



American Red Cross
Northern California
Coastal Region

2019 DISASTER TRAINING INSTITUTE

Northern California Coastal Region



June 6th – 9th, 2019

Saint Mary's College of California

Moraga, California

2019 DISASTER TRAINING INSTITUTE COURSE CATALOG

June 6 – 9, 2019

Table of Contents

COURSE SELECTION GUIDANCE.....	4
EDGE COURSES	5
Collaborating Essentials.....	5
Commercial Lodging: An Overview	5
Concept of Operations Basics	5
Concept of Operations Management.....	6
Concept of Operations Simulation	6
Deployment Fundamentals.....	6
Disaster Health Services Simulation	6
Everyone is Welcome.....	7
Feeding Fundamentals.....	7
Government Operations Fundamentals.....	8
Hands-Only CPR Presenter Training	8
In-Kind Donations on Disaster Relief Operations Fundamentals	8
Integrated Care Condolence Team Fundamentals	9
International Humanitarian Law: Even War Has Rules.....	9
Logistics Management	9
Logistics: An Overview	10
Mass Care Management	10
Mass Casualty Incident Response Management	11
Mass Casualty Incident Response Simulation	11
Mission Cards – Cardholder Overview	11
Performance Evaluation Preparation for Supervisors	12
Psychological First Aid.....	12
Restoring Family Links Caseworker Course.....	12
Shelter Fundamentals.....	13
Shelter Management	13
Shelter Operation Simulation	13
Supervising the Disaster Workforce.....	14
Supervising Volunteers	14
Supply Fundamentals.....	14

Supporting Volunteers & Managing Teams	15
Warehouse Operations Fundamentals	15
Working Together	15
WORKSHOPS & ADDITIONAL TRAININGS.....	16
Applying RCView to Sound the Alarm	16
American Red Cross Role in Transportation Disasters	16
Aunt Bertha Resource Management Workshop.....	16
Crisis Leadership Workshop.....	17
DCS Onboarding New Volunteers Overview.....	17
Deployment Team Training	17
Disability Integration Workshop.....	17
Disaster Action Team Service Associate Module	17
Disaster Action Team Supervisor Module.....	18
Disaster Action Team Trainee Module	18
Disaster Health Services Workshop	19
Disaster Mental Health Workshop	19
Excel “Red Cross” Advanced Workshop	19
Excel Basics Workshop.....	19
Feeding Hot Topics	20
Handling Transportation on a DRO	20
Local Response Management Team (LRMT) – Roles & Responsibilities	20
Managing the Partnerships We Work So Hard To Create	20
Non-Traditional Housing Workshop.....	21
Opening a Client Service Center	21
Readiness Training for Responders.....	21
Shelter Manager Workshop.....	21
Succeeding in the Emergency Operations Center (EOC)	22
Utilizing EBVs in Responses	22
Volunteer Recognition & Appreciation Workshop	22
MEETINGS	23
External Relations Regional Team Meeting.....	23
Training & Exercises Coordinator Meeting & Training.....	23

Please note that these courses have potential to change, dependent on scheduling and interest.

COURSE SELECTION GUIDANCE

When designing your 2019 Disaster Training Institute course schedule, consider the following priorities as guidelines for your personal course selection process.

Questions you might want to ask yourself include:

- ***What response roles am I working towards? Does this course help me reach these goals?***
- ***Is this a course that is offered infrequently in my area?***
- ***Does this course build specific skills that might help me in my volunteer work with the Red Cross?***
- ***Do I have the necessary experience to take this course?***

Please Note: Many courses have prerequisites, or require a certain amount of Red Cross experience, specified in the course catalog. If you need to take prerequisites for a course, they should be taken in advance of the Institute. *You will not receive credit until the prerequisites are completed.*

Would you like to talk to an experienced Red Crosser to discuss your Red Cross career options?

If you would like to set up an appointment to discuss course selection and career planning, please fill out the 2019 Institute Career Advising form on Volunteer Connection, available at:

https://volunteerconnection.redcross.org/?nd=vms_load_form&form_id=6220

EDGE COURSES

*Please note that prerequisites, when applicable, are **required**. Credit will not be received until all pre-requisite requirements have been completed AND you have notified the Regional Training Team. Web-based trainings (WBT) can be completed online while instructor-led trainings (ILT) must be completed in person. Links are included below for volunteers – employees can search for courses in EDGE.*

Collaborating Essentials

Prerequisites:

Length: 6 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#) / [WBT](#))

The purpose of this course is to prepare the Disaster Services workforce to establish and maintain collaborative relationships, ensuring inclusive and effective service delivery.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ IDC/DI/MN ✓ RES/DAT/MN ✓ ER/GO/SA, /SV, or /MN ✓ ER/PA/MN or /CH ✓ All OM//... (except OM/GEN/SV) 	<ul style="list-style-type: none"> ✓ IDC/DSC/SV or MN ✓ REC/CH or CRP/MN ✓ All ER/CEP/...

Commercial Lodging: An Overview

Prerequisites: N/A

Length: 2 hours

The purpose of this course is to teach participants the different types of lodging, the role of the corporate vendor, and the importance of a lodging plan on a DRO and initiating lodging on a DRO. The EDGE course will be followed by a short lodging workshop to practice and apply lodging skills.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ SS/SPS/SV or /MN ✓ OM/LOG/AD 	N/A

Concept of Operations Basics

Prerequisites:

Length: 1 hour

- ✓ Disaster Cycle Services: An Overview ([ILT](#) / [WBT](#))

This course provides a basic overview of key ideas and practices from the Concept of Operations.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ All SA G/A/Ps 	N/A

Concept of Operations Management

Prerequisites:

Length: 5 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))
- ✓ Concept of Operations Basics ([ILT](#)/ [WBT](#))
- ✓ Operations Planning Fundamentals ([WBT](#))
- ✓ Incident Reporting Fundamentals ([WBT](#))

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

Required for below G/A/Ps:	Recommended for below G/A/Ps:
✓ All SV and MN G/A/Ps (except RES/DAT/...)	✓ RES/DAT/SV and MN

Concept of Operations Simulation

Prerequisites:

Length: 3 hours

- ✓ Concept of Operations Management ([ILT](#))

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
✓ All SV and MN G/A/Ps (except RES/DAT/...)	✓ RES/DAT/SV and MN

Deployment Fundamentals

Prerequisites: N/A

Length: 0.5 hour

Introduces responders to the expectations and responsibilities of being a responder and prepares them for what to expect before, during and after a disaster assignment.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
✓ All SA G/A/Ps (except RES/DAT/...)	N/A

Disaster Health Services Simulation

Prerequisites:

Length: 3.5 hours

- ✓ Disaster Health Services Fundamentals 1 ([WBT](#))
- ✓ Disaster Health Services Fundamentals 2 ([WBT](#))

The purpose of the Disaster Health Services Simulation is to increase the ability of Disaster Health Services workers in providing excellent service to meet the unmet disaster related health needs of Red Cross clients.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
✓ IDC/DHS/SA, /SV, /MN, and /CH	N/A

Everyone is Welcome

Prerequisites: N/A

Length: 1 hour

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ All MC//... ✓ IDC/DHS/SA, SV, MN, or CH ✓ IDC/DI/SA, SV, or MN ✓ All REC//... ✓ LOG/TRA/SA, SV, or MN ✓ LOG/WHS/SA, SV, or MN ✓ LOG/GEN/MN or LOG/CH ✓ SS/LCV/SV or MN ✓ All IP//... ✓ ER/CEP/SA, SV, MN, or CH ✓ ER/GO/SA, SV, or MN ✓ All OM//... 	<ul style="list-style-type: none"> ✓ IDC/DMH/SA, SV, MN, or CH ✓ RES/DAT/SA, SV, or MN

Feeding Fundamentals

Prerequisites:

Length: 3 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#) / [WBT](#))
- ✓ Mass Care: An Overview ([WBT](#))
- ✓ Basic Food Safety ([WBT](#))

The purpose of this course is to provide participants with skills and knowledge about the feeding process for disaster response at the Red Cross.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ MC/FF/SA, SV, or MN ✓ MC/SH/MN ✓ MC/GEN/MN or /CH ✓ All OM//... 	<ul style="list-style-type: none"> ✓ MC/SH/SV ✓ RES/DAT/SA, SV, or MN ✓ ER/CEP/SV, MN, or CH

Government Operations Fundamentals

Prerequisites:

Length: 6.5 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ ER/CEP/CH ✓ ER/GO/SA, SV, or MN ✓ OM/ER/AD ✓ OM/DD or /DIR ✓ OM/COS ✓ OM/RCCO ✓ OM/STA 	<ul style="list-style-type: none"> ✓ RES/DAT/MN ✓ ER/CEP/MN

Hands-Only CPR Presenter Training

Prerequisites: N/A

Length: 1.5 hours

The purpose of the American Red Cross Citizen Hands-Only CPR program is to teach untrained bystanders how to perform hands-only CPR. Having more bystanders trained in this simple skill can help save lives by putting more cardiac arrest victims within a few steps of lifesaving assistance.

This curriculum provides training to certify Hands-Only CPR Presenter Trainers.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
N/A	N/A

In-Kind Donations on Disaster Relief Operations Fundamentals

Prerequisites:

Length: 3 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))
- ✓ Logistics: An Overview ([ILT](#))

The purpose of this course is to prepare participants to support Logistics operations by familiarizing them with the tasks they will perform as workers in In-Kind Donations when assigned to a disaster response (DR).

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ LOG/IKD/SA, SV, or MN ✓ LOG/PRO/MN ✓ OM/LOG/AD 	<ul style="list-style-type: none"> ✓ ER/CEP/SA, SV, MN, or CH

Integrated Care Condolence Team Fundamentals

Prerequisites:

Length: 4 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))

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

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ IDC/DSC/MN ✓ IDC/DMH/MN or CH 	<ul style="list-style-type: none"> ✓ IDC/DHS, SA, SV, or MN ✓ IDC/DMH/SV ✓ RES/DAT/MN

International Humanitarian Law: Even War Has Rules

Prerequisites: N/A

Length: 1.5 hours

An introduction to International Humanitarian Law (IHL) highlighting the connection between the Red Cross movement and IHL, the principles of IHL and how IHL protects people and places in armed conflicts.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
N/A	N/A

Logistics Management

Prerequisites:

Length: 6 hours

- ✓ Concept of Operations Basics ([ILT](#)/ [WBT](#))
- ✓ Concept of Operations Management ([ILT](#))
- ✓ Supervising the Disaster Workforce ([ILT](#))
- ✓ Logistics: An Overview ([ILT](#))
- ✓ Supply Fundamentals ([ILT](#))
- ✓ Disaster Operations Control: Form 5266 Fundamentals ([WBT](#))
- ✓ In-Kind Donations on Disaster Relief Operation Fundamentals ([ILT](#))

The purpose of this course is to prepare Logistics workers to successfully perform required Logistics management tasks on a regional, divisional or national level operation.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ All LOG/.../MN (except LOG//IKD/MN) 	N/A

Logistics: An Overview

Prerequisites:

Length: 3 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))

“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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ IDC/DI/MN ✓ All LOG/.../SA, SV, or MN (except LOG/IKD/...) ✓ LOG/CH ✓ IP/GEN/MN ✓ ER/CEP/SV, MN, or CH ✓ ER/GO/SV or MN ✓ All OM/... 	<ul style="list-style-type: none"> ✓ LOG/IKD/SA, SV, or MN ✓ MC/FF/SV or MN ✓ MC/DES/MN ✓ MC/GEN/MN ✓ MC/CH ✓ ER/CEP/SA ✓ ER/GO/SA

Mass Care Management

Prerequisites:

Length: 8 hours

- ✓ Concept of Operations Basics ([ILT](#)/ [WBT](#))
- ✓ Operations Planning Fundamentals ([WBT](#))
- ✓ Concept of Operations Management ([ILT](#))
- ✓ Concept of Operations Simulation ([SIM](#))
- ✓ Supervising the Disaster Workforce ([ILT](#))
- ✓ Mass Care: An Overview ([WBT](#))
- ✓ Shelter Fundamentals ([ILT](#)/ [WBT](#))
- ✓ Shelter Management ([ILT](#)/ [WBT](#))
- ✓ Feeding Fundamentals V2 ([ILT](#)/ [WBT](#))
- ✓ Bulk Distribution Fundamentals ([WBT](#))

The purpose of this course is to prepare Mass Care workers to successfully perform required Mass Care management tasks on a regional, divisional or national level operation.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ All MC/.../MN (except MC/GEN/MN) ✓ All OM/.../AD ✓ OM/GEN/MN ✓ OM/DD or /DIR ✓ OM/COS ✓ OM/RCCO ✓ OM/STA ✓ ER/GO/MN 	<ul style="list-style-type: none"> ✓ ER/GO/SA

Mass Casualty Incident Response Management

Prerequisites:

Length: 4 hours

- ✓ Mass Casualty Incident Response Basics ([WBT](#))
- ✓ Supervising the Disaster Workforce ([ILT](#))
- ✓ Concept of Operations Basics ([ILT](#)/[WBT](#))

The purpose of the Mass Casualty Incident Response Management course is to increase the proficiency of disaster leadership in managing a mass casualty event response, ensure the workforce is healthy physically, emotionally, and spiritually (workforce protection), use the workforce protection job tools, and assess the need for, request, and manage event based volunteers (EBVs).

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ IDC/DMH/MN or CH ✓ OM/OPS/AD ✓ OM/DD or /DIR ✓ OM/COS ✓ OM/RCCO ✓ OM/STA 	<ul style="list-style-type: none"> ✓ IDC/DHS/MN or CH ✓ IDC/DMH/SV

Mass Casualty Incident Response Simulation

Prerequisites:

Length: 3 hours

- ✓ Mass Casualty Incident Response Management ([ILT](#))

This is the simulation component to the Mass Casualty Incident Management course, which is a pre-requisite for this course. If you are interested in taking this course, please complete the Disaster Training Application form 5898H and email it to nccrdcstraining@redcross.org.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ IDC/DMH/MN or CH 	<ul style="list-style-type: none"> ✓ IDC/DHS/MN or CH ✓ IDC/DMH/SV

Mission Cards – Cardholder Overview

Prerequisites: N/A

Length: 0.5 hour

This course describes the different types of Mission Cards and their appropriate use when assigned to a disaster related event.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ All SA G/A/Ps (except RES/DAT/...) 	N/A

Performance Evaluation Preparation for Supervisors

Prerequisites:

Length: 1 hour

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))

The purpose of this course is to prepare supervisors to prepare for and complete the performance evaluation and successfully conduct and close the performance review.

Information on G/A/P requirements pending.

Psychological First Aid

Prerequisites:

Length: 4.5 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
✓ MC/DES/SA, SV, or MN	✓ REC/GEN/SA
✓ MC/REU/MN	✓ REC/CH
✓ MC/CH	✓ REC/CRP/SV or MN
✓ IDC/DHS/SA, SV, MN, or CH	✓ REC/SYS/SV
✓ IDC/DSC/SA, SV, or MN	
✓ IDC/DI/SA, SV, or MN	
✓ RES/DAT/SA, SV, or MN	
✓ SS/LCV/SV or MN	
✓ ER/CEP/SA, SV, MN, or CH	
✓ ER/GO/MN	
✓ ER/PA/SA, SV, MN, or CH	
✓ All OM//...	

Restoring Family Links Caseworker Course

Prerequisites (Recommended):

Length: 3 hours

- ✓ Restoring Family Links Casework Training Module

This course, provided by certified RFL Instructors, educates participants on the basic principles of Restoring Family Links services as well as the skills and procedures for conducting RFL casework. This highly participatory training is designed for anyone responsible for conducting or overseeing RFL casework.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
N/A	N/A

Shelter Fundamentals

Prerequisites:

Length: 4 hours

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))

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

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ MC/SH/SA, SV, or MN ✓ MC/GEN/MN or MC/CH ✓ IDC/DHS/SV, MN, or CH ✓ IDC/DMH/SV, MN, or CH ✓ IDC/DI/SV or MN ✓ RES/DAT/MN ✓ ER/GO/SA, SV, or MN ✓ ER/PA/SA, SV, or MN ✓ All OM//... 	<ul style="list-style-type: none"> ✓ MC/FF/SV or MN ✓ IDC/DHS/SA ✓ IDC/DMH/SA ✓ RES/DAT/SA or SV ✓ ER/CEP/SA, SV, MN, or CH

Shelter Management

Prerequisites:

Length: 8 hours

- ✓ Shelter Fundamentals ([ILT](#)/ [WBT](#))
- ✓ Supervising the Disaster Workforce ([ILT](#))
- ✓ Basic Food Safety ([WBT](#))

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ MC/SH/SV or MN 	N/A

Shelter Operation Simulation

Prerequisites:

Length: 4 hours

- ✓ Shelter Fundamentals ([ILT](#)/ [WBT](#))
- ✓ Shelter Management ([ILT](#)/ [WBT](#)) *for shelter manager candidates*

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ MC/SH/SV or MN 	<ul style="list-style-type: none"> ✓ RES/DAT/SA, SV, or MN

Supervising the Disaster Workforce

Prerequisites:

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))
- ✓ Training as a Service Associate in a G/A/P role

Length: 8 hours

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ All SV, MN, and CH G/A/Ps (except RES/DAT/...) ✓ All OM//... ✓ SS/SR/SA 	<ul style="list-style-type: none"> ✓ RES/DAT/SV and MN ✓ IDC/DMH/SA

Supervising Volunteers

Prerequisites: N/A

Length: 4.5 hours

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ SS/LCV/SV & MN 	<ul style="list-style-type: none"> ✓ All OM//...

Supply Fundamentals

Prerequisites:

- ✓ Disaster Cycle Services: An Overview ([ILT](#)/ [WBT](#))
- ✓ Logistics: An Overview ([ILT](#))

Length: 7 hours

This course prepares 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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
<ul style="list-style-type: none"> ✓ LOG/SUP/SV or MN 	N/A

Supporting Volunteers & Managing Teams

Prerequisites: N/A

Length: 4.5 hours

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 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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
✓ IDC/DSC/MN	✓ IDC/DMH/SV
✓ IDC/DMH/MN or CH	✓ RES/DAT/SV
✓ RES/DAT/MN	✓ REC/CH
✓ SS/LCV/MN	✓ REC/CRP/MN
✓ SS/GEN/MN	✓ All OM//... (except OM/GEN/SV)
✓ SS/CH	

Warehouse Operations Fundamentals

Prerequisites: TBD

Length: 2 hours

The purpose of this class is to go over the necessary steps and considerations for operating a warehouse during a DRO.

New course to be released spring 2019 – further details and requirements pending

Working Together

Prerequisites: N/A

Length: 3.5 hours

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.

Required for below G/A/Ps:	Recommended for below G/A/Ps:
N/A	N/A

WORKSHOPS & ADDITIONAL TRAININGS

Please note that workshops and additional trainings are NOT official Red Cross courses and therefore will not appear in your EDGE Transcript. Following the Institute, they will appear in the “Additional Training” portion of your Volunteer Connection account.

Applying RCView to Sound the Alarm

Prerequisites: N/A

Length: 1.5 hours

To the untrained, a Geographic Information System like RC View can seem complicated and intimidating. Mainly used to make strategic geographic decisions during Disaster Response Operations, RC View is rarely known for being used during “Blue Skies” or every day Red Cross activities. By going through this “hands on” training, students will learn basic mapping functions of RC View and be able to apply these uses to their district’s Home Fire Preparedness Campaign.

Please bring a laptop or tablet with a charging cable for activities. Attendees will require a Volunteer Connection log-in.

American Red Cross Role in Transportation Disasters

Prerequisites: N/A

Length: 1.5 hours

This recently developed presentation will present the legislation and MOUs that guide the Red Cross role in responding to transportation disasters e.g. aviation, railway and both legislated and non-legislated. The specific roles and responsibilities of Red Cross in the immediate, ongoing and long-term response; the role of the National Transportation Safety Board (NTSB), and readiness activities will be presented.

This workshop is suitable for any activity and especially for DMH, DHS and DCS volunteers, DPMs, Public Affairs, and Government Liaisons.

Aunt Bertha Resource Management Workshop

Prerequisites: N/A

Length: 3 hours

Aunt Bertha’s interface allows caseworkers to search for any type of social service – from legal aid to clothing – by topic and by zip code. In addition, you can also find the location, hours of operation, and customer reviews of services. In this workshop, you will learn how to search for resources, make referrals, and update information using the Aunt Bertha platform. Please make arrangements to bring a laptop or tablet of your choice. No special software is required, just an internet browser.

Crisis Leadership Workshop

Prerequisites: N/A

Length: 3 hours

This workshop will discuss the concept of Crisis Leadership and review the principles of Swarm Leadership, and apply these learnings to a relief operation through a table top exercise that looks at a complex, recent, real-life, case study.

DCS Onboarding New Volunteers Overview

Prerequisites:

Length: 2 hours

- ✓ Recommended for Team Leads or Supervisors

This workshop will touch on the basics of onboarding a new team member. It will cover the process of initially contacting and interviewing a team candidate through having an active and engaged member of the team.

Deployment Team Training

Prerequisites (Recommended):

Length: 3 hours

- ✓ Deployment Fundamentals [\(WBT\)](#)
- ✓ Volunteer Connection Disaster Management Fundamentals [\(WBT\)](#)
- ✓ Interest in deployment

Train deployment team members to recruit, assign and support responders to a disaster response.

Disability Integration Workshop

Prerequisites: N/A

Length: 2 hours

This workshop will cover an introduction to Disability Integration, with a focus on how DI fits into the NCCR scheme of things and where we should go from here. Some topics include: what is DI; who are people in DI; DI relationship to state, county, and local resources; DI and FAST Team; training needs, supply needs, and resources.

Disaster Action Team Service Associate Module

Prerequisites:

Length: 1.5 hours

- ✓ DAT experience as Trainee or Technician

Disaster Action Teams are the foundation, building blocks of our disaster operating structure. DAT members are on call 24x7 serving every community in our Region whenever residents are displaced because of a natural or a man-made disaster, big or small.

If you are a current DAT member in a Trainee role, consider taking Service Associate training. You will gain better understanding of how we assist clients affected by disaster and what services we provide.

If you are a current DAT Technician, you can take Service Associate and Supervisor training. Both modules will cover the changes in DAT Structure and go over new Disaster Action Team Program Standards and Procedures as they apply to these roles. You will also gain deeper understanding how to provide on-scene leadership and delivery of services.

Disaster Action Team Supervisor Module

Prerequisites:

Length: 1.5 hours

- ✓ DAT experience as Team Lead or Technician

Disaster Action Teams are the foundation, building blocks of our disaster operating structure. DAT members are on call 24x7 serving every community in our Region whenever residents are displaced because of a natural or a man-made disaster, big or small.

If you are a DAT Team Lead, you can take Supervisor training. This module will cover the changes in DAT Structure and provide an in-depth understanding of what it means to be the lead on-scene, how to manage a DAT incident, and how to support the team and the clients.

If you are a current DAT Technician, you can take Service Associate and Supervisor training. Both modules will cover the changes in DAT Structure and go over new Disaster Action Team Program Standards and Procedures as they apply to these roles. You will also gain deeper understanding how to provide on-scene leadership and delivery of services.

Disaster Action Team Trainee Module

Prerequisites: N/A

Length: 1 hour

Disaster Action Teams are the foundation, building blocks of our disaster operating structure. DAT members are on call 24x7 serving every community in our Region whenever residents are displaced because of a natural or a man-made disaster, big or small.

If you are new to the organization or are not yet a DAT member, you can take DAT Trainee module to begin your journey in this important every-day activity. This module provides a basic overview of DAT Activity and is based on the new Disaster Action Team Program Standards and Procedures.

Disaster Health Services Workshop

Prerequisites:

- ✓ DHS G/A/P or working on DHS G/A/P

Length: 4 hours

This workshop will provide updates to DHS practice. Topics will include: required training, norovirus guidance, shelter kit standardization, forms review, Q & A, and a networking session. Continuing nursing education will be provided.

Laptops or tablets may be helpful but are not required.

Disaster Mental Health Workshop

Prerequisites:

- ✓ DMH Responders and Team Members

Length: 4 hours

This workshop is for members of the disaster mental health activity and is designed to network, gain updates and share experiences from deployments. Join your regional team members to learn what you can do during steady state and to support the operations during response. We will discuss regional and national updates including Welcome Home calls, pre-response support, the revised ICCT process, and training requirements along with a Q & A.

Excel “Red Cross” Advanced Workshop

Prerequisites:

- ✓ Basic Knowledge of Excel, TBD

Length: 2 hours

This course will use common Red Cross reports to go over more advanced topics and formulas in Excel, and is meant for those who are already familiar with basic aspects of Excel and are interested in building their skills.

Please bring a laptop or tablet that has the latest version of Excel installed.

Excel Basics Workshop

Prerequisites: TBD

Length: 2 hours

This course will use common Red Cross reports to demonstrate basic skills in Excel such as navigation, formatting, simple formulas, and helpful tricks of the trade.

Please bring a laptop or tablet that has the latest version of Excel installed.

Feeding Hot Topics

Prerequisites:

- ✓ G/A/P of MC/FF/...

Length: 3 hours

An informative discussion on feeding topics, challenges that arise during a feeding operation, and job tools. Recommended for all feeding coordinators and any other volunteers interested.

Handling Transportation on a DRO

Prerequisites:

- ✓ Logistics: An Overview ([ILT](#))

Length: 2 hours

Preparation to become a Transportation SA on a DRO. A basic guide to those who might be interested in deploying in Transportation. This is a position that is in dire need nationally and is handy knowledge for those that deploy in Logistics.

Local Response Management Team (LRMT) – Roles & Responsibilities

Prerequisites:

- ✓ Intended for those who might be a Job Director on a local level response (DPM, Disaster Chair, etc.)

Length: 3 hours

The purpose of this workshop is to provide direction to local disaster leadership in understanding the critical roles needed to initiate and sustain a local Level I or II response.

Managing the Partnerships We Work So Hard To Create and Panel Discussing Recent CEP Experiences

Prerequisites: N/A

Length: 3 hours

Ever wonder how to manage local and national partnerships? Is there a system to document and track partnering? How can I learn the history of our partnerships? What happens to the partnership when people leave?

Have you thought about this before this before? If so, come join us to learn about the Local Database Management Tool which is designed to manage local and national partnerships. Then hear stories about partnering from the recent disasters by our panel of experts.

Non-Traditional Housing Workshop

Prerequisites:

- ✓ Experience with or interest in DAT, Recovery, DHS, DMH, or DSC

Length: 3 hours

The course utilizes National doctrine to support clients with non-traditional homes (RVs, tents, boats, vehicles, etc.). During this course, we will cover the guidance developed by NCCR leadership, address safety concerns when responding to disasters, and to review scenarios as a group.

Opening a Client Service Center

Prerequisites:

- ✓ Recovery SV or MN

Length: 2 hours

Catered to Recovery members that are interested in deploying as Recovery Lead during a disaster response. The course will take you through the Recovery Lead role during disaster and will give you some great considerations when opening a client service center. This could include: materials needed, how to build a staffing pattern, how to use planning assumptions to inform decision making.

Readiness Training for Responders

Prerequisites:

- ✓ Interest in deploying outside of the region

Length: 3 hours

Are you interested in deploying outside to responses outside of the region? This presentation will walk you through the steps of the deployment process. You will learn what to expect before, during and after your deployment outside of the region. It will also provide you with the details of how you can make yourself 'deployable'.

Shelter Manager Workshop

Prerequisites:

- ✓ Shelter Management ([ILT](#) / [WBT](#))

Length: 4 hours

The purpose of this workshop is to increase the proficiency of shelter management by providing scenario-based discussions, and working on important topics in sheltering such as: unsolicited donations management; service animals, assistance animals, and pets; use of medical marijuana; gender identity concerns; guns/weapons in shelters; providing EBV's with a fundamental understanding of Red Cross mission & principles; co-management of mega shelters with city partners; cultural perceptions; client access without discrimination (including undocumented individuals); and proper use of social media postings.

Succeeding in the Emergency Operations Center (EOC) and Panel Discussing Recent EOC Experiences

Prerequisites: N/A

Length: 3 hours

What do you do when you walk into an EOC? Working in the EOC is one of the most exciting, stressful and important roles in a disaster response. This workshop will reveal the skills to successfully navigate and understand the complexities of your role. We will clarify what you do and the issues you will face by ensuring the Red Cross Story is understood, while keeping the EOC and RC informed at all times. Learn what actions are necessary in the first few hours and over the first week. Then hear recent, real life stories from the EOC by our panel of experts.

Utilizing EBVs in Responses

Prerequisites: N/A

Length: 3 hours

Learn best practices of using and engaging event-based volunteers during a disaster response

Volunteer Recognition & Appreciation Workshop

Prerequisites: N/A

Length: 3 hours

Having a culture of recognition and appreciation will create an environment where Red Cross members will want to remain. This workshop will help supervisors and team members understand their role in recognizing and thanking volunteers and will assist them with coming up with creative ways to recognize and thank team members.

MEETINGS

Please note that Meetings are not official Red Cross courses and therefore will NOT appear in any of your Volunteer Connection training transcripts.

External Relations Regional Team Meeting

Audience:

Length: 1.5 hours

- ✓ Anyone involved or interested in External Relations

Join us for our 2nd Regional External Relations (ER) Meeting as we review our efforts during last year's disasters and discuss our direction and focus for FY 2020. Come meet other ER team members from around the region. Even if you have not decided on ER as your path, come check us out.

Training & Exercises Coordinator Meeting & Training

Audience:

Length: 1.5 hours

- ✓ District Training & Exercise Coordinators

Join us for our 1st Annual Training & Exercises Coordinator Meeting as we go over activities from FY19 and look ahead to FY20. We will go through the brand-new T&E Coordinator Training as well as go over resources, upcoming goals, and coordinator development.