



North Central Texas Council of Governments Emergency Preparedness Training and Meeting Standard Operating Guidelines (SOG)

The North Central Texas Council of Governments (NCTCOG) Emergency Preparedness (EP) Department assists in providing a wide variety of meetings and trainings for our region's first responders, public health and medical personnel, public works administrators, elected officials, and many others. The following document provides information on our guidelines concerning trainings and meetings hosted or facilitated by NCTCOG EP.

Training and Meeting Requests

Agencies interested in requesting or hosting regional emergency preparedness related activities (i.e. trainings, meetings, exercises or workshops) may request EP Department assistance by completed the online [Course Request Form](#) located on the EP Department Training Program webpage.

NCTCOG facilities are available to member agencies for meetings, trainings, and conferences upon request and availability for activities related to the field of Emergency Management. A fee may be assessed based upon the specific facilities and staff support requested. This fee is determined on a case by case basis and will be identified in advance. A NCTCOG Hosting Agreement will need to be signed before the room is reserved.

Training, Exercise and Meeting Advertisements

To advertise a training, exercise or meeting on the NCTCOG Emergency Preparedness training website, please complete an online [Training Event Registration Form](#) located on the EP Department Training Program webpage.

Please allow 5 business days for the request to be posted to the EP training webpage and regional calendar.

Regional Calendar

The EP Regional Calendar provides current information regarding meetings, conferences, and classes pertaining to Emergency Preparedness in the North Central Texas area. The calendar is updated frequently as new events are scheduled. Please visit the [North Central Texas Regional Calendar](#), located on the EP Department website, in order to post an event. Calendar items are reviewed by staff before posting.

Registration

Individuals interested in registering for training programs listed on the EP website must follow the registration process defined by the agency providing the training. Registrations are processed on a first-come, first-served basis, as capacity allows. Registrants must complete and provide documentation verifying all course prerequisites have been met two weeks prior to the course start date.

NCTCOG Registrations

NCTCOG hosted registrations may be completed at the EP training registration page, located on the EP Department website. Click on the name of the specific training, and complete the online form.

All classes are free for the participant unless otherwise noted. If there is a cost associated with a course, registrants will receive payment instructions upon approved registrations.

Preparing Texas Registrations

When courses require registration on the [Preparing Texas](#) website the following steps must be taken to register for a course:

1. Click on the Preparing Texas link.
2. Click on the Create Account Button
3. Follow the steps provided to create an account.
4. When prompted for the Training Coordinator name you will list Brandi Lara
5. Once your account has been created and confirmed, please use your user name and password to register for the desired course.

Note: Please allow up to one day to receive a confirmation email stating your account has been created. Once activated, you will be able to register for classes.

For more information on training, contact Brandi Lara at Blara@nctcoq.org.

Course Evaluation

Periodically, course evaluations may be distributed during trainings. Participant feedback is important to maintain training excellence. Some classes have mandatory evaluations that must be completed. The instructor will notify participants if this is the case. In some instances certificates will be withheld until evaluations are complete.

Cancellation Policy

In order to ensure that the region is receiving optimal training benefits, we must ensure regional trainings meet minimum attendance requirements and limit the number of courses cancelled due to low enrollment and late cancellations. To prevent costly cancellations, NCTCOG Emergency Preparedness Planning Council (EPPC) has adopted the following cancellation policies:

A registration may be canceled, without obligation, by notifying NCTCOG EP staff at least **five** working days prior to the course presentation date. A participant that submits a cancellation within the five working days or does not show up for the training will be charged a **\$50.00** cancellation fee via a NCTCOG invoice.

Due to unforeseen emergencies, the Cancellation Policy fee may be waived on case by case basis through the EP Department. Cancellation fee waiver requests will be reviewed by the EP department manager. To request a cancellation fee waiver complete the online [Cancellation Fee Waiver Request Form](#) located on the EP Department Training Program webpage.

Cancellations will be considered received by the EP Department when verified in writing either through letter, email or fax. If a participant has been accepted for a course and cannot attend, the participant's organization may request a substitution. Substitution request(s) should be in writing and should include a new training application for the substitute. If an agency substitutes after the five day period prior to the start date of the class/training, then the cancellation fee will not be charged.

Examples when the cancellation fee can be waived include:

- ❖ Personal or immediate family emergencies
- ❖ Emergencies or disasters within your jurisdiction, or a surrounding jurisdiction that requires your assistance
- ❖ Other instances to be identified

If a participant acquires three or more cancellations fees, that participant can be prohibited from attending NCTCOG sponsored trainings for six months. An email and letter will be sent to the participant as notification.

Direct any questions regarding course cancellations to Brandi Lara at (817) 704-5651 or Blara@nctcog.org

Cancellation of TDEM Funded Classes

If a student finds he or she will be unable to attend a scheduled TDEM training class, the student should notify the TDEM Training Registrar as soon as possible so we may offer the training slot to another student. To cancel, students should fax a written cancellation to (512) 424-5647, or send an email to DEMtraining@txdps.state.tx.us. TDEM policy states **“students who fail to appear for a class and did not cancel with TDEM prior to the class start date may be prohibited from attending TDEM courses for one year.”**

If an enrolled student changes employers prior to the class and still wishes to attend the course a new application must be submitted for the course. The applicant should state “Currently enrolled/New Employer” in the notes section of the application.

* <ftp://ftp.txdps.state.tx.us/dem/training/09trainingcal.pdf> (TDEM cancellation policy)

Meeting Etiquette

While participating in EP activities, please be considerate of other participants and instructors by limiting conversations during the activity. Please quietly conduct conversations in the hallway or outer lobby area away from the receptionist desk.

Recognizing the nature of the attendees’ responsibilities; mobile devices are permitted during all activities. Please be considerate of other participants and set your mobile device on silent upon entering the conference rooms. Please refrain from excessive text messaging or emailing. If you must use your cell phone, please go into the hallway or outer lobby area away from the receptionist desk.

Copies

NCTCOG office will be unable to provide copies unless coordinated prior to the meeting with a staff member. If you would like to request copies be made please contact your EP staff point of contact for that specific activity. A fee may be assessed based on the number of copies requested.

Lunch

Unless noted, lunch *will not* be provided by NCTCOG. A list of nearby restaurants can be provided upon request.

Training Links

<http://www.nctcog.org/ep/training/index.asp>

<http://www.nctcog.org/ep/calendar.asp>

www.preparingtexas.org

<http://www.teex.com/nerrtc/>

<http://www.txdps.state.tx.us/DEM/pages/aboutqdem.htm>

<http://training.fema.gov/IS/crslist.asp>