

# 2018 Central California Training Institute

## Course Catalog

Friday June 15<sup>th</sup> – Sunday June 17<sup>th</sup>

California State University, Channel Islands

\*Classes and times are subject to change

### Schedule Overview

FRIDAY AFTERNOON	SATURDAY MORNING	SATURDAY AFTERNOON	SUNDAY MORNING	SUNDAY AFTERNOON
Pre-Requisite/ Computer Room	Public Affairs Workshop	Psychological First Aid	Disaster Spiritual Care Fundamentals	
Recruitment Fundamentals	People Manager Development Program - Train the Trainer			
CPR Skills Test (Drop In)	Clara Barton Mind & Body Experience (Health Services Workshop)		Recovery/Casework Workshop	
Supporting Vols & Managing Teams	Collaborating Essentials		Facilitative Leadership Skills for Mobilizing the Community	
Active Shooter	Mass Casualty Response Mgmt	Mass Casualty Response Sim	Weapons of Mass Dest/Terrorism	
ConOps Management (1/2)	ConOps Simulation (2/2)	Service Delivery Site Management		
	Logistics: An Overview	Facilities Mgmt Fundamentals Sim	Forklift Fundamentals	Trailer Workshop
	Shelter Management		Mass Care Management	
	Supervising the Disaster Workforce		Government Operations Fundamentals	
	Disaster Response Management Simulation			

Key	General Interest	Volunteer Services	Leadership	Indiv Disaster Care
Specialty	External Relations	Operations	Logistics	Mass Care

### Tracks Offered

- Mass Care
- Logistics
- External Relations
- Operations Management
- Individual Disaster Care (Health, Mental Health, Spiritual Care, Casework)
- Volunteer Services
- Leadership

American Red Cross – Central California Region is a provider approved by the California Board of Registered Nursing, Provider Number CEP 16966, for contact hours for all disaster courses attended.

For more information see Continuing Education Contact Hours on page 15.

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## Wondering what classes to take? Start here!

### If You Are Interested In:

### We Recommend:

Mass Care	<ul style="list-style-type: none"><li>○ Shelter Management</li><li>○ Mass Casualty Incident Response Management</li><li>○ Mass Casualty Incident Response Simulation</li><li>○ Forklift Fundamentals</li><li>○ Mass Care Management</li><li>○ Trailer Workshop</li></ul>
Logistics	<ul style="list-style-type: none"><li>○ Logistics: An Overview</li><li>○ Facilities Management Fundamentals Simulation</li><li>○ Forklift Fundamentals</li><li>○ Trailer Workshop</li></ul>
External Relations	<ul style="list-style-type: none"><li>○ Public Affairs</li><li>○ Collaborating Essentials</li><li>○ Mass Casualty Incident Response Management</li><li>○ Mass Casualty Incident Response Simulation</li><li>○ Government Operations Fundamentals</li><li>○ Facilitative Leadership Skills for Mobilizing the Community</li></ul>
Operations Management	<ul style="list-style-type: none"><li>○ Concept of Operations Management</li><li>○ Concept of Operations Simulation</li><li>○ Service Delivery Site Management</li><li>○ Mass Casualty Incident Response Management</li><li>○ Mass Casualty Incident Response Simulation</li></ul>
Individual Disaster Care	<ul style="list-style-type: none"><li>○ Recovery/Casework Workshop</li><li>○ Clara Barton Mind &amp; Body Experience (HS Workshop)</li><li>○ Psychological First Aid</li><li>○ Disaster Spiritual Care Fundamentals</li></ul>
Volunteer Services	<ul style="list-style-type: none"><li>○ Supporting Volunteers &amp; Managing Teams</li><li>○ Recruitment Fundamentals: Telling Your Volunteer Story</li><li>○ People Manager Development Program Train the Trainer</li></ul>
Leadership Positions	<ul style="list-style-type: none"><li>○ Supporting Volunteers &amp; Managing Teams</li><li>○ Concept of Operations Management</li><li>○ Concept of Operations Simulation</li><li>○ Disaster Response Management Simulation</li><li>○ Facilitative Leadership Skills for Mobilizing the Community</li><li>○ Supervising the Disaster Workforce</li><li>○ Shelter Management</li><li>○ Mass Casualty Incident Response Management</li><li>○ Mass Casualty Incident Response Simulation</li><li>○ Service Delivery Site Management</li><li>○ Mass Care Management</li></ul>

## Courses Offered

### **VENTURA COUNTY PARTNERS INFORMATION SESSION**

**Friday 6/15, 9-11 am** (2 hr)

**Location:** Ventura Red Cross Chapter Office, 836 Calle Plano, Camarillo, CA 93012

**Audience:** Open to Ventura County employees and by invitation only.

**Course Description:** Part one: Leadership Staff from Red Cross, Ventura Chapter, will provide an overview of the services provided by the Red Cross, both during disaster response and non-disaster times. Information will be given on the structure and operations of the Red Cross, giving details on disaster operations, how responses work, and what key roles are played by Red Cross volunteers to assist community members. Q & A time will be scheduled for clarification with participants. Part two: Open discussion of county mass care plan with all partners and participants, to further the formulation of the plan consensus on what each partner will provide. Q & A time will be scheduled for clarification with participants.

### **RECRUITMENT FUNDAMENTALS: TELLING YOUR VOLUNTEER STORY**

**Friday 6/15, 1-2:30 pm** (1.5 hr)

**Location:** CSUCI, Classroom TBA

**Instructors:** TBD

**Track(s):** All tracks, including Volunteer Services

**Level:** All levels

**Audience:** Everybody who likes the Red Cross!

**Course Description:** Volunteers and their stories are our best way to recruit new Red Crossers! This is a great course for those interested in learning about recruitment, public speaking and outreach, and about the Volunteer Engagement Cycle. We will discuss how Volunteer Services supports all lines of business and all volunteers, as well as the role we play within the communities we serve.

**Prerequisites:** Having a Volunteer Connection account.

### **CPR SKILLS TEST**

**Friday 6/15, 3-4 pm** (drop in)

**Location:** CSUCI, Classroom TBA

**Instructor:** TBD

**Track(s):** All tracks

**Level:** All levels

**Audience:** Volunteer and paid staff who have completed the online prerequisites.

**Course Description:** This 1-hour drop-in session is the in-person skills portion of a blended CPR/AED learning course consisting of an online portion and an instructor-led classroom skills session. The online CPR/AED course prepares you to recognize and care for breathing and cardiac emergencies involving adults and meets OSHA/workplace requirements. The online portion must be completed prior to attending the in-class portion and must be taken on a PC or tablet with a high-speed Internet connection. Allow approximately 1 hour 5 minutes to complete the online portion. Upon successful completion of both portions of this course you will receive a digital certificate for Adult CPR/AED valid for two years.

**Prerequisites:** Participants must take the online **blended** course for CPR/AED as listed above. At the end of the line course they will receive a certificate that allows them to Proceed to Skills Test. This course along with the in-person skills test at the Institute will meet OSHA standards (OSHA requires an in-person skills test). If you have questions please contact the instructor: [kathleen.henry2@redcross.org](mailto:kathleen.henry2@redcross.org).

## **SUPPORTING VOLUNTEERS & MANAGING TEAMS**

**Friday 6/15, 1-5 pm** (4 hr)

**Location:** CSUCI, Classroom TBA

**Instructors:** TBD

**Track(s):** All tracks, including Volunteer Services

**Level:** All levels

**Audience:** Paid and volunteer staff who supervise or work with volunteers.

**Course Description:** This workshop is designed to benefit those who work with or supervise volunteers, both those new to supervising as well as experienced supervisors. It will present opportunities to raise self-awareness about what you are doing as well as the positive changes you can make to enhance your success as a supervisor of volunteers.

**Prerequisites:** None.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/vol-services/train-place/svmt-at-a-glance.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/vol-services/train-place/svmt-at-a-glance.pdf)

## **ACTIVE SHOOTER**

**Friday 6/15, 2-5 pm** (3 hr)

**Location:** CSUCI, Classroom TBA

**Instructor:** TBD

**Track(s):** All tracks

**Level:** All levels

**Audience:** All Institute attendees.

**Course Description:** Recent national tragedies remind us that the risk is real: an active shooter incident can happen in any place at any time. The best way to make sure you and your loved ones stay safe is to prepare ahead of time and be ready. Taking a few steps now and mentally rehearsing what to do can help you react quickly when every second counts.

**Prerequisites:** None.

## **CONCEPT OF OPERATIONS MANAGEMENT (1 of 2)**

**Friday 6/15, 1-6 pm** (5 hr)

**Location:** CSUCI, Classroom TBA

**Instructor:** TBD

**Track(s):** All tracks, especially Leadership, Operations

**Level:** Advanced

**Audience:** All disaster workers in leadership positions, particularly Chief (CH), Manager (MN), Supervisor (SV), and Operations Management (OM) roles during a disaster operation.

**Course Description:** *Concept of Operations Management* is a 5-hour course designed to follow *Concept of Operations Basics* (.5 hour online) and precede *Concept of Operations Simulation*. The purpose of the course is to provide an in-depth understanding of the Concept of Operations and instructions for how to apply the doctrine in a disaster relief operation. This series replaces the previous Concept of Operations courses.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person), *Concept of Operations Basics\** (online), *Operations Planning Fundamentals* (online), *Incident Reporting Fundamentals* (online).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/ConceptOfOperationsManagementFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/ConceptOfOperationsManagementFactSheet.pdf)

**CONCEPT OF OPERATIONS SIMULATION (2 of 2)**

**Saturday 6/16, 8:30-11:30 am** (3 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially Leadership, Operations

**Level:** Advanced

**Audience:** All disaster workers in leadership positions, particularly Chief (CH), Manager (MN), Supervisor (SV), and Operations Management (OM) roles during a disaster operation.

**Course Description:** *Concept of Operations Simulation* is a 3-hour simulation designed to follow *Concept of Operations Management*. The purpose of this course is to allow learners to apply concepts and develop their understanding of the Concept of Operations in a no-fault environment.

**Prerequisites:** *Concept of Operations Management* (in person).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/ConceptOfOperationsSimulationFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/ConceptOfOperationsSimulationFactSheet.pdf)

**PUBLIC AFFAIRS WORKSHOP**

**Saturday 6/16, 8:30-11:30 am** (3 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially External Relations

**Level:** All levels

**Audience:** Anyone interested in learning more about Red Cross Public Affairs.

**Course Description:** This workshop teaches all the basics of Red Cross Public Affairs (PA), including PA roles and responsibilities, how to message hot topics, telling the Red Cross story, social media basics, and more.

**Prerequisites:** Disaster Cycle Services: An Overview (online or in person), Public Affairs Essentials (online).

**LOGISTICS: AN OVERVIEW**

**Saturday 6/16, 8:30-11:30 am** (3 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** Logistics

**Level:** Basic

**Audience:** Volunteers and employees of the Red Cross or other agencies and community leaders who wish to serve in or work with Logistics on a disaster operation.

**Course Description:** *Logistics: An Overview* is designed to give participants an overview of Logistics and the various activities associated with it, such as facilities, warehousing, transportation, in-kind donations, supply, and procurement. Participants will learn about the skills, abilities, and knowledge needed by Logistics workers and how they can become involved in their region.



**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/logistics/logistics/LogisticsOverviewFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/logistics/logistics/LogisticsOverviewFactSheet.pdf)

## **DISASTER RESPONSE MANAGEMENT SIMULATION**

**Saturday 6/16, 8 am-Sunday 6/17, 5 pm** (2 day/16 hr)

**Location:** CSUCI, Classroom TBA

**Instructors:** TBD

**Track(s):** All tracks

**Level:** Advanced

**Audience:** Supervisors and above who have demonstrated the knowledge and skills necessary to serve in a leadership position on a disaster operation.

**Course Description:** The purpose of the *Disaster Response Management Simulation* 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.

**Prerequisites:** *Disaster Assessment Fundamentals* (online or in person), *Casework and Recovery Planning Fundamentals* (online), *Disaster Frontline Supervisor and Simulation\*\** or *Supervising the Disaster Workforce* (in person), *Concept of Operations Basics\** (online), *Operations Planning Fundamentals* (online), *Incident Reporting Fundamentals* (online), *Shelter Fundamentals* (online or in person), *Feeding Fundamentals* (online or in person); Recommended: *Mass Care Management – 2017* (in person); Familiarity with Concept of Operations Program Essentials, Operations Planning Standards & Procedures, and Incident Reporting Standards & Procedures.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/DisasterResponseManagementSimulationFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/DisasterResponseManagementSimulationFactSheet.pdf)

## **COLLABORATING ESSENTIALS**

**Saturday 6/16, 8:30 am-3:30 pm** (6 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially External Relations

**Level:** Basic

**Audience:** Leadership and seasoned volunteer and paid staff interested in GAP (Group/Activity/Position) promotion.

**Course Description:** *Collaborating Essentials* is designed to promote and support collaboration at the Red Cross. Participants 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.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/community\\_partnerships/community\\_partnerships/CollaboratingEssentialsFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/community_partnerships/community_partnerships/CollaboratingEssentialsFactSheet.pdf)

## **SUPERVISING THE DISASTER WORKFORCE**

**Saturday 6/16, 8 am-5 pm** (8 hr)

**Location:** CSUCI, Classroom TBD

**Instructors:** TBD

**Track(s):** All tracks, especially Leadership

**Level:** Basic

**Audience:** Current and prospective activity supervisors and above. *Please note: All new and current supervisors and above will be required to take this course before assignment on a DRO; in addition, most SV or MN GAPs now require this course.* All participants must have responded to a large regional or higher-level disaster operation; participants who do not have adequate disaster response experience will have difficulty comprehending much of the course content.

**Course Description:** 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. This course replaces *Disaster Frontline Supervisor* and *Simulation*.\*\*

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person); Training required to be a Service Associate in an activity in which they expect to become a supervisor.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-management/DCSLeadershipDevelopment/SupervisingDisasterWorkforceFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/DCSLeadershipDevelopment/SupervisingDisasterWorkforceFactSheet.pdf)

## **SHELTER MANAGEMENT**

**Saturday 6/16, 8 am-5 pm** (8 hr)

**Location:** CSUCI, Classroom TBD

**Instructors:** TBD

**Track(s):** Mass Care, Leadership

**Level:** Advanced

**Audience:** Volunteers, employees, and partners of the Red Cross who are eligible to become or are already acting as a shelter manager.

**Course Description:** *Shelter Management* was updated and rereleased in April 2017; the purpose of this course is to prepare participants to perform the roles, responsibilities, and tasks of a shelter manager in a Red Cross shelter. The course will cover the opening, organizing, operating, and closing phases of a shelter operation; developing a plan for setting up shelter space and obtaining supplies; effectively managing shelter staff; collecting and reporting information; effectively communicating with clients, partners, shelter staff, disaster leadership, media, and key community members; accommodating diverse needs of clients in shelters; and collaborating with internal and external partners.

**Prerequisites:** Red Cross Volunteers and Employees: *Disaster Frontline Supervisor* and *Simulation*\*\* or *Supervising the Disaster Workforce* (in person), *Shelter Fundamentals* (online or in person), *Basic Food Safety* (online); Red Cross Partners: *Disaster Cycle Services: An Overview* (online or in person), *Shelter Fundamentals* (online or in person); Hold a supervisory role within their organization.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/mass\\_care/sheltering/sheltering/ShelterManagementFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/mass_care/sheltering/sheltering/ShelterManagementFactSheet.pdf)



**CLARA BARTON MIND & BODY EXPERIENCE (HEALTH SERVICES WORKSHOP)****Saturday 6/16, 8 am-5 pm** (8 hr)**Location:** CSUCI, Classroom TBD**Instructor:** TBD**Track(s):** Individual Disaster Care**Level:** All levels**Audience:** Health Services workers and professional partners.

**Course Description:** The ‘Clara Barton Mind & Body Experience’ is a day-long Health Services workshop offering input, discussion, innovation, and more. Where are we? Where are we going? This will be an in-depth look at current Disaster Nurse/HS practice, followed by a realistic and dynamic look at the future for Disaster Nursing/HS practice.

**Prerequisites:** None.**PEOPLE MANAGER DEVELOPMENT PROGRAM (PMDP) – TRAIN THE TRAINER****Saturday 6/16, 8 am-Sunday 6/17, 5 pm** (2 day/16 hr)**Location:** CSUCI, Classroom TBD**Instructors:** TBD**Track(s):** All tracks, especially Volunteer Services**Level:** Advanced**Audience:** By invitation only.

**Course Description:** This is a Train the Trainer Course to build a cadre of Facilitators for the People Manager Development Program trainings. The People Manager Development Program (PMDP) is designed to improve managerial effectiveness in our leaders across all levels so, in turn, they boost staff engagement, increase retention, and deliver stronger business results. Currently based on existing content, the initial focus of the program is managerial effectiveness. Requisite training and development courses are fittingly mapped to the management and leadership skills needed at each organizational level. The four program tracks are Pre-Supervisor Level (individuals seeking a supervisory or higher role), Supervisor Level (individuals who supervise frontline staff), Manager/Director Level (individuals who manage projects and supervisors), and Executive Level (individuals who lead functions and managers).

**Prerequisites:** For information on prerequisites and more see: <https://youtu.be/nOhTyHYGoGo>**MASS CASUALTY INCIDENT RESPONSE MANAGEMENT****Saturday 6/16, 8 am-12 pm** (4 hr)**Location:** CSUCI, Classroom TBD**Instructor:** TBD**Track(s):** All tracks, especially Leadership, Mass Care, Operations, External Relations**Level:** Basic

**Audience:** Red Cross volunteers and agency partners who are interested in preparing for and providing services during a mass casualty incident response.

**Course Description:** *Mass Casualty Incident Response Management* can be taken alone or as part of a two-course series with *Mass Casualty Incident Response Simulation*. This course covers how the Red Cross response to and provides services after a mass casualty incident. Participants will learn about the distinctive nature of mass casualty incidents, be introduced to the multi-agency partnerships and

collaboration employed in a mass casualty incident, learn the specific responsibilities and challenges in a mass casualty incident response, discuss the need for workforce protection due to the emotionally intense nature of this type of incident, and receive information about available resources and additional trainings to build skills in responding to a mass casualty incident.

**Prerequisites:** Red Cross volunteers and employees: *Mass Casualty Incident Response Basics* (online), *Disaster Frontline Supervisor* and *Simulation\*\** or *Supervising the Disaster Workforce* (in person), *Concept of Operations Basics\** (online); Red Cross partners: *Disaster Cycle Services: An Overview* (online or in person), *Mass Casualty Incident Response Basics* (online).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/operations\\_management/operations\\_management/MassCasualtyIncidentResponseManagementFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/operations_management/operations_management/MassCasualtyIncidentResponseManagementFactSheet.pdf)

## **MASS CASUALTY INCIDENT RESPONSE SIMULATION**

**Saturday 6/16, 1-5 pm** (4 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially Leadership, Mass Care, Operations, External Relations

**Level:** Basic

**Audience:** Red Cross volunteers and agency partners who are interested in preparing for and providing services during a mass casualty incident response and have taken *Mass Casualty Incident Response Management*.

**Course Description:** The *Mass Casualty Incident Response Simulation* is a tabletop exercise designed to follow the in-person *Mass Casualty Incident Response Management* course and provides participants the opportunity to practice the collaboration skills and knowledge learned in the management course.

**Prerequisites:** *Mass Casualty Incident Response Management* (in person).

## **PSYCHOLOGICAL FIRST AID**

**Saturday 6/16, 8 am-12 pm** (4 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, including Individual Disaster Care

**Level:** Basic

**Audience:** All disaster response workers.

**Course Description:** This course, which was reformulated in 2017, is strongly recommended for all Red Cross workers, especially disaster responders. Psychological First Aid enables participants to provide basic care, comfort, and support to people who are experiencing disaster-related stress. The course provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve, introduces the principles of psychological first aid, and provides guidelines for when to refer a client or fellow Red Cross worker to a Disaster Mental Health worker.

**Prerequisites:** Red Cross workers: *Disaster Cycle Services: An Overview* (online or in person); Non-Red Cross audience: None.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/individual\\_clientservices/disaster\\_mental\\_health/PsychologicalFirstAidFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/individual_clientservices/disaster_mental_health/PsychologicalFirstAidFactSheet.pdf)

## **SERVICE DELIVERY SITE MANAGEMENT**

**Saturday 6/16, 1 pm-Sunday 6/17, 5 pm** (12 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially Leadership, Operations

**Level:** Advanced

**Audience:** Red Cross volunteers and employees who demonstrate the potential to serve as a service delivery site manager on a disaster relief operation. Participants must have served as a supervisor in any Disaster workforce activity on at least one multi-chapter disaster relief operation.

**Course Description:** *Service Delivery Site Management* teaches participants how to identify the different types of service delivery sites and the challenges each one poses, manage the delivery of service to disaster clients, make interventions as appropriate, and meet the needs of the clients as well as the needs of the disaster workers using the five Key Management and Supervisory Responsibilities, identify and acquire the facilities, materials, and human resources necessary to make the service delivery site operational, establish and maintain a daily administrative routine, close the facility and scale down services so all resources are accounted for within the context of the disaster relief operation scaling down plan.

**Prerequisites:** *Disaster Frontline Supervisor and Simulation\*\** or *Supervising the Disaster Workforce* (in person), *Concept of Operations Basics\** (online).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/operations\\_management/operations\\_management/ServiceDeliverySiteManagementFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/operations_management/operations_management/ServiceDeliverySiteManagementFactSheet.pdf)

## **FACILITIES MANAGEMENT FUNDAMENTALS SIMULATION**

**Saturday 6/16, 1-4:30 pm** (3.5 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** Logistics

**Level:** Basic

**Audience:** Volunteers and employees who are or want to become Red Cross Logistics workers.

**Course Description:** *Facilities Management Fundamentals Simulation* gives participants the opportunity to practice skills learned in the online *Facilities Management Fundamentals* course; participants will need to take that class prior to the simulation. *Facilities Management Fundamentals* and *Simulation* teach Red Cross Logistics workers how to acquire and maintain temporary spaces or buildings for service delivery, operation administration, and movement of product during disaster operations.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person), *Logistics: An Overview* (in person), *Facilities Management Fundamentals* (online).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/logistics/facilities/FacilitiesManagementFundamentalsSimulationFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/logistics/facilities/FacilitiesManagementFundamentalsSimulationFactSheet.pdf)

## **GOVERNMENT OPERATIONS FUNDAMENTALS**

**Sunday 6/17, 8 am-3:30 pm** (6.5 hrs)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** External Relations

**Level:** Basic

**Audience:** Individuals interested in becoming government liaisons and who have previous Red Cross experience.

**Course Description:** *Government Operations Fundamentals* introduces the roles, responsibilities, and tasks of the Red Cross government liaison. The purpose of the course is to prepare participants to work collaboratively with emergency management and other Red Cross partners throughout the disaster cycle to ensure a coordinated response that results in effective service delivery. Participants engage in activities and scenarios that Red Cross government liaisons typically encounter when representing the Red Cross throughout the disaster cycle. Note: This course replaces the previous *Emergency Operations Center/Incident Command Liaison* (DIS000033) course.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person); Highly recommended pre- or post-course work (updated from Fact Sheet): Red Cross: *Government Operations Center Liaison Fundamentals* (online); FEMA Interactive Web-Based Courses: IS-100.b Introduction to Incident Command System, IS-230.d Fundamentals of Emergency Management, IS-700.a National Incident Management System (NIMS), An Introduction, IS 800.c National Response Framework, An Introduction.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/government\\_partnerships/government\\_partnerships/GovernmentOperationsFundamentalsFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/government_partnerships/government_partnerships/GovernmentOperationsFundamentalsFactSheet.pdf)

## **FACILITATIVE LEADERSHIP SKILLS FOR MOBILIZING THE COMMUNITY**

**Sunday 6/17, 8 am-5 pm** (8 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially Leadership, External Relations

**Level:** Basic

**Audience:** Red Cross volunteers and partners interested in building relationships and leading and participating in community planning, coordination, and mobilization activities.

**Course Description:** This course describes the Red Cross approach to 'facilitative leadership' for mobilizing the community to meet client needs. Participants will learn the concepts and challenges of facilitative leadership, learn how to successfully facilitate the mobilization process, improve communication skills through skill practices and mock interviews, learn techniques for facilitating groups to address a situation or issue and solve problems, and learn skills for performing an intervention during a conflict situation.

**Prerequisites:** *Mobilize the Community Overview* (online); Recommended: *Collaborating Essentials* (in person).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/core-and-pillar-processes/mobilize-community/FacilitativeLeadershipSkillsforMobilizingtheCommunityFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/core-and-pillar-processes/mobilize-community/FacilitativeLeadershipSkillsforMobilizingtheCommunityFactSheet.pdf)

## **FORKLIFT FUNDAMENTALS – MODULE 2**

**Sunday 6/17, 8:30-11:30 am** (3 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** Logistics, Mass Care

**Level:** Basic

**Audience:** Red Cross volunteers and employees who meet the requirements to operate forklifts and who qualify as Logistics Warehouse or Mass Care Distribution of Emergency Supplies workers.

**Course Description:** *Forklift Fundamentals* is a blended learning course consisting of a web-based module and an instructor-led module. Module 1 is a web-based, OSHA-approved forklift training course provided to the Red Cross online; participants will be required to take this course prior to the Training Institute and complete a 50-question assessment at the end of this module with a score of 80% or higher in order to receive their certificate of completion and attend Module 2 at the Training Institute. Module 2 is a live trainer-led course that uses the Module 1 content to deliver hands-on training, including a forklift inspection and operator driving test. Note: As the Red Cross pays a fee for each participant who takes Module 1, it is important that only those workers who qualify for and are in Logistics Warehousing or Mass Care DES be given access to the course.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person), *Logistics: An Overview* (in person), Forklift Fundamentals - Module 1 (online): Participants **must** complete Module 1 on EDGE prior to the Training Institute and must pass the 50-question exam with at least 80% before they can take Module 2, the hands-on portion, at the Institute. Participants will not receive credit for the course unless they pass both Module 1 and Module 2.

**Note:** Participants will be required to wear solid, closed-toed shoes and clothing that is appropriate for warehouse work. No loose-fitting clothing should be worn.

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/logistics/warehousing/ForkliftFundamentalsFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/logistics/warehousing/ForkliftFundamentalsFactSheet.pdf)

## **MASS CARE MANAGEMENT**

**Sunday 6/17, 8 am-5 pm** (8 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** Leadership, Mass Care

**Level:** Advanced

**Audience:** Red Cross regional volunteers and employees who are current Mass Care workers who have led Mass Care service delivery on a disaster operation at the regional or larger response level; Regional Disaster Officers, Disaster Program Managers, Disaster Program Specialists, and Regional Direct Services Leads; workers identified as possible Mass Care managers or chiefs; or regional Logistics and Planning leads who have an interest in the Mass Care planning process.

**Course Description:** *Mass Care Management* was updated and re-released in 2017. The course is designed to teach participants how to successfully manage Mass Care on a regional, divisional, or national-level disaster operation. It clarifies roles and responsibilities between Mass Care leadership positions, discusses the reports and tools used for Mass Care, and teaches the participants to assess the Mass Care needs of disaster-affected communities, integrate the planning process in all phases of Mass Care service delivery, manage and engage partners providing service delivery, resource and organize human and material assets, manage workers successfully, and provide timely and accurate reporting on Mass Care activities.



**Prerequisites:** Required: *Concept of Operations Basics\** (online), *Operations Planning Fundamentals* (online), *Disaster Frontline Supervisor and Simulation\*\** or *Supervising the Disaster Workforce* (in person), *Mass Care: An Overview* (online), *Shelter Management* (online or in person), *Feeding Fundamentals* (online or in person).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/mass\\_care/MassCareManagementFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/mass_care/MassCareManagementFactSheet.pdf)

## **RECOVERY/CASEWORK WORKSHOP**

**Sunday 6/17, 8:30 am-3:30 pm** (6 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks, especially Individual Disaster Care

**Level:** All levels

**Audience:** Anyone providing Direct Client Services.

**Course Description:** In this workshop we will explore a variety of DAT and Disaster Relief responses and discuss interviewing techniques to help ensure that 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. Our focus will be to increase knowledge around ‘how’ we do what we do, rather than on ‘why’ we conduct Casework.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person), *Recovery Services: An Overview* (online).

## **WEAPONS OF MASS DESTRUCTION/TERRORISM**

**Sunday 6/17, 8 am-12 pm** (4 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** All tracks

**Level:** Basic

**Audience:** Red Cross volunteers and employees and community leaders who are interested in serving on a disaster relief operation in a weapons of mass destruction/terrorism environment.

**Course Description:** This course provides basic information about the issues and safety concerns when working in an environment following a Weapons of Mass Destruction and/or Terrorism (WMD/T) incident. Participants will learn the challenges that are unique to a WMD/T incident; learn the potential targets of terrorists, the types of weapons that could be used, and the health concerns associated with those weapons; understand the interactions between First Responder agencies, the Incident Command System, and the Red Cross; review the Red Cross history in responding to WMD/T incidents; and review planning and preparedness activities to increase Red Cross readiness to respond to a WMD/T incident.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person).

## **DISASTER SPIRITUAL CARE FUNDAMENTALS**

**Sunday 6/17, 8:30 am-2 pm** (4.5 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD



**Track(s):** Individual Disaster Care

**Level:** Basic

**Audience:** Current and new responders in the Disaster Spiritual Care activity. Note: In order to become Disaster Spiritual Care responders volunteers must be professional chaplains or local endorsed spiritual care providers who have been screened by the regional or chapter Disaster Spiritual Care Lead.

**Course Description:** Disaster Spiritual Care Fundamentals is designed to prepare volunteers to provide appropriate and respectful Disaster Spiritual Care services and standardize the provision of services. This course is required to be deployed to the disaster spiritual care activity; those previously trained through unofficial presentations are required to take this course.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person), *Disaster Spiritual Care: Introduction* (online), *Psychological First Aid* (online or in person).

**For More Information See:**

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-capabilities/individual\\_clientservices/SpiritualCare/DisasterSpiritualCareFundamentalsFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/individual_clientservices/SpiritualCare/DisasterSpiritualCareFundamentalsFactSheet.pdf)

## **TRAILER WORKSHOP**

**Sunday 6/17, 1-4 pm** (3 hr)

**Location:** CSUCI, Classroom TBD

**Instructor:** TBD

**Track(s):** Logistics, Mass Care

**Level:** Basic

**Audience:** Red Cross Logistics and Mass Care volunteers and employees who currently move trailers or who want to learn how to safely and effectively move trailers.

**Course Description:** This is a regionally-designed workshop created to help Red Cross Logistics workers become more familiar and comfortable with moving trailers and other large vehicles.

**Prerequisites:** *Disaster Cycle Services: An Overview* (online or in person), *Logistics: An Overview* (in person); Recommended: *ERVs: Ready, Set, Roll* (in person). Participants must also be Red Cross authorized drivers and must complete the following: 1) Authorized Driver Paperwork; 2) *Defensive Driving* (online); 3) CPR/AED/First Aid Certification.

## **Continuing Education Contact Hours**

American Red Cross – Central California Region is a provider approved by the California Board of Registered Nursing, Provider Number CEP 16966, for contact hours for all disaster courses attended. Only Disaster Courses qualify for BRN CE contact hours. In the Course Catalog the courses that do not qualify are Volunteer Services courses (*Supporting Volunteers & Managing Teams*, *Recruitment Fundamentals*, and the *People Manager Development Program Train the Trainer*).

In order to receive credit for the courses you take you will need to fill out a Continuing Education Course List and submit it to Gayle Robinson RN, the Provider Representative, after the Institute. You must also make sure that you sign the course roster in each classroom for each course you attend - if your signature is not on the classroom roster, you cannot get credit for that course. See the “Continuing Education Instructions for Central California Institute” handout for more information.

If you have any questions about Continuing Education contact hours please contact Gayle Robinson at [gayle.robinson@redcross.org](mailto:gayle.robinson@redcross.org) or (805) 637-6582.

## Postscript on Prerequisites

**Online Courses:** Online Red Cross courses are available on the learning platform EDGE (note: link only works if you are signed in to Volunteer Connection). Other online courses are available and linked where noted.

**\*Concept of Operations Basics:** The Concept of Operations doctrine has been updated and was re-released in 2018 in a 3-course series. **If you have previously taken Concept of Operations courses you will still need to take the new version(s).** *Concept of Operations Basics* is a half-hour introductory course that is available online on EDGE; it is now required for all disaster workers from Service Associates and up. *Concept of Operations Basics* replaces the previous *Concept of Operations Overview* course. For more information see:

[https://intranet.redcross.org/content/dam/redcross/documents/our\\_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/ConceptOfOperationsBasicsFactSheet.pdf](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/disaster-cycle-service-operations/ConceptOfOperationsBasicsFactSheet.pdf)

*Concept of Operations Management* and *Concept of Operations Simulation* are in-person courses designed specifically for Red Cross workers in leadership positions like supervisors and managers.

**\*\*Disaster Frontline Supervisor and Simulation:** *Disaster Frontline Supervisor* and *Simulation* was retired in December 2017 and replaced with *Supervising the Disaster Workforce*. Since *Supervising the Disaster Workforce* is only taught in person and is not widely available yet, for the purposes of Training Institute prerequisites you can still use *Disaster Frontline Supervisor* and *Simulation* if you took it previously. Please note, however, that most supervisor and manager GAPs now require *Supervising the Disaster Workforce* and all current and new supervisors and above will be required to take this course before assignment on a DRO, so you should try to take it as soon as possible. Keep your eyes peeled for more opportunities to take *Supervising the Disaster Workforce* in the region in the coming months!