

Course Catalog

Course Title	Level	Audience	Course Description	Prerequisites
Concept of Operations Workshop	All Hands	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.	None
Staff Wellness Fundamentals	Basic	Health, Mental Health, and Spiritual Care	This course is designed to introduce the Staff Wellness Standards and Procedures and to prepare Staff Wellness Health Reviewers and responders to accomplish Staff Wellness tasks.	None
Casework Workshop: Recovery Best Practices	Basic	Casework	This workshop is designed to strengthen understanding and confidence in the casework follow-up and recovery process and best practices	Disaster Cycle Services: An Overview; Recovery Services: An Overview; Casework and Recovery Planning Fundamentals; Direct Client Assistance Fundamentals; Meet the Client: What is a Family
Leadership Development Training Session 1	Advanced	Disaster Leadership	Session 1 of 2: Advanced leadership development course for lead disaster staff, including employees and volunteers	Invite Only
Shelter Management	Advanced	Mass Care	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.	Disaster Frontline Supervisor & Disaster Frontline Simulation (waved if taking during institute); Shelter Fundamentals; Basic Food Safety; Disaster Cycle Services: An Overview; Shelter Fundamentals
Logistics Workshop	Basic	Logistics	This workshop is designed to strengthen understanding and confidence in logistics roles and processes, including facilities management, fleet management, and procurement	Disaster Cycle Services: An Overview; Logistics: An Overview

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Disaster Health and Mental Health Breakout Session	Basic	Health, Mental Health, and Spiritual Care	The goal of the breakout session in disaster health and mental health groups is to allow participants to strengthen their understanding of health and mental health activities and processes, and build regional team structure.	Disaster Cycle Services: An Overview; Psychological First Aid; and Disaster Mental Health: Introduction; or Health Services Fundamentals 1 and 2; or Disaster Spiritual Care Fundamentals
Everyone is Welcome	Basic	Everyone	This presentation will inform the audience about the Red Cross commitment to excellent service delivery to individuals with access and functional needs including those with disabilities. Tips will be included for providing service to individuals with access and functional needs including those with disabilities.	None
Integrated Care Condolence Team Fundamentals	Basic	Health, Mental Health, and Spiritual Care	Integrated Care Condolence Team Fundamentals supports the standards and procedures and highlights the unique aspects of working as a team to provide services to families and friends of missing, injured and deceased loved ones.	Disaster Cycle Services: An Overview; and in a Health/Mental Health/Spiritual Care position
Disaster Frontline Supervisor	Basic	Supervisor	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.	None
Staff Services Fundamentals	Basic	Staff Services	course that is designed to inform participants how to successfully complete Staff Services tasks on a disaster operation and provide anticipatory customer service and support to assigned disaster workers. The primary focus	Disaster Cycle Services: An Overview; Deployment Fundamentals; Volunteer Connection Disaster Management
Leadership Development Training Session 2	Advanced	Disaster Leadership	Session 2 of 2: Advanced leadership development course for lead disaster staff, including employees and volunteers	Invite Only

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<p style="text-align: center;">Mass Care Management</p>	<p style="text-align: center;">Advanced</p>	<p style="text-align: center;">Mass Care</p>	<p>The Mass Care Management-2017 course is an Advanced level, instructor-led course designed to inform participants how to successfully manage Mass Care on a regional, divisional or national level disaster operation. The course describes the Advanced planning process. This course clarifies roles and responsibilities between mass care leadership positions operating between district and disaster operations positions. It also describes the newly revised Advanced operational planning process and the expectations of mass care workers in the planning process.</p>	<p>Concept of Operations Overview; Operations Planning Fundamentals; Disaster Frontline Supervisor & Simulation; Mass Care Overview; Shelter Management; Feeding Fundamentals</p>
<p style="text-align: center;">Government Operations Fundamentals</p>	<p style="text-align: center;">Basic</p>	<p style="text-align: center;">Government Liaison</p>	<p>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.</p>	<p>Disaster Cycle Services: An Overview</p>
<p style="text-align: center;">Public Affairs Workshop</p>	<p style="text-align: center;">Basic</p>	<p style="text-align: center;">External Relations</p>	<p>The Public Affairs Workshop provides a general overview, and practice, for Red Cross volunteers and employees who may have contact with traditional media, or use social engagement sites such as Facebook and Twitter.</p>	<p>Disaster Cycle Services: An Overview; Public Affairs Essentials</p>
<p style="text-align: center;">Supporting Volunteers and Managing Teams</p>	<p style="text-align: center;">Basic</p>	<p style="text-align: center;">Supervisor</p>	<p>This course 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 your self-awareness about what you are doing well, as well as identify the positive changes you can make to enhance your success as a supervisor of volunteers.</p>	<p>None</p>

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<p style="text-align: center;">Frontline Supervisor Simulation</p>	Basic	Supervisor	<p>Disaster Frontline Supervisor Simulation (DFSS) is an instructor-led, basic level course. The simulation builds on the information presented in the Disaster Frontline Supervisor (DFS) course. The simulation provides participants an opportunity to practice key supervisory skills and use the Disaster Frontline Supervisor Handbook as a resource.</p>	<p>Disaster Cycle Services: An Overview; Disaster Frontline Supervisor</p>
<p style="text-align: center;">Disaster Relief Operation Exercise</p>	Advanced	Everyone	<p>This workshop is designed for attendees of the Advanced and leadership track to practice their disaster role in a simulated table-top response.</p>	None
<p style="text-align: center;">Shelter Operation Simulation</p>	Basic	Everyone	<p>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</p>	None