



REQUEST FOR PROPOSALS

SUBJECT MATTER EXPERT (SME): CRISIS INTERVENTION FOR SETTLEMENT PRACTITIONERS

IN BRIEF

The **Alberta Association of Immigrant Serving Agencies (AAISA)** is seeking a subject matter expert(s) (SME) to create and deliver professional development training. The training will be on Crisis Intervention in settlement practice. It will focus on prevention and provide proven strategies for safely defusing hostile behaviour including de-escalation techniques in crisis when supporting their clients.

ABOUT AAISA

The Alberta Association of Immigrant Serving Agencies (AAISA) is a non-profit umbrella organization that has represented, supported, and advocated for Alberta's settlement and integration sector since 1980. Collectively, AAISA member agencies offer services to newcomers in over 22 municipalities across the province. AAISA's mandate is to build sector capacity to serve newcomers by providing access to relevant and meaningful professional development opportunities, engaging the sector on issue-based initiatives, and by undertaking research to build understanding of context and emerging needs.

More info about AAISA: www.aaisa.ca

CONTEXT AND BROAD OBJECTIVES

AAISA is seeking a Subject Matter Expert (SME) to undertake a Course Design Development and Facilitation project in collaboration with AAISA staff. Funded by the Government of Alberta with a focus on addressing the immediate diagnostic and supportive needs of refugees and other immigrants with a focus on trauma, this course is intended to build the capacity of members of settlement and integration sector to safely respond to crisis or risk behavior in supporting newcomers particularly those who may have experienced trauma to provide safe environment for every stakeholder involved.



The objectives of this course must include, but is not limited to, the following:

- Identify behaviours that could lead to crisis and provide early intervention to risk behaviours to prevent escalation
- Develop confidence in staff to cope with personal fear and anxiety in order to encourage a positive outcome in a crisis situation and follow a collaborative approach
- Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviors.
- Explore the Decision-Making MatrixSM when assessing risk behavior.
- Learn safety intervention strategies to maximize safety and minimize harm.
- Explore key professional and legal modalities when using restrictive interventions.
- Practice non-restrictive and restrictive interventions that are consistent with a set of physiological principles.
- Explore a framework to help guide staff and individuals in distress through a process of re-establishing the relationship.

This course will be open to anyone but must be designed for settlement workers and service providers who are working in or with the immigrant and refugee-serving sector across Alberta.

SCOPE OF WORK

The scope of work of the project is as follows:

- Design, Development and Facilitation of professional development sessions
- Creation of an Evaluation of Learning Effectiveness for the workshop sessions and self-paced online course modules.
- A development report that provides a summary of workshop and course description, learning objectives and outcomes, learning activities, and course structure.
- A final report that will assist AAISA in shaping the future direction of its professional development work with settlement practitioners in Alberta's settlement and integration sector, including reflection by the facilitator(s) on the proceedings of the workshops and activities and possible areas of improvement, and other relevant information.

COURSE STRUCTURE

Courses are developed according to AAISA's settlement practitioner competency framework, representing best practices, and describing a continuum of functions and activities within the settlement sector.



AAISA courses comprise 5-7 modules which include guiding materials for up to 15 hours of training time, delivered as an online or in-person facilitated course and as a self-paced course over an agreed period. Each course is designed to be highly interactive, incorporate participant experience, and provide a balance of theoretical knowledge and skill development. Other AAISA courses can be provided to the selected SME(s) as a guiding resource.

COMPONENTS

- A brief description of the course and intended outcomes
- Demonstration of how learner outcomes align with AAISA's Settlement Practitioner Competency Framework
- Key tasks and activities, including the course assessment (course quizzes, case studies and assignments), main content and additional resources, discussion questions and announcements for the LMS
- Facilitator guide including notes to facilitators with instructions for delivery and materials required
- Digital learning resources (electronic documents, Microsoft PowerPoint presentation slides, audio, video, and other multimedia resources)
- List of resources and references

DELIVERY TIMEFRAME

The development of the course should start in March 2023. It is expected that the course deliverables will be submitted by the SME in early **MAY 2023** with the delivery of the facilitated synchronous sessions completed no later than **JULY 2023**. The facilitated synchronous session may be online via zoom or any other video conferencing platform or in-person over 1 to 3 weeks, as to be agreed. The self-paced version of the course will be developed and completed in consultation with AAISA's Online Learning Coordinator no later than **SEPTEMBER 2023**. The self-paced course is to be delivered in November 2023. Please note that the self-paced delivery of the course may involve some live sessions and active participation of the SME.

INTELLECTUAL PROPERTY

Proprietary right to all data, materials, documentation, and products originated by and prepared pursuant to the contract shall belong exclusively to AAISA. The contractor will acknowledge and agree that any Product and/or Deliverable created shall be considered a "work made for hire" and all rights to said Product and/or Deliverable shall belong exclusively to AAISA. The contractor will be prohibited from disseminating products and information developed.

PROJECT DELIVERABLES

The SME (also known as the “consultant”) will be responsible for:

- Providing a plan with a timeline for each project component and deliverable
- Conducting a literature review and exploring current best practices to identify key areas of focus for the modules of the online self-paced course
- Ensuring all online self-paced course components are developed in alignment with AAISA’s settlement practitioner competency framework and current contextual needs
- Providing the content for the self-paced course including drafts, revisions, and finals
- Meeting with AAISA’s Programs & Services department to plan for the development of the online self-paced course
- Collaborating with AAISA’s Learning & Technology Coordinator to develop content in relation to AAISA’s structure of the online self-paced course
- Committing to generation of digital learning resources for the online self-paced course (this would include electronic versions of pre- and post- assessments of competencies, discussion board tasks, full course content, descriptions and course outlines, assignments and quizzes, readings and references, and Microsoft PowerPoint slides)
- Assisting in the creation of the audio and video recording of content for the online self-paced course. The SME will require a commitment of an estimate 25 hours (approximately 5 hrs per module) to complete audio and video recording. The SME will coordinate with AAISA’s Learning & Technology Coordinator to arrange suitable dates to undertake recordings.
- Attend a virtual technology orientation session with AAISA’s Learning & Technology Coordinator on managing online and self-paced sessions including breakout rooms, group discussions.
- Create an Evaluation of Effectiveness of Learning for the online self-paced course modules to AAISA’s Learning and Professional Development Lead

AAISA will be responsible for:

- Securing the online platform, advertising, and promoting course on social media, and handling registration, enrolment, and distribution of course materials
- Schedule and host a virtual technology orientation session with the SME on managing online and self-paced sessions including breakout rooms, group discussions, online engagement on AAISA’s LMS, etc.



- Providing the working space and technology to video and audio record for all presentation slides of the content modules for the online self-paced course. These recordings could be done at the AAISA office in downtown Calgary or virtually
- Providing the working space and technology to video record a short introductory orientation for the online self-paced course. These recordings will be done at the AAISA office in downtown Calgary or virtually
- Providing the SME with the AAISA Competency Framework and other course preparation templates.

PROPOSAL

We require a detailed proposal with a cost estimate and projected timelines for the project that includes the above deliverables. PLEASE NOTE that the **proposal is for a total of \$8,000.**

The proposal should include:

- Project design: proposed activities, cost estimates, and timeline for the various components (approach to learning/facilitation, learning goals, proposed modules, etc.) of the project
- Resume of the Project Leader responsible for the development and coordination of the project
- List of courses/workshops developed/delivered previously
- Two references of people whom you have developed/delivered course or workshops previously and their contact information

SELECTION CRITERIA & PROCESS.

The following are the criteria we will use in the selection process:

- Detailed plan and timeline (including projected costs for each component).
- Certified Instructor of Crisis Intervention or instructor with over 3 years' experience training and/or providing support in "Crisis-Intervention"
- Knowledge and/or experience in the immigration, settlement and integration sector is considered an asset
- Knowledge of government and community resources
- Demonstrable experience in facilitating learning and development workshops, trainings, courses with adult learners
- Familiarity with online learning platforms preferred (e.g., Moodle, Blackboard, D2L etc.)



- Familiarity with online webinar platforms preferred (e.g., Zoom, Microsoft Teams, etc.)
- Compliance with deadline(s)
- Fluency in English, both written and verbal. Fluency in French would be an asset.
- Preference would be given to applicants residing in Edmonton
- In your proposal, please identify the following information:
 - Learning goals and outcomes
 - Key focus questions
 - Main areas of awareness and attitude

The proposal will be reviewed in detail according to the above criteria. Shortlisted candidates may be asked to provide portfolios of their work or examples of previously designed and developed courses and/or workshops, as well as to participate in an interview. All applicants will be promptly notified when a selection has been made.

Both individual and collaborative proposals will be considered.

PROPOSAL SUBMISSION

Please send an electronic submission including the following: letter of intent, resume, plan, examples of past work, and proposed fees to pd@aaisa.ca. Please ensure that your name or your organization's name appears in the file name.

Your electronic submission should be sent by Friday, June 02, 2023 @ 5PM MDT to pd@aaisa.ca with the email title: "RFP Submission: Non-violent Crisis Intervention for Settlement Practitioners"

Qualified applicants will be added to AAISA's network for notification of future opportunities.

If you have any questions, please contact pd@aaisa.ca.

AAISA is an Equal Opportunity Employer, and we work to sustain anti-discrimination and anti-racism practices in our workplace. We do not discriminate based on race, ethnicity, sexual orientation, gender identity and/or gender expression, age, physical or mental health, religion or beliefs, or any other status protected by law. Harassment or discrimination is not tolerated at AAISA. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business need

PLEASE NOTE: AAISA is not obligated to accept the lowest cost proposal. In addition, AAISA need not accept any of the proposals. All decisions of AAISA shall be final and binding.