Training Requirements
Disaster Cycle Services

This training guide provides direction and navigational support for volunteers interested in qualifying for Service Associate (SA) and Supervisor (SV) Group/Activity/Positions (GAPs) for regional and national level deployments.

Upon completing your training for a position or GAP, contact your local Disaster Staff or Workforce Engagement team member to update your Volunteer Connection (VC) account. Contact your local Promotions Committee member for information on advancement to Supervisor level positions and above.

Most online courses can be accessed through EDGE, the Red Cross’ Learning Management System. Volunteers can access EDGE by logging into their Volunteer Connection profiles first and then clicking the “Connect to EDGE” link, located in the upper right-hand corner of the screen, or clicking the blue EDGE links in this guide to launch that specific course. If prompted for a username and password to get into EDGE, they are the same as your VC access. These links will only work for volunteers. Employees access EDGE via the RedCross@Work portal on the Exchange. Once in EDGE you can also utilize the search bar and the “Browse for Training” tab for advanced search features. Further information on using the EDGE system can be found through training videos, job aids, and FAQ that can be found on the EDGE Training Index as well as the “Helpful Information” tab in EDGE.

Classroom offerings throughout the Region can be found and registered for at Volunteer Connection – Shifts – Disaster Calendar. Fact sheets, self-studies and additional course information can be found in the Training Index on the Exchange.

Most Common Issues in EDGE

1. **Adobe Flash**: If using Chrome and a portion of a course is not playing correctly, you may have to enable Adobe Flash. Go into EDGE, select the “Secure” icon in the address bar and allow Flash. This can also be done by pasting chrome://settings/content/flash into your address bar, click “add” next to “allow” and paste https://arc.csod.com/. Alternatively Settings>Advanced Settings>Privacy>Content Settings>Flash.

2. **Pop-up blocker**: When trying to launch a course in EDGE for the first time, your browser will see the new window trying to launch as a pop-up and block it. Look for a pop-up blocker prompt or an “X” in the address bar. If you are using Apple Safari, you will have to change your settings. See this link for additional guidance.

3. If a course still isn’t launching you can try clearing your cookies and internet browser cache, make sure your current browser is up-to-date, or try a different browser or computer. Chrome historically works the best.

4. Your single sign-on might timeout, especially when using multiple links. Just sign back in using the same username and password as Volunteer Connection on the redirect page.

5. iPads and tablets have proven to not be very compatible with older courses.

6. If you are not able to view the next button while taking a course, try putting the browser into full screen mode (F11) or adjusting the zoom by using the CTRL + and CTRL –.

7. Check the “Helpful Information” tab in EDGE for the most recent information.

8. New learners must wait 24 hours after moving from a prospective to a general volunteer in Volunteer Connection before their profile is created in EDGE and they are able to take courses.

9. If you have already enrolled in a course make sure you select the “My Training” section on the homepage instead of entering the name of the course in the search bar again.

10. If you have previously completed a course and want to retake it, you can access it by moving from your “Active” learnings in your transcript to “Completed” and selecting it from there, or use a link in this document.

Help Desk

- Volunteers and Extended Enterprise (EXT) Users – Contact the Red Cross IT Service Desk. Call (888) 778-7762 OR submit an incident online via the Customer Portal.
- Employees – Contact the Red Cross Service Center. Call (877) 860-7526 Monday through Friday, 9 am-5 pm ET, OR submit a request online using the “Contact Us” link on the Red Cross@Work portal.


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Primary Disaster Cycle Services (DCS) Systems

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<th>Service</th>
<th>Description</th>
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<tr>
<td><strong>Volunteer Connection (VC)</strong></td>
<td>The ARC 'Facebook'. Enter your hours, update your deployment availability, access local documents and contact information for other regional volunteers.</td>
</tr>
<tr>
<td><a href="https://volunteerconnection.redcross.org/">https://volunteerconnection.redcross.org/</a></td>
<td></td>
</tr>
<tr>
<td><strong>The Exchange</strong></td>
<td>The NHQ information database. Access the latest national documents, doctrine, standards and procedures, and national news. Access through Volunteer Connection.</td>
</tr>
<tr>
<td><strong>EDGE</strong></td>
<td>The online training system. Access online trainings to complete GAPs and view your transcript of completions. Access through Volunteer Connection.</td>
</tr>
<tr>
<td><strong>CAS 2.0</strong></td>
<td>The Client Assistance System. The official recovery case file, both locally and nationally, and method of providing direct assistance to clients.</td>
</tr>
<tr>
<td><a href="https://cas.communityos.org/cms/">https://cas.communityos.org/cms/</a></td>
<td></td>
</tr>
<tr>
<td><strong>DCSOps</strong></td>
<td>The local dispatch system. Used for DATs to sign-up for on-call shifts and dispatchers to recruit and coordinate DATs during the response phase of a local disaster.</td>
</tr>
<tr>
<td><a href="https://www.dcsops.org/">https://www.dcsops.org/</a></td>
<td></td>
</tr>
<tr>
<td><strong>RC View</strong></td>
<td>The Red Cross Visual Interactive Event Wizard is a new disaster event management system that is being used for mapping, data collection and DAT dispatch in some areas. The password is the same as VC.</td>
</tr>
<tr>
<td><a href="https://rcview.redcross.org/">https://rcview.redcross.org/</a></td>
<td></td>
</tr>
<tr>
<td><strong>IT Customer Portal</strong></td>
<td>Your national IT support. Also available: (888) 778-7762.</td>
</tr>
<tr>
<td><a href="https://itservice.redcross.org/">https://itservice.redcross.org/</a></td>
<td></td>
</tr>
<tr>
<td><strong>ARC Password Self-Service</strong></td>
<td>Register in advance to be able to reset your own password in some ARC systems.</td>
</tr>
<tr>
<td><a href="https://password.redcross.org/">https://password.redcross.org/</a></td>
<td></td>
</tr>
<tr>
<td>Operations Management (OM)</td>
<td>Red Cross Coordinating Officer Appointed (OM/RCCD)</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Assistant Director Operations (OM/OPS/AD)</td>
<td>Assistant Director Logistics (OM/LOG/AD)</td>
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**Group/Activity/Positions (GAP) Chart**

<table>
<thead>
<tr>
<th>MASS CARE</th>
<th>INDIVIDUAL DISASTER CARE</th>
<th>RECOVERY</th>
<th>LOGISTICS</th>
<th>INFORMATION &amp; PLANNING</th>
<th>EXTERNAL RELATIONS</th>
<th>FINANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass Care Generalist (MN)</td>
<td>IDC/Disaster Health Services (DHS) (CH, MN, SV, SA)</td>
<td>REC/Casework and Recovery Planning (CRP) (MN, SV,)</td>
<td>LOG/Generalist (MN)</td>
<td>DST/Generalist Manager (MN)</td>
<td>IP/Disaster Assessment (DA) (MN, SV, SA)</td>
<td>Community Engagement &amp; Partnerships (CEP) (CH, MN, SV, SA)</td>
</tr>
<tr>
<td>MC/Distribution of Emergency Supplies (DES) (MN, SV, SA)</td>
<td>REC/Generalist (SA)</td>
<td>LOG/Transportation (TRA) (MN, SV, SA)</td>
<td>DST/Communications (CM) (MN, SV, SA)</td>
<td>Staff Services (SS) Chief (CH)</td>
<td>IP/Situation Unit (SU) (MN, SV, SA)</td>
<td>Public Affairs (PA) (CH, MN, SV, SA)</td>
</tr>
<tr>
<td>MC/Reunification (REU) (MN, SV, SA)</td>
<td>Response/Disaster Action Team (DAT) (MN, SV, SA)</td>
<td>LOG/In Kind Donations (IKD) (MN, SV, SA)</td>
<td>SS/Generalist Manager (MN)</td>
<td>SS/Staff Planning &amp; Support (SSPS) (MN, SV, SA)</td>
<td>SS/Training (TR) (MN, SV, SA)</td>
<td>PA/Advanced Public Affairs Team (APAT) (MN, SV, SA)</td>
</tr>
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### Response Group, Activity and Position Chart Definitions

**Operations Management:** Responsible for providing operational oversight and direction to the disaster relief operation.

**Mass Care (MC):** Provides activities and services on a congregate basis to the community as a whole.
- **Sheltering (SH):** Provides congregate care including safe sleeping accommodations for people displaced due to disaster.
- **Feeding (FF):** Provides snacks, meals, drinks, and water using emergency response vehicles (ERVs) or other vehicles on routes within the impacted area or at a fixed location such as a community center.
- **Distribution of Emergency Supplies (DES):** Provides more than one item to more than one individual at one time. Traditionally, items have included clean up items, flashlights, food coolers, gloves, etc.
- **Reunification (RE):** Provides human and technological resources to reconnect individuals as quickly as possible following a disaster.

**Individual Disaster Care (IDC):**
- **Disability Integration (DI):** Supports steady state and disaster response operations by assessing, monitoring and offering guidance on the accessibility of all facilities, programs and communications, to ensure equal access for all clients and staff.
- **Disaster Health Services (DHS):** Provides health services interventions from licensed professionals that focus on assessment, care, support, comfort and education of individuals and communities experiencing disaster-related health needs and Red Cross workers.
- **Disaster Mental Health (DMH):** Responds to the psychosocial and emotional needs of people affected by disaster, including Red Cross disaster workers.
- **Disaster Spiritual Care (DSC):** Provides interfaith support, comfort and care to address spiritual needs of individuals impacted by disaster.

**Response**
- **Disaster Action Team (DAT):** Responds to the immediate disaster-related needs on a regional response, such as single-family and multi-family home fires.
- **Dispatch (DP):** Ensures that client and partner calls and inquiries are accurately handled in a timely and professional manner with the most up-to-date operational information available.

**Recovery (REC):** Supports the disaster recovery of individuals, families, and communities through the activities of Casework and Recovery Planning, Systems and Reporting, and Community Recovery.
- **Casework and Recovery Planning (CRP):** Assesses the needs of individuals and families and works with them in developing recovery plans, accessing community and government resources, providing advocacy, problem solving and direct client assistance.
- **Recovery Systems Support (SYS):** Supports the delivery of standardized recovery services through advanced use of disaster data systems; developing routine reports, and providing analysis and accurate guidance on system usage. This activity works with CAS 2.0, CAN Tools and RC View. The activity includes work in Fiscal Review, Compliance and Monitoring, and CAS Account Authorizers.
- **Community Recovery (CMR):** Provide information, support, technical assistance to recovery partners and work with long-term recovery groups, government, and non-profit organizations to support the long-term recovery efforts in affected communities.

**Logistics (LOG):** Provide a logistics system that is accountable, flexible and standardized in the acquisition and management of the wide variety of material, equipment, facilities and services required to provide quality service delivery in a timely manner.
- **Facilities Management (FAC):** Manages the facilities and systems required to support the disaster relief operation. Facilities are accountable to look after and keep in good condition all appropriate resources.
- **In-Kind Donations (IKD):** Fundraise for in-kind materials and supplies required for disaster operation.
- **Warehousing (WHS):** Manages the inventory of materials and supplies required for the disaster operation. They distribute, transport and/or install, as appropriate, materials and supplies.
- **Transportation (TRA):** Maintains the disaster relief operations fleet of vehicles including rental and national vehicles, tractor trailers, wheeled storage, refrigerated units and box trucks.
- **Life Safety & Asset Protection (LSAP):** Ensures that the disaster operation environment is as safe and secure as is reasonably possible.
- **Procurement (PRO):** Procures and/or replenishes purchased or in-kind materials and supplies required for the disaster operation.
- **Supply (SUP):** Provides disaster relief operation with a conduit for gathering and disbursing supplies into disaster relief operations.
Disaster Services Technology (DST): Provides technology support to the DRO workforce. Deploys and supports technology equipment and personnel.

**Computer Operations (CO):** Installs and supports Laptops and tablets in both wired and wireless environments, RCO manages the disaster operation server, printers, and disaster operation server user accounts and systems administration support.

**Networking (NT):** Designs and installs network infrastructure, troubleshoots issues, monitors traffic and maintain network security. RNT provides wide area network (WAN) connectivity via satellite/Cradlepoint/third-party internet provider in wired and wireless environments.

**Customer Service (CS):** Receives and inventories all Disaster IT equipment, personnel management, and issues equipment to disaster operation staff. RCS provide users with technology orientation and provides and single point of contact for user support issues on an operation.

**Communications (CM):** Installs communications equipment (radios, antennas, repeaters, Smartphone, Satellite Phones, etc.) Supports, repairs and maintains communications equipment in the Red Cross vehicles and field units across the country, provide radio operators, and provides liaisons to amateur radio groups supporting the affected area.

Staff Services (SS): Activities and services necessary to recruit and support needed staff, including event-based volunteers and ensures the ability of Red Cross to meet the needs of our clients on a disaster relief operation.

**Local Community Volunteers (LCV):** Recruiting, placing, processing, assigning and recognizing all local affiliated and event-based volunteers as designed by Volunteer Services.

**Staff Relations (SR):** Responsible for supporting supervisors with performance issues on a disaster relief operation and the referral, when necessary, for resolution of personnel issues to Volunteer Services or Human Resources.

**Staff Planning & Support (SPS):** Responsible for the coordination and fulfillment of staffing needs for all activities and support for visiting staff on a disaster relief operation.

**Training (TR):** Provides orientation, training and tools to support the workforce in service delivery.

**Information & Planning (IP):** Assessment and operational data required for effective management, including information about the scope of the disaster.

**Disaster Assessment (DA):** Gathers, analyzes, interprets, and distributes accurate and timely information about the extent of damage, impact, and scope of the incident.

**Information Dissemination (ID):** Captures data and information from a multitude of sources to analyze, synthesize, organize into logical formats, and disseminate reports internally.

**Financial and Statistical Information (FSI):** Obtains accurate, timely and consistent statistical and financial information.

**Situation Unit (SU):** Responsible for the collection, processing and organizing of all incident information. The Situation Unit may prepare future projections of incident growth, maps and intelligence information. Within the Situation Unit lies the GIS functions (RC View mapping) and Power BI use.

External Relations (ER): Coordination of information and services, and necessary liaison activities with, government and private agencies.

**Government Operations (LG):** Coordinates information sharing and services with local, state, federal, and tribal government partners, as well as internal Red Cross partners, for the benefit of disaster clients.

**Community Engagement and Partnerships (CEP):** Engages partners and other community stakeholders in service delivery, developing community resources, information sharing and coordination.

**Fundraising (FR):** Support various regional fundraising needs, develop a Disaster Fundraising strategy appropriate for the event, and implementation of the Disaster Fundraising plan.

**Public Affairs (PA):** Coordinating group that ensures all of our constituents — clients, donors, partners, volunteers, and the public — are fully informed about Red Cross activities. Provides external messaging, news releases, social media content, photos and stories, internal communications, and coordinates VIP visits. Pursues, captures, and maximizes media coverage. May represent the Red Cross in local, state and/or national Joint Information Center/Joint Operation Center (JIC/JOC).

**Advanced Public Affairs Team (APAT):** Specialized team that reports to national headquarters Communications Department, rather than the disaster relief operation Public Affairs work unit. Deployment may include national spokesperson working directly with national media outlets or story producer and/or working directly with contract video crew or photographer.

Finance (FIN): Monitors the financial control environment including safeguarding of assets on a disaster relief operation. Finance provides assistance with financial tools and assists the operation in being cost efficient all while ensuring good stewardship of donor dollars.
<table>
<thead>
<tr>
<th>DSHR Group / Activity</th>
<th>Physical Requirements</th>
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<tbody>
<tr>
<td></td>
<td>Lift carry 20 lb.</td>
</tr>
<tr>
<td>Operations Management</td>
<td>OM</td>
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<tr>
<td>Director</td>
<td>DR</td>
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<tr>
<td>Assistant Director</td>
<td>AD</td>
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<tr>
<td>Multi-Site Director</td>
<td>MD</td>
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<td>Site Director</td>
<td>SD</td>
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<td>Individual Client Services</td>
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<tr>
<td>Client Casework</td>
<td>CC</td>
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<tr>
<td>Recovery Planning &amp; Assistance</td>
<td>RPA</td>
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<tr>
<td>Disaster Health Services</td>
<td>HS</td>
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<td>Disaster Mental Health</td>
<td>DMH</td>
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<tr>
<td>Mass Care</td>
<td>MC</td>
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<tr>
<td>Sheltering</td>
<td>SH</td>
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<tr>
<td>Feeding</td>
<td>FD</td>
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<tr>
<td>Bulk Distribution</td>
<td>BD</td>
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<tr>
<td>Safe &amp; Well Linking</td>
<td>SWL</td>
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<td>External Relations</td>
<td>ER</td>
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<td>Government Operations</td>
<td>LG</td>
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<td>Community Partners</td>
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<td>Public Affairs</td>
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<td>Fund Raising</td>
<td>FR</td>
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<td>Information and Planning</td>
<td>IMS</td>
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<td>Disaster Assessment</td>
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<tr>
<td>Information Dissemination</td>
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<td>Financial &amp; Statistical Info Management</td>
<td>FSI</td>
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<td>Finance</td>
<td>FIN</td>
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<tr>
<td>Logistics</td>
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<td>Facilities</td>
<td>FAC</td>
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<td>In-Kind Donation</td>
<td>IND</td>
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<tr>
<td>Warehousing</td>
<td>WHS</td>
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<tr>
<td>Transportation</td>
<td>TRA</td>
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<tr>
<td>Life, Safety and Asset Protection</td>
<td>LSAP</td>
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<tr>
<td>Procurement</td>
<td>PRO</td>
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<td>Supply</td>
<td>SUP</td>
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<tr>
<td>Local Community Volunteers</td>
<td>LCV</td>
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<tr>
<td>Staff Planning and Support</td>
<td>SPS</td>
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<tr>
<td>Staff Relations</td>
<td>SR</td>
</tr>
<tr>
<td>Staff Wellness</td>
<td>SW</td>
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<tr>
<td>Training</td>
<td>TR</td>
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<tr>
<td>Disaster Services: Technology</td>
<td>DST</td>
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<tr>
<td>Computer Operations</td>
<td>RCO</td>
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<tr>
<td>Communication</td>
<td>RCM</td>
</tr>
<tr>
<td>Network</td>
<td>RTL</td>
</tr>
<tr>
<td>Customer Service</td>
<td>RCS</td>
</tr>
</tbody>
</table>


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SERVICES ASSOCIATE (SA) PREREQUISITES

- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Concept of Operations Basics (EDGE: 30mins)
- Current Health Status Record on file
- A valid driver’s license is required for national deployments
- Deployment Fundamentals (EDGE: 30mins)
- Mission Cards – Cardholder Overview (EDGE: 19mins)
  - Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
  - Everyone is Welcome (Classroom: 1hr OR EDGE: 45mins)

SUPERVISOR (SV) PREREQUISITES

- Meet all training requirements for Service Associate level
- Positive reviews and experience in activity as Service Associate
- Guidance provided by the Promotions Committee
- Supervising the Disaster Workforce (Classroom: 8hrs) (formally Disaster Frontline Supervisor)
  - Operations Planning Fundamentals (EDGE: 1hr)
  - Incident Reporting Fundamentals (EDGE: 1hr)
  - Concept of Operations Management (Classroom: 4hrs)
  - Concept of Operations Simulation (Classroom: 4hrs)
  - Disaster Mental Health Essentials (EDGE: 45mins)

FOUNDATIONAL COURSES FOR ALL DISASTER VOLUNTEERS

Disaster volunteers are encouraged to complete the Foundational Courses within the first year of service or existing volunteers to take as a refresher.

- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Concept of Operations Basics (EDGE: 30mins)
- Everyone is Welcome (Classroom: 1hr OR EDGE: 45mins)
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
- Recovery Services: An Overview (EDGE: 45mins) or Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)

CORE COURSES FOR LEADERSHIP

Those in Disaster Leadership or looking to expand their horizon of Disaster Cycle Services are encouraged to take these courses as they become available and when applicable to their position.

- Concept of Operations Management (Classroom: 4hrs)
- Concept of Operations Simulation (Classroom: 4hrs)
- Supporting Volunteers and Managing Teams (Classroom: 4.5hrs)
- RC View (Classroom: 3hrs) (not yet available)
- Facilitative Leadership Skills for Mobilizing the Community (Classroom: 7.5hrs)
- Mass Care Management (Classroom: 8hrs)
OPERATIONS (OPS) – MASS CARE (MC)

Mass Care – Feeding (FF)
Service Associate
- Physical Requirement: lift/carry 50lbs multiple times per shift
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Mass Care Overview (EDGE: 10mins)
- Basic Food Safety (EDGE: 1hr)
- Feeding Fundamentals v2 (EDGE: 1hr or Classroom: 3hrs)
  - Kitchen Site Management (Classroom: 3hrs or EDGE: 1hr)
  - Kitchen Site Management Simulation (Classroom: 3.5hrs)
Additional ERV Crew Requirements
- Clean Motor Vehicle Report (initiated by VC Admin), 21 years old and current driver’s license
- ERVs: Ready, Set, Roll (Classroom: 3hrs or self-study (YouTube portions) + ERV orientation and road test)
- Defensive Driving (EDGE: 30mins)
- Certifications in First Aid/CPR/AED (every 2 years) (Call: 1-800-RED CROSS/promo code: ARCDISASTER1217)
  - Next Generation ERV Operations (EDGE: 1hr) (Required only for drivers of Next Gen ERVs)
  - Bulk Distribution Fundamentals (EDGE: 1hr) OR Bulk Distribution Operations (Classroom: 3hrs)
Supervisor
- SV Prerequisites
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
  - Feeding Lead Operations (EDGE: 1hr)
  - Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
  - Logistics: An Overview (Classroom: 3hrs)
  - ERVs: Ready, Set, Roll (Classroom: 3hrs or self-study + ERV orientation, road test & other reqs)
  - Disaster Kitchen Training (Classroom: 2 days)

Mass Care – Sheltering (SH)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Mass Care Overview (EDGE: 10mins)
- Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
- Everyone is Welcome (Classroom: 1hr OR EDGE: 45mins)
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
- Basic Food Safety (EDGE: 1hr)
Supervisor
- SV Prerequisites
- Shelter Management (EDGE: 2.5hrs or Classroom: 8hrs)
- Shelter Operations Simulation (Classroom: 6hrs)
- Reunification Fundamentals (EDGE: 1hr)
- National Shelter System Fundamentals (EDGE: 45mins)
  - Advanced National Shelter System (EDGE: 45mins)

Mass Care – Reunification (REU)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Mass Care Overview (EDGE: 10mins)
- Reunification Fundamentals (EDGE: 1hr)
  - Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)

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Supervisor

- SV Prerequisites

- National Shelter System Fundamentals (EDGE: 45mins)
  - Advanced National Shelter System (EDGE: 45mins)

Mass Care – Distribution of Emergency Supplies (DES)

Service Associate

- Physical Requirement: lift/carry 50lbs multiple times per shift
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Mass Care Overview (EDGE: 10mins)
- Bulk Distribution Fundamentals (EDGE: 1hr) OR Bulk Distribution Operations (Classroom: 3hrs)
  - ERVs: Ready, Set, Roll (Classroom: 3hrs or self-study + ERV orientation, road test & other reqs)

Supervisor

- SV Prerequisites

DRO Packing List

<table>
<thead>
<tr>
<th>Personal Items to Pack</th>
<th>Optional Items (dependent on type of deployment)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Cross ID</td>
<td>Pillow/Sleeping bag/Bedding</td>
</tr>
<tr>
<td>Driver’s license</td>
<td>Towel/Wash cloth</td>
</tr>
<tr>
<td>Health insurance card(s)</td>
<td>Roll of toilet paper</td>
</tr>
<tr>
<td>Personal hygiene items</td>
<td>Sleep mask/Earplugs</td>
</tr>
<tr>
<td>Sturdy shoes/boots</td>
<td>Large plastic trash bags (2)</td>
</tr>
<tr>
<td>Sun protection –</td>
<td>15’ parachute cord (clothes line)</td>
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<tr>
<td>Appropriate clothing and sleeping garments</td>
<td>Work gloves</td>
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<tr>
<td>Insect repellant</td>
<td>Professional licenses or certifications</td>
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<tr>
<td>Emergency contact info</td>
<td>Stethoscope and blood pressure cuff (for</td>
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<td>health care providers only)</td>
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<tr>
<td>Extra glasses; sun</td>
<td>Cold/Snow/Wet – Weather</td>
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<tr>
<td>glasses</td>
<td>Polypropylene underwear/Sock liners</td>
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<tr>
<td>Pen (black), small</td>
<td>Watch cap/Face mask /Ear protection</td>
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<td>notebook</td>
<td>Fleece and cotton layers</td>
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<tr>
<td>Plastic folder (9”x12”)</td>
<td>Gore-tex or similar for outerwear</td>
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<tr>
<td>to carry personal</td>
<td>Hat, gloves/mittens</td>
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<tr>
<td>papers</td>
<td>Rain gear –coat/poncho, umbrella,</td>
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<tr>
<td>a book or magazine</td>
<td>waterproof boots</td>
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<tr>
<td>Tissues, wet wipes</td>
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<td>(flushable)</td>
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<td>Water bottle</td>
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<td>Maps of the area and/or GPS</td>
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<td>Cell phone and charger</td>
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<tr>
<td>Flash Light LED Type/Extra Batteries</td>
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</tbody>
</table>

-9-
OPERATIONS (OPS) – INDIVIDUAL DISASTER CARE (IDC)

Individual Disaster Care – Disaster Health Services (DHS)
Service Associate
- RN, LPN/LVN, NP, APRN, MD, DO, EMT, paramedic, or PA with current, active, unencumbered licensure.
- Retired licenses can be recognized as active and unencumbered if the state issuing the license does not curtail the scope of practice of the individual.
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- CPR/AED for the Professional Rescuer and Health Care Providers (AHA accepted) (every 2 years) (Call 1-800-RED CROSS/promo code: ARCDISASTER1217)
- Health Services Fundamentals – 1 (EDGE: 1hr)
- Health Services Fundamentals – 2 (EDGE: 1hr)
- Recovery Fundamentals (Classroom: 2.75hrs or EDGE: 2.25hrs)
- CAS for Recovery Fundamentals (EDGE: 34mins)
- CAS for Recovery DRO Level 3 (EDGE: 14mins)
- CAS for Disaster Health Services & Disaster Mental Health Teams (EDGE: 12mins)
- CAS 2.0 Account: Caseworker Health (DHS and DMH) [Apply for access]*complete courses above first
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
- Everyone is Welcome (Classroom: 1hr OR EDGE: 45mins)
  - Your CAS Account (EDGE: 17mins)
  - CAS 2.0: Sandbox and additional training assistance (CAS 2.0)
  - Care Assistance Fundamentals (3 EDGE modules + classroom assessment: 2hrs)
  - Staff Wellness Fundamentals (Classroom or WebEx: 1hr 30mins)

Supervisor
- SV Prerequisites
- Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
- Reunification Fundamentals (EDGE: 1hr)
- Concept of Operations Basics (EDGE: 30mins)
- CAS 2.0: Reporting (EDGE: 1hr)
  - Integrated Care Condolence Team Fundamentals (Classroom: 4hrs)
  - Mass Casualty Incident Response Basics (EDGE: 1.25hrs)

Individual Disaster Care – Disaster Spiritual Care (DSC)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Local faith-based leaders, professional chaplains or individuals from National VOAD partner organizations
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
- Disaster Spiritual Care: Introduction (EDGE: 45mins)
- Disaster Spiritual Care Fundamentals (Classroom: 4.5hrs or EDGE Virtual Classroom: 3hrs)
  - Certifications in First Aid/CPR/AED (every 2 years) (Call: 1-800-RED CROSS/promo code: ARCDISASTER1217)
  - Recovery Fundamentals (Classroom: 2.75hrs or EDGE: 2.25hrs)
  - Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
  - Disaster Action Team Basics (Exchange)
  - Integrated Care Condolence Team Fundamentals (Classroom: 4hrs)

Supervisor
- SV Prerequisites
- Recovery Services: An Overview (EDGE: 45mins)
  - Partner Engagement Essentials (EDGE: 1hr)
  - Collaborating Essentials (Classroom: 6hrs)
Individual Disaster Care – Disaster Mental Health (DMH)
Service Associate

- Proper Education and Licensure Credentials:
  - Currently licensed mental health professionals
    - At minimum, holds a Master’s Degree in one of the mental health professions listed below; and
    - Holds a current, unencumbered license from, or is registered with, any U.S. state or territory as a social worker, psychologist, professional counselor, marriage and family therapist, or psychiatrist (any level license/registration, including non-clinical licenses such as Licensed Masters Social Worker or LMSW)
  - Current school psychologists and school counselors
    - At minimum, holds a Master’s Degree in school psychology or school counseling; and
    - Holds a current, unencumbered license or certification as a school psychologist or school counselor issued by an appropriate state board.
  - Current psychiatric nurses
    - Have a state license as a registered nurse; and
    - Have a minimum of two years of experience working in a psychiatric setting, verified by a letter from a current or previous employer.
  - Retired mental health professionals:
    - Meet the above educational criteria for specified profession; and
    - Held a license (any level license) from any U.S. state or territory as a social worker, psychologist, professional counselor, marriage and family therapist, psychiatric nurse or psychiatrist, or a certificate as a school psychologist or school counselor, within the five years* prior to on-boarding as a Disaster Mental Health worker; and
    - Maintained a license or certification in good standing upon retirement and without any disciplinary action taken by the issuing U.S. state or territory licensing or certification board.
*If a prospective Disaster Mental Health volunteer has been retired for more than five years, the corresponding Disaster Mental Health Division Advisor should be consulted. See the Disaster Mental Health and Disaster Health Services Advisor Program Roster on The Exchange for a list of advisors and their contact information.

- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Disaster Mental Health: Introduction (EDGE: 30mins)
- Disaster Mental Health: Fundamentals Part 1 (Classroom: 3hrs OR EDGE: 2.5hrs)
- Disaster Mental Health: Fundamentals Part 2 (Classroom or EDGE Virtual Classroom: 2.5hrs) - Part 2 is waived for DMH who joined prior to 1/9/2017.
  - Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
  - Disaster Action Team Basics (Exchange)

Supervisor

- SV Prerequisites
- Recovery Services: An Overview (EDGE: 45mins)
- Recovery Fundamentals (Classroom: 2.75hrs or EDGE: 2.25hrs)
- CAS for Recovery Fundamentals (EDGE: 34mins)
- CAS for Recovery DRO Level 3 (EDGE: 14mins)
- CAS for Disaster Health Services & Disaster Mental Health Teams (EDGE: 12mins) (Apply for access)
- Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
  - Integrated Care Condolence Team Fundamentals (Classroom: 4hrs)
  - Everyone is Welcome (Classroom: 1hr OR EDGE: 45mins)
  - Your CAS Account (EDGE: 17mins)
  - CAS 2.0: Reporting (EDGE: 1hr)
  - CAS 2.0: Managing Events (EDGE: 1hr)

Individual Disaster Care – Disability Integration (DI) – To be announced
Response – Disaster Action Team (DAT)

DAT Trainee **DRAFT**
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Disaster Action Team Orientation (Basics / Classroom: 3hrs)
  - DCSops Training Videos (**DCSops**)
  - DAT Simulation (Classroom: 2hrs)
  - Recommend training toward DAT Service Associate be completed within 6 months of becoming a Trainee.

DAT Service Associate **DRAFT**
- Meet DAT Trainee Requirements
- Recovery Services: An Overview (EDGE: 45mins)
- Recovery Fundamentals (Classroom: 2.75hrs or EDGE: 2.25hrs)
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
- Concept of Operations Basics (EDGE: 30mins)
- Mass Care Overview (EDGE: 10mins)
- Responded to 3 incidents OR 2 incidents + 1 DAT Simulation OR approval from the Chapter
- Obtain personal supply of CACs and response materials

**Additionally recommended courses**
- DAT Simulation (Classroom: 2hrs)
- Everyone is Welcome (Classroom: 1hr OR EDGE: 45mins)
- Feeding Fundamentals v2 (EDGE: 1hr or Classroom: 3hrs)
- Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
- Shelter Operations Simulation (Classroom: 6hrs)
- ERVs: Ready, Set, Roll (Classroom: 3hrs or self-study + ERV orientation and road test)
- Next Generation ERV Operations (EDGE: 1hr) (Required only for drivers of Next Gen ERVs)

DAT Supervisor **DRAFT**
- Meet DAT Service Associate Requirements
- Disaster Action Team Management (in development)
- CAS for Recovery Fundamentals (EDGE: 34mins)
  - Your CAS Account (EDGE: 17mins)
  - CAS Referral Resources for Clients (EDGE: 5mins)
  - CAS 2.0: Sandbox and additional training assistance (**CAS 2.0**)
  - Supervising the Disaster Workforce (Classroom: 8hrs) (formally Disaster Frontline Supervisor)
  - Serving with Cultural Competence and Embracing Diversity (Classroom: 2.5hrs)
  - Concept of Operations Management (Classroom: 5hrs)
  - Concept of Operations Simulation (Classroom: 3hrs)

DAT Dispatcher/Duty Officer **DRAFT**
- DAT Service Associate Requirements
- Dispatcher Workshop (Classroom: 3hrs)
- Handling a Crisis Call (EDGE: 1hr + DMH Assessment - To be completed within your first year)
  - Disaster Action Team Management (in development)
  - CAS for Recovery Fundamentals (EDGE: 34mins)
  - CAS for Recovery DRO Level 3 (EDGE: 14mins) ([Apply for access](#))
  - Your CAS Account (EDGE: 17mins)
  - CAS 2.0: Sandbox and additional training assistance (**CAS 2.0**)

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American Red Cross - Minnesota Region

Last Updated 08/17/2018
DAT Manager DRAFT

- Meet DAT Supervisor requirements
- Disaster Action Team Management (in development)
- Public Affairs Essentials (EDGE: 45mins)
- Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
- Mobilize the Community Overview (EDGE: 15mins)
- Collaborating Essentials (Classroom: 6hrs)
- Supporting Volunteers and Managing Teams (Classroom: 4.5hrs)
- Mass Casualty Incident Response Basics (EDGE: 1.25hrs)
  - IS-100.b Introduction to ICS (IS-100b) (FEMA)
  - IS-200.b ICS for Single Resources and Initial Action Incidents (FEMA)
  - IS-700.a NIMS, An Introduction (FEMA)
  - IS-800.b National Response Plan, An Introduction (FEMA)
  - Disaster Mental Health: Introduction (EDGE: 30mins)
  - Basic Instructor Specialty Training (Classroom: 1 day - waived for professional instructors)

DMH Reference Care

Refer to DMH By End of Shift

Concerning Reactions
- Difficulty thinking/concentrating
- Anxiety/nervousness
- Significant physical complaints

Significant Risk Factors
- Home destroyed
- Assisted with rescue/recovery
- Sheltered in place
- Has severe financial loss

Resilience/Coping Ability
- Some positive coping skills
- Some community/family support

When to Refer to DMH

Refer to DMH NOW
- In danger of harming self/other, CALL 911 NOW
- Unable to care for self
- Severe emotional distress
- Confusion/disorientation

Refer to DMH ASAP
- Unexpected reactions to stress
- Family/friends concerned about behavior

Significant Risk Factors
- Family, friend or pet killed
- Felt threat to life
- Witnessed death/injury
- Separated from family/caregiver
- Community destroyed

Resilience/Coping Ability
- No family/community support
- No financial resources
- Lacks good coping skills

Basic Psychological First Aid
- Take care of yourself
- Make a connection/listen
- Help people be safe
- Be kind, calm and compassionate
- Meet people’s basic needs
- Give realistic reassurance
- Encourage good coping
- Help people connect
- Give accurate info
- Refer to DMH
- End conversation

Disaster Mental Health: Introduction

When to Refer to DMH
- In danger of harming self/other, CALL 911 NOW
- Unable to care for self
- Severe emotional distress
- Confusion/disorientation

Refer to DMH ASAP
- Unexpected reactions to stress
- Family/friends concerned about behavior

Significant Risk Factors
- Family, friend or pet killed
- Felt threat to life
- Witnessed death/injury
- Separated from family/caregiver
- Community destroyed

Resilience/Coping Ability
- No family/community support
- No financial resources
- Lacks good coping skills

Basic Psychological First Aid
- Take care of yourself
- Make a connection/listen
- Help people be safe
- Be kind, calm and compassionate
- Meet people’s basic needs
- Give realistic reassurance
- Encourage good coping
- Help people connect
- Give accurate info
- Refer to DMH
- End conversation
Recovery – Casework & Recovery Planning (CRP)

**Service Associate**
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Recovery Services: An Overview (EDGE: 45mins)
- Recovery Fundamentals (Classroom: 2.75hrs or EDGE: 2.25hrs)
  - Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
  - Integrated Care Condolence Team Fundamentals (Classroom: 4hrs)
For CAS 2.0 qualification (frequently required for deployment)
- CAS for Recovery Fundamentals (EDGE: 34mins)
- CAS for Recovery DRO Level 3 (EDGE: 14mins) [Apply for access]
  - CAS Referral Resources for Clients (EDGE: 5mins)
  - CAS 2.0: Sandbox and additional training assistance [CAS 2.0]

**Supervisor**
- SV Prerequisites
- Casework and Recovery Planning Management (EDGE: 1hr)
  - CAS 2.0 Training Videos: Supervisor [CAS 2.0]
  - CAS 2.0: Reporting (EDGE: 1hr)
  - Your CAS Account (EDGE: 17mins)
  - CAS for Disaster Health Services & Disaster Mental Health Teams (EDGE: 12mins)
LOGISTICS (LOG)

Logistics – Facilities (FAC)/In-Kind Donations (IKD)/Warehousing (WHS)/Transportation (TRA)/Supply (SUP)/Life, Safety & Asset Protection (LSAP)/Procurement (PRO)

Service Associate
- Physical Requirement for Warehousing, Procurement and Supply: lift/carry 50lbs multiple times per shift
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Logistics: An Overview (Classroom: 3hrs)
  - Facilities Management Fundamentals (EDGE: 1hr)
  - Facilities Management Fundamentals Simulation (Classroom: 4hrs)
  - Supply Fundamentals (Classroom: 6hrs)
  - In-Kind Donations on Disaster Relief Operations Fundamentals (Classroom: 3hrs)
  - Powered Industrial Truck (Forklift) Operator Module 1 (EDGE: 30mins) and Module 2 (Warehouse: 2-5hrs)

Supervisor
- SV Prerequisites

Disaster Services Technology – Computer Operations (CO)/Networking (NET)/Customer Services (CS)/Communications (COM)

Service Associate
- Physical Requirement: lift/carry 50lbs multiple times per shift
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Experience or aptitude in computers or communication
- Email DST101@redcross.org to receive additional notification and registration assistance for classes
- Disaster Services Technology: Overview Workshop (EDGE Virtual Classroom: 2hrs)

Supervisor
- SV Prerequisites
- On the job Activity mentoring in each task.
- Disaster Services Technology: Customer Service Workshop (EDGE Virtual Classroom: 2hrs)
- Disaster Services Technology: Information Management System Training (EDGE Virtual Classroom: 3hrs)
- Disaster Services Technology: Computer Operations Workshop (EDGE Virtual Classroom: 2hrs)
- Disaster Services Technology: Communications Workshop (EDGE Virtual Classroom: 2hrs)
- Disaster Services Technology: Networking Workshop (EDGE Virtual Classroom: 2hrs)
- Disaster Services Technology: The First 48 Hours (EDGE Virtual Classroom: 2hrs)

Staff Services – Staff Planning & Support (SPS)/Staff Relations (SR)/Local Community Volunteers (LCV)/Training (TR)

Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Deployment Fundamentals (EDGE: 30mins)
- Volunteer Connection Disaster Management Fundamentals (EDGE: 6 self-paced modules)
- Staff Services Fundamentals (Classroom: 6hrs 30mins)
- Initiating Staff Services on a DRO Basics (EDGE Virtual Classroom: 1.5hrs)

Supervisor
- SV Prerequisites
- Active leadership position in Region and/or Division, preferably on Disaster Workforce Management Team
  - Mobilize the Community Overview (EDGE: 15mins)
Staff Services – Staff Wellness

Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Proper Education and Licensure Credentials (RN, MD or DO)
- Staff Wellness Fundamentals (Classroom or WebEx: 1hr 30mins)

Supervisor
- SV Prerequisites
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
INFORMATION & PLANNING (IP)

Information & Planning – Disaster Assessment (DA)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Disaster Assessment Fundamentals (EDGE: 1hr or Classroom: 3hrs)
  - RC Collect: DA Workers (EDGE: 2 videos 30mins)
Supervisor
- SV Prerequisites
- Fundamentals of Disaster Assessment (Blended-Part 1: EDGE and Part 2: Classroom)
  - IS-100.b Introduction to ICS (IS-100b) (FEMA)
  - IS-700.a NIMS, An Introduction (FEMA)
  - CAS 2.0: Official Disaster Assessment (EDGE: 1hr)
  - RC Collect: DDA Data Management (EDGE: 10mins)

Information & Planning – Financial and Statistical Information Management (FSI)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Disaster Operations Control: Form 5266 Fundamentals (EDGE: 1.25hr)
  - Operations Planning Fundamentals (EDGE: 1hr)
  - Incident Reporting Fundamentals (EDGE: 1hr)
Supervisor
- SV Prerequisites
- Experience with the Disaster Services Automated Reporting System (DSARS)

Information & Planning – Information Dissemination (ID)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
Supervisor
- SV Prerequisites
- Financial & Statistical Information Management (Self-Study: 2.5hrs or Classroom: 4hrs)
  - IS-100.b Introduction to ICS (IS-100b) (FEMA)
  - IS-700.a NIMS, An Introduction (FEMA)

Information & Planning – Situation Unit (SU) – To be announced
EXTERNAL RELATIONS (ER)

External Relations – Community Engagement and Partnerships (CEP)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Partner Engagement Essentials (EDGE: 1hr)
- Collaborating Essentials (Classroom: 6hrs)
- The Role of Voluntary Agencies in Emergency Management IS-288 (FEMA: 1hr)
  o Mobilize the Community Overview (EDGE: 15mins)
  o Multi-Agency Resource Center Basics (EDGE: 45mins)
  o Recovery Services: An Overview (EDGE: 45mins)
  o Mass Care Overview (EDGE: 10mins)
  o Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
  o In-Kind Donations Fundamentals (Classroom: 3hrs)
  o Mass Casualty Incident Response Basics (EDGE: 1.25hrs)
  o Relationship Management Skills (Classroom: 3.5hrs)
Supervisor
- SV Prerequisites
- Public Affairs Essentials (EDGE: 45mins)

External Relations – Government Operations (GO)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Collaborating Essentials (Classroom: 6hrs)
- Government Operations Fundamentals (Classroom: 6.5hrs)
- Government Operations Center Liaison Fundamentals (EDGE: 45mins)
- IS-100.b Introduction to ICS (IS-100b) (FEMA)
- IS-200.b ICS for Single Resources and Initial Action Incidents (FEMA)
- IS-700.a NIMS, An Introduction (FEMA)
- IS-800.b National Response Plan, An Introduction (FEMA)
  o Building Partnerships with Tribal Gov’t (IS-650a) (FEMA)
  o Multi-Agency Resource Center Basics (EDGE: 45mins)
  o Mobilize the Community Overview (EDGE: 15mins)
  o Operations Planning Fundamentals (EDGE: 1hr)
  o Incident Reporting Fundamentals (EDGE: 1hr)
  o Mass Casualty Incident Response Basics (EDGE: 1.25hrs)
  o Relationship Management Skills (Classroom: 3.5hrs)
Supervisor
- SV Prerequisites

External Relations – Fundraising (FR)
Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Disaster Fundraising: Foundations of Disaster Fundraising (Webinar: 1.25hrs)
Supervisor
- SV Prerequisites
- Disaster Fundraising: Preparing and Responding in Chapters (Classroom: 5hrs)
  Must be ARC staff; position cannot be filled by a volunteer
External Relations – Public Affairs (PA)

Service Associate
- Disaster Cycle Services: An Overview (Classroom: 2hrs OR EDGE: 1hr)
- Public Affairs Essentials (EDGE: 45mins)
- Disaster Public Affairs for National Relief Operations (Webinar: 5hrs)
- Mass Care Overview (EDGE: 10mins)
- Disaster Action Team Basics (Exchange)
  - Social Basics (EDGE: 1hr)
  - Operations Planning Fundamentals (EDGE: 1hr)
  - Incident Reporting Fundamentals (EDGE: 1hr)

Supervisor
- SV Prerequisites
- Psychological First Aid (Classroom: 4.5hrs OR EDGE: 1.5hrs)
- Disaster Assessment Fundamentals (EDGE: 1hr or Classroom: 3hrs)

The Planning P

Operations Tactics Meeting | Evaluate Proposed Tactics against Available Resources | Planning Meeting
---|---|---
Complete Strategies and Tactics | Operational Period Begins | Incident Action Plan Preparation, Approval and Dissemination
Operation Leadership Meeting/Briefing
Review/Revise Incident Priorities and Objectives
Initial Operational Leadership Meeting
Initial Incident Briefing
Initial Response and Assessment
Notification
Event

Evaluate and Assess Operational Results | Operations Briefing
Phase 1 (Does Not Repeat)
PREPAREDNESS (PREP)

Preparedness – Home Fire Campaign (HFC)

HFC Participants
- Guides, checklists, materials and videos (Exchange)
- Module 1: Introduction (YouTube: 20mins)
- Module 2: Conducting a Model In-Home Visit with Safety, Quality and Effectiveness (YouTube: 18mins)
- Module 3: Smoke Alarm Installer (YouTube: 44mins)
- Module 4: Educator (YouTube: 52mins)
- Module 5: Documenter (YouTube: 29mins)

HFC Program Leads and Local Coordinators
- Home Fire Campaign Onboarding (YouTube videos: 1hr or Webinar)
- Mobilize the Community Overview (EDGE: 15mins)

Preparedness – Pillowcase Project

Pillowcase Presentation Assistant
- The Pillowcase Project Presenter Fundamentals Module 1 (EDGE: 1.5hrs or Classroom: 4hrs)
- Watch Full Presentation Video (YouTube: 35mins)

Full Pillowcase Presenter
- Basic Instructor Fundamentals for Youth (EDGE: 1.5hrs - waived for professional educators)
- The Pillowcase Project Presenter Fundamentals Module 1 (EDGE: 1.5hrs or Classroom: 4hrs)
- The Pillowcase Project Presenter Fundamentals Module 2 (Classroom: 4hrs)
- Pillowcase Project Presenter Fundamentals Assessment (EDGE)
- Watch Full Presentation Video (YouTube: 35mins)

ADDITIONAL ROLES

Basic Disaster Instructor
- Contact local Disaster Staff to express interest and receive approval
- Basic Instructor Fundamentals (EDGE: 1.5hrs)
- Shelter Fundamentals (EDGE: 2.5hrs or Classroom: 4hrs)
- Basic Instructor Specialty Training (Classroom: 1 day - waived for professional instructors)
- Coursework and experience equivalent to Supervisor in the subject

Simulation Facilitator
- Basic Disaster Instructor Requirements
- Disaster Course Simulation Facilitator Fundamentals (EDGE: 45mins, Classroom/Virtual Classroom: 1hr)

EDGE Administrator Training
- Send request to eric.adams@redcross.org describing interest
- Available permissions: Registrar, Session, and People Administrator

Additional trainings are also available through disasterready.org/RedCross. Use this link (Exchange) for guidance.

For inaccurate or dead links please send feedback to eric.adams@redcross.org
Table of Organization under Concept of Operations (ConOps)
### American Red Cross ARConyms

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