



# PROCESSES + PROCEDURES

Last Updated 01/13/22

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## **PROCESSES & PROCEDURES**

### MISSION

To develop and provide effective and sustainable public safety training for responders serving Shasta-Tehama-Trinity counties.

### VISION

To be a model multi-jurisdictional public safety training program for the state and nation, and to provide a higher level of service to our communities.

## WEBSITE

1. To login to the SHIELD website, visit [this link](#).
2. To view, edit or add new classes, you can visit the classes tab on the far left column.
  - a. From the classes, you can also view the rosters, orders and attendees.  
In order to export a roster of the attendees in a class, select to view the attendees and export the list.
3. To edit the About Us or Programs page on the website, select the pages tab on the far left column.
4. If you ever need help with website issues, you can contact Matt Christensen at [matt@pacificsky.co/](mailto:matt@pacificsky.co/) (530) 999-6067, or Bret Christensen at [bret@pacificsky.co/](mailto:bret@pacificsky.co/) or (530) 638-8198.

Our monthly maintenance plan for the website costs \$110 per month, and includes one hour of work per month. Any time over an hour spent comes at additional charge.



# TRAINING CALENDAR

To view and/ or edit the SHIELD Calendar, visit <https://calendarwiz.com/shieldtrainingcenter>.

This calendar has a \$250 annual subscription fee. This calendar is used to manage the reservations and schedule for the SHIELD Training Center facility at 4300 Caterpillar Road.

To view the schedule for the Shasta College Regional Public Safety Training Center (RPSTC) at Shasta College, visit <https://calendarwiz.com/shastacollege>.

This calendar is managed by the Fire Technology & EMS Senior Staff Secretary at Shasta College. To make reservations, reach out to Liz Ault (contact information below) and complete the UOF Process in Ad Astra.

Liz Ault  
Senior Staff Secretary - Fire Technology Program & EMS Programs

Email: [lault@shastacollege.edu](mailto:lault@shastacollege.edu)

Phone: [\(530\) 242-7563](tel:(530)242-7563)

## CLASSES

There are a variety of ways that classes can be run through SHIELD.

- Stand – Alone Course
  - A course does not have to be held through the ISA in order to be hosted by SHIELD. Partner agencies have unlimited access to the facilities and may use the space for their ongoing trainings. SHIELD may also host a course that is not run through the college, but that is still certified, if there is not enough time to list the class for 30 days or a needed class is not set up in curriculum.
- ISA Course (Closed) – Agency Sponsored

This course is a closed course, which means that it is not open to outside attendees or sign-ups. A closed course will not be posted to the SHIELD website. An agency sponsored course means that it is agency specific and the agency has a full roster and will provide the instructor. In a closed course that is agency sponsored, all of the students will be sponsored by SHIELD. (For more details, see page 6)
- ISA Course (Open) – Not Agency Specific
  - This course is open, which means that it will be advertised and posted to the SHIELD website for sign-ups. SHIELD is responsible for coordinating the instructor etc. Attendees may pay for themselves, or be sponsored by an agency for their attendance. (For more details, see page 7)
- Outside Agency Class
  - If an outside agency is wanting to host a class at SHIELD, a UOF Contract and Fee are required, or SHIELD may choose to process sign-ups and charge an admin fee per attendee. For example, if the course is \$125 per student, SHIELD may decide to charge \$150 per attendee and keep \$25 per student. (For more details, see page 9)

## ISA - CLOSED COURSE (Agency Only)

1. Executive Group determines the course meets the ISA criteria for a closed class.
2. Necessary information collected and communicated to SHIELD Training Director a minimum of 45 days prior to class start date.
3. SHIELD Training Director
  - a. Schedule requested facility needs.
  - b. Add Course to current Shasta College schedule. 30 days prior to start date.
  - c. Facilitate ISA instructor agreement with agency.
4. Shasta College ID #s added to Sponsoring Agency Processes.
5. First Day of class
  - a. Roster from the Sponsoring Agency
    - i. Must have Shasta College ID #s
    - ii. Roster, confirmed with Instructor, delivered to Shasta College Admissions.
6. Instructor delivers course, maintains attendance and grade records.
7. Course Close-Out.
  - a. Completed roster delivered to Training Director.
    - i. Positive attendance record.
    - ii. Grading included.
    - iii. Signed
  - b. If applicable provide copies of close-out for certifying entity.
  - c. Shasta College requirements.
    - i. Instructor of Record enters grades and attendance in *My Shasta Portal*
    - ii. "Back-Up" Package delivered to Shasta College Fire Technology
      1. Includes Certifying Entity documents.
  - d. Billing - See ISA Billing Business Practice.

## ISA - OPEN COURSE

1. Executive Group determines the course meets the ISA – Open Class criteria.
2. Necessary information collected and communicated to SHIELD Training Director a minimum of 45 days prior to start date.
  - a. Course Worksheet B
3. SHIELD Training Director
  - a. Schedule requested facility needs.
  - b. Add Course to current Shasta College schedule
    - i. At least 30 prior to the start of class.
  - c. Develop Course Flyer
  - d. Add Course to SHIELD Website.
  - e. Register Course with certifying entity if applicable (SFT, CSTI, POST etc.)
  - f. Facilitate ISA Instructor Agreement.
4. Flyer Distributed
  - a. Distribution Lists
  - b. Shasta College Fire Tech
  - c. Other(s).
5. First Day of class.
  - a. Roster from the SHIELD Website
    - i. Rectify with Shasta College enrollee(s).
    - ii. Open space in class filled from “waitlist” if appropriate
    - iii. Roster, confirmed with Instructor, delivered to Shasta College Admissions.
    - iv. Additional roster needs for certifying entity (SFT, CSTI, POST etc.)
6. Instructor delivers course, maintains attendance and grade records
7. Course Close-Out.
  - a. Completed roster delivered to Training Director.
    - i. Positive attendance record.
    - ii. Grading included.
    - iii. Signed
  - b. Additional returns for Certifying Entity (SFT, CSTI, POST etc.)
  - c. Shasta College requirements.
    - i. Instructor of Record enters grades and attendance in *My Shasta Portal*
    - ii. “Back-Up” Package delivered to Shasta College Fire Technology
      1. Includes Certifying Entity documents.
  - d. Billing - See Billing Business Practice.



## REFUND POLICY

For open courses posted to the SHIELD website:

### **1. Self-Pay Attendees**

Students withdrawing more than twenty-one (21) days before the start date of the course will receive a full refund. Students withdrawing within twenty-one (21) days but more than seven (7) of the start of the course will be refunded fifty percent (50%) of their enrolment cost. Students withdrawing with in seven (7) days of the class or no-show, will not receive a refund.

### **2. Sponsoring Agencies**

Sponsoring agencies withdrawing their student more than fourteen (14) days before the start of the course will not be billed for the cost of attendance. Sponsored student withdrawal within fourteen (14) days but more than seven (7) days of the start of the course, the applicable agency will be billed fifty percent (50%) the cost of attendance. Sponsored student withdrawal within seven (7) days of the start of the course or no-show, the applicable agency will be billed for the full cost of attendance. Substitutions or transfer of the reservation (roster spot) to another student or agency is permitted upon approval of the Training Director.



## PROCESSES & PROCEDURES

# FACILITY USE INFORMATION

To request the use of one of the training rooms at SHIELD Training Center or at the Public Safety Training Facility at Shasta College or if you have any questions, please contact Training Director, Kamari Zoll, at (530) 722-5534 or by email at [kzoll@shatacollege.edu](mailto:kzoll@shatacollege.edu). You can also view the current Training Calendar by following [THIS LINK](#).

SHIELD Training Center 4300 Caterpillar Road Redding, CA 96003		
ROOM	CAPACITY	NOTES
1A	30	LE partners have first rights. Contains Force Option Simulator Machine.
1B (Mat Room)		
1C		Force Options Simulator Room
2	40	
3	24	
4	32	Cannot request more than 30 days in advance. CAL FIRE Northern Region Training has first rights.
5	40-50	Cannot request more than 30 days in advance. CAL FIRE Northern Region Training has first rights.

Shasta College Regional Public Safety Training Center (RPSTC) 11555 Old Oregon Trail Redding, CA 96003		
ROOM	CAPACITY	NOTES
6101	40	SHIELD Agency Partners have first rights.
6102	40	SHIELD Agency Partners have first rights.
6013	40	AOJ Classroom Shasta College has first rights.
6008	40	Fire Academy Classroom Shasta College has first rights.
6009	40	EMT Classroom Shasta College has first rights.

## FACILITY USE COSTS/ FEES

### **1. FEES FOR MEMBER AGENCIES**

- a. If a member agency is holding an internal training (meaning their own instructors and no charges for putting on the course) then there is no fee to use the facility.

### **2. FEES FOR NON-MEMBER AGENCIES/ CONTRACTORS**

- a. If an external agency that is a non-member (an outside group, agency or contractor etc.) is charging to put on a training, even if at the request of one of our members, a Use of Facility or admin fee to the cost per attendee will be charged.
  - i. An example of an admin fee: The contractor charges \$100 per attendee and SHIELD may add a \$15 admin fee per attendee. Sign-ups can be processed through the SHIELD website, or through the non-member.
  - ii. If you a UOF fee is applied, a UOF contract must be completed and the appropriate fees paid. The fees for outside organizations are listed below.

- 20-30 attendees (\$100 per day)
- 30-40 attendees (\$150 per day)
- Mat room (\$150 per day)
- Breakout Rooms (\$50 per day)
- Conference Rooms (\$50 per 2 hours)

Please contact the SHIELD Training Director, Kamari Zoll, at (530) 722- 5534 or at [kzoll@shastacollege.edu](mailto:kzoll@shastacollege.edu) with these requests.

## FACILITY MAINTENANCE CONTACTS

<b>Service</b>	<b>Company</b>	<b>Contact</b>
Copier/ Printer	Ray Morgan Company	800-640-6065
Heating & Air	SAF (Property Manager)	Sam Heir 530-921-2341
	SAF (Maintenance Manager)	Tom Enos 678-788-4890
	Shasta Control Company	530-605-4117
Internet	Spectrum/ Charter	866-467-0234 Code: 9396
Janitorial Services	Peerless Building Maintenance	Matt 530-949-6215 530-222-6369ever Paige 530-524-7506
Janitorial Supplies	Evergreen Janitorial Supply	Matt 530-949-6215 530-229-000
Property Manager	SAF Manager	Sam Heir 530-921-2341
	SAF Maintenance Manager	Tom Enos 678-788-4890
Vending Machine	Good 2 Go Vending	Matt 530-209-3048
Snacks		
Drinks	Pepsi Bottling Group	530-245-2100