

Course Catalog			
Title	Start Time	End Time	Description
Building Strong Teams Power Hour	6/9/2017 2:00 PM	6/9/2017 3:00 PM	Each Power Hour class is a facilitator led video training and features a typical, real-life scenario facing a fictional cartoon team. The cartoon team makes it fun, safe, and easy for participants to use Power Principles and Power Practices to problem-solve the scenario. Also, the participants apply the principles to a challenge of their own and create a Power Plan to apply their learning on the job. These courses are offered by Human Resources.
Casework Program Updates	6/11/2017 9:00 AM	6/11/2017 12:00 PM	The purpose of this course is to cover the standards and procedure changes to Client Casework that was initiated in January 2017. In addition to learning how to functionally apply these changes, we will utilize actual case studies to encourage interactive problem solving.
Clarifying Expectations Power Hour	6/9/2017 1:00 PM	6/9/2017 2:00 PM	This course will begin with a 5 minute introductory video of the "Power Hour" classes. Each Power Hour class is a facilitator led video training and features a typical, real-life scenario facing a fictional cartoon team. The cartoon team makes it fun, safe, and easy for participants to use Power Principles and Power Practices to problem-solve the scenario. Also, the participants apply the principles to a challenge of their own and create a Power Plan to apply their learning on the job. These courses are offered by Human Resources.
Collaborating Essentials	6/11/2017 9:00 AM	6/11/2017 3:00 PM	Collaborating Essentials is a basic level, instructor-led course designed to promote and support collaboration at the Red Cross. Participants will engage in discussions and scenarios to determine the different skills and behaviors required for building and maintaining internal and external relationships. The course emphasizes the role that collaboration plays in the successful delivery of disaster services.
Concept of Operations Overview	6/8/2017 7:00 PM	6/8/2017 7:30 PM	This online course provides disaster workers and partner agencies with an overview of the American Red Cross Disaster Cycle Services Concept of Operations. It is designed to support the document Concept of Operations: Program Essentials.
Concept of Operations Workshop + Implementation Seminar	6/9/2017 9:00 AM	6/9/2017 4:00 PM	Concept of Operations Workshop is a half day, basic level, instructor-led workshop. It is for all disaster workers, and is designed as a follow up to Concept of Operations Overview, as well as an interactive familiarization with key ideas and practices from the Concept of Operations. The purpose of the Implementation seminar is to provide an opportunity for participants in the Concept of Operations Workshop to review how Cons Ops can be applied to escalating incidents, clarify roles and responsibilities of local and regional leadership teams during response operations, and review specific actions related to the successful implementation and utilization of Con Ops.
Concept of Operations Workshop + Implementation Seminar	6/10/2017 9:00 AM	6/10/2017 4:00 PM	Concept of Operations Workshop is a half day, basic level, instructor-led workshop. It is for all disaster workers, and is designed as a follow up to Concept of Operations Overview, as well as an interactive familiarization with key ideas and practices from the Concept of Operations. The purpose of the implementation seminar is to provide an opportunity for participants in the Concept of Operations Workshop to review how Cons Ops can be applied to escalating incidents, clarify roles and responsibilities of local and regional leadership teams during response operations, and review specific actions related to the successful implementation and utilization of Con Ops.
Conflict Resolution and Difficult Conversations	6/9/2017 9:00 AM	6/9/2017 12:00 PM	This course provides an overview of conflict within the workplace highlighting the impact of destructive conflict on teams and the need for dialogue. You will use a current conflict situation, apply steps to address it and create an Action Plan towards resolution. This course is offered by Human Resources.
DAT: NCCR Disaster Action Team Meeting	6/11/2017 9:00 AM	6/11/2017 12:00 PM	This meeting will be an opportunity for those involved in DAT across the region to discuss best practices, relevant updates and share experiences.

DHS Activity Team Meeting	6/10/2017 9:00 AM	6/10/2017 10:30 AM	This will be an opportunity for Disaster Health Services workers to meet and discuss best practices, challenges and updates within their activity. This is a great opportunity to network and get to know your regional colleagues.
Disaster Frontline Supervisor & Simulation	6/9/2017 9:00 AM	6/9/2017 5:00 PM	Disaster Frontline Supervisor (DFS) is an instructor-led, basic level course. The Disaster Frontline Supervisor Handbook provides disaster relief operations supervisors with tools that support their success. The handbook is for use on operations and in the classroom. You will receive a link to the handbook to use in the course. 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.
DMH Activity Team Meeting	6/10/2017 9:00 AM	6/10/2017 10:30 AM	This will be an opportunity for Disaster Mental Health workers to meet and discuss best practices, challenges and updates and ask questions within their activity. This is a great opportunity to network and get to know your regional colleagues.
DPM/DPS Support Update	6/10/2017 10:00 AM	6/10/2017 11:00 AM	DPM/DPS Support Update is a facilitated presentation designed to provide an update and status of the various projects and programs that make up the Disaster Program Manager/Disaster Program Specialist Support Initiative. DPM/DPS Support Update is designed to be delivered as part of the FY17 Regional Institutes, as one of three DCS Programs Update.
DSARS (Disaster Services Automated Reporting System) Workshop	6/10/2017 4:00 PM	6/10/2017 6:00 PM	Prerequisite: Disaster Operations Control: Form 5266 Fundamentals. The Disaster Services Automated Reporting System (DSARS) is a Web-based tool that is used in all chapters, regions and disaster relief operations to report incidents, disaster operations, damage assessments, and Disaster Operations Control Form 5266 reports. Attendees will learn how to use DSARS for all its data recording and operational reports functions. Then, they will have the opportunity to do exercises in the DSARS sandbox. After this workshop, attendees will be qualified to receive a DSARS user ID and to support the DSARS requirements of their chapter or region. Current DSARS users are welcome to refresh and expand their skills by joining the workshop. This course is recommended for all FSI workers. DSARS is now accessible from an ARC or personal computer using either Microsoft Windows or Apple OSX via the Virtual Workplace and its DSARS icon. Before the class, participants will be directed to install the VW and how to have the DSARS icon added to their VW desktop. A Job Aid will be provided so that participants can access the DSARS Sandbox via the VW.
DST Part 1: DST Overview & Customer Service Workshops	6/10/2017 1:00 PM	6/10/2017 5:00 PM	Disaster Services Technology Overview Workshop is a basic, instructor-led workshop designed to introduce participants to the technology deployed on disasters. It provides a brief overview of the four activities of Disaster Services Technology and how these help fulfill the overall mission of the Red Cross. This workshop is one of seven short workshops in the Disaster Services Technology 101 (DST 101) series. DST Customer Service Workshop is designed to introduce participants to the customer service and resource management technologies deployed on disasters. It provides an overview of the roles and responsibilities of DST Customer Service members on a disaster relief operation. This workshop is one of seven short workshops in the DST 101 series.
DST Part 2: Networking & Computer Operation Workshops	6/11/2017 9:00 AM	6/11/2017 1:00 PM	Disaster Services Technology Networking Workshop is a basic, instructor led workshop designed to introduce participants to the networking technologies deployed on disasters. It provides an overview of the roles and responsibilities DST Networking members have on a disaster relief operation. This workshop is one of seven short workshops in the DST 101 series. Disaster Services Technology Computer Operations Workshop is designed to introduce participants to the computer operations technologies deployed on disasters. It provides an over view of the roles and responsibilities DST Computer Operations members have when on a disaster relief operation. This workshop is one of seven short workshops in the DST 101 series.
ER Afternoon Workshops	6/9/2017 12:30 PM	6/9/2017 3:45 PM	Workshop 3: Building and Engaging an External Relations Team; Workshop 4: Demystifying External Relations Deployment

ER Morning Workshops	6/9/2017 8:30 AM	6/9/2017 11:45 AM	Workshop 1: Partnerships - How do we do it?; Workshop 2: Succeeding in the Emergency Operations Center (EOC)
Evening Plenary Session - Anti-Human Trafficking Seminar	6/9/2017 6:30 PM	6/9/2017 8:00 PM	The Anti-Human Trafficking Seminar, designed in conjunction with the Anti-Trafficking Collaborative of the Bay Area (ATCBA) and the International Services team, focuses on educating Red Cross staff and volunteers from all lines of service on the fundamentals of anti-trafficking work. The Anti-Trafficking Collaborative of the Bay Area's partner agencies are Asian Pacific Islander Legal Outreach, Asian Women's Shelter, and Mujeres Unidas de Activas (MUA). The ATCBA has served hundreds of survivors of human trafficking discovered in the United States from over 22 countries from regions such as Asia, Latin America, Africa, and Eastern Europe. We will be teaching Red Cross volunteers and employees about the understanding, identification, and reporting of human trafficking so they can take this knowledge into their everyday work and join in on the fight against human trafficking.
Event Based Volunteer (EBV) Engagement Operational State overview	6/11/2017 9:00 AM	6/11/2017 12:00 PM	The course is designed for activity leads to learn about our Regional EBV plan, structured process, available/meaningful opportunities for EBVs and steps to request, engage, support and recognize EBVs in times of disasters (level 3 or above).
Everyone is Welcome	6/9/2017 5:00 PM	6/9/2017 6:00 PM	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.
Everyone is Welcome	6/8/2017 7:30 PM	6/8/2017 8:30 PM	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.
Everyone is Welcome	6/10/2017 5:00 PM	6/10/2017 6:00 PM	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.
External Relations Panel	6/8/2017 6:00 PM	6/8/2017 9:00 PM	Please join for a panel with our ER representatives.
FSI Fundamentals	6/11/2017 9:00 AM	6/11/2017 1:00 PM	FSI Fundamentals covers information on Client Assistance Cards and 5266 forms. The Financial & Statistical Information: Managing Client Assistance Cards course prepares disaster workers to perform the tasks of an FSI staffer working with financial instruments on a Disaster Relief Operation, in a chapter-managed response or in normal and everyday Chapter activity. This course will include the Region's tools for maintaining logs of CACs. This will include procedures that are specific to the US Bank CAC program. Persons responsible for controlling a chapter's CAC inventory should take this course, even if they are not part of the FSI activity. Disaster Operations Control: Form 5266 Fundamentals introduces the Form 5266 as a management tool for recording information about services provided and financial commitments made during a relief operation. Participants will learn the sources for data reported on the Form 5266. This includes the Data Collection Tool that is used during all operations to easily and consistently collect information for the Form 5266 report.
Fundamental Principles in Action	6/10/2017 8:30 AM	6/10/2017 2:00 PM	Do you ever wonder how the Fundamental Principles apply to you? Are they simply words we recite, or do they provide meaningful guidance to how we do the work we do? Please join us for a new workshop, adapted from the British Red Cross, in which we will explore our Fundamental Principles through activities and discussion to understand their relevance today, locally, nationally, and internationally.
Government Operations Fundamentals	6/10/2017 9:00 AM	6/10/2017 5:00 PM	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.

Home Fire Program Updates & New Forms Training	6/11/2017 9:00 AM	6/11/2017 12:00 PM	This workshop is very free-flowing and is meant to be a roundtable discussion for best practices, review of the new forms, and an open invitation for discussion from people interested in learning more about the HFC program. It's also an opportunity for volunteers interested in taking part in the planning of future events to be eased into it and see if it's the right choice for them, or receive mentorship.
In-Kind Donations on Disaster Relief Operations	6/10/2017 2:00 PM	6/10/2017 5:00 PM	In-Kind Donations on Disaster Relief Operations Fundamentals is a basic level, instructor-led 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. Classroom participants must attend the entire course and complete the classroom activities. No assessment is required.
Instructor Meet & Greet	6/8/2017 6:00 PM	6/8/2017 7:00 PM	Join your fellow instructors for a casual meet & greet in the De La Salle Courtyard right outside the De La Salle dorm hall. If weather does not permit, the meet & greet will move to Dante Hall, Room 116
Integrated Care Condolence Team Fundamentals	6/10/2017 1:00 PM	6/10/2017 5:00 PM	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. At the completion of this course, learners should be able to: <ul style="list-style-type: none"> • 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.
Logistics & DST - Joint Team Meeting	6/11/2017 9:00 AM	6/11/2017 12:00 PM	This will be an opportunity for a face to face meeting with the Logistics and DST Regional Activity Workgroups.
Logistics: An Overview	6/9/2017 9:00 AM	6/9/2017 12:00 PM	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.
Managing Under Pressure Power Hour	6/9/2017 3:30 PM	6/9/2017 4:30 PM	Each Power Hour class is a facilitator led video training and features a typical, real-life scenario facing a fictional cartoon team. The cartoon team makes it fun, safe, and easy for participants to use Power Principles and Power Practices to problem-solve the scenario. Also, the participants apply the principles to a challenge of their own and create a Power Plan to apply their learning on the job. These courses are offered by Human Resources.
Mass Care Management	6/11/2017 8:00 AM	6/11/2017 4:00 PM	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
Media Relations During a Disaster	6/9/2017 1:00 PM	6/9/2017 3:00 PM	This is a general overview for ALL Red Cross volunteers and employees who may have contact with traditional media during a disaster. This course prepares participants to interact with the media and share their Red Cross stories while safeguarding the privacy of the people we serve and work with during and after a disaster.

NCCR Shelter Managers Workshop	6/9/2017 4:00 PM	6/9/2017 6:00 PM	The primary goal of this two- hour workshop is to improve participant's problem-solving skills by addressing some of the issues that arise in operating shelters that are located in populated urban areas with clients requiring special needs, varying ethnicity, and moderate to heavy interactions with community partners. Pre-requisite is MC/SH/SV. DMH, DHS and CCW workers are welcomed.
Pillowcase Project Presenter Module 2	6/11/2017 9:00 AM	6/11/2017 1:00 PM	The Pillowcase Project Presenter Fundamentals course is designed to train participants to present The Pillowcase Project to 3rd through 5th grade students (ages 8-11). Learners will enhance the instructional techniques learned in the Basic Instructor Fundamentals for Youth course through a practice teaching session with other learners and will receive feedback and coaching provided by the instructor. and their peers.
Psychological First Aid	6/10/2017 1:00 PM	6/10/2017 5:00 PM	Psychological First Aid: Helping Others in Times of Stress is a basic level, instructor-led 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 and guidelines for when to refer to a Disaster Mental Health worker. Participants engage in practice exercises and a review of the course content.
Psychological First Aid	6/11/2017 9:00 AM	6/11/2017 1:00 PM	Psychological First Aid: Helping Others in Times of Stress 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. The course introduces the principles of psychological first aid and guidelines for when to refer to a Disaster Mental Health worker. Participants engage in practice exercises and a review of the course content.
Public Affairs: Telling the Red Cross Story during a Disaster	6/9/2017 4:00 PM	6/9/2017 6:00 PM	This course will review communications techniques, tools and protocols before, during and after a disaster that the Public Affairs team uses to tell the Red Cross story to our various stakeholders – those affected, those unaffected, partners, donors, elected, and general public. It will cover how to work with your regional communicator and disaster public affairs volunteers on disasters large and small to help people get help and give help.
RC View Update	6/10/2017 9:00 AM	6/10/2017 10:00 AM	RC View Update is an updated and much more tactical presentation than the one offered at last year's institutes. This presentation focuses on functionality delivered in 2016, what will be available in 2017, and what is planned for 2018. RC View Update is designed to be delivered as part of the FY17 Regional Institutes, as one of three DCS Programs Update.
Readiness Initiative	6/10/2017 11:00 AM	6/10/2017 12:00 PM	The National Readiness Initiative Update is a facilitated presentation designed to provide an overview of the three year readiness pilot and initiative that will ultimately support the development of the National Readiness Program of Record. To reliably and consistently serve those in need in communities affected by disasters and emergencies around the country, the Red Cross must establish a trajectory that increases our understanding of service delivery expectations and requirements as well as our overall operational readiness. National Readiness Initiative Update is designed to be delivered as part of the FY17 Regional Institutes, as one of three DCS Programs Update.
Restoring Family Links Casework	6/9/2017 9:00 AM	6/9/2017 4:00 PM	Red Cross Restoring Family Links (RFL) services helps reconnect families separated internationally by war, disaster, migration, and other humanitarian emergencies. Local caseworkers support the international RFL program by working directly with clients who have been separated from family by initiating cases to search for those loved ones, and by searching within the local community here for separated family members being sought by relatives overseas. The RFL Casework class enables participants to more effectively deliver international casework services, global in scope and a core activity of the International Red Cross and Red Crescent Movement. Participants learn the skills and procedures involved when initiating inquiries and conducting searches in the local community. Led by trained instructors, the course includes facilitated discussions about casework, working with refugee and immigrant clients, and is also supported by video and interactive activities and case examples.

Restoring Family Links in Disasters	6/8/2017 6:00 PM	6/8/2017 7:30 PM	The Restoring Family Links in Disaster Training provides an overview for volunteers and staff involved in Disaster of the Restoring Family Links program and how to identify Restoring Family Links needs in clients when responding to a disaster. By taking this training, participants will be able to: 1) describe the basics of the Restoring Family Links program; 2) identify Restoring Family Links needs of disaster clients; and 3) make the appropriate referral for disaster clients who have Restoring Family Links needs.
SAF Reconnection Workshop Stakeholders	6/8/2017 7:30 PM	6/8/2017 9:00 PM	Reconnection Workshops are a core Red Cross service provided to military service members, veterans, and their loved ones. Led by specially trained, licensed mental health volunteers, the workshops provide small group sessions that focus on building skills to help members of the military community effectively cope with common challenges they face following deployment or even years after leaving the military. The Stakeholder's Presentation is designed to educate internal and external stakeholders about the workshops, and they have an opportunity to participate in a simulated workshop led by a trained volunteer facilitator.
Service Delivery Site Management Day 1	6/9/2017 9:00 AM	6/9/2017 5:00 PM	Service Delivery Site Management is an instructor-led, advanced level course designed to give the participants the knowledge and skills needed to run a service delivery site during a disaster. This course includes lecture, table group exercises, and a half-day simulation of a disaster to test the participants' knowledge of opening, maintaining and closing a service delivery site.
Service Delivery Site Management Day 2	6/10/2017 9:00 AM	6/10/2017 5:00 PM	This is Day 2 of Service Delivery Site Management. It is an instructor-led, advanced level course designed to give the participants the knowledge and skills needed to run a service delivery site during a disaster. This course includes lecture, table group exercises, and a half-day simulation of a disaster to test the participants' knowledge of opening, maintaining and closing a service delivery site.
Shelter Management	6/10/2017 9:00 AM	6/10/2017 5:00 PM	Shelter Management is an instructor-led, 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 into 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. Participants must attend the entire course to earn a certificate.
Shelter Operations Simulation	6/10/2017 9:00 AM	6/10/2017 5:00 PM	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.
Social Media in Disasters	6/9/2017 10:00 AM	6/9/2017 12:00 PM	This course will cover social media basics (edge course), our regional social media strategy, and how you can become a social media ambassador for the Red Cross. Every Red Crosser has his or her own expertise and experience. We want to encourage people to share that in the social space on behalf of the organization. This training course is designed for people at every level of involvement with the Red Cross.
Staff Services Fundamentals	6/9/2017 9:00 AM	6/9/2017 4:30 PM	Staff Services Fundamentals is a basic level, instructor-led 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 of this course is directed toward regional staff but also provides the tools to support a larger disaster operation.
Staff Services Workshop	6/10/2017 9:00 AM	6/10/2017 12:00 PM	This workshop will focus on the initial 24-48 hrs of a DR. Participants will learn techniques and become familiar with job tools to support the beginning stages of a DR.

Supply Fundamentals	6/10/2017 9:00 AM	6/10/2017 4:00 PM	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.
Supporting Volunteers and Managing Teams	6/9/2017 1:00 PM	6/9/2017 5:00 PM	Supporting Volunteers and Managing Teams 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.
Supporting Volunteers and Managing Teams	6/10/2017 1:00 PM	6/10/2017 5:00 PM	Supporting Volunteers and Managing Teams 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.
Workforce Development Team Meeting	6/9/2017 4:30 PM	6/9/2017 6:00 PM	This team meeting is for all those involved in or interested in supporting workforce engagement, including intake/onboarding, engagement/retention, training, recognition/awards and staff services.