

FRIDAY JUN. 2

**10:00AM-1:00PM**

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### **Disaster Spiritual Care**

 **Client Services**

Disaster Spiritual Care Fundamentals is designed to familiarize learners with the spiritual care function. Training is designed to teach to the standards and procedures doctrine and to standardize the provision of disaster spiritual care services. This training is required to be deployed to the disaster spiritual care activity. Those previously trained through unofficial presentations are required to take this course.

Host Organization Pacific Division

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**Venue** - Orange Room

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### **Disaster Workforce Admin Workshop**

 **Logistics**

Host Organization Pacific Division

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**Venue** - Brown Room

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**10:00AM-2:00PM**

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### **Damage Assessment- Survey 123**

 **Information & Planning**

Host Organization Pacific Division

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**Venue** - Green Room

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### **Home Fire Campaign Planning- Become a Coordinator**

 **Preparedness**

This onboarding presentation is designed for new HFC event implementers and program managers (DPMs, DPSs, RDOs, Lead Volunteers, etc.). Its purpose is to provide a consistent onboarding presentation to help Red Cross HFC leads learn about the goals and mission of the Home Fire Campaign, the steps to implement an event, and information about administering the program (communications, procurement, inventory, reporting).

The presentation runs for a total of 1hr and 5minutes and covers the following three segments:

- HFC 101 (what it is, overall goals, common definitions, why we're doing it, how we do it & who helps implement, and overall program resources);
- HFC Implementation (10 event implementation steps, and additional resources); and

- HFC Administration (communication, procurement, inventory, reporting, and data quality control).

This course can be accessed at any time by clicking on the following link: [HFC onboarding video playlist](#).

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Host Organization Pacific Division

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Venue - Red Room

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**10:00AM-4:00PM**

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## Collaborating Essentials

### External Relations

Collaborating Essentials is a basic level, instructor-led course designed to promote and support collaboration at the Red Cross. Participants will engage in discussions and scenarios to determine the different skills and behaviors required for building and maintaining internal and external relationships. The course emphasizes the role that collaboration plays in the successful delivery of disaster services.

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Host Organization Pacific Division

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Venue - Blue Room

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**10:00AM-6:00PM**

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## Logistics Workshop- Supply/ In-Kind Donations/ Procurement

### Logistics

The Supply Fundamentals/In-Kind Donations on a DRO/Procurement Workshop, essential to those pursuing a Logistics GAP, combines the basic principles from Supply Fundamentals, In-Kind Donations on a DRO and Procurement into a daylong course. The purpose of the Supply Fundamentals portion is to prepare participants to support Supply operations by familiarizing them with the tasks they will perform as a Red Cross worker in Supply when assigned to a regional or larger disaster response. It also provides detailed training on the Disaster Requisition (Form 6409) procedures for requesting and obtaining supplies, tracking the requisition process, and completing the Three-Way Match. The purpose of the InKind Donations portion is to prepare participants to support Logistics operations by familiarizing them with the tasks they will perform as workers in In-Kind Donations when assigned to a disaster response. The Procurement Workshop is to provide practice on the requisition process (Requisition, Approval, Register/Sourcing, Buyer, Receiving and Paperwork) used in support of disaster operations. Multiple job tools are used in the workshop. Course prerequisites: Disaster Cycle Services: An Overview (online) and Logistics: An Overview (Instructor Led Training).

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Host Organization Pacific Division

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Venue - Mint Room

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## Disaster Frontline Supervisor and Simulation

### Supervisory

Disaster Frontline Supervisor (DFS) is an instructor-led, basic level course. Participants receive the Disaster Frontline Supervisor Handbook, which provides disaster relief operations supervisors with tools that support their success. The handbook is for use on operations and in the classroom. The Disaster Frontline Supervisor course, combined with the Disaster Frontline Supervisor Simulation, replace Supervision on Disaster Assignment and Supervision in Disaster. To meet the training requirements for a

supervisor position in the Disaster Services Human Resources System completion of both the course and simulation is required.

Host Organization Pacific Division

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Venue - Yellow Room

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**1:30PM-5:30PM**

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### **Concept of Operations Workshop**

 **Everyone**

In this workshop we will explore the Disaster Cycle Services Concept of Operations which was published November 2014. As part of that discussion we will delve into further detail on ICS, incident action planning, and situation reporting. The entire workshop will offer an insight into how the meetings/reporting/products are developed and distributed on a disaster. It is highly recommended that you take the ICS workshop prior to this workshop.

Host Organization Pacific Division

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Venue - Brown Room

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**3:00PM-4:30PM**

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### **Recruitment Fundamentals – Telling Your Story and Enticing New Volunteers**

 **Volunteer Services**

Join the extremely fun Volunteer Services Team for an hour and a half class that will teach you the basics of brining a new volunteer into the Red Cross! You will learn essential recruitment strategies and priorities, see the Volunteer Intake Processing Center at work, and ultimately be able to guide a prospective volunteer into their Intake Interview. By understanding what a new volunteer will go through to join our organization you will be better prepared to help us recruit. Recommended for Recruitment Specialists, Community Volunteer Leaders, Board Members, and Public Affairs volunteers, but all are welcome to join!

Venue - Red Room

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**3:30PM-4:30PM**

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### **Everyone is Welcome**

 **Everyone**

This course that informs the learner about the Red Cross commitment to excellent service delivery to individuals with access and functional needs, including those with disabilities by inclusion and integration of their varied needs before, during and after disasters. This course also provides tips for providing services to individuals with access and functional needs, including those with disabilities.

Host Organization Pacific Division

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Venue - Green Room

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### **Empowering Volunteers**

 **People Management**

This Session is Limited. Invitation Only

Host Organization Pacific Division

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Venue - Cobalt Room

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**4:30PM-5:30PM**

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### RC View- Information Session Update

 Everyone

RC View Update is an updated and much more tactical presentation than the one offered at last year's institutes. This presentation focuses on functionality delivered in 2016, what will be available in 2017, and what is planned for 2018. RC View Update is designed to be delivered as part of the FY17 Regional Institutes, as one of three DCS Programs Update.

Host Organization Pacific Division

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Venue - Green Room

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**6:00PM-8:00PM**

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### General Session #1

 Everyone

Everyone is highly encourage to attend the general sessions. Dinner and Entertainment!

Venue - Gray Room

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**SATURDAY JUN. 3**

**4:00AM-4:00AM**

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### The Pillowcase Project Fundamentals- Module 2

 Preparedness

\*\*\*Instructor will reach out to you to schedule an appointment for teach-back\*\*\* The Pillowcase Project is a preparedness education program for children in grades 3rd-5th, which teaches students about personal and family preparedness, local hazards, and basic coping skills. Generally given as a 60 minute presentation by Red Cross volunteers, the program leads students through a learn, practice, share framework to engage them in disaster preparedness. Students receive a sturdy pillowcase upon completion of the program in which they are encouraged to build their personal emergency supplies kit. Presentations are customized to focus on a hazard that is important and relevant to the local community. Prerequisites: Found on EDGE Basic Instructor Fundamentals- Youth Pillowcase Project Fundamentals (Module 1)

Venue - TBA

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**8:00AM-8:50AM**

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### National Readiness Initiative- Informational Session

 Everyone

The National Readiness Initiative Update is designed to provide an overview of the three year readiness pilot and initiative that will ultimately support the development of the National Readiness Program of Record. To reliably and consistently serve those in need in communities affected by disasters and emergencies around the country, the Red Cross must establish a trajectory that

increases our understanding of service delivery expectations and requirements as well as our overall operational readiness. National Readiness Initiative Update is designed to be delivered as part of the FY17 Regional Institutes, as one of three DCS Programs Update.

Host Organization Pacific Division

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Venue - Red Room

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**9:00AM-1:00PM**

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## Integrated Care Condolence Team Fundamentals

 Client Services

The purpose of this course is to train current disaster responders in Casework and Recovery Planning, Disaster Health Services, Disaster Mental Health and Disaster Spiritual Care on the Integrated Care Condolence Team (ICCT) Standards and Procedures, and to provide guidance and best practices for working in an integrated care condolence team environment.

Host Organization Pacific Division

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Venue - Orange Room

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## Financial Statistical Info Management

 FSI

This course will prepares disaster workers to perform the tasks of a Financial and Statistical Information staffer working with financial instruments on a Disaster Relief Operation, in a chapter-managed response, or in normal and everyday Chapter activity.

Host Organization Pacific Division

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Venue - Mint Room

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**9:00AM-3:30PM**

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## Government Operations Fundamentals

 External Relations

Government Operations Fundamentals is a basic level, instructor-led course that introduces the roles, responsibilities and tasks of the Red Cross Government Liaison. The course content is based on the Government Operations Handbook and other Disaster Services program guidance. Participants engage in activities and scenarios that Red Cross government liaisons typically encounter when representing the Red Cross throughout the disaster cycle. The course will also spend time discussing the Red Cross role in ESF6. Prerequisites: The following courses are highly recommended prior to attending or soon after completing Government Operations Fundamentals. Red Cross Training Required (available online): Emergency Operations Center Liaison Self-Study; Collaborating Essentials. FEMA: IS-100.b Introduction to Incident Command System; IS 230.c Fundamentals of Emergency Management; IS-700.a NIMS An Introduction; IS-800.b National Response Framework, An Introduction

Host Organization Pacific Division

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Venue - Blue Room

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**9:00AM-4:00PM**

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## Shelter Operations Simulation

 Mass Care

The purpose of this simulation is to enable participants to simulate roles and gain sheltering experience using the content presented in the Shelter Fundamentals course. Participants need to take Shelter Fundamentals online previous to the class.

Host Organization Pacific Division

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Venue - Green Room

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**9:00AM-5:00PM**

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## Shelter Management

 Mass Care

Shelter Management introduces the roles, responsibilities and tasks of the shelter manager. The course content is based on the American Red Cross sheltering guidance, which is documented primarily in the Sheltering Standards and Procedures, Operating a Shelter Job Tool, Shelter Staffing Job Tool, and Shelter Supply Template Job Tool. There are additional job tools and forms incorporated into this course. All documents are available on The Exchange. A video of Red Cross shelter managers talking about their experiences is incorporated into the course. Successful completion of this course is one step in the process of becoming a shelter manager; shelter experience and a recommendation by the region are additional criteria. Course prerequisites: Disaster Cycle Services: An Overview (online), Disaster Frontline Supervisor and Simulation (Instructor Led Training); Shelter Fundamentals (online or Instructor Led Training); Basic Food Safety (online)

Host Organization Pacific Division

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Venue - Yellow Room

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## Disaster Response Management Simulation (1 of 2)

 Supervisory

**\*\*\*You Must Sign Up for and Attend Both Sessions to Receive Credit\*\*\*** The purpose of the Disaster Response Management Simulation (DRMS) is to prepare Red Cross disaster workers to function effectively as managers and leaders on a district level or larger relief operation within a region, state or division. To do this, the simulation allows participants to experience key elements of a disaster operation from preparedness capabilities to an after action analysis of the incident.

Host Organization Pacific Division

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Venue - Red Room

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**9:30AM-3:00PM**

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## Board Retreat

 Board Members

Board Member's Retreat

Host Organization Pacific Division

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Venue - Cobalt Room

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**1:30PM-5:00PM**

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## Shelter Survey Orientation / Intro to National Shelter System (NSS)

 Logistics

Shelter Survey Orientation:

The objectives of this course are to ensure Shelter Surveyors are able to:

1. Understand the purpose of Shelter Surveys
2. Understand the structure of the Shelter Readiness Teams that survey and acquire sheltering facilities
3. Understand the Shelter Survey Form and it's terminology
4. Identify facility benefits for sheltering
5. Efficiently complete the Survey Form
6. Check accessibility for those with functional needs
7. Identify potential facility limitations for sheltering
8. Understand the process of submitting surveys for NSS processing

Host Organization Pacific Division

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Venue - Mint Room

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**2:30PM-5:00PM**

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### Care Assistant Skills Assessment

■ Everyone

The purpose of this course is to prepare disaster responders and partners to safely assist people with Disabilities and other Access and Functional needs access and utilize Red Cross facilities and services while promoting the independence of the clients served. This course will not take the entire time and will vary based on the testing environment; individuals will need to take Care Assistant Fundamentals online before they can complete the skills test.

Host Organization Pacific Division

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Venue - Orange Room

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**4:00PM-5:00PM**

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### Everyone is Welcome

■ Everyone

This course that informs the learner about the Red Cross commitment to excellent service delivery to individuals with access and functional needs, including those with disabilities by inclusion and integration of their varied needs before, during and after disasters. This course also provides tips for providing services to individuals with access and functional needs, including those with disabilities.

Host Organization Pacific Division

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Venue - Blue Room

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**6:00PM-8:00PM**

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### General Session #2

■ Everyone

Everyone is highly encourage to attend the general sessions. Dinner and Entertainment!

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Venue - Gray Room

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SUNDAY JUN. 4

**8:00AM-9:00AM**

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### **DPM/DPS Support Informational Session**

 **Everyone**

DPM/DPS Support Update is designed to provide an update and status of the various projects and programs that make up the Disaster Program Manager/Disaster Program Specialist Support Initiative. DPM/DPS Support Update is designed to be delivered as part of the FY17 Regional Institutes, as one of three DCS Programs Update.

Host Organization Pacific Division

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Venue - Red Room

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**9:00AM-12:00PM**

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### **Manager Essentials: Collaboration Across Organizational Teams**

 **People Management**

Invitation Only.

Host Organization Pacific Division

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Venue - Cobalt Room

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**9:00AM-1:00PM**

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### **Concept of Operations Workshop**

 **Everyone**

In this workshop we will explore the Disaster Cycle Services Concept of Operations which was published November 2014. As part of that discussion we will delve into further detail on ICS, incident action planning, and situation reporting. The entire workshop will offer an insight into how the meetings/reporting/products are developed and distributed on a disaster. It is highly recommended that you take the ICS workshop prior to this workshop.

Host Organization Pacific Division

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Venue - Green Room

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### **First Aid, CPR, & AED**

 **Everyone**

Host Organization Pacific Division

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Venue - Brown Room

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### **Public Affairs Workshop**



## External Relations

Topics include:

- Basic roles of PA volunteers
- Our service areas and media markets
- Dealing with tough questions and getting the right message out to the public
- How to handle national coverage and client privacy
- How to effectively tell the Red Cross Story
- Style Guide and Brand Standards basics
- Utilizing social media
- Additional PA resources and training opportunities
- If there's time at the end I have a practice exercise around developing talking points and messaging

Host Organization Pacific Division

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Venue - Mint Room

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## Supporting Volunteers/Managing Teams

### Volunteer Services

SVMT is designed to benefit those who work with or supervise volunteers. It is designed to benefit those who are new to working with volunteers as well as those who have previous experience. It will present opportunities to raise self-awareness about what you are doing well as well as the positive changes you can make to enhance your success as a supervisor of volunteers.

Host Organization Pacific Division

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Venue - Orange Room

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**9:00AM-5:00PM**

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## Disaster Response Management Simulation (2 of 2)

### Supervisory

**\*\*\*You Must Sign Up for and Attend Both Sessions to Receive Credit\*\*\*** The purpose of the Disaster Response Management Simulation (DRMS) is to prepare Red Cross disaster workers to function effectively as managers and leaders on a district level or larger relief operation within a region, state or division. To do this, the simulation allows participants to experience key elements of a disaster operation from preparedness capabilities to an after action analysis of the incident.

Host Organization Pacific Division

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Venue - Red Room

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## Facilitative Leadership Skills for Mobilizing the Community

### Supervisory

It discusses what is meant by the term facilitative leadership in the Red Cross context, as well as the challenges associated with being a facilitative leader. Participants examine some of the theories and practices relevant to facilitation and then apply them to situations in which they are asked to mobilize the community. Role plays that center around working with stakeholders and partners give participants a chance to apply models for interest-based problem solving and intervention. Participants should currently be serving in a leadership role. Recommended Prerequisites: Collaborating Essentials

Host Organization Pacific Division

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Venue - Blue Room

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**9:00AM-5:30PM**

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## Mass Care Management

### Supervisory

Is an advanced level course designed to provide participants with skill practice to successfully complete Mass Care management tasks on a disaster relief operation and provide customer service and management support to assigned disaster workers. Current Mass Care leads and management workers or have lead mass care service delivery (sheltering, feeding, and/or bulk), disaster program managers, workers identified by the region as potential mass care managers, coordinators or leads, and regional logistics leads who have an interest in mass care. Signing up for the course does not guarantee that you will be attending this course. Pre-requisite Requirements to be completed before attending Mass Care Management: Concept of Operations Overview (online) Concept of Operations Workshop (classroom) Operations Planning Fundamentals (online) Frontline Supervisor & Simulation (classroom) Mass Care Overview (online) Shelter Fundamentals (online) Shelter Management (online) Feeding Fundamentals (online) Bulk Distribution Fundamentals (online)

Host Organization Pacific Division

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Venue - TBA

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**12:30PM-2:30PM**

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## Power Hour: Introduction & Clarifying Expectations

### People Management

Invitation Only.

Host Organization Pacific Division

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Venue - Cobalt Room

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**1:00PM-5:00PM**

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## Disaster Action Team /CAS 2.0 Workshop

### Client Services

In this workshop we will explore a variety of DAT responses and discuss interviewing techniques to help ensure we capture all necessary client information effectively. We will offer tips and examples of strong narrative writing, assistance justification, building a recovery plan, and case reviews.

Host Organization Pacific Division

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Venue - Green Room

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**1:00PM-5:30PM**

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### **Psychological First Aid**

■ Everyone

Psychological First Aid provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. Participants engage in practice exercises and complete a self-review questionnaire.

Host Organization Pacific Division

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Venue - Mint Room

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**1:30PM-2:30PM**

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### **Everyone is Welcome**

■ Everyone

This course that informs the learner about the Red Cross commitment to excellent service delivery to individuals with access and functional needs, including those with disabilities by inclusion and integration of their varied needs before, during and after disasters. This course also provides tips for providing services to individuals with access and functional needs, including those with disabilities.

Host Organization Pacific Division

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Venue - Brown Room

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**1:30PM-11:30PM**

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### **Care Assistant Skills Assessment**

■ Everyone

The purpose of this course is to prepare disaster responders and partners to safely assist people with Disabilities and other Access and Functional needs access and utilize Red Cross facilities and services while promoting the independence of the clients served. This course will not take the entire time and will vary based on the testing environment; individuals will need to take Care Assistant Fundamentals online before they can complete the skills test.

Host Organization Pacific Division

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Venue - Orange Room

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