



**American Red Cross**  
Serving Orange, Riverside  
and San Bernardino Counties

**2019 DESERT TO THE SEA  
DISASTER TRAINING INSTITUTE  
“MEETING THE CHALLENGE,  
MAKING A DIFFERENCE”**

Santa Ana Chapter  
600 Parkcenter Drive  
Santa Ana, CA 92705

**Course Catalog**



Join us  
March 29-31, 2019



**American Red Cross**  
Serving Orange, Riverside  
and San Bernardino Counties

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Welcome to the Desert to the Sea Disaster Training Institute “Meeting the Challenge, Making a Difference.” Get ready to have an enlightening experience that will refresh and enhance your skill set to perform the incredible work of helping both local and national communities.



As a valued volunteer, we appreciate the time you are giving to this tremendous effort. Please follow the instructions below to register for classes. We look forward to seeing you there!

## General Registration

Please review this course catalog to determine which courses you’d like to take. Please note, most classes have prerequisites to complete before entering the classroom. If you are unsure for which classes to register, please contact your Disaster Program Manager. If you are unsure who that is, please email Disaster Workforce Engagement Manager Laura Greene at [laura.greene@redcross.org](mailto:laura.greene@redcross.org).

We hope you will consider these course descriptions as a guide to your enrollment choices. Once you’ve decided upon your course curriculum, please register for the Institute on Eventbrite at <https://www.eventbrite.com/e/american-red-cross-desert-to-the-sea-disaster-training-institute-tickets-56154425398>. The password to access the event page is **RedCross1**. Here you will confirm your general information, carpool needs, meal reservations, dietary restrictions, etc. Once you have registered on Eventbrite and have received an order number (located on your confirmation page and ticket), you will be able to enroll in your classes in Volunteer Connection.

Before you decide which classes to take, please consider your interests and the options available to you by reading through the training tracks highlighted (see next page). If you run into any problems, or have questions, please email [laura.greene@redcross.org](mailto:laura.greene@redcross.org) or [janella.cantumyricks@redcross.org](mailto:janella.cantumyricks@redcross.org).



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Desert to the Sea Disaster Training Institute																	Planning Track		
Meeting the Challenge, Making a Difference																	Leadership Track		
March 29-31, 2019																	Logistics Track		
Santa Ana, CA																	Management Track		
*Classes, hours and classroom locations are subject to change																	DMH/DHS Track		
*Lunch to be held from 1 p.m. to 2 p.m. each day																	Miscellaneous Track		
Friday, March 29																			
8 a.m.	8:30 a.m.	9 a.m.	9:30 a.m.	10 a.m.	10:30 a.m.	11 a.m.	11:30 a.m.	12 p.m.	12:30 p.m.	1 p.m.	1:30 p.m.	2 p.m.	2:30 p.m.	3 p.m.	3:30 p.m.	4 p.m.	4:30 p.m.	5 p.m.	5:30 p.m.
Registration	Planning Basics Workshop																		
	Mass Casualty Incident Response Management										Mass Casualty Incident Response Simulation								
	Logistics Transportation Workshop																		
	Concept of Operations Management and Simulation																		
	Psychological First Aid -										Disaster Health Services: Shelter Support Workshop								
	Supporting Volunteers and Managing Teams										Serving with Cultural Competency								
Saturday, March 30																			
8 a.m.	8:30 a.m.	9 a.m.	9:30 a.m.	10 a.m.	10:30 a.m.	11 a.m.	11:30 a.m.	12 p.m.	12:30 p.m.	1 p.m.	1:30 p.m.	2 p.m.	2:30 p.m.	3 p.m.	3:30 p.m.	4 p.m.	4:30 p.m.	5 p.m.	5:30 p.m.
Registration	RC View Map Writing Fundamentals Workshop																		
	Supervising the Disaster Workforce																		
	Supply Fundamentals																		
	Disaster Response Management Simulation Day 1 of 2																		
	Intergrated Care Condolence Team Fundamentals										Working Together: Strengthening our Blended Workforce								
	Shelter Operations Simulation																		
Sunday, March 31																			
8 a.m.	8:30 a.m.	9 a.m.	9:30 a.m.	10 a.m.	10:30 a.m.	11 a.m.	11:30 a.m.	12 p.m.	12:30 p.m.	1 p.m.	1:30 p.m.	2 p.m.	2:30 p.m.	3 p.m.	3:30 p.m.	4 p.m.	4:30 p.m.	5 p.m.	5:30 p.m.
Registration	RC Collect Workshop																		
	Facilitative Leadership Skills for Mobilizing the Community																		
	In Kind Donations																		
	Disaster Response Management Simulation Day 2 of 2																		
	Shelter Management																		
	Trailer Rodeo																		

**INSTITUTE AT A GLANCE**



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## Frequently Asked Questions

### Where will the institute be held?

The institute will be held March 29-31 at the American Red Cross Orange County Chapter, 600 Parkcenter Drive, Santa Ana, CA, 92705. Check-in will be on the second floor in the alcove near the elevators. After check-in and during breaks, you can relax in the Hospitality Room in room 208 until your class begins.

### How do I register?

You can register for the institute at <https://www.eventbrite.com/e/american-red-cross-desert-to-the-sea-disaster-training-institute-tickets-56154425398>. The password to access the event page is RedCross1.

### I've registered for the institute via EventBrite - now how do I choose my courses?

If you are a registered volunteer in the Desert to the Sea Region, once you have received your EventBrite order number, please write it down because you will need it to register for classes. To sign-up for classes, log into Volunteer Connection at <https://volunteerconnection.redcross.org>. Click on "My Shifts" and then "2019 Desert to the Sea Disaster Training Institute."

If you are a registered Red Cross volunteer from outside of the Desert to the Sea Region, you must register for the institute via EventBrite, however, after registering you will not be able to access the individual class enrollment pages in Volunteer Connection. If you are from outside the Desert to the Sea Region, please select your courses from the course catalog and email your EventBrite order number and your desired schedule to your local Disaster Workforce Engagement Manager. They will register you for your desired classes on your behalf.

### Are there ID or minimum age requirements to enter the event?

Participants should be ages 18 or older, however, exceptions may be made for active Red Cross youth. Please bring your Red Cross ID badge with you to the institute. If you do not yet have a Red Cross ID badge, please bring a valid ID.

### What are my transportation/parking options for getting to and from the event?

You are responsible for your own transportation, but we are happy to get you in touch with other participants from your area if you are interested in setting up a carpool. Parking is available in the Santa Ana Chapter parking lot.



## **Will overnight lodging be provided?**

If you plan to stay overnight, you will need to make your own lodging arrangements. One suggestion is the Best Western Plus Orange County Airport North, [2700 Hotel Terrace Drive, Santa Ana, CA 92705](#). Phone: (714) 432 8888

We're sorry but we cannot accommodate RVs in the Santa Ana Chapter parking lot.

## **What should I bring into the event?**

- Your curiosity, flexibility, and sense of humor. It's going to be a great weekend!
- Attendees are responsible to download or print their training materials and bring them to the institute.
- Laptop, tablet, or other PDF reader if you have one available.
- Pen and a pad of paper.
- Coffee, water and snacks will be provided in the Hospitality Room. To help keep costs down, we invite you bring your own soft drinks that you would like during morning and afternoon breaks.
- A mug with lid or a water bottle for use during class.
- The classrooms may be cool, so you are encouraged to bring a sweater or light jacket.
- There will be an off-site no-host happy hour meet and greet event on Friday night and dinner Saturday night will also be at an off-site location. The times and locations are to be determined! You will need to arrange your own transportation to these events should you plan to participate.
- If you have it, be sure to sport your Red Cross gear!

## **Where can I find my course materials to download?**

You can access your course materials in Volunteer Connection under "My Groups --> Training Calendar for DTS --> Files --> 2019 Disaster Training Institute Course Materials." Be sure to have completed all class prerequisites prior to coming to the institute!

We will also have all course materials available to download from a flashdrive onto your own personal flashdrive or device at institute check-in. Please allow extra time at check-in if you will need to download your materials from one of our flashdrives.

If you are a volunteer from outside of the Desert to the Sea region and you would like to review your materials in advance, or if you wish to print them in advance to bring with you, please email [laura.greene@redcross.org](mailto:laura.greene@redcross.org) to request that your course materials be emailed to you.

**How can I contact the organizer with any questions?**

If you have questions, during regular business hours please contact Desert to the Sea Disaster Workforce Engagement Manager Laura Greene at [laura.greene@redcross.org](mailto:laura.greene@redcross.org) or 951-235-0573 or Desert to the Sea Regional Training Lead Janella Cantu-Myricks at [janella.cantumyricks@redcross.org](mailto:janella.cantumyricks@redcross.org) or 909-646-2821.

**Do I have to bring my printed ticket to the event?**

Yes, please bring your printed ticket to the event. You will need it for entry into all meals for which you RSVP'd.

**Can I update my registration information?**

Yes, you may update or change your registration information until Wednesday, March 20.

**Is my registration ticket transferable?**

No. If you need to cancel, please cancel your registration in both EventBrite and Volunteer Connection.

If you have additional questions, please contact Desert to the Sea Disaster Workforce Engagement Manager Laura Greene at [laura.greene@redcross.org](mailto:laura.greene@redcross.org) or 951-235-0573 or Desert to the Sea Regional Training Lead Janella Cantu-Myricks at [janella.cantumyricks@redcross.org](mailto:janella.cantumyricks@redcross.org) or 909-646-2821.



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**Course Descriptions**



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# Concept of Operations Management

Friday, March 29, 9 a.m. to 6 p.m.

## DESCRIPTION

The purpose of this course is to provide an in-depth understanding of the Concept of Operations and instructions for how to apply the doctrine.

*Concept of Operations Management* is a 5 hour, advanced level, instructor-led training. It is for all disaster workers in leadership positions.

*Concept of Operations Management and Concept of Operations Simulation* are separate courses but are designed to complement each other. They are being offered together as one class at the institute.

After completing this course, participants should be able to—

- Explain the importance of the Concept of Operations to the success of an operation.
- Explain the key highlights of the Concept of Operations.
- Describe the principles and features of all operations, including common planning architecture and resource management.
- Understand and be able to implement the process for executing DROs, especially organizing large operations into districts.
- Understand and apply the operational roles and responsibilities, and how they relate to each other, outlined in the Concept of Operations.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Concept of Operations Basics (online in EDGE)
- Operations Planning Fundamentals (online in EDGE)
- Incident Reporting Fundamentals (online in EDGE)





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# Concept of Operations Simulation

Friday, March 29, 9 a.m.- 6 p.m.

## DESCRIPTION

The purpose of this simulation is to allow learners to apply concepts and develop their understanding of the Concept of Operations in a no-fault environment.

*Concept of Operations Simulation* is a 3-hour, advanced level, instructor led training. It is for all disaster workers in leadership positions.

*Concept of Operations Management and Concept of Operations Simulation* are separate courses but are designed to complement each other. They are being offered together as one class at the Institute.

After completing this simulation, participants should be able to—

- Apply the guiding principles of the Concept of Operations throughout all activities in a disaster operation.
- Determine how incident complexity and levels of a disaster are identified and how each level impacts roles and authority levels.
- Describe the common planning architecture, what the plan is based on and who is involved at each level.
- Apply the Concept of Operations to the process of resource management during a disaster operation at any level.
- Describe how response execution happens for each function and how that varies at the regional, division, and national level and the impact creating dual roles.
- Recall the district model and how districts need to be resourced.
- Recall how operations scale up and scale down and the impact of that process on the various functions.

## PREREQUISITES

- Concept of Operations Management (instructor led training – being offered in conjunction with this class at the Institute).



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# **Disaster Health Services Shelter Support Workshop**

**Friday, March 29, 2 p.m. – 6 p.m.**

## **DESCRIPTION**

In order to enroll in this class, participants must have a Disaster Health Services (DHS) GAP.

During this workshop, DHS leadership will provide hands on demonstrations of the duties of a Red Cross shelter nurse. Upon completion, staff will have a strong understanding of DHS sheltering expectations, have an appreciation of the reporting requirements, and be familiar with the required DHS sheltering forms

Topics will include: exemplifying the ARC mission, vision and values; who is DHS and the structure of the team; understanding the Incident Action Plan; what to expect with shift assignments; who does DHS report to; shift locations - on site and in the field; setting a location within the shelter; servicing special needs clients; acquiring needed meds, DME, etc.; the DHS cart; DHS forms; offering first aid; special diets; client education; supplies - ordering and storage; the need for isolation- following the CDC doctrine; the use of Narcan; the storage of meds; assisting with ADLs; staff wellness; dealing with aggregate morbidity; the mortality report form; C-Mist; the wellness report; the client health record; and form 5266.

## **PREREQUISITES**

- Participants should have a Disaster Health Services GAP
- Disaster Cycle Services: An Overview (online in EDGE)
- Disaster Health Services Fundamentals 1 & 2 (online in EDGE)



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# Disaster Response Management Simulation – 2-day class

**Saturday, March 30, 9 a.m. - 6 p.m. and  
Sundav. March 31. 9 a.m. - 6 p.m.**

## DESCRIPTION

The purpose of *Disaster Response Management Simulation* course is to prepare Red Cross disaster responders to function effectively as managers and leaders on a on a disaster incident larger than a recurrent DAT response or a larger relief operation within the region, division or state. To do this, the course uses a simulation that allows participants to experience key elements of a disaster relief operation from preparedness capabilities to an after-action analysis of the incident.

After taking this course, participants will be able to:

- Describe the interdependencies of disaster relief operation systems
- Explore what leading a disaster operation means
- Develop integrated service delivery plans
- Demonstrate problem-solving with quality services as a goal
- Identify ways to contribute to a disaster response leadership team

Engaging in the simulation and teaching episodes will enhance the required supervisor competencies to include:

- Anticipating and planning staffing requirements
- Decision making in a participative style
- Creating and maintaining an environment that encourages teamwork
- Willingness to try new ideas and take risks
- Listening effectively and limiting barriers to communication

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Disaster Assessment Fundamentals (online in EDGE)
- Recovery Services: An Overview (online in EDGE)
- Supervising the Disaster Workforce (instructor led training)
- Concept of Operations Basics (online in EDGE)
- Shelter Fundamentals (online in EDGE)
- Feeding Fundamentals V2 (online in EDGE)
- Participants must have a GAP of Supervisor or above and have familiarity with Concept of Operations Program Essentials, Operations Planning Standards & Procedures and Incident Reporting Standards & Procedures



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# **Facilitative Leadership Skills for Mobilizing the Community**

**Sunday, March 31, 9 a.m. to 5:30 p.m.**

## **DESCRIPTION**

*Facilitative Leadership Skills for Mobilizing the Community* will prepare participants to be effective facilitative leaders when mobilizing the community to meet client and community disaster-caused needs. 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.

- Upon completion of this course, participants will be able to:
- Describe how the concepts and challenges of facilitative leadership apply to their Red Cross mobilize work
- Discuss guiding principles and practices that can influence their success in facilitating the mobilize process
- Improve their communication skills through skill practice and observation during a mock stakeholder interview
- Gain skill practice using interest-based problem-solving techniques to
- facilitate a group through addressing a situation or issue and jointly designing a solution and/or path forward
- Gain skill practice performing an intervention during a conflict situation and receive feedback

## **PREREQUISITES**

- Mobilize the Community Overview (required - online in EDGE)
- Collaborating Essentials (recommended - instructor led training)



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# In-Kind Donations on a DRO Fundamentals

Sunday, March 31, 9 a.m. - 12 p.m.

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## DESCRIPTION

*In-Kind donations* will 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 (DR). This is a basic level course, that introduces the responsibilities and tasks of an In-Kind Donations responder working in Logistics operations on a disaster operation. Participants engage in activities and scenarios that Red Cross Supply workers typically encounter when working on a Red Cross disaster operation.

Upon completion of this course, participants will be able to:

- Describe the responsibilities of In-Kind Donations during a disaster response.
- Manage the process for receiving unsolicited donations and for soliciting donations as well as describe the value of donor relationships.
- Recall the process on how In-Kind Donation Leadership works with Fundraising staff.
- Track received In-Kind Donations and complete accurate gift tracking following IRS guidelines and generally accepted accounting principles.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Logistics: An Overview (online in EDGE)



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# Integrated Care Condolence Team Fundamentals

Saturday, March 30, 9 a.m. to 1 p.m.

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## DESCRIPTION

*Integrated Care Condolence Team Fundamentals* supports the standards and procedures and highlights the unique aspects of working as a team of current disaster responders in Casework and Recovery Planning, Disaster Health Services, Disaster Mental Health and Disaster Spiritual Care to provide services to families and friends of missing, injured and deceased loved ones. The course will provide guidance and best practices for working in an integrated care condolence team environment.

At the completion of this course, learners should be able to:

- Demonstrate knowledge of Disaster Health Services, Disaster Mental Health, Casework and Recovery planning, and Disaster Spiritual Care roles on a disaster operation and describe how responders work together to form an integrated team.
- Provide compassionate, effective services for families who have lost a loved one, or who have missing or hospitalized loved ones.
- Demonstrate knowledge of the Integrated Care Condolence Team Standards and Procedures doctrine and with the roles, responsibilities and processes related to Integrated Care Condolence Teamwork.
- Apply selected information contained in Job Tools to real-life situations.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)  
(Note: Learners should already be Disaster Cycle Services workers in Disaster Health Services, Disaster Mental Health, Casework and Recovery Planning, or Disaster Spiritual Care and have completed the appropriate training for their respective activity).





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# Logistics Transportation Workshop

Friday, March 29, 9 a.m. – 6 p.m.

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## DESCRIPTION

The Transportation Workshop is designed to teach logistics transportation practices and operations that start from DAT response to Level 5 transportation management, including activation and use of the DTT Transportation Tool. Additionally, reporting requirements at each level of response and customer support will be discussed.

Laptop computers or access to SharePoint will be needed to participate in this class.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Logistics: An Overview (instructor led training)



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# Mass Casualty Incident Response Management

Friday, March 29, 9 a.m. - 1 p.m.

## DESCRIPTION

*Mass Casualty Incident Response Management* is an instructor-led (classroom and virtual classroom) course that provides regional and divisional leadership the skills and tools needed to effectively lead mass casualty incident responses.

Upon completion of the Mass Casualty Incident Response Management course, participants will be able to:

- Describe the multi-agency partnerships and collaboration necessary in the management of a mass casualty incident response.
- Identify the specific management responsibilities and challenges in a mass casualty incident response.
- Describe how workforce protection measures are woven throughout the response.
- Demonstrate skills identifying the job tools and the procedures specific to mass casualty incident responses.

## PREREQUISITES

To enroll in this class, participants must have a GAP of Supervisor or above.

- Mass Casualty Incident Response Basics (online in EDGE)
- Supervising the Disaster Workforce (instructor led training)
- Concept of Operations Basics (online in EDGE)
- Red Cross participants must also complete an Application for Training (Form 5898H) to ensure they meet the audience requirements and have successfully completed the prerequisite courses. Please email [laura.greene@redcross.org](mailto:laura.greene@redcross.org) for a copy of the form.



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# Mass Casualty Incident Response Management Simulation

Friday, March 29, 2 p.m. - 6 p.m.

## DESCRIPTION

The *Mass Casualty Incident Response Management Simulation* is a facilitator-led simulation that provides regional and divisional leadership the opportunity to practice the content learned during the Mass Casualty Incident Response Management course.

The purpose of the Mass Casualty Incident Response Management Simulation is to enable participants to simulate roles and gain disaster leadership skills in managing a mass casualty event response using the content presented in the Mass Casualty Incident Response Guide.

- After participating in this simulation, participants will be able to:
- Implement the multi-agency partnerships and collaboration necessary in the management of a mass casualty incident response.
- Execute the specific management responsibilities and challenges in a mass casualty incident response:
  - Standing up a mass casualty incident response operation;
  - Solving problems throughout the operation;
  - Setting up mass casualty sites, e.g. family assistance center Joint Family Support Operations Center (JFSOC);
  - Disseminating information effectively;
  - Planning for completion of the response operation.
- Implement workforce protection measures throughout the response.
- Demonstrate skills identifying the job tools and the procedures specific to mass casualty incident responses.

## PREREQUISITES

- Mass Casualty Incident Response Basics (online in EDGE)
- Mass Casualty Incident Response Management (instructor led training)

*Red Cross participants must also complete an Application for Training (Form 5898H) to ensure they meet the audience requirements and have successfully completed the prerequisite courses. Please email [laura.greene@redcross.org](mailto:laura.greene@redcross.org) for a copy of this form.*



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# Planning Basics Workshop

Friday, March 29, 9 a.m. – 5 p.m.

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## DESCRIPTION

This workshop will teach you the basic skills to work in the Information and Planning Section in a disaster. Recommended for volunteers interested in working in Disaster Assessment, Information Dissemination, Situation Unit or FSI.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Concept of Operations Basics (online in EDGE)
- Recommended: FEMA course IS-100: Introduction to the Incident Command System (available at <https://training.fema.gov/is>)
- Recommended: FEMA course IS-200: ICS for Single Resources and Initial Action Incidents (available at <https://training.fema.gov/is>)



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# Psychological First Aid

**Friday, March 29, 9 a.m. - 1 p.m.**

## DESCRIPTION

Psychological First Aid: Helping Others in Times of Stress will prepare American Red Cross workers to provide basic care, comfort and support to people who are experiencing disaster-related stress. This is a basic level course that provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. The course introduces the principles of psychological first aid, guidelines for when to refer to a Disaster Mental Health worker.

Upon completion of this course, participants will be able to:

- Recognize the signs of stress in clients, co-workers, and themselves.
- Provide immediate support to people who may be experiencing stress by using psychological first aid principles.
- Obtain Disaster Mental Health support for clients, co-workers, and themselves, when needed.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)



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# RC Collect Workshop

Sunday, March 31, 9 a.m. – 12 p.m.

## DESCRIPTION

This workshop will introduce Disaster Assessment responders to a new online tool and app used in disaster response. This skill is required for all Disaster Assessment GAPs.

*A smartphone or tablet is needed to take this course*

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Damage Assessment Fundamentals (online in EDGE)
- RC Collect: Detailed Damage Assessment Video for DA Workers (online in EDGE)
- RC Collect: Setting Favorite Answers (online in EDGE)

*You must download the RC Collect App from the App Store on your smartphone or tablet before class.*





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# **RC View Map Writing Fundamentals Workshop**

**Saturday, March 30, 9 a.m. – 6 p.m.**

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## **DESCRIPTION**

*RC View Map Writing Fundamentals* is an instructor-led training course. Participants learn to create and edit maps, which is a critical skill for Disaster Cycle Services (DCS) and other Red Cross lines of business, and one that involves the execution of complex technical and analytical tasks. Instruction is reinforced with hands-on activities that allow participants to gain skill, practice and build maps that they will use in their regions.

*A laptop computer is needed to take this course.*

## **PREREQUISITES**

- Disaster Cycle Services: An Overview (online in EDGE)

*To enroll in this course, learners must have their own laptop and be comfortable working with computers.*



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# **Serving with Cultural Competency & Embracing Diversity**

**Friday, March 29, 2 p.m. - 4 p.m.**

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## **DESCRIPTION**

The American Red Cross is an organization supported by and staffed by volunteers and employees from many different backgrounds. The purpose of *Serving with Cultural Competency & Embracing Diversity* is a course that encourages and develops appreciation of working in a diverse workforce, furthering knowledge on principles of diversity and maintaining a multicultural environment.

As a result of attending this program, participants will be able to:

- To appreciate the significance of working within a diverse workforce
- To further their knowledge and understanding of the principles of diversity and inclusion
- To learn more from each other's experiences to help us avoid stereotyping.

## **PREREQUISITES**

None



## DESCRIPTION

*Shelter Management* is a basic level course that 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 in to 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. This is the same video from the previous 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.

Upon completion of this course, participants will be able to—

- Explain the roles and responsibilities of a shelter manager throughout the opening, organizing, operating and closing phases of a shelter operation.
- Develop a plan for setting up shelter space and obtaining supplies.
- Describe the components of effectively managing shelter staff including conducting job inductions and performing job evaluations.
- Describe how collecting and reporting information relates to the mission of the Red Cross.

## PREREQUISITES

Participants must attend the entire course to earn a certificate.

- Supervising the Disaster Workforce (instructor led training)
- Shelter Fundamentals (online in EDGE)
- Basic Food Safety (online in EDGE)



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# Shelter Operations Simulation

Saturday, March 30, 9 a.m. – 5 p.m.

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## DESCRIPTION

The American Red Cross *Shelter Operations Simulation* establishes an environment for participants to practice the knowledge they learned after completing the *Shelter Fundamentals* course.

It is a “hands on” skills-based simulation. Participants work in teams that rotate through three skills stations based on the four phases of the Sheltering Process presented in the course: resourcing, opening, operating and closing a shelter. In addition, a select number of shelter manager candidates are given the opportunity to practice the knowledge they learned after completing the *Shelter Management* course as skills station leads.

The *Shelter Operations Simulation* focuses on the various shelter operation tasks required to maintain a functioning shelter. Three overarching goals have been outlined for the simulation in order to provide the participants with a successful and productive learning experience:

- Promote teamwork through interactive group activities that correspond to resourcing, opening, operating and closing a shelter.
- Reinforce the key activities and tasks that are involved in resourcing, opening, operating and closing a shelter as presented in the *Shelter Fundamentals* and *Shelter Management* courses.
- Provide participants with an opportunity to practice their skills at setting up, operating and closing a shelter at the following skills stations: Reception, Dormitory Registration and Information; Dormitory; Feeding and Supplies

## PREREQUISITES

- Shelter Fundamentals (online in EDGE)
- Disaster Cycle Services: An Overview (online in EDGE)



**American Red Cross**  
Serving Orange, Riverside  
and San Bernardino Counties

# Supervising the Disaster Workforce

Saturday, March 30, 9 a.m. – 6 p.m.

## DESCRIPTION

*Supervising the Disaster Workforce* is an instructor-led, basic level course. To meet the training requirements for a group and activity supervisor position in Volunteer Connection, completion of the entire course is required.

All new and current supervisors and above will be required to take this course before assignment on a disaster relief operation or in the next 6 months. This course contains a large amount of content that was not in *Disaster Frontline Supervisor*. It addresses many of the issues that have come up on recent operations that well-trained supervisors can resolve. It also covers updated information on working with Event Based Volunteers, new progressive discipline and issue resolutions procedures, intergenerational communications, and worker satisfaction processes.

Upon completion of the course, participants will be able to:

- Identify the factors that make supervising in a disaster environment unique.
- Identify the roles and responsibilities of a supervisor on the disaster relief operation.
- Describe the supervisor's role in building a team and creating worker satisfaction.
- Identify what it takes to organize and lead a work unit.
- Recognize situations and behaviors that require feedback, coaching or corrective measures.
- Describe the process for providing an effective performance evaluation.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)

Participants must have the training and experience required to be a service associate in an activity in which he or she expects to become a supervisor. For the participant to effectively interact in and understand the content of this course, he or she must have responded to a large regional or higher level disaster operation.



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# Supply Fundamentals

Saturday, March 30, 9 a.m. – 5 p.m.

## DESCRIPTION

*Supply Fundamentals* is a basic level, instructor-led course that introduces the responsibilities and tasks of a Supply responder working in Logistics operations. Participants engage in activities and scenarios that Red Cross Supply workers typically encounter when working on a Red Cross disaster operation. Classroom participants must attend the entire course and complete the classroom activities to earn a course certificate. No assessment is required.

This course will 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. The course 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.

Upon completion of this course, participants will be able to:

- Recall the responsibilities and workflow of Supply operations.
- Accurately complete Disaster Requisitions. (Form 6409s)
- Manage the Disaster Register tracking process.
- Accurately complete the Three-Way Match process.
- Understand the activities involved in the closing processes.

## PREREQUISITES

- Disaster Cycle Services: An Overview (online in EDGE)
- Logistics: An Overview (instructor led training)





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# **Supporting Volunteers and Managing Teams**

**Friday, March 29, 9 a.m. to 1 p.m.**

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## **DESCRIPTION**

This workshop 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.

The competencies covered in this program will include:

- Understanding the American Red Cross Volunteer Strategy
- Learning why people volunteer and what they need as volunteers
- Exploring the importance of civility in the workplace
- Exploring parts of the volunteer lifecycle
  - Laying the groundwork
  - Integrating volunteers into your team
  - Coaching, giving and receiving feedback
  - Providing recognition
- Identifying strategies to lead through change
- Reviewing key techniques to effectively manage remote volunteers
- Identifying one action you can take immediately

## **PREREQUISITES**

None



**American Red Cross**  
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## **Trailer Rodeo**

**Sunday, March 31, 2019 9 a.m. - 1 p.m.**

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### **DESCRIPTION**

During the *Trailer Rodeo*, participants will learn the basics of how to inspect, hook-up and move Red Cross trailers when needed for an operation. Participants will learn how to properly back up a truck to a trailer, hook it up, and tow it. After some hands-on road time towing the trailer, participants will also learn how to back the trailer into a space and unhook it. You must have a valid driver's license to take this class.

### **PREREQUISITES**

None



**American Red Cross**  
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# Working Together – Strengthening Our Blended Workforce

Saturday, March 30, 2 p.m.- 6 p.m.

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## DESCRIPTION

The American Red Cross is an organization supported by and staffed by volunteers and employees with equal and complementary roles to play. The purpose of “*Working Together: Strengthening our Blended Workforce*” is to be the foundational course to support and develop respectful Red Cross teams that are collaborative, supportive and rooted in the traditional principles and values of our organization.

As a result of attending this program, participants will be able to:

- Describe our culture of engagement and where we are today, leveraging organizational principles
- Recognize the benefits of blended workforce and how it reflects the core values of the American Red Cross
- Understand the importance of collaboration, inclusion, and teamwork to the success of the American Red Cross
- Identify work styles and associated strengths and opportunities by outlining effective communication skills
- Understand the organization’s vision around culture of engagement and how we get there

## PREREQUISITES

None