MACRO Academy 2025 Training Manual

Integrating PAVE Prevention Partnership

Prepared for Oakland Fire Department

Purpose

This manual provides a comprehensive training framework for the Mobile Assistance Community Responders of Oakland (MACRO). It integrates MACRO's core operational training with PAVE Prevention's evidence-based, trauma-informed human safety and de-escalation modules. The goal is to prepare responders to serve the Oakland community with safety, compassion, and resilience.

Learning Objectives

■ Understand MACRO & PAVE Frameworks: Mission, structure, STEPS & HEART principles.

■ Apply Trauma-Informed Practices: Grounding, adrenaline management, BRAVE principles, nonviolent communication.

■ Strengthen Crisis Response Skills: Situational assessment, de-escalation, boundary-setting, cultural humility.

■ Enhance Community & Team Engagement: Peer support, intercultural communication, service linkages.

■ Contribute to Continuous Improvement: Assessments, surveys, MEAL reporting, coaching participation.

Integrated Training Timeline

Week 1: Orientation & Foundations (MACRO Core)

■ Introductions, chain of command, organizational chart
■ History of MACRO & Oakland Fire Department
■ Roles of EMTs, CIS, Supervisors
■ Start/end shift protocols, documentation (ESO, timesheets)
■ Wellness, boundaries, and self-care
■ Ride-along observations

Week 2: Trauma-Informed Practice & Resource Navigation (PAVE + MACRO)

■ Mental health first aid & trauma-informed care
■ Introduction to PAVE's six trauma-informed principles
■ Resource guide training and referral pathways
■ Sit-alongs with OPD/OFD
■ Initial scenario-based de-escalation drills

Week 3: Crisis Skills & De-escalation (PAVE Core Modules)

■ Situational assessment: Traffic Light Model
■ Verbal & non-verbal de-escalation roleplays
■ Adrenaline management, stress response, grounding
■ Scenario-based training with archetypes (angry, impaired, bullying, etc.)
■ Boundary-setting and safety protocols

Ongoing Training & Certification

■ EMT labs (airway, hemorrhage control, CPR)
■ PAVE Steward Train-the-Trainer program (15 staff annually)
■ Online "Office Hours" coaching (6 per year for cohorts, 3 for Stewards)
■ Pre- and post-training surveys, annual MEAL reports
■ Branch safety inspections and recommendations

Expected Outcomes

✔ **90%+ responders confident in trauma-informed de-escalation and situational safety.**

✔ **Reduced responder stress and burnout through grounding/self-care practices.**

✔ **Increased community trust, with fewer escalations requiring police backup.**

✔ **Creation of a cadre of MACRO 'PAVE Stewards' to sustain training in-house.**