

## APPENDIX E

### Visitor Assistance Training Curriculum

#### E-1. General Requirements.

a. All employees must complete the Basic Visitor Assistance Training Curriculum, Modules 1a through 1d, prior to receiving citation authority. This curriculum is classified as mission-essential mandatory Priority 1 training for those employees having citation authority as part of their job description. These modules may be completed in any order. Districts must temporarily suspend citation authority for any current employee who has not successfully completed the basic training requirements (Modules 1a through 1e). Table E-1 summarizes the Module 1 basic training requirements.

b. Employees who wear the Natural Resources Management (NRM) Park Ranger uniform, but do not have citation authority as a functional responsibility, must receive, at a minimum, training Module 1b (First Aid/CPR), Module 1c (Blood-borne Pathogen) and Module 1e personal protection during their first year of employment.

#### E-2. Module 1: Basic Visitor Assistance Training Curriculum.

##### a. Module 1a: Visitor Assistance Program for Natural Resources Management Course.

(1) All employees requiring citation authority must take the HQUSACE-sponsored PROSPECT Course # 147, *Visitor Assistance Program (VA) for Natural Resources Management* (36 hours). Module 1f (MSC/ District Visitor Assistance Course) may be substituted for temporary citation authority (authority will be valid up to three years).

(2) Course provides basic instruction to execute visitor assistance duties and covers history, philosophy, policy, liability, authority, jurisdiction, enforcement procedures, image, tactical communication, situational analysis, unarmed self-defense, and Pepper Spray certification. This course provides the basic personal protection training requirements necessary to obtain citation authority.

(3) Districts can request an "On-Site" Visitor Assistance PROSPECT Course by contacting the lead instructor and the Registrar, Professional Development Support Center (PDSC), Huntsville at least six months in advance of the training need. The host district is responsible for logistics, student registration, instructor salary, travel per diem charges, and other administrative requirements and costs of the course. Arrangements and confirmation will be based on instructor availability and other factors. An approved On-Site PROSPECT course fully satisfies the Module 1a training requirement.

Table E-1  
 Module 1: Basic Visitor Assistance Training Curriculum

	Course Title	Employees Requiring Citation Authority	Employees Wearing the NRM Uniform (who <u>do not</u> have citation authority as a functional duty)
Module 1a	Visitor Assistance for NRM (PROSPECT Course #147) (36 hours)	*	Optional
Module 1b	First Aid/CPR - (minimum 9 hours)	*	**
Module 1c	Blood Borne Pathogen (length varies)	*	**
Module 1d	Local-supplemental (length varies)	*	Optional
Module 1e	Personal Protection	* Module 1a or 1f satisfies this requirement)	** The personal protection training contained in Module 1a, 1f or 2a (Refresher training) satisfies this training requirement
Module 1f	MSC / District Visitor Assistance Course (36-40 hours)	For employees waiting to take Module 1a. Provides citation authority for three years. Course must be approved in advanced by HQUSACE.	Optional
Module 1g	Pepper Spray – Basic Oleoresin Capsicum Aerosol Training (OCAT) Course (6 hours)	For eligible & authorized employees as stipulated in Appendix K. Module 1a (completed after 1 Oct 03) satisfies this requirement	For eligible & authorized employees as stipulated in Appendix K. Module 1a (completed after 1 Oct 2003) satisfies this requirement

\* Required training prior to receiving citation authority

\*\* Required training

b. Module 1b: First Aid / Cardiopulmonary Resuscitation (CPR) Training.

(1) All employees authorized to wear the NRM Uniform must complete the 9-hour *Red Cross Community First Aid and Safety Course* (or equivalent as determined by the operations project manager). This course provides basic instruction to recognize and care for breathing and cardiac emergencies in adults, children and infants. It also provides instruction on how to identify and care for life-threatening bleeding, sudden illness, injuries and the proper use of Automated External Defibrillators. The American Heart Association may be used for CPR instruction.

(2) Advanced first aid training equivalent to the U.S. Department of Health and Human Services “First Responder - National Standard Curriculum Course” (provided by some American Red Cross Chapters as “*Emergency Response*”) is recommended for employees with citation authority in locations where the emergency medical response time is 15 minutes or greater.

(3) Increased first aid training up to Emergency Medical Technician Basic (EMT Basic) is authorized for a minimum number of selected permanent staff members at the discretion of the operations project manager.

(4) The purchase, training and use of Automated External Defibrillators (AED's) are authorized in accordance with EM 385-1-1, USACE Safety and Health Requirements Manual.

c. Module 1c: Blood Borne Pathogen Training.

(1) All employees authorized to wear the NRM Uniform must complete the standard MSC/District developed blood-borne pathogen training course, or other equivalent training such as the Red Cross Preventing Disease Transmission course, as per EM 385-1-1, USACE Safety and Health Requirements Manual.

(2) Employees shall be offered preventive vaccinations for blood-borne pathogens as per EM 385-1-1 and 29 CFR 1910.1030. Preventive vaccinations are not a condition of employment.

d. Module 1d: Local Supplemental Training.

(1) All employees requiring citation authority must receive district/project level supplemental training to include program implementation guidance, district procedures and project on-the-job training to satisfy regional and local needs. See Table E-2 for a sample training checklist. Offices may expand and otherwise modify the list to fit regional and local requirements. A checklist must be completed and maintained on file for each visitor assistance employee with citation authority.

(2) Training can be accomplished through a mix of centralized classroom instruction, project meetings and actual on-the-job training and exercises with a more senior park ranger who has citation authority.

Table E-2  
 Sample Training Checklist -- Module 1d: Local Supplemental Visitor Assistance

<u>COMPETENCY</u>	<u>DATE</u> (completed)	<u>INITIALS</u> <u>Employee/Supervisor</u>		<u>COMMENTS</u>
VA Policy /Authority				
Report Writing / Fact Finding				
Written Warnings & Citations				
Log / Record Keeping				
Magistrate Court System				
Central Violations Bureau				
Forfeiture Schedule				
Law Enforcement Agreements				
State and Local Laws				
Patrol Procedures				
Emergency Procedures				
Radio / Equipment Operation				
Local Gang / Cult Awareness				
Local Drug Activity				
Cooperating Agencies				

e. Module 1e: Personal Protection Training. Employees who do not have citation authority as part of their functional duties (and who have not attended the Module 1a or 1f course) but wear the NRM uniform must receive, at a minimum, four hours of personal protection training equivalent to the personal protection requirements contained in Module 2a (Refresher Training) course. The Visitor Assistance for NRM PROSPECT Course (Module 1a) and the MSC/District Visitor Assistance Course (Module 1f) meet the initial personal protection training requirements for all NRM employees.

f. Module 1f: MSC/District Visitor Assistance Course.

(1) MSC/Districts may develop and conduct a 36-40 hour regional visitor assistance course for the purposes of providing immediate citation authority for employees waiting to take the *Visitor Assistance Program for NRM* (Module 1a) course or temporary employees with an expected tour of duty of three years or less. This course provides citation authorization for a maximum of three years from the date of the training and cannot be extended beyond the three year period unless the individual attends Module 1a training.

(2) This Course provides basic instruction to execute visitor assistance duties; covers history, philosophy, policy, liability, authority, jurisdiction, enforcement procedures, image and personal protection, as well as the optional Oleoresin Capsicum Aerosol Training (OCAT) Pepper Spray certification program. See Table E-3 for required course content. The initial course must be approved in advance by HQUSACE. Subsequent courses do not require approval unless substantial changes are made to the curriculum or method of instruction.

(3) Employees must also complete Modules 1b-1d prior to receiving citation authority.

(4) This course may be used as a substitute for the Module 2 (Refresher Training) course in order to satisfy the refresher training requirement for employees with current citation authority.

Table E-3  
 Required Course Content -- Module 1f: MSC/District VA Citation Authority Course

SUBJECT	HRS	DESCRIPTION	DELIVERY
<b>Visitor Assistance Policy</b>	2-3 hrs	Review regulations governing VA program; identify program boundaries / scope of employment authority; define terms; place emphasis on lowest level of enforcement; relate experiences	USACE VA PROSPECT Course Instructor – travel and diem paid by the host MSC. Training via VA Policy Video or video teleconference is permitted when approved by the lead instructor.
<b>History and Development</b>	.5 - 1 hr	Historical review of USACE and VA program through events, legislation, and regulations; highlight current organizational structure	MSC/District VA coordinator or employee versed in the VA program
<b>Title 36 Code of Federal Regulations</b>	3 - 5 hrs	Full review of Title 36 with emphasis on recent regulation changes and critical areas of concern; exchange experiences and define limits of authority to provide alternative solutions to situations	MSC/District VA coordinator or employee versed in the VA program

<b>Title 18 / Other Rules and Regulations</b>	.5 - 1 hr	Review Title 18 legislation; identify relationship of Title 18 to VA program; describe proper procedures to follow regarding forcible assaults; identify Title 18 situations; and discuss related regulations	MSC/District VA coordinator or employee versed in the VA program
<b>Demographics &amp; Title 36 Results</b>	1 - 2 hrs	Provide overview of project visitors for greater understanding and management; discuss user and visitation trends; identify management concerns and solutions through recent Title 36 results	MSC/District VA coordinator or employee versed in the VA program
<b>Enforcement</b>	3 - 5 hrs	Define USACE policy on enforcement priorities; identify methods for effective patrols and for observing and reporting facts clearly and concisely; discuss proper approach techniques and ways to respond to various enforcement situations and proper completion of warning and citation forms	MSC/District VA coordinator or employee versed in the VA program
<b>Ranger Image</b>	.5 - 1 hr	Discuss importance of maintaining professional appearance, attitude, and the proper wear of the uniform; discuss why ranger actions are magnified to the public; identify unethical and illegal concerns; identify ways a ranger can contribute positively to USACE public relations program	MSC/District VA coordinator or employee versed in the VA program
<b>Magistrates Courts; Authority and Jurisdiction</b>	2 - 3 hrs	Discuss basics steps in the trial of a citation case; identify rules of evidence applied in Magistrate Court; provide guidelines for testifying and proper use of notes and memos in testimony; highlight the four types of Federal jurisdiction	Office of Counsel representative fully knowledgeable of the VA program
<b>Torts / Legal Constraints</b>	1-2 hrs	Discuss circumstances where the government is liable for injuries to others and where the park ranger may be held personally liable	Office of Counsel representative fully knowledgeable of the VA program
<b>Tactical Communication and Situation Analysis</b>	8-10 hrs	Methods to gain compliance through persuasion; defusing situations to avoid conflict; redirecting uncooperative visitors to obtain a positive outcome; recognizing potentially dangerous situations and reducing the risk of attack; identification of gangs, drugs and mental subjects; discussion of local enforcement issues	Corps employee trained and certified in this subject matter or contractor proficient in conducting tactical communication, situational analysis, and personal protection training (private vendor, law enforcement agency, university) *

<b>Personal Protection/ Unarmed Self Defense/ Pepper Spray Certification</b>	8-12 hrs	Conduct unarmed, open-handed self-defense techniques; apply self-defense control and survival techniques; discuss the basic personal protection principles and concepts and how they relate to the VA program. Conduct basic OCAT course to provide Pepper Spray certification (optional).	Pepper Spray training must be conducted by OCAT contractor or by a Corps employee who has completed the OCAT Train-the-Trainer Course* Note: The Corps policy portion of this course must be conducted by a qualified Corps employee
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\* All or a portion of these sessions can be conducted under contract. Subject matter must be in full compliance with USACE policy. Sponsoring office must ensure that the contractor is fully knowledgeable and supportive of the VA program (including philosophy, policy, objectives, authority limitations, etc.) prior to conducting the training.

g. Module 1g: Oleoresin Capsicum (Pepper Spray) Training. All eligible NRM program employees authorized within their MSC command may carry and use Pepper Spray as a self-protection tool in the line of duty. Training must be conducted under the USACE Pepper Spray Training Program in accordance with Oleoresin Capsicum Aerosol Training (OCAT) industry standards as highlighted within this Appendix and as detailed in Appendix K, Oleoresin Capsicum Program. Pepper Spray training can be obtained from Module 1a or 1f, or from an MSC/District-sponsored OCAT course conducted by a qualified contractor or Corps employee.

E-3. Module 2: Refresher Visitor Assistance Training Curriculum.

a. Module 2a: Annual Refresher Visitor Assistance Training for NRM. All employees with citation authority must receive a minimum of 8 hours of annual refresher training to include visitor assistance policy /authority review, program update, Title 36, enforcement procedures, ranger image, Magistrate Court, authority and jurisdiction, torts / legal consideration, local issues (visitor demographics, gang, cult, drug awareness) and personal protection (tactical communication, situational analysis and hands-on unarmed self defense - minimum 2 hours). All or a portion of the personal protection session can be conducted under contract. Subject matter must be in full compliance with HQUSACE policy. Sponsoring office must ensure that the contractor is fully knowledgeable and supportive of the Visitor Assistance program (including philosophy, policy, objectives, authority limitations, etc.) prior to conducting the training. A HQUSACE-sponsored interactive computer-based training course called *Safe Self*, has been developed and may be used to satisfy the tactical communication training requirement.

b. Module 2b: Personal Protection Training (for employees without citation authority). Personal protection training for employees with citation authority is covered in the above paragraph. All employees who wear the NRM uniform, but do not have citation authority as a functional duty, must receive 4 hours of personal protection training annually. The personal protection training contained in Module 2a or the *Safe Self* interactive computer based training course both satisfy this annual requirement.

c. Module 2c: Medical Training Recertification. All employees with required medical training must receive refresher training necessary to maintain certification in previously acquired medical training courses. CPR and Blood-borne Pathogen training must be taken annually and First Aid training must be taken every two years or as often as necessary to retain vendor required certification and competencies.

d. Module 2d: Pepper Spray Recertification Training. In accordance with Appendix K, paragraph K-11, all employees who are certified to carry Pepper Spray must attend a Corps-

sponsored OCAT refresher training (every two years for employees who have completed the basic course and every four years for employees who have completed the Train-the-Trainer course) to maintain certification. Employees with Train-the-Trainer certification must be re-authorized each year by the vendor.

Table E-4  
 Module 2: Refresher Visitor Assistance Training Curriculum

	Course Title	Employees with Citation Authority	Employees Wearing the NRM Uniform, but <u>do not</u> have citation authority as a functional duty
<b>Module 2a</b>	<u>Annual Refresher VA Training for NRM</u> (8 hours)	*	Optional
<b>Module 2b</b>	<u>Personal Protection Training</u> (4 hours)	<u>N/A (training contained in Module 2a)</u>	** The personal protection training in Module 2a or the <i>Self-Safe</i> interactive computer-based training course satisfies this training requirement
<b>Module 2c</b>	<b>Medical Recertification</b> (length varies)	***	***
<b>Module 2d</b>	<b>Pepper Spray Recertification</b> (per industry / OCAT standards)****	***	***

\* Required training to maintain citation authority

\*\* Required training

\*\*\* Required training to maintain certification

\*\*\*\* Course can be conducted by an OCAT contractor or by a Corps employee with OCAT Trainer certification

E-4. Module 3: Visitor Assistance Management and Policy.

a. All NRM personnel at the project, district and MSC levels who plan and manage the Visitor Assistance Program must take the 20 hour *Visitor Assistance Management and Policy* PROSPECT course within two years of acquiring this leadership position (except as specified in the following paragraph). Operations project managers, Corps security specialists, Corps military personnel serving in a security capacity, and rangers at the GS-9 level and above are also encourage to attend the course.

b. Employees who have attended the Visitor Assistance Program for NRM (Module 1a) within the past 5 years should not schedule this course.

c. The course provides an overview of the Visitor Assistance Program to promote consistency in Visitor Assistance policy application and explore alternative management techniques and practical applications. Topics covered include policy status and direction of the Visitor Assistance Program, Title 18, Title 36, communications, and legal liabilities. This module does not satisfy any of the requirements for obtaining or maintaining citation authority.