

Disaster Training Curriculum Overview					Please use this guide with discretion. The course fact sheets are the official guide for course-related information.		Online	Self-Study
							Instructor Led	Operational Training
COURSE OVERVIEW		COURSE SCHEDULING & DELIVERY					DSHR	
Course Information	Course Description	Prerequisites	Audience (min/max participants)	Length	Instructor Requirements and Obtaining Materials	Obsolete / Updated Courses	Group	Activity
Basic Food Safety FHMCC200S, 01/08 Basic	<p>This basic online course is designed to introduce the learners to the principles of safe food handling. It is an online training that is divided into 4 segments. Basic Food Safety™ from FoodHandler uses video, high resolution photographs, Flash animations, an extensive food safety-related glossary and remediation questions to build a comprehensive knowledge base. The program concludes with a graded quiz and personalized printable Certificate of Achievement.</p> <p>NOTE: This is a contracted course from an outside Red Cross vendor and is available in English and Spanish.</p>	<p>Required:</p> <ul style="list-style-type: none"> <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, Rev. 09/07) 	<p>Participants will be volunteers and employees of the Red Cross and other agencies who may serve or handle food on a disaster relief operation including —</p> <ul style="list-style-type: none"> Emergency response vehicle crew members. People who work in the canteens at shelters, service centers or relief operation headquarters. Disaster Health Services and Staff Health workers who might interact with local health departments. Partner Services workers who might interact with partner agencies engaged in feeding. Community leaders who wish to serve in or work with food service activities on a disaster relief operation. 	1 hour	<p>Because this course is online, no instructors are required</p> <p>Computer with the following capabilities:</p> <ul style="list-style-type: none"> <u>Operating System</u> — Windows 2000 / XP / Vista <u>Browser</u> Internet Explorer 6.0 or greater (Free Download) <u>Screen Resolution</u> — 1024 x 758 or higher <u>Flash</u> — Flash Player 6 or higher (Free Download) <u>Connection Speed</u> — 4KB or greater is required (ISDN, DSL, Cable, or T1 highly recommended) 	n/a	MC	All
Client Assistance Cards: Caseworkers (DSCLS200C, 07/06) Basic	<p>Introduces caseworkers to the role of issuing Client Assistance Cards by interviewing clients, filling out the proper forms and activating Client Assistance Cards via phone</p>	<p>Required:</p> <ul style="list-style-type: none"> <i>Client Casework: Providing Emergency Assistance</i> (DSCLS202A, 07/06) 	<p>Red Cross employees and volunteers who are currently serving, or who are interested in serving, in the Client Casework activity</p>	2 hours	<p>Because this course is online, no instructors are required</p> <p>Available on the LMS</p>	n/a	CLS	CC

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<u>Client Assistance Cards: FSI Workers</u> (DSCLS201C, 07/06) Basic	Leads Financial and Statistical Information Management (FSI) workers through the caseworker's role of issuing Client Assistance Cards by interviewing clients, filling out the proper forms and activating Client Assistance Cards via phone	Required: • <i>Client Casework: Providing Emergency Assistance</i> (DSCLS202A, 07/06)	Red Cross employees and volunteers who are currently serving, or who are interested in serving, in the Financial and Statistical Information Management activity	3 hours	Because this course is online, no instructors are required Available on the LMS	n/a	IMS	FSI
<u>Client Casework: Providing Emergency Assistance</u> (DSCLS202A, 07/06) Basic	Trains Red Cross caseworkers how to conduct effective client interviews and provide appropriate assistance to help meet a client's immediate disaster-caused or disaster-aggravated needs	Required: • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07)	Participants will be Red Cross employees and volunteers who are interested in acquiring the knowledge and skills needed to conduct interviews and provide emergency disaster assistance to clients (6/1 instructor: 8-10 participants)	9 hours (1 day)	Authorized disaster services instructors who have recent experience in providing emergency assistance to families on a chapter and multi-chapter level. The level of experience must be sufficient to accurately convey the course content, provide relevant examples and answer the participants' questions. Materials available through <u>GSD</u> or <u>Kinko's DocStore</u>	<i>Family Services: Providing Emergency Assistance</i> (ARC 3072-1)	CLS	CC

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<u>Collaborating to Ensure Effective Service Delivery</u> (ARC 3089-4, Rev. 06/04) Basic	Introduces what a liaison is and what a liaison does—how they collaborate with diverse internal and external stakeholders to ensure effective service delivery in a manner that yields community trust in, appreciation for and goodwill toward the American Red Cross	Required: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion into Community Action</i> (DSGEN200A, 09/07) • Familiarity with: Red Cross programs and services and how they support service delivery Refer to the course fact sheet for additional prerequisite information	Red Cross employees and volunteers with an interest in serving as a liaison in a chapter or building toward a career as a liaison in the DSHR System (8/20)	2 days	Refer to the course fact sheet for instructor requirements Materials available through Kinko's DocStore	<i>Liaison II: Principles and Practices</i> (ARC 3089-2)	PS	All
<u>Critical Response Team</u> (DSGEN601A, Rev. 07/06) Advanced	Prepares individuals to serve as a member of an American Red Cross Critical Response Team (CRT) and effectively manage and lead the response to transportation, weapons of mass destruction/terrorism and other mass casualty disasters	There are no required prerequisite courses. Read-ahead material, sent electronically by email to the approved student, must be completed before beginning the course	Red Cross employees and volunteers who are nominated by the Service Area to be members of the Critical Response Team with the approval of their activity lead at national headquarters	3.5 days	Facilitators are trained and selected by the Training Delivery and Evaluation Unit at national headquarters	n/a	All	All
<u>Disaster Fundraising: Preparing and Responding in Chapters</u> (A3074-3, Rev. 03/06) Intermediate	Provides the tools for chapter leadership, staff and volunteer fundraisers to prepare for and execute disaster fundraising campaigns in response to disasters within their jurisdiction, and during national disasters	None	Strongly recommended for chapter board chairs, CEOs, development staff, senior disaster staff and communicators. Volunteers with an interest in supporting disaster fundraising efforts should also take this course (8/25)	8 hours (1 day)	Refer to the course fact sheet for instructor requirements Materials available through Kinko's DocStore	<i>Disaster Fundraising: Principles and Methods</i>	OS	FR

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<u>Disaster Instructor Specialty Training (DIST)</u> (ARC 3090, Rev. 03/00) Advanced	Disaster Instructor Specialty Training (DIST) is an instructor-led course designed to enhance and refine the presentation skills of instructor candidates for basic level disaster courses.	Refer to course <u>fact sheet</u> for required and recommended course prerequisites	Participants will be Red Cross employees and volunteers with disaster relief experience within the Red Cross unit and experience instructing or a demonstrated ability to work effectively in group settings (12/16)	16 hours (2 days)	A team of two advanced level Disaster Services instructors Materials available through <u>Kinko's DocStore</u>	n/a	All	All
<u>Disaster Kitchen Supervision</u> (ARC 3068-5, 09/05) Intermediate	Provides learners the knowledge and skills needed to supervise at a kitchen site	Required: <ul style="list-style-type: none"> • <i>Disaster Kitchen Training</i> (ARC 3068-30, Rev. 03/05) • <i>ERVs: Ready, Set, Roll</i> (ARC 3068-4, Rev. 09/05) • <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05) • <i>Logistics: An Overview</i> (ARC 3071-1, Rev. 09/05) • <i>Logistics Simulation</i> (ARC 3071-2, Rev. 02/98) • Refer to course fact sheet for additional prerequisite information 	Red Cross employees and volunteers and representatives of other partner agencies who may need experience in Mass Care food preparation. Participants must be able to lift 50 pounds (10/20)	8 hours (1 day)	Refer to the course <u>fact sheet</u> for instructor requirements Materials available through <u>GSD</u> or <u>Kinko's DocStore</u>	n/a	MC	FF

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<p>Disaster Kitchen Training (ARC 3068-30, 03/05)</p> <p>Basic</p>	<p>Provides learners with the opportunity to learn about and practice working in a kitchen to prepare meals for delivery to clients affected by a disaster</p>	<p>Required:</p> <ul style="list-style-type: none"> • <i>Community Services Overview</i> (ARC 3068-6, Rev. 09/05) or <i>Mass Care: An Overview</i> (ARC 3068-1, Rev. 08/95) <p>Recommended:</p> <ul style="list-style-type: none"> • <i>ERVs: Ready, Set, Roll</i> (ARC 3068-4, Rev. 09/05) • <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05) • <i>Logistics: An Overview</i> (ARC 3071-1, Rev. 09/05) • <i>Logistics Simulation</i> (ARC 3071-2, Rev. 02/98) 	<p>Red Cross employees and volunteers and representatives of other partner agencies who may need experience in Mass Care food preparation. Participants must be able to lift 50 pounds (10/25)</p>	<p>16 hours (2 days)</p>	<p>A pair of authorized basic instructors who—</p> <ul style="list-style-type: none"> • Are ranked as Supervisor or higher in the Mass Care group of the DSHR System. • Have completed DIST or have cross-trained from another discipline. • Have one or more experiences as a supervisor at a kitchen site (Kitchen Supervisor, Yard Supervisor, or Mobile Feeding Supervisor) or have worked at a mass food service or hospitality site (e.g. school cafeteria, restaurant, caterer, etc.) with knowledge of the Red Cross response program through the chapter. <p>In addition to the required courses for the participants, the instructors must also have taken ERVs: Ready, Set, Roll; Logistics: An Overview and Logistics Simulation. It is recommended that instructors have taken a safe food course, e.g. the National Restaurant Association’s ServSafe program or a similar program. Materials available through GSD or Kinko’s DocStore</p>	<p>n/a</p>	<p>MC</p>	<p>FF</p>
<p>Disaster Mental Health: An Overview (ARC 3077-2, Rev. 09/05)</p> <p>Basic</p>	<p>Introduces participants to ways Disaster Mental Health supports disaster relief workers and people affected by disasters. This course is designed primarily for persons outside the mental health field who are involved in Red Cross disaster response and who wish to better understand and work more closely with DMH.</p>	<p>None</p>	<p>Red Cross employees and volunteers who are interested in learning more about Disaster Mental Health (4/1 instructor: 15 participants)</p>	<p>3 hours</p>	<p>Authorized basic instructors who have experience in Individual Client Services or Staff Services, one of whom must also be a mental health services professional with Disaster Mental Health experience in local, service area or larger disaster relief Operations Materials available through GSD or Kinko’s DocStore</p>	<p><i>Disaster Mental Health: An Overview</i> (ARC 3077-2, Rev. 01/02)</p>	<p>All</p>	<p>All</p>

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Disaster Public Affairs Overview (DSOSS201C, 07/07) Basic	The purpose of this online course is to provide an overview of the role Public Affairs plays in disaster relief as well as guidelines for Red Cross employees and volunteers working in any activity to use when responding to a media inquiry.	Recommended: <ul style="list-style-type: none"> <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) 	Participants in this course may include American Red Cross employees or volunteers, DSHR members who are currently serving in, or are interested in, Disaster Public Affairs, supervisory staff members from all DSHR groups and other individuals at a chapter or service area interested in learning more about disaster Public Affairs, or whose duties may interrelate with Disaster Public Affairs workers.	1 hour	Because this course is available online, no instructors are required. Available on the LMS	n/a	All	All
Emergency Operations Center / Incident Command Liaison (ARC 3089-5, Rev. 06/05) Basic	Prepares Red Cross employees and volunteers who will be assigned to government and emergency settings to work collaboratively with Red Cross partners, helping to ensure a coordinated response that results in effective service delivery	Refer to course fact sheet for required and recommended course prerequisites	Red Cross employees and volunteers who will represent the organization to our government and emergency management partners, when assigned to incident command and multi-agency coordination centers and other emergency management settings (6-20)	8 hours (1 day)	Refer to the course fact sheet for instructor requirements Materials available through GSD or Kinko's DocStore	<i>Emergency Operations Center</i> (ARC 3083, Rev. 08/94)	PS	LG
Emergency Operations Center Liaison Self-Study (DSPSS201S, 08/06) Basic	Provides operational training and material for individuals being assigned to work in an Emergency Operations Center (EOC) or other emergency management setting	Refer to course fact sheet for required and recommended course prerequisites	Red Cross employees or volunteers without prior experience or previous EOC Liaison training who will be deployed to an emergency management setting		Because this course is available as a self-study, no instructors are required Materials available through GSD or Kinko's DocStore	n/a	PS	LG

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ERVs: Ready, Set, Roll (ARC 3068-4, 09/05) Basic	Provides learners with the opportunity to learn about and use an Emergency Response Vehicle (ERV) and all related equipment. The course consists of two parts that participants must complete: a self-study and an ERV orientation and road test.	Required: <ul style="list-style-type: none"> • <i>Community Services Overview</i> (ARC 3068-6, Rev. 09/05) or <i>Mass Care: An Overview</i> (ARC 3068-1, Rev. 08/95) • Valid driver's license • Satisfactory Department of Motor Vehicle (DMV) Report and Defensive • Driving Course Certificate Recommended: <ul style="list-style-type: none"> • <i>Logistics: An Overview</i> (ARC 3071-1, Rev. 09/05) 	Red Cross employees and volunteers who work on Emergency Response Vehicles (road test: 2/10)	Self-Study: 3 hours	Authorized basic instructor(s) who have completed ERVs: Ready, Set, Roll (ARC 3068-4) and who have experience in local, service area or larger feeding operations as ERV team members Materials available through GSD or Kinko's DocStore	<i>ERVs: Ready, Set, Roll</i> (ARC 3068-4, 01/02)	MC	FF BD
Family Services Supervision (ARC 3072-3, Rev. 03/95) Advanced	Effective February 1, 2007 the <i>Family Service Supervision I</i> (ARC 3072-3, Rev. 03/95) course is discontinued. Due to significant changes within the Client Casework activity, the course content is no longer up-to-date and relevant to current procedures and does not include instruction related to fiscal controls, case monitoring and the Client Assistance System (CAS).	n/a	n/a	n/a	n/a	n/a		
Financial and Statistical Information Management (ARC 3078-2, Rev. 08/06) Basic	Prepares Red Cross employees and volunteers to perform the tasks of a Financial & Statistical Information Management (FSI) service associate on a disaster relief operation	Required: <ul style="list-style-type: none"> • <i>Client Casework: Providing Emergency Assistance</i> (DSCLS202A, 07/06) 	Red Cross employees and volunteers, who are interested in being assigned to work at the level of an FSI service associate or above on a disaster relief operation (<i>1 instructor: 8-10 participants</i>)	4.5 hours	Refer to the course fact sheet for instructor requirements (**Also note this course can be offered as a self-study) Materials available through Kinko's DocStore	<i>Financial and Statistical Information Management</i> (ARC 3078-2, Sept. 2005)	IMS	FSI

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<u>Foundations of Disaster Mental Health</u> (ARC 3077-4, 12/05) Basic	Introduces participants to the key concepts, knowledge and skills required of anyone assigned to Disaster Mental Health (DMH)	Refer to the course fact sheet for licensure and course prerequisite information	Licensed mental health professionals who are considering becoming involved in Red Cross DMH preparedness, response and recovery activities at their local chapter and on national disaster relief operations (8/1 instructor: 15 participants)	8 hours (1 day)	Refer to the course fact sheet for instructor requirements Materials available through GSD or Kinko's DocStore	<i>Disaster Mental Health Services I</i> (ARC 3077-1, Rev. 01/95)	CLS	DMH
<u>Fulfilling Our Mission: Translating Your Compassion into Community Action</u> (DSGEN200A, 09/07) Basic	Introduces potential disaster volunteers and members of other local agencies to the role of the Red Cross in the community's actions in preparing for, responding to and recovering from emergencies and disasters	Recommended: • <i>Introduction to Disaster Services</i> (DSGEN201C, Rev. 09/05)	New Red Cross employees & volunteers or anyone wishing to know more about the mission of the Red Cross (8/20)	3.5 hours	Authorized basic-level instructors who have experience in disaster preparedness, response or recovery Materials available through Kinko's DocStore	<i>Introduction to Disaster Services</i> (ARC 3066, Rev. 09/93) – Instructor Led version	All	All
<u>Fundamentals of Chapter Disaster Operations Management</u> (ARC 3081-30, Rev. 04/05) Advanced	Trains leadership employees and volunteers to perform the fundamental roles and responsibilities of directing a disaster relief operation	Refer to course fact sheet for required and recommended course prerequisites	Red Cross employee and volunteer leadership who share in the responsibility of planning for and managing a disaster response in their local community and who have been identified by their service area to be in DSHR Operations Management (10/20)	1.5 days	Refer to the course fact sheet for instructor requirements Materials available through Kinko's DocStore	<i>Administering a Small Disaster Operation</i> (ASDO) (ARC 3081)	OM	

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Fundamentals of Disaster Assessment (DSIMS200B, 07/06) Basic	Introduces the critical role of disaster assessment, explore related preparedness tasks, learn how to collect and communicate disaster assessment information, & become familiar with how disaster assessment info supports management and service delivery decisions	Recommended: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) 	Any Red Cross employee or volunteer who works in disaster response including (but not limited to) Disaster Assessment workers, chapter leadership and disaster relief operation administrators (8/20)	Online: 4 hours	The online component does not require an instructor. Available on the LMS Refer to the course fact sheet for requirements for the instructor led component Materials available through GSD or Kinko's DocStore	<i>Disaster Assessment (ITS) Workshop</i>	IMS	DA
				Instructor Led: 4 hours				
Fundamentals of Staff Services (DSSSS200C, 07/06) Basic	Familiarizes participants with the high-level responsibilities of the Staff Services group	Recommended: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) 	Current and potential DSHR members in Staff Services (SS), or DSHR members from all groups (including Operations Mgt) and/or chapter or Service Area level individuals interested in learning more about SS, or whose duties may interrelate with SS	1 hour	Because this course is online, no instructors are required Available on the LMS	n/a	SS	All
Fundamentals of Disaster Public Affairs: The Local Response (DSOSS200A, 07/07) Basic	Facilitator-led course that introduces Red Cross communicators to the critical tasks necessary to initiate a chapter disaster public affairs response.	Required: <ul style="list-style-type: none"> • <i>Fulfilling our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) • <i>Disaster Public Affairs Overview</i> (DSOSS201C, 07/07) • Refer to course fact sheet for additional prerequisite information 	Participants are Red Cross employees and volunteers, public information specialists, chapter executives and chairpersons and others who may find themselves acting as spokespersons for a chapter disaster response. (12/24)	6.5 hours (1 day)	Refer to the course fact sheet for instructor requirements Materials available through Kinko's DocStore	<i>Public Affairs in Disaster I</i> (ARC 3080-1, 05/95)	OS	PA

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<u>Fundamentals of Disaster Public Affair: The National Response (DSOSS400A, 07/07)</u> Intermediate	Facilitator-led course that introduces Red Cross communicators to the critical tasks necessary to initiate a national disaster public affairs response. The course is designed for those individuals who will serve as Supervisors or Managers in the Public Affairs activity on a national disaster relief operation.	Required: <ul style="list-style-type: none"> <i>Fundamentals of Disaster Public Affairs: The Local Response</i> (DSOSS200A, 07/07) Experience equivalent to a supervisor in the Public Affairs activity on a disaster relief operation 	The course is intended for Red Cross employees or volunteers who demonstrate the potential to serve in leadership positions (Supervisor or Manager) in the Public Affairs activity on a national disaster relief operation. The audience may also include public information specialists, Public Affairs chairpersons and others who wish to be considered for deployment in the Public Affairs activity as supervisors or managers on a disaster relief operation through the DSHR system and supervisory staff members from all DSHR groups. (12/24)	6.5 hours (1 day)	Refer to the course fact sheet for instructor requirements Materials available through Kinko's DocStore	<i>Public Affairs II</i> (ARC 3080-2, Rev. 02/01)	OS	PA
<u>Health Services Response Workshop (DSCLS205W, 09/06)</u> Basic	Orients licensed or certified health professionals to the roles and responsibilities of a Health Services worker when working on behalf of the American Red Cross to meet the disaster-related health needs of clients	Refer to the course fact sheet for licensure and course prerequisite information	Red Cross employees and volunteers with a current professional license or certificate to practice as a CAN, EMT, LPN/LVN, PA, RN or MD (10/25)	6.5 hours (1 day)	Refer to the course fact sheet for instructor requirements Materials available through GSD or Kinko's DocStore	<ul style="list-style-type: none"> <i>Disaster Health Services: An Overview</i> (ARC 3076-1) <i>Disaster Health Services Simulation</i> (ARC 3076-2) 	CLS	HS
<u>In-Kind Disaster Workshop (Rev. 01/01)</u> Basic	Familiarize participants with the American Red Cross position on in-kind donations, and to prepare them to help manage In-Kind donations at disaster sites	Required: <ul style="list-style-type: none"> <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) 	Red Cross employees and volunteers in the Material Support Services group and fundraisers are strongly encouraged to take this workshop	8 hours (1 day)	Instructors who have been certified by the In-Kind Donations Office following the completion of the instructor requirements established for this course. The workshop and instructor requirements were revised in January 2001. All instructor certifications issued prior to this date are no longer valid. For materials, Call the In-Kind Donations Office: 202-303-4017	n/a	MSS OS	IKD FR

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<u>Introduction to Disaster Services</u> (DSGEN202C, 0905) Basic	Introduces learners to American Red Cross Disaster Services and allow them to discover how volunteers support this critical mission and to explore ways they can become involved in a local chapter Available in English and Spanish	None	Participants are members of the general public who wish to gain an awareness of Red Cross Disaster Services. Chapters may also require new volunteers complete the course before advancing through other courses offered in the existing Disaster Services curriculum	45 minutes	Because this course is online, no instructors are required Available on the <u>Red Cross Public Website</u> or in <u>GSD</u> (CD)	<i>Introduction to Disaster Services</i> (ARC 3066) – Instructor Led version	All	All
<u>Logistics: An Overview</u> (ARC 3071-1, 09/05) Basic	Provides participants with an overview of the Material Support Services group and the activities associated with it	Required: • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07)	Employees and volunteers of the Red Cross and other agencies and community leaders who wish to serve in or work with the Material Support Services activities on a disaster relief operation (4/1 instructor: 8-10 participants)	3 hours	Authorized basic instructors who have Materials Support Services experience in local, service area or larger disaster relief operations Materials available through <u>Kinko's DocStore</u>	n/a	MSS	All
<u>Logistics During a WMD/T Incident</u> (DSMSS200C, Rev. 03/05) Basic	Provides Red Cross Materials Support Services workers with knowledge, skills and abilities that enables them to prepare for and support Red Cross services following a WMD/T incident within their chapter's jurisdiction	Recommended: • <i>Logistics: An Overview</i> (ARC 3071-1, Rev. 09/05) • <i>Logistics Simulation</i> (ARC 3071-2, Rev. 02/08) • <i>Weapons of Mass Destruction/Terrorism: An Overview</i> (ARC 3079-2, Rev. 10/02)	Employee and volunteer Materials Support Services personnel	4 hours	Because this course is available online, no instructors are required Available on the LMS	n/a	MSS	All
<u>Logistics Simulation</u> (ARC 3071-2, Rev. 02/98) Basic	Simulation designed to provide learners with the opportunity to practice using skills and knowledge from Logistics: An Overview	Required: • <i>Logistics: An Overview</i> (ARC 3071-1, Rev. 09/05)	Red Cross employees and volunteers who provide logistical support to relief operations in their own community (6/20)	5.5 hours	Authorized basic instructors who have Materials Support Services experience in local, service area or larger disaster relief operations Materials available through <u>Kinko's DocStore</u>	n/a	MSS	All

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Mass Care Overview (ARC 3068-6, Rev. 04/07) Basic	Provides an overview of the activities performed by the Mass Care group on a disaster relief operation Also available in Spanish [Cuidados Colectivos: Vista General]	Required: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) 	Employees and volunteers of the Red Cross and other agencies and community leaders who wish to serve in or work with Mass Care group activities on a disaster relief operation (<i>4/1 instructor: 8-10 participants</i>)	3 hours	A team of authorized Disaster Services instructors who have Mass Care experience in local, service area or larger disaster relief operations (**Also note this course can be offered as a self-study) Materials available through Kinko's DocStore	<i>Community Services Overview</i> (ARC 3068-6, Rev. 09/05)	MC	All
Mass Care II (ARC 3068-2, Rev. 04/07) Intermediate	Prepares Red Cross employees and volunteers to establish, operate and phase out Mass Care services on a multi-chapter or national disaster relief operation	Required: <ul style="list-style-type: none"> • <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05) • <i>Supervision in Disaster</i> (ARC 3086, Rev. 08/06) • DRO experience equivalent to a supervisor in the Mass Care group Recommended: <ul style="list-style-type: none"> • <i>Working with Total Diversity</i> (ARC 1503) 	Red Cross employees and volunteers who will be working in the Mass Care group on a disaster relief operation (<i>10/20</i>)	16.25 hours (2 days)	Authorized intermediate instructors who have experience in the Mass Care group and are familiar with current disaster regulations and procedures Materials available through Kinko's DocStore	<i>Mass Care II</i> , ARC 3068-1, Rev. 10/96	MC	All
Mass Casualty Disasters (ARC 3090-1, Rev. 10/01) Basic	Prepares employees and volunteers to plan for and respond to mass casualty disasters	Required <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) • Participants must have responded to a large disaster either within their community or preferably on a DSHR assignment. 	Red Cross employees and volunteers who may respond to a mass casualty disaster in their own community (<i>14/28</i>)	6.5 hours	Refer to the course fact sheet for instructor requirements Materials available through GSD or Kinko's DocStore	n/a	All	All

Course Information	Course Description	Prerequisites	Audience (min/max participants)	Length	Instructor Requirements and Obtaining Materials	Obsolete / Updated Courses	Group	Activity
<u>Preparing for and Managing a Spontaneous Volunteer Workforce</u> (DSSSS201C, 07/06) Basic	Provides participants with the knowledge and skills needed to prepare for and manage volunteers with no previous Red Cross affiliation who come forward to work with the Red Cross when a disaster threatens or occurs	Recommended: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) • <i>Fundamentals of Staff Services</i> (DSSSS200C, 07/06) 	Required for Workforce Planning and Acquisition workers Recommended for Chapter Coordinator of Disaster Volunteers (CDV) Team and/or Other individuals at the chapter or service area level interested in learning more about spontaneous volunteer management, or whose duties may interrelate with spontaneous volunteers	45 minutes	Because this course is online, no instructors are required Available on the LMS	n/a	SS	WP
<u>Psychological First Aid</u> (DSCLS206A, 09/06) Basic	Provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve	Recommended: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) • <i>Working with Total Diversity</i> (ARC 1503) 	Potential disaster volunteers and members of local agencies interested in supporting the role of the Red Cross in the community's actions in preparing for, responding to and recovering from emergencies and disasters (6/25)	4 hours	Authorized Red Cross instructors who are part of the Disaster Mental Health Activity, either locally at a chapter or as part of the Disaster Services Human Resources (DSHR) system Materials available through <u>GSD</u> or <u>Kinko's DocStore</u>	n/a	All	All
<u>Public Speaking Workshop</u> (ARC 5014, 05/95) Basic	Increase participants' ability to be effective public speakers on behalf of the Red Cross, develops participants' knowledge of the core concepts of public speaking and introduces participants to techniques for developing public speaking ability	None	Red Cross employees and volunteers who speak to the public about the American Red Cross, volunteer opportunities, fund-raising requirements, disaster preparedness or health and safety practices. (6/12)	8 hours (1 day)	Instructors who have significant experience making presentations to the public and have the instructional skills required to teach the workshop	n/a	All	All

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Service Delivery Site Management (ARC 3081-40, Rev. 04/05) Advanced	Provides learners the knowledge and skills needed to run a service delivery site during a disaster relief operation	Required: <ul style="list-style-type: none"> • <i>Supervision in Disaster</i> (ARC 3086, Rev. 08/06) • <i>Fundamentals of Chapter Disaster Operations Management</i> (ARC 3081-30, Rev. 04/05) • Participants must be ranked and must have served as a supervisor in any DSHR group in a service delivery site on at least one multi-chapter disaster relief operation OR a must be a director of a chapter's disaster program with experience at a service delivery site 	Red Cross employees and volunteers who demonstrate the potential to serve as a service delivery site manager on a disaster relief operation (9/20)	12 hours and 45 minutes (2 days)	Refer to the course fact sheet for instructor requirements Materials available through GSD or Kinko's DocStore	<i>Service Center Manager (SCM)</i> (ARC 3069-1, Rev. 12/01)	OM	
Serving People with Disabilities Following a Disaster (DSPSS200B, 07/06) Basic	Outlines American Red Cross policies and practices as they pertain to providing services to people with disabilities following a disaster	Required: <ul style="list-style-type: none"> • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07) 	Participants in the online component of the course will be any Red Cross employee or volunteer who serve the public following a disaster Participants in the instructor-led component will be Red Cross employees and volunteers who interact directly with people with disabilities including, but not limited to, DSHR members serving in Health Services, Disaster Mental Health, Client Casework and Sheltering (8/20)	Online: 45 minutes Instructor Led: 8 hours	The online component does not require an instructor Available on the LMS Refer to the course fact sheet for requirements for the instructor led component Materials available through GSD or Kinko's DocStore	n/a	CLS MC	CC HS DMH SH

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<u>Shelter Operations</u> (ARC 3068-11, Rev. 09/05) Basic	Provides participants with knowledge of Red Cross policies and procedures for setting up, running and closing a shelter during a disaster	Required: • <i>Community Services Overview</i> (ARC 3068-6, Rev. 09/05) <u>or</u> <i>Mass Care: An Overview</i> (ARC 3068-1, Rev. 08/95)	Employees and volunteers of the Red Cross and other partner agencies and community leaders who will be working on shelter operations teams (4/1 instructor: 8-10 participants)	3 hours	Authorized basic instructors who have Mass Care experience in local, service area or larger shelter operations Materials available through GSD or Kinko's DocStore	<i>Shelter Operations</i> (ARC 3068-11, 08/96)	MC	SH
<u>Shelter Simulation</u> (ARC 3068-12, Rev. 09/05) Basic	Simulation designed for learners to acquire knowledge of Red Cross policies and procedures for setting up, running and closing a shelter during a disaster	Required: • <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05)	Red Cross employees and volunteers who will be working on shelter operations teams in their own community (4/1 instructor: 8-10 participants)	3.5 hours	Authorized basic instructors who have experience in shelter operations at the local, service area or larger disaster relief operations Materials available through GSD or Kinko's DocStore	<i>Shelter Simulation</i> (ARC 3068-12, 08/96)	MC	SH
<u>Staff Health: Deploying a Healthy Workforce</u> (DSSSS204A, 09/06) Basic	Describes the role and responsibilities of the Chapter Health Reviewer and guides the participants through the application of hardship codes related to the deployment of employees and volunteers to disaster relief operations	None	Chapter Health Reviewers (Registered Nurses and Medical Doctors) who perform Health Status Record Reviews	1 hour	Service Area Health Consultants or their designees will facilitate this training as needed Materials available on CrossNet	n/a	SS	SW
<u>Staff Health: An Overview</u> (DSSSS205C, 09/07)	Familiarizes participants with the mission and services provided by the Staff Health activity.	None	Red Cross employees and volunteers interested in having a better understanding of the Staff Health activity.	20 minutes	Because this course is online, no instructors are required Available on the LMS	n/a	All	All
<u>Staff Health: Working on Disaster Relief Operations</u> (DSSSS206C, 09/07)	Familiarizes participants with their duties as workers in the Staff Health activity.	None	Red Cross employees and volunteers who are licensed Registered Nurses and Physicians and who serve in Staff Health and Health Services.	45 minutes	Because this course is online, no instructors are required Available on the LMS	n/a	SS CLS	SW HS

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<u>Statistical and Cost Report of Disaster Operation (Form 2066) Self-study DSOMN200S, 1/08</u> Basic	Designed for employees and volunteers of the Red Cross who are responsible for the management and delivery of services at all levels of disaster relief operations.	Required: <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07)	This self study is specifically recommended for those in operations management, administrators or managers in any group or activity with working knowledge of disaster relief operations or the disaster services program.	4 hours	No instructor requires. Participant guide is available on CrossNet.	n/a	All	All
<u>Supervision in Disaster (ARC 3086, 12/06)</u> Advanced	Addresses supervisory issues on a disaster relief operation through a simulation	Required: <ul style="list-style-type: none"> • The basic or intermediate course for the group/activity in which the applicant expects to become a supervisor • Experience as a worker in the group/activity in which the applicant expects to become a supervisor 	Red Cross employees and volunteers with no prior supervisory experience who will supervise staff on disaster relief operations (10/20)	13.5 hours (2 days)	Authorized advanced level instructors with extensive experience in supervision on disaster relief operations Materials available through Kinko's DocStore	<i>Supervision in Disaster</i> Rev. 08/06 or earlier	All	All
<u>Supervision on Disaster Assignment (DSSSS600A, 01/07)</u> Basic	Prepares participants to make the transition from their traditional job to that of a Red Cross disaster relief operation supervisor so that they can successfully manage their assigned staff and work unit	<ul style="list-style-type: none"> • Supervisory life experience. • <i>Fulfilling Our Mission: Translating Your Compassion into Community Action</i> (DSGEN200A, 09/07); On a disaster relief operation this prerequisite may be waived. 	Red Cross employees and volunteers as well as community leaders with previous supervisory experience who wish to serve in or work as a supervisor on a disaster relief operation (10/20)	4 hours	Refer to the course fact sheets for instructor requirements Materials available through Kinko's DocStore	n/a	All	All

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WMD/T: An Overview (ARC 3079-2, Rev. 10/02) Basic	Creates an awareness of the complex response issues and concerns associated with a Weapons of Mass Destruction/Terrorism (WMD/T) incident	Recommended: • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07)	Red Cross employees and volunteers, other agency staff, community leaders and others who wish to serve in or work on a disaster relief operation in a WMD/T environment (6/20)	3.5 hours	Authorized disaster instructors who have experience serving on one or more disaster relief operations involving a WMD/T incident Materials available through GSD or Kinko's DocStore	n/a	All	All
Workforce Planning and Acquisition (DSSSS202C, 12/06) Basic	Provides an overview of the knowledge and skills needed to be a Workforce Planning and Acquisition worker on a relief operation	Recommended: • <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 09/07)	Required for Workforce Planning and Acquisition workers Recommended for DSHR members who are currently serving, or are interested in serving, in Staff Services and supervisory staff from all DSHR groups including Operations Management	45 minutes	Because this course is online, no instructors are required Available on the LMS	n/a	SS	WP