# New Volunteer Track

## Career Counseling Appointments

Meet with your county/district workforce development team to discuss what your volunteer interests are and what further training you should pursue.

## DCS Overview

Length: 2 Hours

Minimum Attendance: 4 Maximum Attendance: 20

The purpose of Disaster Cycle Services: An Overview is to introduce new employees and volunteers to the Red Cross disaster mission and to the whole cycle approach to disaster operations.

This course is the first in the Disaster Cycle Services course curriculum. It provides an overview of how DCS fulfills the Red Cross mission and describes the whole cycle process of helping individuals, families and communities to prepare for, respond to and recover from disasters. The course also reviews the role of community and government partners and describes opportunities for volunteers in Disaster Cycle Services.

Find more information at: [DCS: An Overview](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/training/DisasterCycleServicesOverviewFactSheet.pdf)

## Psychological First Aid

Length: 4 Hours

Minimum Attendance: 6 Maximum Attendance: 25

The purpose of this course is to prepare American Red Cross workers to provide basic care, comfort and support to people who are experiencing disaster-related stress.

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

Find more information at: [Psychological First Aid](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/individual_clientservices/disaster_mental_health/disaster_mental_health/PsychologicalFirstAidFactSheet.pdf)

# Logistics Service Associate (SA)

## Logistics Overview

Length: 3 Hours

Minimum Attendance: 4 Maximum Attendance: 20

The purpose of this course is to provide basic information about the processes of Logistics in support of an American Red Cross disaster operation.

Logistics: An Overview is an instructor-led, basic level course designed to give participants an overview of Logistics and the activities associated with it. Participants will learn about the skills, abilities and knowledge needed by Logistics workers and how they can become involved in their region.

# Mass Care Sheltering Service Associate (SA)

## Shelter Fundamentals

Length: 4 Hours

Minimum Attendance: 8 Maximum Attendance: 20

The purpose of this course is to prepare participants to assist in the opening, organizing, operating and closing of a Red Cross shelter.

Shelter Fundamentals is a basic level course that introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster. Referencing shelter checklists, participants will work on a case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing.

Find more information at: [Shelter Fundamentals](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/mass_care/sheltering/sheltering/ShelterFundamentalsFactSheet.pdf)

## Shelter Fundamentals Exercise

Length: 5 Hours

Minimum Attendance: 12 Maximum Attendance: 24

The purpose of this exercise is to enable participants to practice roles, gain experience and identify areas for improvement based on the content presented in the Shelter Fundamentals course.

The Shelter Fundamentals Exercise allows participants to practice the knowledge they gained in the Shelter Fundamentals course. It is a “hands on” skills-based exercise. Participants work in teams that rotate through four skills stations based on the four categories of shelter workers presented in the course: Dormitory, Registration, Information and Feeding.

Find more information at: [Shelter Fundamentals Exercise](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/mass_care/sheltering/sheltering/ShelterFundEX_FactSheet.pdf)

## Psychological First Aid

Length: 4 Hours

Minimum Attendance: 6 Maximum Attendance: 25

The purpose of this course is to prepare American Red Cross workers to provide basic care, comfort and support to people who are experiencing disaster-related stress.

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

Find more information at: [Psychological First Aid](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/individual_clientservices/disaster_mental_health/disaster_mental_health/PsychologicalFirstAidFactSheet.pdf)

## Basic Food Safety (third party web-based training)

Basic Food Safety™ from Safe Food Solutions is a basic, online course designed to introduce participants to the principles of safe food handling. It is divided into four segments and uses video, high resolution photographs, Flash animations, an extensive food safety-related glossary and remediation questions to build a comprehensive knowledge base. The program concludes with a graded quiz and personalized printable certificate of achievement. NOTE: This is a contracted course from an outside Red Cross vendor and is only available in English. It is not viewable in the American Red Cross Learning Center (Saba LMS) but can be added to a learner transcript. To access it follow the directions listed in the Scheduling section

The purpose of this course is to provide an overview of the safe food handling principles used in the activities performed by Mass Care Feeding workers in support of a disaster relief operation.

### Instructions for taking Basic Food Safety

For First Time Users

1. Go to <http://arc.safefoodsolutions.com>
2. Read the instructions under “Is this your first time here?” Click the “Create a new account” button.
3. Enter the requested information. The User ID and Password that you create will become your login information for subsequent training sessions.
   1. Enter your Volunteer Connection number as your User ID.
   2. Create a unique Password that includes a non-alphanumeric character).
   3. Confirm your Password.
4. Type in the Division’s Activation Code and select your location when prompted: (This code is space & case sensitive.).
   1. Pacific Division Activation Code: PACIFIC
   2. Then click on the "Create a new account" button.
5. A confirmation email will be immediately sent to the email address provided on the signup form. Open your email account, then the email with subject “Foodservice Training Portal: Account Confirmation”. The confirmation link will take you back to the Training Portal and you will be logged into your account.
6. On the home page click Dashboard under the “ELIS ADMINISTRATION” block to display the Basic Food Safety class. Click on the course title to start training. The course will open in a new browser window. Please ensure that you have allowed for popups on your browser so the window can open.
7. Complete the activities within the course and the final assessment to fulfill the requirements for the course. Print your Certificate at the time of course and quiz completion.

## Serving People with Functional and Access Needs in a Shelter (web-based training)

Serving People with Functional and Access Needs in Shelters (FANS) is a basic level, web-based course that is designed to give participants an overview of functional and access needs, techniques for assisting people with functional and access needs and introduce related laws and guidelines. Learners must complete a pre-test and a final assessment. A passing score of 70% on the final assessment is required to receive course completion credit.

Serving People with Functional and Access Needs in Shelters is available 24/7 in the EMBARC Learning Management System. Learners can enroll in the course through EMBARC using the following link: <https://embarc.sabacloud.com/Saba/Web_spf/PRODTNT101/common/ledetail/DISFANS100>

# Mass Care Sheltering Supervisor (SV)

## Shelter Management

Length: 5 Hours

Minimum Attendance: 4 Maximum Attendance: 20

The purpose of this course is to prepare participants to effectively operate a shelter facility that provides disaster services in a safe environment for its residents and workers.

Shelter Management is an instructor-led, basic level course that introduces the roles, responsibilities and tasks of the shelter manager. Using the Sheltering Handbook, participants will work through a case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing. The Sheltering Handbook provides the guidance for Red Cross shelter operations and serves as the main resource for the course. A video of Red Cross shelter managers talking about their experiences is incorporated into the course. Successful completion of this course is one step in the process of becoming a shelter manager; shelter experience and a recommendation by the chapter are additional criteria.

Find more information at: [Shelter Management](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/mass_care/sheltering/sheltering/ShelterMgmtFactSheet.pdf)

## Disaster Frontline Supervisor

Length: 3.5 Hours

Minimum Attendance: 4 Maximum Attendance: 20

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.

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.

Find more information at: [Disaster Frontline Supervisor](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/training/disaster_supervisortraining/DisasterFrontlineSupervisorFactSheet.pdf)

## Disaster Frontline Supervisor Simulation

Length: 3.5 Hours

Minimum Attendance: 4 Maximum Attendance: 20

The purpose of the simulation is to provide participants an opportunity to practice their supervisory knowledge and skills in leading teams that deliver high quality service and to create a climate that promotes worker satisfaction.

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.

Find more information at: [Disaster Frontline Supervisor Simulation](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/training/disaster_supervisortraining/DisasterFrontlineSupervisorSimulationFactSheet.pdf)

## Safe and Well Linking Fundamentals (web-based training)

The purpose of this course is to prepare participants to perform the Safe and Well Linking tasks in support of local disaster incidents such as single or multi-family house fires and during larger disaster relief operations.

Safe and Well Linking Fundamentals is a basic level, web-based course. The course provides an introduction to the tasks and responsibilities of Safe and Well Linking workers at a local response and a larger disaster relief operation.

Safe and Well Linking Fundamentals is available 24/7 in the EMBARC Learning Management System. Learners can enroll in the course through EMBARC using the following link:

<https://embarc.sabacloud.com/Saba/Web_spf/PRODTNT101/common/ledetail/SWLFUND>

## National Shelter System: Introduction to NSS Support (not available at institute)

Length: 2 hours

Suggested Class Size: 10

The purpose of the training is to prepare participants to manage shelter and agency information in the NSS.

National Shelter System: Introduction to NSS Support is a basic level, instructor-led webinar or in-person training designed to introduce the user to the basic functions of the National Shelter System (NSS). The course provides an overview of the NSS and an opportunity for participants to complete several hands-on exercises to gain experience in using the NSS.

This course is taught by certified NSS instructors who have taken this course and are comfortable using the National Shelter System and computer-based training.

# Pillowcase Project Presenter Certification

## Basic Instructor Fundamentals (web-based training)

The purpose of this course is to provide information about the skills and knowledge needed to become a Disaster Basic Instructor in the American Red Cross Disaster Training System.

Basic Instructor Fundamentals is a web-based course that prepares instructor candidates to teach basic level disaster courses. This course replaces the Fundamentals of Instruction and Facilitation course. It is designed for all potential instructors, whether they have had any prior training experience or not. It offers a basic understanding of instruction, but does not provide the opportunity to immediately step into an instruction role. Participants are required to take an assessment upon completion of the course and score an 80% or higher to earn a course certificate. New instructors will also be required to take the Basic Instructor Specialty Training before being authorized to teach basic level disaster courses.

Basic Instructor Fundamentals is available 24/7 in the EMBARC Learning Management System. Learners can enroll in the course through EMBARC using the following link: <https://embarc.sabacloud.com/Saba/Web_spf/PRODTNT101/common/ledetail/DISBIFUND>

## Pillowcase Project Presenter Fundamentals: Module 1 (web-based training)

The purpose of this course is to continue to prepare participants to be certified Pillowcase Project Presenters.

The Pillowcase Project Presenter Fundamentals course is designed to prepare and certify volunteers and employees to present The Pillowcase Project to 3rd through 5th grade students (ages 8-11). Module 1 consists of a careful review of The Pillowcase Project classroom presentation, including the tools and resources used in the presentation and ideas for presenting to children.

The Pillowcase Project Presenter Fundamentals Module 1 is available 24/7 in the EMBARC Learning Management System. Learners can enroll in the course through EMBARC using the following link: <https://embarc.sabacloud.com/Saba/Web_spf/PRODTNT101/common/ledetail/PPPFUNDM1>

Find more information at: [Pillowcase Project Presenter Fundamentals](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/community-preparedness-and-resilience/pillowcase-project/PillowcasePresenterFundamentalsFactSheet.pdf)

## Pillowcase Project Presenter Fundamentals: Module 2

Length: 4 Hours

Minimum Attendance: 4 Maximum Attendance: 16

The purpose of this course is to continue to prepare participants to be certified Pillowcase Project Presenters.

The Pillowcase Project Presenter Fundamentals course is designed to prepare and certify volunteers and employees to present The Pillowcase Project to 3rd through 5th grade students (ages 8-11). In Module 2, participants will enhance the instructional techniques learned in the Basic Instructor Fundamentals course through a practice teaching session with other participants and will receive feedback and coaching provided by the instructor and their peers. **Participants must pass the online course assessment with a score of at least 80% for the course to be marked successfully completed and for certification as a Pillowcase Project Presenter to be granted.**

Find more information at: [Pillowcase Project Presenter Fundamentals](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/community-preparedness-and-resilience/pillowcase-project/PillowcasePresenterFundamentalsFactSheet.pdf)

# New Instructor Candidate

## Basic Instructor Fundamentals (web-based training)

The purpose of this course is to provide information about the skills and knowledge needed to become a Disaster Basic Instructor in the American Red Cross Disaster Training System.

Basic Instructor Fundamentals is a web-based course that prepares instructor candidates to teach basic level disaster courses. This course replaces the Fundamentals of Instruction and Facilitation course. It is designed for all potential instructors, whether they have had any prior training experience or not. It offers a basic understanding of instruction, but does not provide the opportunity to immediately step into an instruction role. Participants are required to take an assessment upon completion of the course and score an 80% or higher to earn a course certificate. New instructors will also be required to take the Basic Instructor Specialty Training before being authorized to teach basic level disaster courses.

Basic Instructor Fundamentals is available 24/7 in the EMBARC Learning Management System. Learners can enroll in the course through EMBARC using the following link: <https://embarc.sabacloud.com/Saba/Web_spf/PRODTNT101/common/ledetail/DISBIFUND>

## Shelter Fundamentals

Length: 4 Hours

Minimum Attendance: 8 Maximum Attendance: 20

The purpose of this course is to prepare participants to assist in the opening, organizing, operating and closing of a Red Cross shelter.

Shelter Fundamentals is a basic level course that introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster. Referencing shelter checklists, participants will work on a case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing.

Find more information at: [Shelter Fundamentals](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-capabilities/mass_care/sheltering/sheltering/ShelterFundamentalsFactSheet.pdf)

## Basic Instructor Specialty Training

Length: 8 Hours

Minimum Attendance: 8 Maximum Attendance: 12

The purpose of this course is to prepare knowledgeable and experienced Disaster Cycle Services workers to teach basic-level disaster courses.

Basic Instructor Specialty Training is an instructor led course designed to prepare disaster instructor candidates to teach basic level disaster courses. This course replaces the Disaster Instructor Specialty Training course. It is required for all potential instructors and offers an opportunity to practice skills, but does not provide the authorization to immediately step into an instruction role.

Find more information at: [Basic Instructor Specialty Training](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/training/disaster_instructor/BasicInstrSpecTrainingFactSheet.pdf)

# New Supervisor

## Disaster Frontline Supervisor

Length: 3.5 Hours

Minimum Attendance: 4 Maximum Attendance: 20

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.

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.

Find more information at: [Disaster Frontline Supervisor](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/training/disaster_supervisortraining/DisasterFrontlineSupervisorFactSheet.pdf)

## Disaster Frontline Supervisor Simulation

Length: 3.5 Hours

Minimum Attendance: 4 Maximum Attendance: 20

The purpose of the simulation is to provide participants an opportunity to practice their supervisory knowledge and skills in leading teams that deliver high quality service and to create a climate that promotes worker satisfaction.

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.

Find more information at: [Disaster Frontline Supervisor Simulation](https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/dcs-management/training/disaster_supervisortraining/DisasterFrontlineSupervisorSimulationFactSheet.pdf)

## Supervising Volunteers

Length: 3.5 Hours

Minimum Attendance: 6 Maximum Attendance: 20

The purpose of this workshop is to invest in the development of supervisors of volunteers so that each participant will take action to continuously improve and grow as a supervisor. The Red Cross recognizes the significant impact that supervisors have on volunteers’ satisfaction with their experience and have committed to making the Red Cross the premier organization for volunteers to serve.

Find more information at: [Supervising Volunteers](https://intranet.redcross.org/content/dam/redcross/documents/our_services/volunteer_management/volunteer_resources/volunteer_engagement/SVW-At-A-Glance.pdf)