

# Emergency Services Course Descriptions

## **Basic Food Safety**

A basic one-hour **online course** that introduces principles of safe food handling for persons who may serve or handle food on a disaster relief operation. It is divided into four sections and includes a quiz. This course is recommended for individuals involved in Mass Care.

**Note:** Available in English or Spanish

**Prerequisites:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Bulk Distribution Operations **\*\*NEW\*\*****

The purpose of this course is to prepare participants for the roles, responsibilities and tasks involved in setting up, operating and supporting a Bulk Distribution operation in the chapter and on a disaster relief operation.

**Prerequisite:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Client Assistance Cards: Caseworkers**

An **online course** that prepares Red Cross employee and volunteer caseworkers to properly receive and issue Client Assistance Cards during a local disaster response and on a disaster relief operation. This course is recommended for those working in or interested in the Client Casework activity.

**Prerequisites:** *Client Casework: Providing Emergency Assistance.*

**Recommended:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Client Assistance Cards: FSI Workers**

An **online course** that leads Red Cross employee and volunteer Financial & Statistical Information Management workers (FSI) 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. This course is recommended for those working in or interested in Financial and Statistical Information Management activity.

**Prerequisites:** *Client Casework: Providing Emergency Assistance.*

**Recommended:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Client Casework: Providing Emergency Assistance**

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. This course replaces Family Services: Providing Emergency Assistance. Required course for Client Casework activity workers.

**Prerequisites:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Collaborating to Ensure Effective Service Delivery**

This course prepares Red Cross employees and volunteers to establish collaborative relationships that contribute to a coordinated disaster response and help to ensure effective service delivery. It will prepare participants to conduct liaison activities within their chapter and provide the foundation for working in the Partner Services Activity.

**Note:** *This 2-day training requires a collaborative learning environment where both participants and the instructors must draw upon their knowledge of and/or experience in Red Cross Disaster Service Delivery. Having the knowledge and/or experience listed under recommended training and experience, participants find discussions and activities more relevant and will contribute to an enhanced learning experience.*

**Prerequisites:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

**Recommended Training & Experience:** *Mass Care Overview or Community Services Overview; Client Casework: Providing Emergency Assistance; Working with Total Diversity; additional basic level disaster training courses; experience working with a Red Cross Chapter, community and labor organizations or government agencies.*

## **Critical Response Team**

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.

**Audience:** *This course is for those nominated by their Service Area.*

**Note:** *There are no instructors for this course in the Badger Chapter*

**Prerequisites:** *There are no required prerequisite courses. Read-ahead material, sent electronically by email to the approved student, must be completed before beginning the course.*

## **Disaster Assessment Basics**

Provides a general overview of the tasks performed by Red Cross Disaster Assessment workers in support of a disaster relief operation and a local incident such as a single or multi-family fire.

**Note:** *The Disaster Assessment Basics course is not a replacement for the Fundamentals of Disaster Assessment course; it is a complementary course developed for a different audience. This new course is designed for local community volunteers, primarily Disaster Action Team (DAT) members. The Fundamentals of Disaster Assessment course is the required course for all Disaster Assessment DSHR members, and is recommended for any volunteer who serves in a Disaster Assessment leadership role at the chapter even if that person does not deploy beyond the chapter.*

**Prerequisites:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Disaster Frontline Supervisor**

Prepares supervisors to lead a team of disaster workers to deliver high quality client service and to create a climate that promotes worker satisfaction.

**Prerequisites:** *Applicants should have the training and experience equivalent to a Service Associate in an activity in which she or he expects to become a supervisor.*

### **Disaster Frontline Supervisor Simulation**

Provides participants an opportunity to practice their supervisory knowledge and skills in leading teams that deliver high quality service and to create a climate that promotes worker satisfaction.

**Audience:** *Volunteers and employees of the Red Cross who aspire to supervise a work unit on a disaster relief operation, and those who want to refresh their supervisory skills.*

**Prerequisites:** *Frontline Disaster Supervisor*

### **Disaster Fundraising: Preparing and Responding in Chapters**

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.

**Prerequisites:** *None*

**Audience:** *Recommended for chapter Board chairs, CEOs, development staff, senior disaster staff and communicators, and those with an interest in disaster fundraising.*

**Note:** *There are no instructors for this course in the Badger Chapter*

### **Disaster Instructor Specialty Training**

Disaster Instructor Specialty Training (DIST) is a 16-hour instructor-led course designed to enhance and refine the presentation skills of instructor candidates for the basic-level disaster courses.

**Note:** *There are no instructors for the course in the Badger Chapter*

**Prerequisites:** *Fulfilling Our Mission: Translating Your Compassion Into Community Action; Community Services Overview or Mass Care Overview; Fundamentals of Instruction and Facilitation; three other basic-level training courses including the one the instructor intends to teach; sufficient knowledge and experience.*

**Recommended:** *Collaborating to Ensure Effective Service Delivery; Serving People with Disabilities Following a Disaster (online component); Working With Total Diversity; Working Together: Building Effective Paid and Volunteer Staff Relationships.*

### **Disaster Kitchen Supervision**

Provides learners the knowledge and skills need to supervise at a kitchen site.

**Note:** *Participants must be able to lift 50lbs. Learners must be ranked as Supervisor or higher, qualify as instructor of Disaster Kitchen Training, and have relevant food-Service experience.*

**Prerequisites:** *Disaster Kitchen Training; ERVs: Ready, Set, Roll; Shelter Operations; Logistics: An Overview; Logistics Simulation*

**Recommended:** *A safe food course; Supervision experience or Supervision in Disaster. Recommended reference materials include SERVSafe Essentials; SERVSafe Course Book; SERVSafe Employee Guide; FDA Food Code 2005.*

### **Disaster Kitchen Training**

This course prepares Red Cross and partner agency staff to work at a kitchen site and prepare large numbers of meals for those affected by a disaster. Activities at a kitchen site

include preparing the food in the kitchen and working in the yard/supply area and mobile feeding area, if needed.

**Note:** *Participants must be able to lift 50lbs.*

**Prerequisites:** *Community Services Overview or Mass Care: An Overview*

**Recommended:** *ERVs: Ready, Set, Roll; Shelter Operations; Logistics: An Overview; Logistics Simulation*

### **Disaster Mental Health: An Overview**

Helps participants understand the roles, responsibilities and benefits of the Disaster Mental Health activity within Individual Client Services. Participants will learn how Disaster Mental Health supports both the disaster relief operations workers and clients within the disaster-affected community.

**Prerequisites:** *None.*

### **Disaster Public Affairs Overview**

This **online course** provides 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:** *Fulfilling Our Mission: Translating Your Compassion Into Community Action.*

### **Emergency Operations Center/Incident Command Liaison**

Prepares Red Cross volunteers and employees who will be assigned to government and emergency settings to work collaboratively with Red Cross partners, ensuring a coordinated response that results in effective service delivery.

**Audience:** *Learners must have sufficient operations knowledge and experience to provide a functional understanding of the concepts, principles and procedures associated with disaster assessment, sheltering, feeding, the provision of individual assistance and the basics of operations management needed to adequately participate in the discussions and activities contained in this course.*

**Prerequisites:** *Collaborating to Ensure Effective Service Delivery*

**Recommended:** *FEMA courses IS-100, 200, 700, 800; also IS-650 for Government Liaisons.*

### **Emergency Operations Center Liaison Self-Study**

Provides operational training and material for individuals being assigned to work in an Emergency operations Center (EOC) or other emergency management setting.

**Audience:** *Learners must have sufficient operations knowledge and experience to provide a functional understanding of the concepts, principles and procedures associated with disaster assessment, sheltering, feeding, the provision of individual assistance and the basics of operations management needed to adequately participate in the discussions and activities contained in this course.*

**Prerequisites:** *Collaborating to Ensure Effective Service Delivery*

**Recommended:** *FEMA courses IS-100, 200, 700, 800; also IS-1 and IS-650 for Government Liaisons.*

## **ERVs: Ready, Set, Roll**

Prepares Red Cross volunteers and employees of the Red Cross to safely and effectively use an Emergency Response Vehicle (ERV) and its equipment to meet the feeding needs of people affected by disasters. Includes a self-study and an ERV orientation and road test.

**Prerequisites** *Community Services or Mass Care: An Overview; Defensive Driving; valid driver's license; satisfactory DMV report; current First Aid/CPR certification.*

**Recommended:** *Logistics: An Overview.*

## **Financial & Statistical Information Management**

Prepares Red Cross employees and volunteers to perform the tasks of a Financial & Statistical Information Management (FSI) Service associate on a disaster relief operation. Topics include assigning and accounting for Client Assistance Cards and Disbursing Orders.

**Prerequisites:** *Client Casework: Providing Emergency Assistance.*

**Recommended Experience:** Experience in the *Client Casework* activity, especially issuing *Client Assistance Cards* and *Disbursing Orders*.

## **Foundations of Disaster Mental Health**

Prepares licensed mental health professionals to provide for and respond to the psychological needs of people affected by disasters on local and nation disaster relief operations. Required for all Disaster Mental Health activity workers. **NOTE:** This course is restricted to licensed mental health personnel.

**Prerequisite:** *None.*

**Strongly Recommended:** *Fulfilling our Mission: Translating Your Compassion into Community Action; Client Casework: Providing Emergency Assistance; Working with Total Diversity.*

## **Fulfilling Our Mission: Translating Your Compassion into Community Action**

A new course that introduces disaster volunteers to the role of the Red Cross in the community's actions in preparing for, responding to, and recovering from emergencies and disasters. The mission of the Red Cross, the principles and values that support the mission and the expected behaviors of Red Cross volunteers and employees in the conduct of that mission will be discussed.

Participants will also learn how to assess their skills and abilities to strengthen the capacity of the community and Red Cross when serving those affected by disasters.

**Note:** *This course is a prerequisite for many new and revised basic-level Disaster Services courses.*

**Prerequisites:** *Introduction to Disaster Services*

## **Fundamentals of Chapter Disaster Operations Management**

This 1.5 day course trains leadership employees and volunteers to perform the fundamental roles and responsibilities of directing a disaster relief operation.

**Prerequisite:** *Fulfilling our Mission: Translating Your Compassion into Community Action; Client Casework: Providing Emergency Assistance; Community Services Overview or Mass Care Overview; Fundamentals of Disaster Assessment (online component); Financial and Statistical Information Management; Collaborating to Ensure Effective Service Delivery.*

## **Fundamentals of Disaster Assessment**

This is a blended learning course consisting of two components, (**online** and classroom) that introduces the critical role of Disaster Assessment and explores related preparedness tasks. Participants learn how to collect and communicate disaster assessment information and become familiar with how disaster assessment information supports management and Service delivery decisions. The online component must be completed before attending the classroom session.

**Important Note:** *This course replaces the Disaster Assessment workshop. All volunteers that completed Damage Assessment I or Disaster Assessment Workshop are required to take this new course. Online component MUST be completed before classroom component.*

**Prerequisite:** *Fulfilling our Mission: Translating Your Compassion into Community Action*

## **Fundamentals of Disaster Public Affairs: The Local Response**

This facilitator-led course introduces Red Cross communicators to the critical tasks necessary to initiate a chapter disaster public affairs response.

**Prerequisite:** *Fulfilling our Mission: Translating Your Compassion into Community Action; Disaster Public Affairs Overview.*

**Recommended:** *Client Casework: Providing Emergency Assistance; Mass Care: An Overview; Fundamentals of Disaster Assessment; Disaster Fundraising: Preparing and Responding in Chapters; Shelter Operations.*

## **Fundamentals of Disaster Public Affairs: The National Response**

This facilitator-led course introduces Red Cross communicators to the critical tasks necessary to initiate a national disaster public affairs response. Designed for those who will serve as Managers or Supervisors in the Public Affairs activity on a national disaster relief operation.

**Prerequisite:** *Fundamentals of Disaster Public Affairs: The Local Response; experience equivalent to a supervisor in the Public Affairs activity on a disaster relief operation.*

## **Fundamentals of Staff Services**

An **online** course that provides an introduction to Staff Services and gives an Overview of each activity within the group. This course is required for all Staff Services workers.

**Recommended:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Health Services Response Workshop**

This workshop prepares licensed or certified health professionals to either work in their local chapter jurisdiction or be deployed on a Red Cross disaster relief operation and function as health professionals within the Health Services Protocols. This course is required for all Health Services activity workers.

**Note:** *Restricted to individuals licensed or certified to practice as CNA, EMT, LPN/LVN, PA, RN or MD.*

**Prerequisites:** *Fulfilling Our Mission: Translating Your Compassion Into Community Action*

**Recommended:** *Serving People with Disabilities Following a Disaster; Client Casework: Providing Emergency Assistance; Shelter Operations; Staff Health: Deploying a Healthy Workforce; Client Assistance System training.*

## **In-Kind Disaster Workshop**

This workshop familiarizes participants with the American Red Cross position on in-kind donations and prepares them to help manage in-kind donations at disaster sites. Workers in the Material support Services Group and fundraisers are strongly urged to take this workshop.

**Prerequisites:** *Fulfilling Our Mission: Translating Your Compassion Into Community Action*

## **Introduction to Disaster Services**

An **online** course that introduces learners to American Red Cross Disaster Services and allows them to discover how volunteers support this critical mission and to explore ways they can become involved in their local chapter.

**Note:** *Available in English and Spanish.*

**Prerequisites:** *None.*

## **Logistics: An Overview**

Provides an overview of the Material Support Services Group and the activities – transportation, facilities, supply – conducted in support of a Red Cross disaster relief organization. Participants will also learn how they can become involved in Material Support Services at the local Chapter. It is required for all Material Support Services Workers.

**Prerequisites:** *Fulfilling Our Mission: Translating Your Compassion Into Community Action*

## **Logistics During WMD/T Incident**

This **online course** provides Red Cross Material Support Services staff with the knowledge, skills, and abilities that enables them to prepare for and support Red Cross Services following a weapons of mass destruction/terrorism (WMD/T) incident within their chapter's jurisdiction.

**Recommended:** *Logistics: An Overview; Logistics Simulation; Weapons of Mass Destruction/Terrorism: An Overview.*

## **Logistics Simulation**

Simulation provides participants with the opportunity to practice the knowledge and skills required to run a successful logistical operation in their local chapter. It is required for all Material Support Services Group workers.

**Prerequisites:** *Logistics: An Overview*

## **Mass Care Overview**

Provides students with an overview of the activities - feeding, sheltering, bulk distribution - performed by the Mass Care group during disaster relief operation. This course is required for all workers in the Mass Care group and is prerequisite course for all other Mass Care courses.

**Prerequisites:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Mass Care II**

Prepares Red Cross employees and volunteers to establish, operate and phase out Mass Care services on a multi-chapter or national disaster relief operation.

**Prerequisites:** *Shelter Operations; Supervision in Disaster; DRO experience equivalent to a supervisor in the Mass Care group.*

**Recommended:** *Working with Total Diversity.*

## **Mass Casualty Disasters**

This course prepares Red Cross employees and volunteers to provide a more effective initial response to a mass casualty disaster. Topics covered include definition of mass casualty disasters, Red Cross categories of mass casualty disasters, and the Red Cross response to each.

**Prerequisites:** *Fulfilling Our Mission: Translating Your Compassion into Community Action;* Participants must have responded to a large disaster, preferably through the DSHR system.

## **Preparing for and Managing a Spontaneous Volunteer Workforce**

This **online course** provides Red Cross staff with the knowledge and skills to prepare for manage and maximize the use of a spontaneous volunteer workforce with no previous Red Cross experience who come forward to work during a disaster event. Topics covered include: definition of a spontaneous volunteer; recruiting, screening, and interviewing spontaneous volunteers; and the preparation required to use local spontaneous volunteers during a disaster relief operation.

**Recommended:** *Fulfilling our Mission: Translating Your Compassion into Community Action;* *Working with Total Diversity.*

## **Psychological First Aid**

Provides all American Red Cross workers to provide basic care, comfort, and support to people who are experiencing disaster-related stress. Participants will learn how to recognize signs of stress in clients, co-workers, and themselves. This course is recommended for all DSHR workers.

**Recommended:** *Fulfilling Our Mission: Translating Your Compassion into Community Action; Working with Total Diversity.*

## **Public Speaking Workshop**

Increases participant ability to be effective public speakers on behalf of the Red Cross, develops participant knowledge of the core concepts of public speaking and introduces participants to techniques of developing public speaking ability.

## **Service Delivery Site Management**

Provides learners the knowledge and skills needed to run a service delivery site during a disaster relief operation.

**Prerequisites:** *Supervision in Disaster; Fundamentals of Chapter Disaster Operations Management.* 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 must be a director of a chapter's disaster program with experience at a service delivery site.

## **Serving People with Disabilities Following a Disaster**

This is a blended learning course consisting of two components - **online** and classroom. It outlines Red Cross policies and practices related to providing services to people with disabilities following a disaster. Participants will also learn how to assess the needs of people with disabilities and how to communicate effectively with them. The online component must be completed before attending the classroom session.

**Note:** *Online component MUST be completed before classroom component.*

**Prerequisites:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Shelter Operations**

Prepares Red Cross volunteers and employees to effectively and sensitively manage shelter operations as a team while meeting the needs of people displaced as a result of a disaster. This course is required for all Shelter activity workers.

**Prerequisites:** *Mass Care Overview.*

## **Shelter Simulation**

This course provides participants with the opportunity to apply the knowledge, skills, and abilities required to operate a successful shelter. This course is recommended for all Shelter activity workers.

**Prerequisites:** *Mass Care Overview, Shelter Operations.*

## **Weapons for Mass Destruction/Terrorism: An Overview**

Provides basic information about the unique issues and safety concerns related to responding to a disaster incident in an environment involving Weapons of Mass Destruction/Terrorism (WMD/T). Participants will learn about the knowledge, skills and abilities needed by disaster workers performing duties in this environment.

**Prerequisites:** *NONE.*

**Recommended:** *Fulfilling our Mission: Translating Your Compassion into Community Action.*

## **Workshop for the Development of Community Disaster Education**

### **Presenters**

Prepares volunteers deliver quality Community Disaster Education presentations by providing background information and support. The workshop provides information on ways to overcome disaster denial issues to motivate individual and family disaster preparedness actions. It does not teach platform presentation skills; rather, it focuses on how to choose appropriate messages for target audiences and selecting materials that convey those messages.

**Prerequisites:** *Commitment to deliver quality Community Disaster Education presentations to the public; Experience in public speaking. No other Red Cross Training is required.*

**Familiarity with:** *Current information about natural and technological disaster events, their causes, and effects.*