lens on Bystander Engagement and Ageism.*
- The three *It's Not Right!* scenarios, slides, and notes.
- *SCNIt* slides and speaker notes.
- *National INR-NFF Facilitator Guide.*
- *It's Not Right! Community Presenter Binder.*
- Memory stick containing Community Presenter materials.
- *It's Not Right! Presentation Guide.*
- *It's Not Right! Trainer's Guide.*
- *It's Not Right! Regional Mentor's Guide.*

Funding

Develop a Training Budget/Estimate

Mentors and CRNs must prepare and submit a budget or estimate of the total anticipated costs of conducting training to the INR Program Coordinator for approval.

Grants Available for CRN or Affiliated Member Agencies

BC CRN provides grants in the amount of \$250 to CRNs or affiliated member agencies who host training, and provide administration and planning support.

This grant is payable on receipt of a completed *Post Training Invoice*.

Venue and Equipment Rentals

BC CRN will reimburse CRNs for pre-approved expenses related to venue and equipment rental.

Food and Beverage Allowance

BC CRN will reimburse pre-approved catering expenses at a suggested rate of \$20/person.

Travel by Trainees

The INR Program Coordinator consults with the Regional Mentor to approve all travel requests.

Trainees are eligible for reimbursement for travel by car to training conducted within their region if the training venue is an hour drive

one-way from their home.

Mileage is paid at \$20 per 100/km.

Trainees located in the same community are expected to car pool, if possible.

Travel by Provincial Trainers and Mentors

BC CRN assumes all travel related costs for Provincial Trainers and Regional Mentors assigned to workshops.

Invoice and Receipts Required for Workshop Expenses

All claims for reimbursement must be submitted with a *Post Training Invoice* with all receipts attached.

Expense Claim and Receipts Required for Individual Expenses

Trainee/individual expenses related to travel to training, lodging, and meals are eligible for reimbursement if the venue is more than a one-hour drive, one way from home.

The Provincial Trainer Role and Responsibilities in Detail

Overview

The Provincial Trainer delivers standardized *Community Presenter Training*

Provincial Trainers report to the INR Program Coordinator and work with Regional Mentors and CRNs to deliver *Community Presenter Training*.

Provincial Trainers also:

- Identify and certify Community Presenters.
- Work with the Regional Mentor and CRN to submit all required forms upon completion of training.
- Participate in the *It's Not Right!* Community Presenters Community of Practice teleconferences.
- Role model the behaviours expected of the Community Presenters.

How Provincial Trainers are Deployed

The INR Program Coordinator assigns Provincial Trainers to CRNs requesting *Community Presenter Training*.

Consideration is given to a trainer's availability, geographic proximity to the location/venue where training will be held, and their ability to manage the anticipated group size.

Current BC CRN Travel Guidelines **and** Guidelines for BC CRN Mentor Staff Travel apply to Provincial Trainers.



NOTE

Travel arrangements must be approved by the INR Coordinator prior to confirming the booking.

Identifying and Selecting Trainees

Seek Out Individuals Who Can Handle the Subject Matter

Adult abuse and neglect is a difficult topic. Some can manage the subject matter. Many can't.

In identifying candidates for training, BC CRN seeks individuals who can handle the topic, present the content professionally, commit to the time required to complete the training, and can make the time to conduct presentations in the community.

Collect Applications from CRNs

Interested individuals send their completed applications to the CRN, Mentor, or Provincial Trainer.

Review Applications

Review all applications, and assess applicants' experience.

Create a Shortlist

Create a shortlist using the *Registration and Certification Confirmation List*. Email a copy to itsnotright@bccrns.ca. You will continue to add to this form throughout the process.

Select Your Trainees

Inform all individuals of the outcome of their application.
Email trainees the *Agenda*.

Planning, Organizing, and Administering Training Workshops

Training Preparation Checklist

1. Confirm training dates.
2. Consult with Mentor to confirm:
 - The responsibilities of each person on workshop day.
 - The content each person involved would like to present on.
 - The need for additional support people.
3. Submit estimates/budgets to conduct the training.
4. Order training materials.
5. Book venue. Review equipment availability.
6. Verify timelines for distributing *Community Presenter Application Packages*, and confirm deadlines.



NOTE

Allow ample time for candidates to prepare and submit their applications.

7. Review the *Core Plan*.
8. Determine room configuration.
9. Confirm venue and catering arrangements.
10. Confirm CRN or Mentor has received training materials.
11. Confirm receipt of local materials by CRN.
12. Distribute *Expense Claim Form* to individuals who need it.

Checklist for Training Day

1. Arrive ***at least*** 45 minutes early.
2. Set up and test equipment.
3. Set up the room.
4. Familiarize yourself with the location of washrooms, fire exits, and emergency gathering places.
5. Set up BC CRN banner, directional signage and posters.
6. Set up registration/sign-in table.
7. Regional Mentor and CRN oversees the setup of food and beverage, and display tables.



8. Collect evaluations and agreements from each trainee.
9. Inform trainees on how to submit expense claim forms, if necessary.
10. Collect all unused materials at the end of training.
11. Take down the room, and clean up any mess.
12. Debrief. Send completed session evaluations to the INR Program Coordinator.

Post Training Checklist

1. Complete the *Training Report*. Include feedback from the entire team - CRN and Mentor included.
2. Complete *Registration and Certification Confirmation List*.
3. Within three weeks of training, email the following to itsnotright@bccrns.ca:
 - Report.
 - *Registration and Certification Confirmation List*.
 - *Signed Community Presenter Agreements*.
 - *Completed Training Evaluations*.
 - *Post Training Invoice* and receipts.
 - *Expense Claim Form* and receipts.
4. Shred applications received.

Delivering the Community Presenters Training

Your Training Plan

Training is designed to be delivered in a one-day, face-to-face session. Small groups may move through the content more quickly than larger groups.

Be on time with the breaks scheduled in the agenda.

Use the training plan provided to ensure consistency across regions. (Refer to the *Core Plan*.)

Follow the Plan as Provided

Training should be conducted as written as closely as possible to ensure trainees receive all the information required to effectively present *It's Not Right!* on their own. This also ensures everyone across the province receives the same scope of content.

Present the content in whatever order is best for your audience.

If participants are already familiar with BC CRN and their local CRN, skip this section of the agenda.

Talk to the INR Program Coordinator if any changes are needed.

Focus on the Content

Remember, it's about helping participants fully understand the content and providing tips on how to best present it.

The focus of training **is not** on teaching people how to teach, facilitate, or speak publicly.

Certifying New Community Presenters

Most Trainees will be Certified

Because applications are vetted for suitability, individuals who complete training will become certified Community Presenters as long as they sign the *Community Presenter Agreement*.

Participants unwilling to sign the *Presenter Agreement* will not be certified.

Issue Certificates and Memory Sticks after Training

There are two options:

1. The INR Program Coordinator arranges to have certificates printed ahead of time. These certificates will be sent to you with the participant binders and memory sticks before the training session. To do this, you must provide the list of training participants well in advance.
2. Provincial Trainers/Mentors/CRN can complete and print the certificates on their own. (See *Forms & Supporting Documents* for the certificate sample.)

The newly certified Community Presenters receive a memory stick or materials after training, and signing a *Presenter Agreement*.

CRNs Notified of Available Community Presenters

CRNs are notified of the availability of Community Presenters in their area by BC CRN, and may begin engaging directly with Community Presenters when a request for a presentation arises.

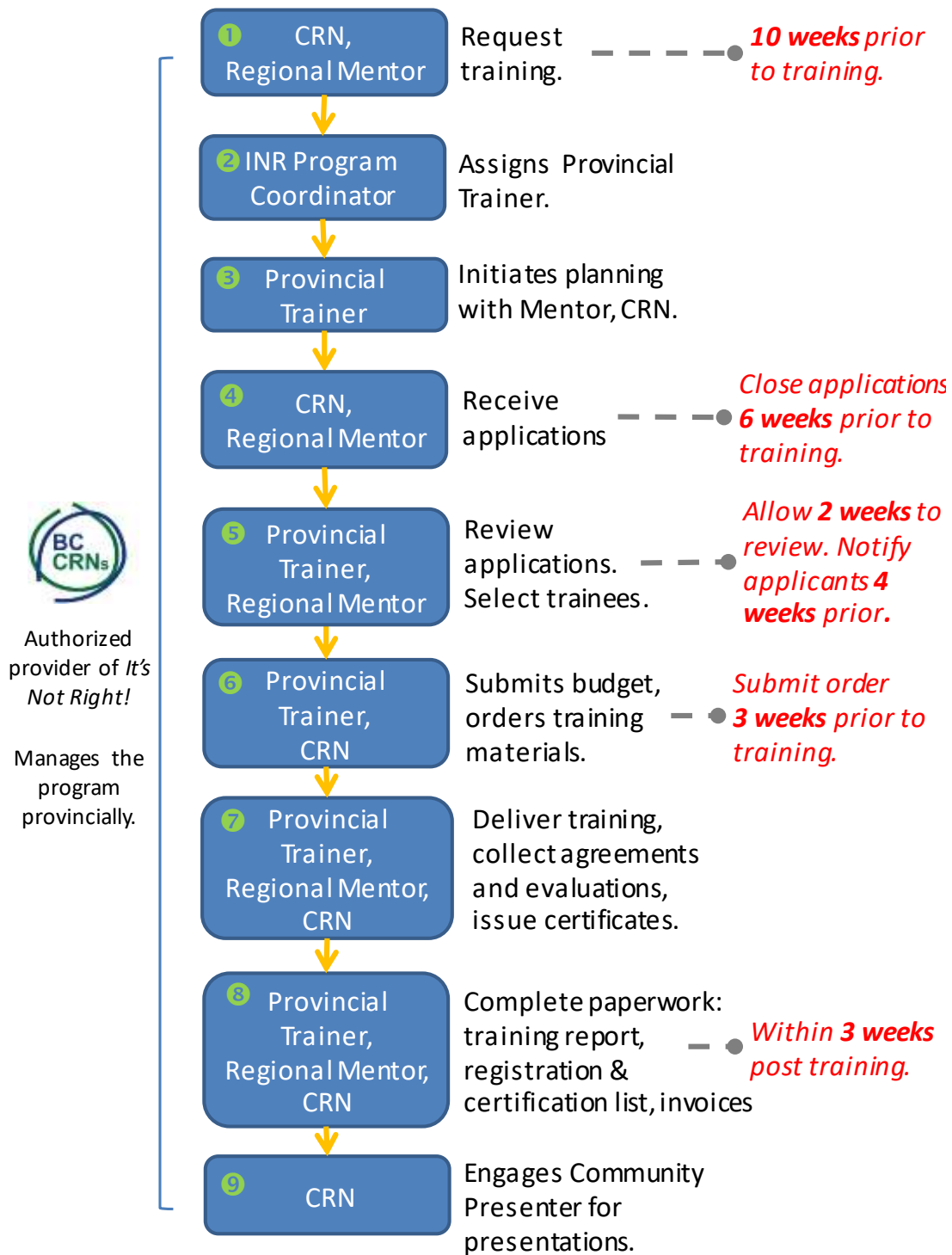
Names of Community Presenters will be published in *E-Connector* and other BC CRN communication tools as they are certified.

Community Presenters start Presenting

The CRN and Regional Mentor work together to promote the presentations with the intention of creating bookings.

They may also engage with BC CRN to leverage existing communication tools like the *E-Connector* newsletter and social media.

Process Flow and Timelines for *Community Presenter Training*



Administration for the *It's Not Right! Community Presenter Training*

Training Requested



NOTE

Regional Mentors or CRNs request training for their community by submitting a completed *Training Request Form* to the INR Program Coordinator.

The request must be submitted **at least ten (10) weeks in advance**.

The INR Program Coordinator approves the request, and assigns a Provincial Trainer.

Provincial Trainers and Mentors work together to determine who does what to plan, deliver the training, and complete the follow-up paperwork.

Initiate Planning

Once the request is approved, the CRN and Regional Mentor:

- Work with the Provincial Trainer to secure a suitable venue.
- Verify the availability of onsite equipment. BC CRN recommends the following:
 - Projector and screen.
 - Portable speakers.
 - Extension cord.
 - Microphone (for large groups, or participants with hearing loss.)
 - Flip chart, easel, and extra paper.
- Tentatively book the venue.
- Prepare and submit a budget/estimate of costs to do the training, including venue, catering, and any lodging and travel to the INR Program Coordinator for approval.

Once approved, the CRN and Regional Mentor may begin promoting in the community.

(BC CRN may also support these activities through the *E-Connector* newsletter and social media.)

Distribute Application Packages

CRNs and Mentors distribute *Application Packages* through the CRN network.



NOTE

Distribute the packages **as soon as you confirm your training date.**

The package must:

- Include an email address of the CRN receiving the completed applications for their region.
- Include submission deadlines for **no less than six (6) weeks prior** to training.

Receive Applications

Ideally, applications should be submitted electronically.

Where applications are submitted in hardcopy format, Mentors or CRNs date stamp, and scan to create an electronic file.

Applications received after the deadline will only be considered **after** all applications received by deadline are processed, **and** at the discretion of the Provincial Trainer.



NOTE

Incomplete applications are returned to the sender.

Select Trainees

CRNs:



NOTE

- Review all completed applications for the region.
- Forward all applications to Regional Mentors and Provincial Trainers **six (6) weeks prior to training.**

Regional Mentors and Provincial Trainers:



NOTE

- Assess applications. Allow **two (2) weeks.**
- Select trainees.
- Notify candidates by email of the status of their application and when training will take place **four (4) weeks prior** to training.

Provincial Trainers or Regional Mentors create a registrants list.

Prepare for Training



Provincial Trainers:

- Submit budget/estimated costs to conduct training and *Training Materials Order Form* **at least three (3) weeks prior** to the INR Program Coordinator for approval.
- Consult with Regional Mentors to confirm roles and tasks the day of training.

CRNs or Regional Mentors:

- Arrange for catering once approved.
- Confirm the venue and equipment required.
- Prepare directional signage.

CRNs (or Regional Mentors, if required):

- Arrange for copies of the *CRN Local Contacts Resource List* for each trainee.
- Arrange any additional local/regional resources and materials that may be needed onsite.

Provincial Trainers, Regional Mentors, and CRNs must work together to ensure all materials are delivered to the venue the day of training, and the layout of the room is finalized.



Complete all preparations **at least two (2) weeks prior**.

Setting Up for Training

Provincial Trainers:

- Review room set up.
- Set up and test all equipment.
- Organize materials.
- Greet trainees.
- Deliver training.

Regional Mentors:

- Greet and sign in trainees.
- Provide name tags.
- Distribute training binders.
- Deliver specific content.

CRNs manage the requirements of the venue, including catering.
 All debrief and review completed *Training Evaluations*.

Complete Required Paperwork



NOTE

Provincial Trainers:

- Work with CRNs and Regional Mentors to prepare the *Training Report*.
- Within **three weeks** of training, submit to the INR Program Coordinator:
 - Report.
 - *All Training Evaluations*.
 - *Registration and Certification Confirmation List*.
 - *Community Presenter Agreements*.
- Shred all applications received.

CRNs submit the *Post-Training Invoice*.

Trainees submit *Expense Claim* for eligible expenses related to travel, lodging, and meals.

Logistics

Group Size

Minimum: 10 participants.

Maximum: 20 participants.

Promotion

CRNs and Regional Mentors are responsible for promoting training in their community.

Use existing networks as a free way to advertise.

Venue Considerations

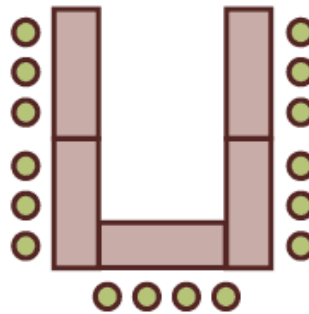
- Location: Is it well known, easy to find?
- Proximity to transit and parking.
- Accessibility:
 - Disabled parking.
 - Building access.

- Meeting rooms and washrooms located near parking or building entrance.
- Availability of audio visual equipment.
- Space for registration table, food, and beverage.

Room Set- Up Options

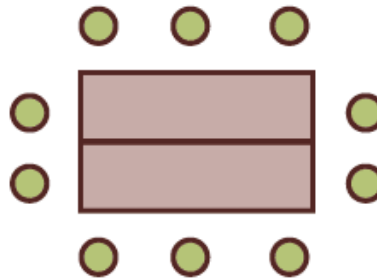
Some room configurations to consider:

U-Shape: Allows better sight lines and communication between many participants and the presenters.



Seat presenters at a small table at the open end of the U with a screen behind them.

Square configuration using tables for smaller groups:



Seat the presenters at one end of the table with the screen behind them.

Circle configurations are not recommended, as audio visual equipment is difficult to position.



NOTE

NOTE

Arrive at least 45 minutes early to set up. Stay after to clean up.

Name Tags	Name tags help participants get to know all in the room.
Breaks	Honour breaks as scheduled in the <i>Agenda</i> .
Catering	Lunch and beverages (e.g. water, coffee, tea, etc.) must be provided. Include vegetarian options, and consider dietary restrictions.
Registration Tables and Displays	Registration tables provide a space to sign in, and to gather name tags and materials. Use your <i>Registration and Certification Confirmation List</i> as a sign-in sheet if you wish. Invite key senior service providers to organize a display. The CRN may also create their own display/resource table.

Administrative Forms to Submit Before, the Day of, and After Training

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Suggested Training Supply Checklists

What BC CRN Provides

- Community Presenter Training packages, which include:
 - Community Presenter Binder.
 - Name tags.
 - Tent cards.

What the CRN or Designated Member Agency Provides or Arranges

- Local community contact list (available at www.bccrns.ca) for Community Presenter trainees.
- Equipment, including:
 - Laptop or computer, if requested.
 - Projector, screen, or monitor.
 - Speakers.
 - Microphone, if using.
 - Power and extension cords.
- Office supplies, including:
 - Flip chart paper, easel(s), extra paper.
 - Pens, pencils, markers.
 - Masking tape or poster tack, if using.

What a Provincial Trainer Brings

- Community Presenter Training* slides and speaker notes. Bring both hardcopy and electronic versions on CD or memory stick.
- Community Presenter Training* Binder.
- It's Not Right! Trainer's Guide*.
- Any personal items (e.g. tissues, glasses, water bottle, etc.)
- Laptop, speakers, and power cord, if using your own.
- BC CRN banner if feasible.



**What a Regional
Mentor Brings**

- Community Presenter Training* slides and speaker notes. Bring both hardcopy and electronic versions on CD or memory stick.

- Community Presenter Training* Binder.

- It's Not Right! Trainer's Guide*.

- Any personal items (e.g. tissues, glasses, water bottle, etc.)

- BC CRN banner.

- Laptop to serve as backup if needed.

Checklists | Before, During, and After Training

Training Preparation Checklist

1. Confirm training dates.	<i>All</i>
2. Establish location and venue for the workshop. Review suggested venues and equipment availability.	<i>All</i>
3. Confirm deadlines for distribution of <i>Community Presenter Application Packages</i> , and applications. Allow time for candidates to submit their applications.	<i>Provincial Trainer</i>
4. Submit budget/estimated costs. 5. Order training materials.	<i>Provincial Trainer</i>
6. Consult with Mentor to confirm: <ul style="list-style-type: none"> • Roles the day of training. • Presentations they would like to do. • The need for additional support. • Time needed to conduct the workshop. (Allow ample time for reviewing materials and resources.) 	<i>Provincial Trainer</i>
7. Review <i>Training Core Plan</i> to verify content presented, and timing. Email the <i>Agenda</i> to Trainees.	<i>All</i>
8. Determine room configuration.	<i>Provincial Trainer</i>
9. Confirm venue reservation and food/beverage arrangements.	<i>CRN Regional Mentor</i>
10. Confirm training materials received.	<i>All</i>
11. Confirm receipt of local materials.	<i>CRN Regional Mentor</i>



**Checklist for the Day
 of Training**

1. Arrive at least 45 minutes early.	<i>All</i>
2. Set up the room.	<i>All</i>
3. Set up and test equipment.	<i>All</i>
4. Note the location of washrooms, fire exits, and emergency gather places.	<i>All</i>
5. Set up BC CRN banner, directional signage and posters.	<i>CRN Regional Mentor</i>
6. Set up registration/sign-in table.	<i>Regional Mentor</i>
7. Set up catering, and display tables.	<i>CRN Regional Mentor</i>
8. Collect evaluations and agreements.	<i>Provincial Trainer Regional Mentor</i>
9. Issue certificates and memory sticks to newly certified Community Presenters.	<i>Provincial Trainer Regional Mentor</i>
10. Collect all unused materials at the end of the workshop.	<i>All</i>
11. Take down the room, clean up any mess, and pack up banners and signs.	<i>All</i>
12. Debrief and review evaluations.	<i>All</i>



**Post Training
 Checklist**

1. Complete the <i>Training Report</i> . Include feedback from the CRN and Regional Mentor.	<i>Provincial Trainer</i>
2. Complete <i>Registration and Certification Confirmation List</i> .	<i>Provincial Trainer</i>
3. Within three weeks of training, email itsnotright@bccrns.ca : <ul style="list-style-type: none"> • Report. • Completed <i>Registration and Certification Confirmation List</i>. • Signed <i>Community Presenter Agreements</i>. • Completed <i>Training Evaluations</i>. 	<i>Provincial Trainer</i>
4. Submit <i>Post Training Invoice</i> and receipts to itsnotright@bccrns.ca .	<i>CRN</i>
5. Submit <i>Expense Claim Form</i> and receipts for eligible individual expenses to itsnotright@bccrns.ca .	<i>Eligible Training Participants</i>

It's Not Right! Resources

Items marked with an asterisk (*) denote guides most relevant to Community Presenter Training.

***It's Not Right!* Presentation Guide**

An important resource for Provincial Trainers, CRNs, Regional Mentors, and Community Presenters.

This guide outlines:

- The CRN's role in delivering *It's Not Right!* presentations.
- The required administrative tasks to plan, promote, and deliver *It's Not Right!* presentations.
- The post-presentation reporting requirements.

This guide is included in the *Community Presenter's Training Binder*.

***It's Not Right!* Regional Mentor's Guide**

Outlines the Regional Mentor's roles and responsibilities in delivering the *It's Not Right!* program in their region of the province.

It's Not Right!* Trainer's Guide

An important resource for Provincial Trainers, Regional Mentors, and CRNs.

This guide:

- Outlines the role of the Provincial Trainer, Regional Mentor and CRN in delivering *Community Presenter Training*.
- Outlines the required administrative tasks to plan, promote, and deliver a *Community Presenter Training*.
- Outlines the post-workshop reporting requirements.
- Provides an overview of the process to select and certify trainees, and all forms and tools for:
 - Requesting workshops.
 - New applicants.
 - Certifying trainees.

It's Not Right!

The core resource of the *It's Not Right!* program for Provincial

**Community
Presenter's Training
Binder***

Trainers, and Community Presenters.

This binder:

- Outlines the role and expectations of the Community Presenter.
- Provides the speaking notes for each of the three teaching scenarios that may be used by Community Presenters.
- Provides supplementary materials to support Community Presenters in delivering presentations.

***It's Not Right!*
Community
Presenter Memory
Stick***

Community Presenters receive a memory stick after the *Community Presenter Agreement* is signed.

Alternatively, the memory stick can be mailed after training.

This memory stick contains all the resources and materials required to present *It's Not Right!* to the public.

Additional Resources

**BC CRN Programs
Brochure**

- Differentiates the two BC CRN programs – *It's Not Right!* and Gatekeeper – and may be used for promotional purposes.
- Brochure is available in English only, and may be [accessed on the BC CRN web](#).

**Gatekeeper Program
Materials**

Gatekeeper Facilitator and Participant manuals can be found on the [BC CRN web site under "Resources – Gatekeeper Program"](#).

Gatekeeper is a viable presentation option for Community Presenters looking for a no-tech option.