

COURSE DESCRIPTIONS

February/March 2010

Below is a list of American Red Cross instructor-led courses. Courses are not able to be offered often so please make every effort to attend these sessions.

Fulfilling Our Mission: Translating Compassion into Community Action

This new course introduces volunteers to the role of the Red Cross in the community's actions in preparing for, responding to and recovering from disaster. Participants will learn how to assess their skills and abilities to strengthen the capacity of their community and the Red Cross to better serve the victims of disaster. **(Required to become a local Disaster Responder)**

Length: 3 hours

Prerequisites: None

Dates Offered: **Tuesday, March 9, 2010, 9:00AM-12:00PM**
ARC SEPA, Philadelphia, PA

Fulfilling Our Mission/Mass Care Overview (Combined Course)

This class covers two basic disaster classes that are prerequisites for all other disaster classes. In Fulfilling Our Mission participants will learn how to use their skills and abilities to strengthen the capacity of both the community and Red Cross to better serve people affected by disaster. They will understand the mission of the Red Cross, the principles and values that support the mission and the expected behaviors of Red Cross volunteers and employees. Mass Care Overview introduces participants to the role of Mass Care on a disaster relief operation, the services provided through sheltering, feeding and distribution of relief supplies, and how to deliver quality service to clients.

Length: 4 hours

Prerequisites: None

Dates Offered: **No classes offered at this time.**

Mass Care Overview

This course is to provide participants with an overview of the activities performed by the Community Service group in support of a disaster relief operation. **(Required to become a local Disaster Responder.)**

Length: 3 Hours Approximately

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

Dates Offered: **Wednesday, April 7, 2010, 6:00PM-10:00PM**
ARC Burlington, NJ

Shelter Operations

Shelter Operations prepares Red Cross responders to effectively and sensitively manage shelters as a team and to meet the needs of people displaced as a result of a disaster. **(Required to become a Disaster Responder.)**

Length: 3 hours

Prerequisites: Fulfilling Our Mission and Mass Care

Dates Offered: **Wednesday, April 28, 2010, 6:00PM-10:00PM**
ARC Burlington, NJ

CPR/AED and First Aid

The number of cardiac emergencies Americans suffer each year underlines the importance of CPR training. Each year, the Red Cross trains more than two million people in adult, infant and child, and professional rescuer CPR. New Red Cross CPR courses reflect the most recent changes in emergency cardiac care. First Aid covers basic aid skills designed to prepare the student for emergencies ranging from minor to severe. **Both are required to become a Disaster Responder. Open only to ARC Lower Bucks Volunteers.**

Length: 8 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Dates Offered: No dates offered at this time

(For a complete list of CPR/First Aid classes go to www.redcrosslbcc.org and look under the Health and Safety Class Schedule.)

Client Casework: Providing Emergency Assistance

This course is designed to train Red Cross caseworkers how to conduct effective interviews and provide appropriate assistance to help meet a client's immediate disaster-caused or disaster-aggravated needs. After completing this course participants will be able to demonstrate the skills needed to perform an effective client interview; identify and demonstrate the correct use of the basic forms and tools needed to provide assistance to clients on chapter, multi-chapter and national disaster relief operations; and make appropriate decisions regarding the use of Red Cross resources and agency referrals when providing assistance to clients. **(Required to become a local responder.)**

Length: 8 hours

Prerequisites: Fulfilling Our Mission

Dates Offered: **Thursday, March 4, 2010, 9:00AM-4:00PM**
ARC SEPA, Philadelphia, PA

Shelter Simulation

The purpose of this training is to provide participants an opportunity to practice the knowledge and skills needed to run a successful shelter operation.

Length: 3 Hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission
Mass Care Overview, Shelter Operations

Date Offered: **Wednesday, May 5, 2010, 6:00PM-10:00PM**
ARC Burlington, NJ

Shelter Operations & Simulation

The purpose of this basic level Disaster Services training is to prepare volunteers and employees of the Red Cross and other agencies to effectively and sensitively manage shelter operations as a team while meeting the needs of people displaced as a result of a disaster. In the Shelter Simulation segment, participants are provided with an opportunity to practice the knowledge and skills needed to run a successful shelter operation.

Length: 8 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission
Mass Care: An Overview

Dates Offered: **Friday, March 19, 2010, 9:00AM-4:00PM**
ARC SEPA, Philadelphia, PA

Psychological First Aid

The course provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. In addition, it provides practical suggestions about what you can say and do as you practice the principles of Psychological First Aid. The purpose of this class is to prepare all American Red Cross workers to provide basic care, comfort and support to people who are experiencing disaster-related stress.

Length: 4 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Dates Offered: **Saturday, March 13, 2010, 9:00AM-12:00PM**
ARC SEPA, Philadelphia, PA

Saturday, March 13, 2010, 8:30AM-12:30PM
ARC Greater Lehigh Valley

Spiritual Care Training

This course prepared Spiritual Care volunteers to provide emotional and spiritual support for people who have been affected by a personal or community trauma or disaster in an American Red Cross response environment.

Length: 7 hours

Prerequisites: Fulfilling Our Mission, Must be ordained, licensed or commissioned by a religious authority to function in the specialized ministry of care or equivalent chaplaincy training.

Dates Offered: **No dates offered at this time.**

Health Services Response Workshop

This course is designed to orient licensed or certified health professional to the roles and responsibilities of a Health Services Associate when working on behalf of the Red Cross to meet the disaster-related health needs of clients. This one-day workshop consists of a series of presentations, class discussions and small group activities during which participants work as members of a Red Cross Health Services team to resolve complex problems. These activities require workshop participants to apply their professional knowledge, experience and critical thinking abilities to the work-related challenges experienced by Red Cross workers who provide immediate assistance to clients in the aftermath of a disaster. This is a required course for anyone who wishes to work in the Disaster Health Services function. **Please note:** This course is being offered by the Lower Bucks County Chapter in Levittown, PA. It is not offered very often so if you have not yet take it please try to take it on this date.

Length: **7.5 hours**

Prerequisites: **Introduction to Disaster Services *or* Fulfilling Our Mission**
In addition, participants must have a current professional license or certificate to practice as a CAN, EMT, LPN/LVN, PA, RN or MD.

Recommended: **Family Services *or* Client Services: Providing Emergency Assistance**
Shelter Operations

Dates Offered: **No dates offered at this time.**

Disaster Assessment Basics

This new course, designed for Disaster Action Team (DAT) members, encompasses the tasks and responsibilities of a Disaster Assessment worker in both national and local disaster relief operations. This course will provide a general overview of the tasks performed by Disaster Assessment teams in incidents such as single or multi family fires.

Length: 3 hours

Prerequisites: *Fulfilling Our Mission*

Dates Offered: **No dates offered at this time.**

Fundamentals of Disaster Assessment

The purpose of this course is to introduce the critical role of Disaster Assessment, explore related preparedness tasks, learn how to collect and communicate disaster assessment information, and become familiar with how disaster assessment information supports management and service delivery decisions. This course is comprised of two parts. Part 1 (online component) is comprised of six self-paced learning modules. It is estimated that it takes approximately 3.5-4 hours to complete all six modules. The on-line segment must be completed prior to attending Part 2 of the class (see dates below). Prior knowledge of computers is not necessary. You can access Part 1 of this course from home or at the Chapter, with assistance from Chapter staff as needed.

Prerequisites:

- Introduction to Disaster Services or Fulfilling Our Mission: Translating Your Compassion Into Community Action
- Part One: Online training (See your chapter LMS Administrator)

Length: 5 hours

Dates Offered: Tuesday, March 23, 2010, 6:00PM-10:00PM
ARC Lower Bucks County, PA

Disaster Frontline Supervision in Disaster

The purpose of this course is to prepare supervisors to lead a team of disaster workers to deliver high quality client service and to create a climate that promotes worker satisfaction.

Length: Approximately 6 hours

Prerequisites: Fulfilling Our Mission, 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.

Dates Offered: No dates offered at this time.

Logistics: An Overview

The purpose of this training is to provide basic information about the activities and processes of the Logistics function in support of an American Red Cross disaster relief operation. Participants will learn about the skills, abilities, and knowledge needed by Logistics workers and how they can get started in their local chapter. *Logistics Overview is a prerequisite to all other training in the Logistics function.*

Length: 3 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Date Offered: Wednesday, May 26, 2010, 6:00PM-10:00PM
ARC Burlington, NJ

Logistics Simulation

The purpose of this class is to provide participants an opportunity to practice the knowledge and skills needed to run a successful logistical operation in their local chapter.

Length: 5.5 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission
Logistics: An Overview

Date Offered: Wednesday, June 2, 2010, 6:00PM-10:00PM
ARC Burlington, NJ

Logistics: An Overview/Simulation

The purpose of this training is to provide basic information about the activities and processes of the Logistics function in support of an American Red Cross disaster relief operation. Participants will learn about the skills, abilities, and knowledge needed by Logistics workers and how they can get started in their local chapter. *Logistics Overview is a prerequisite to all other training in the Logistics function.*

Length: 8 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Dates Offered: No dates offered at this time.

ERVs: Ready, Set, Roll

This class is designed to prepare volunteers and employees of the Red Cross to safely and effectively use an Emergency Response Vehicle (ERV) and its equipment to meet feeding and other service needs of people affected by disaster. (This class will be held rain or shine and may be subject to cancellation on short notice in the event of a large scale disaster relief effort.)

Length: 7.5 hours (3 hours of classroom instruction followed by driving practice)

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission, Mass Care, Current First Aid/CPR certification

Required: Valid drivers' license, Satisfactory Department of Motor Vehicle (DMV) Report and Defensive Driving Course Certificate

Recommended: Logistics: An Overview, Damage Assessment

Dates Offered: **Wednesday, March 31, 2010, 1:00PM-4:00PM**
ARC SEPA, Philadelphia, PA

Defensive Driving Online Course

A Defensive Driving Certificate must be presented prior to receiving an ERV certification

Length:

Prerequisites: Course Cost is \$15.95 and is not paid for by the Red Cross, Must be an American Red Cross employee or volunteer, each course must be purchased individually, a login ID and Password will be created to log-in/out of online courses.

Website: http://www.safetyserve.com/finesource/attend/New_student_rc.asp?ugid=032DP67J

Dates Offered: Online

Bulk Distribution

This class is designed to prepared participants for the roles, responsibilities and tasks involved in setting up, operating and supporting a Bulk Distribution operation in the chapter on a disaster relief operation.

Length: 3 Hours

Prerequisites: Fulfilling Our Mission, Mass Care: An Overview

Dates Offered: **No dates offered at this time**

Collaborating to Ensure Effective Service Delivery (ARC 3089-4)

The *Collaborating to Ensure Effective Service Delivery* (ARC 3089-4) course is designed to prepare Red Cross employees and volunteers to establish collaborative relationships that contribute to coordinated disaster response and help to ensure inclusive and effective service delivery. This course will also prepare participants to begin conducting liaison activities in a chapter and establish a foundation upon which they can build toward a career as a liaison in the Disaster Services Human Resources (DSHR) System. This two-day course consists of a series of brief presentations and interactive discussions with workbook and small table-group based activities. Participants in this course will gain a practical understanding of 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.

Length: 12 Hours

Prerequisites: Fulfilling Our Mission: Translating Your Compassion into Community Action

Recommended:

Mass Care Overview (DSMCC200A, Rev. 04/07) *or* *Community Services Overview* (ARC 3068-6, Rev. 09/05)

Client Casework: Providing Emergency Assistance (DSCLS202A, 07/06)

Working With Total Diversity (A1503)

Additional basic level disaster training courses

Experience working with a Red Cross chapter, community and labor organizations, government agencies and/or diverse populations.

Date Offered: **No dates offered at this time.**

Weapons of Mass Destruction/Terrorism: An Overview

The purpose of this course is to provide basic information about the issues and safety concerns in performing our work in an environment involving a Weapons of Mass Destruction and/or Terrorism (WMD/T) incident. Participants will learn about the skills, abilities, and knowledge needed by disaster workers providing duties in this environment.

Length: 3 Hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Date Offered: **No dates offered at this time.**

Be Red Cross Ready Train the Trainer Workshop

Be Red Cross Ready Train-the-Trainer Workshop is the first step for interested volunteer who want to represent the Red Cross by presenting the Disaster Preparedness presentation to the public. The train the trainer course focuses on course content and effective presentation skills.

Length: 2 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Dates Offered: No dates offered at this time.

Serving People with Disabilities Following a Disaster

The purpose of this basic level Disaster Services course is to outline Red Cross policies and practices related to providing services to people with disabilities following a disaster. A 45-minute online course is required before the day of the training. Instructions for the online segment will be mailed out 1 week prior to the course.

Length: 5.5 hours

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Date Offered: No dates offered at this time.

Foundations of Disaster Mental Health Services

This course prepares licensed mental health professionals to provide for and respond to the psychological needs of people across the continuum of disaster preparedness, response, and recovery. Must have a professional Mental Health license to participate.

This course is ONLY open to DMHS volunteers.

Length: 7 hours

Prerequisites: None

Dates Offered: No dates offered at this time

Financial and Statistical Information Management

This course prepares participants to gather, process and manage financial information during a Disaster Relief Operation that allows leaders within the organization to make appropriate financial and human resource decisions before, during and after a disaster. Students will learn how to assign and account for the usage of Client Assistance Cards (CACs) and Disbursing Orders (Dos) as well as manage the confidential master case files of Red Cross Disaster clients.

Length: 5.5 hours

Prerequisites: Client Casework

Dates Offered: No dates offered at this time.

Emergency Operations Center/Incident Command Liaison (EOC)

The purpose of this basic Disaster Services course is to prepare 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 an effective service delivery.

Length: 8 hours

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

-Collaborating to Ensure Effective Service Delivery

-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 participate adequately in the discussions and activities contained in this course.

Recommended:

-Although not course prerequisites, the following Federal Emergency Management Agency independent study courses are required to continue working in the Government Liaison activity:

-IS-100 Introduction to the Incident Command System, IS-200 Basic Incident Command System, -IS-700 National Incident Management System, IS-800 National Response Plan

Additionally, the following FEMA course is recommended for Government Liaisons:

--IS-650 Building Partnerships with Tribal Governments

--Sufficient operations knowledge and experience to be able to convey accurately the concepts, principles and procedures contained in the course the candidate intends to teach and to be able to answer participants' questions.

Dates Offered: No dates offered at this time.

National Shelter System (NSS) Computer Training

This training will introduce the user to the basic functions of the National Shelter System. Students of this class will learn how to search for a shelter, add new shelters, change a shelter status, input DRO/Incident information and add populations. The training also addresses changes to the system introduced as part of the Phase 3 enhancements.

Length: 3 hours

Prerequisites: Fulfilling Our Mission/Mass Care: An Overview

Dates Offered: No dates offered at this time.

Mass Casualty Disasters

An instructor-led and video-supported course designed to prepare employees and volunteers to plan for and respond to mass casualty disasters. The course combines presentations and class discussions and uses real-world examples to explore the four types of mass casualty disasters and the Red Cross' role in planning and response

Length: 8 hours

Prerequisites: -Fulfilling Our Mission: Translating Your Compassion into Community Action

-Must have responded to a large disaster either within their community or on a DSHR assignment.

Dates Offered: No dates offered at this time.

Disaster Instructor Specialty Training

An instructor-led course designed to prepare knowledgeable and experienced Disaster Services workers to teach basic level disaster training courses, thereby ensuring uniform and quality disaster training consistent with Red Cross policies and the regulations and procedures of Disaster Services.

Length: 7 hours/day

Prerequisites:

- Fulfilling Our Mission: Translating Your Compassion Into Community Action or Introduction to Disaster Services
- Mass Care Overview
- Fundamentals of Instruction and Facilitation (Can be completed as a self-study course)
- Three other basic level disaster training courses, to include the one the candidate intends to teach
- Sufficient operations knowledge and experience to be able to convey accurately the concepts, principles and procedures contained in the course the candidate intends to teach and to be able to answer the participants' questions.

Dates Offered: No dates offered at this time.

Red Cross Independent Study (On-Line) Courses

Requires an LMS login and password, Lower Bucks Volunteers should contact Ryan McGoldrick

Fundamentals of Staff Services (DSSSS200C)

The purpose of this basic level course is to provide an introduction to all of the groups and activities within the DSHR (Disaster Services Human Resources), including the Staff Services group. This is an excellent class for anyone who enjoys working with people and would like to help out in Disaster Headquarters during a major disaster.

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Logistics During a WMD/T Incident

The purpose of this course is to provide Red Cross Material Support Services workers with the knowledge, skills and abilities that enable them to prepare for and support Red Cross services following a weapons of mass destruction/ terrorism (WMD/T) incident within their chapter's jurisdiction. This course is organized into four sequenced learning modules, of approximately one hour each, designed to address the learning objectives, with three more progressively difficult problem solving scenarios. The modules include: Impact of a WMD/T Incident on Logistics; Chapter Roles and Responsibilities Associated with a WMD/T Incident; External Resources; and Safety and Security Concerns.

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

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

Serving People with Disabilities Following a Disaster

This course outlines American Red Cross policies and practices as they pertain to providing services to people with disabilities following a disaster.

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Preparing for and Managing a Spontaneous Volunteer Workforce (DSSSS201C)

This course consists of four separate learning modules that provide 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. It is intended for workers who will be the frontline in welcoming a spontaneous volunteer workforce during a disaster, as well as for supervisory staff from all DSHR groups.

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Workforce Planning and Acquisition (DSSSS202C)

This course is intended for anyone who is interested in working in Disaster Headquarters during a disaster to help recruit, screen, and interview and place staff in different assignments. This course will also help participants understand the collaboration between Staff Services and other groups and activities as a response transitions from a chapter to a disaster relief operation and back to a chapter.

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

Disaster Public Affairs Overview (DSOSS201C)

The purpose of this on-line course is to provide an overview of the role Public Affairs plays in disaster relief as well as guidelines for Red Cross volunteers and employees working in any activity to use when responding to a media inquiry. This course takes approximately one hour to complete.

Prerequisites: Introduction to Disaster Services *or* Fulfilling Our Mission

FEMA Independent Study (On-Line) Courses

To get to the FEMA training homepage go to: <http://training.fema.gov/wrningBanner.asp>

For a list of FEMA Independent Study Classes go to: <http://training.fema.gov/IS/crslist.asp>

IS-100 – Introduction to the Incident Command System

This course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS).

IS-200 – ICS for Single Resource and Initial Action Incidents

This course is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. IS-100 is a pre-requisite to the IS-200 course.

IS-700 – National Incident Management System (NIMS), an Introduction

NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. This course introduces NIMS and takes approximately three hours to complete. It explains the purpose, principles, key components and benefits of NIMS. The course also contains "Planning Activity" screens giving you an opportunity to complete some planning tasks during this course. The planning activity screens are printable so that you can use them after you complete the course.

IS 800 – A National Response Plan (NRP), An Introduction

The National Response Plan describes how the Federal Government will work in concert with State, local, and tribal governments and the private sector to respond to disasters. This course introduces the NRP. It is intended for DHS and other Federal staff responsible for implementing the NRP, and Tribal, State, local and private sector emergency management professionals.

To register for classes:

Chapter Contact Information

It is important to check with the Chapter about location of the class, as some classes may not be hosted at the Chapter Headquarters. It is strongly recommended that you also reconfirm the class status 24 hrs in advance in case of any changes. If you cannot attend a class, it is your responsibility to contact the Chapter and let them know.

Lower Bucks County Volunteers: please coordinate all class scheduling through Ryan McGoldrick or Steven Huizar.

Lower Bucks County Chapter (Levittown, PA)

Contact Ryan McGoldrick at (215) 946-4870 ext 115 or email rmcgoldrick@redcrosslbcc.org for classes in Levittown or if you are a Lower Bucks Volunteer in need of an LMS login and password.

Lower Bucks classes are held at 1909 Veterans Highway, Levittown, PA (unless otherwise noted)

ARC Princeton, NJ Chapter (Princeton, NJ)

Contact Matt Steinkerchner at 609-951-2101 or email steinkerchnerm@njredcross.org

ARC Princeton classes are held 707 Alexander Road, Suite 101, Princeton, NJ 08540 (unless otherwise noted)

ARC Burlington, NJ (Lumberton, NJ)

Contact Gayle Lynch at (609) 267-9595 or email gayle@redcrossbcnj.org

ARC Burlington County classes are held at 1632 Route 38 Lumberton, NJ 08048 (unless otherwise noted)

ARC Southeastern – SEPA - PA Chapter (Philadelphia)

Contact Sarah Haney at (215) 299-0493 or at haneys@redcross-philly.org

ARC SEPA, Philadelphia classes are held at the SEPA Chapter, 23rd and Chestnut Streets, Philadelphia, PA 19103 (unless otherwise noted)

Greater Lehigh Valley Chapter (Bethlehem)

Contact Rhonda Xiques at 610-865-4400 or email xiquesr@usa.redcross.org.

ARC Greater Lehigh Valley classes are held at 2200 Avenue A, Bethlehem, PA 18017 (unless otherwise noted)