Curriculum Guide
and
Course Catalog

2014
Welcome to the North Texas Region of the American Red Cross!

The Red Cross has a long and exciting history of helping people in times of emergency and disaster. We are happy that you have decided to join us.

Our hope is that this Red Cross University Curriculum Guide and Course Catalog will provide the information that you need to be successful in training for your new volunteer experience.

Please feel free to direct your questions to keith.bridges@redcross.org or call 469-628-8738.

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How to Use this Curriculum Guide and Course Catalog

As a new Red Cross volunteer, you chose up to three volunteer opportunities when you completed your application or you may have gone back into Volunteer Connection and chosen additional Volunteer Opportunities.

Section One (Page 5) – Currently Posted Volunteer Opportunities

This section provides a page number cross-reference between job titles for Volunteer Opportunities in Volunteer Connection (VC) and the training requirements in the Curriculum Guide. For example, if you are interested in the Disaster Action Team, you will refer to page 7.

<table>
<thead>
<tr>
<th>Job Title in Volunteer Connection (VC)</th>
<th>Refer to page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Collection Volunteer</td>
<td>7</td>
</tr>
<tr>
<td>Blood Transport Driver</td>
<td>7</td>
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<tr>
<td>Client Casework</td>
<td>10</td>
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<tr>
<td>Communications and Marketing: Feature Writer</td>
<td>8</td>
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<td>Communications and Marketing: Photographer/ Videographer</td>
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<td>Communications: Digital Volunteer</td>
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<td>Community Disaster Education Volunteer</td>
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<tr>
<td>Community Events Team Member</td>
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<tr>
<td>Community Partnerships Team Member</td>
<td>16</td>
</tr>
<tr>
<td>Disaster Action Team Member</td>
<td>8</td>
</tr>
<tr>
<td>Disaster Assessment: Team Member</td>
<td>12</td>
</tr>
<tr>
<td>Disaster Health Services Team Member</td>
<td>16</td>
</tr>
</tbody>
</table>

Section Two (Page 7) – Curriculum Guide

This section is a listing of volunteer job titles/positions and indicates the training requirements for each. Courses in green are available online. Courses in purple are offered as webinars.

Disaster Services - Disaster Action Team (DAT)

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Disaster Action Team-Member-in-Training (TMIT) | ○ Online Orientation  
○ Disaster Services: An Overview (DSO)  
○ Disaster Action Team Fundamentals  ○ Disaster Action Team Job Induction |
Section Three (Page 27) – Course Descriptions

This section provides course descriptions for each of the courses indicated in the training requirements of the curriculum guide. The course descriptions include the method of delivery, the length of the course and prerequisites. You are only required to complete the course in one method of delivery.

<table>
<thead>
<tr>
<th>Disaster Action Team Fundamentals</th>
<th>WBT – 1 hr</th>
</tr>
</thead>
<tbody>
<tr>
<td>An introduction to the roles and responsibilities of the Disaster Action Team (DAT) responder. The course presents the types of Red Cross services that are provided to people affected by a disaster, proper safety procedures, coping skills and handling media attention.</td>
<td></td>
</tr>
<tr>
<td>Prerequisite: Disaster Services: An Overview (DSO)</td>
<td></td>
</tr>
</tbody>
</table>

Section Four (Page 41) – Registering for Courses in the American Red Cross Learning Center (Saba Learning Management System)

This section will help you search for and enroll in courses in the American Red Cross Learning Center, our learning management system (Saba LMS), how to view your enrollments and how to complete online courses. You can also view your transcript of completed courses. If Regional Workforce Development created your Saba account, your Username will be your email address and your initial password will be Welcome1. You will be prompted to change your password the first time you sign in to the Learning Center.

Section Five (Page 48) – Training Activities Available through Volunteer Connection

This section illustrates the training-related functions in Volunteer Connection, including class schedules with links to sign up, shift tools for webinar sign-up, links to vendor courses and instructions about how to view your transcript.

Section Six (Page 52) – Appendices

This section is the appendix, which includes (1) ARC Training locations, (2) Retired Courses and Replacements, (3) Red Cross History, Mission Statement, Vision, Fundamental Principles, Values, (4) Links to Courses Available Online in Saba and (5) American Red Cross Abbreviations and ARChronyms.
Section One: Currently Posted Volunteer Opportunities

The Job Titles listed in the left column are the volunteer opportunities for which you can apply in Volunteer Connection. The page number indicates the location of the job in Section Two: Curriculum Guide. For more details about each of the volunteer opportunities, including responsibilities, time commitment, qualifications, requirements and how to apply for the opportunity, go to the Opportunities tab in Volunteer Connection or click the link below.
https://volunteerconnection.redcross.org/?nd=vms_volunteer_opportunity_list&is_search=1.

<table>
<thead>
<tr>
<th>Job Title in Volunteer Connection (VC)</th>
<th>Refer to page</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross: Intern</td>
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</tr>
<tr>
<td>Blood Collection Volunteer</td>
<td>7</td>
</tr>
<tr>
<td>Blood Transport Driver</td>
<td>7</td>
</tr>
<tr>
<td>Client Casework</td>
<td>10</td>
</tr>
<tr>
<td>Communications and Marketing: Feature Writer</td>
<td>8</td>
</tr>
<tr>
<td>Communications and Marketing: Graphics Designer</td>
<td>8</td>
</tr>
<tr>
<td>Communications and Marketing: Photographer/Videographer</td>
<td>8</td>
</tr>
<tr>
<td>Communications: Digital Volunteer</td>
<td>8</td>
</tr>
<tr>
<td>Community Disaster Education Volunteer</td>
<td>9</td>
</tr>
<tr>
<td>Community Events Team Member</td>
<td>26</td>
</tr>
<tr>
<td>Community Partnerships Team Member</td>
<td>16</td>
</tr>
<tr>
<td>Disaster Action Team Member</td>
<td>8</td>
</tr>
<tr>
<td>Disaster Assessment: Team Member</td>
<td>16</td>
</tr>
<tr>
<td>Disaster Health Services Team Member</td>
<td>12</td>
</tr>
<tr>
<td>Disaster Mental Health Team Member</td>
<td>11</td>
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<tr>
<td>Disaster Responder: DS Workforce Administrator</td>
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<tr>
<td>Disaster Responder: DS Workforce Data Entry</td>
<td>9</td>
</tr>
<tr>
<td>Disaster Services Technology: Amateur Radio Operator</td>
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<td>Field Casework - Team Member</td>
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</tr>
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<td>Financial and Statistical Information (FSI) Team Member</td>
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<td>Government Liaison: Team Member</td>
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<td>Home Fire Preparedness Team</td>
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<td>INTERN: Disaster Services/Preparedness and Resilience Program</td>
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<td>Logistics: In-Kind Donations</td>
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<td>Logistics: Supply Associate</td>
<td>20</td>
</tr>
<tr>
<td>Logistics: Warehouse Associate</td>
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</tr>
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<td>Mass Care Action Team: Shelter Agreement Team Member</td>
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</tr>
<tr>
<td>Mass Care: Feeding Team Member</td>
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</tr>
<tr>
<td>North Texas Regional Dispatch</td>
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</tr>
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<td>NTX: Diversity Leadership Council – Resource Team Member</td>
<td>26</td>
</tr>
<tr>
<td>Title</td>
<td>Number</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>NTX: Diversity Leadership Council Champion</td>
<td>26</td>
</tr>
<tr>
<td>NTX: Intake/Placement Team Member</td>
<td>26</td>
</tr>
<tr>
<td>Office Volunteer</td>
<td>26</td>
</tr>
<tr>
<td>PHSS Instructor</td>
<td>24</td>
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<tr>
<td>PHSS Volunteer Instructor</td>
<td>24</td>
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<tr>
<td>PHSS: Volunteer Training Scheduler</td>
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<tr>
<td>Presenters and Trainers</td>
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<tr>
<td>Service to the Armed Forces - East: Camp Maxey Assistant</td>
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</tr>
<tr>
<td>Service to the Armed Forces - East: VAVS Clothing Aide</td>
<td>24</td>
</tr>
<tr>
<td>Service to the Armed Forces - East: VAVS Coffee Cart Assistant</td>
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</tr>
<tr>
<td>Service to the Armed Forces - East: VAVS Patient Aide/Office Assistant</td>
<td>24</td>
</tr>
<tr>
<td>Service to the Armed Forces - East: VAVS Recreation Assistant</td>
<td>25</td>
</tr>
<tr>
<td>Service to the Armed Forces - East: VAVS Shuttle Escort</td>
<td>25</td>
</tr>
<tr>
<td>Service to the Armed Forces - East: Veterans Home Activity Assistant</td>
<td>25</td>
</tr>
<tr>
<td>Service to the Armed Forces - East: Mailing Specialist</td>
<td>25</td>
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<tr>
<td>Service to the Armed Forces: MEPS Assistant</td>
<td>25</td>
</tr>
<tr>
<td>Service to the Armed Forces: Presenter</td>
<td>24</td>
</tr>
<tr>
<td>Service to the Armed Forces: VAVS Front Desk Greeter</td>
<td>25</td>
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<tr>
<td>Service to the Armed Forces Volunteer CAPSS Surveyor</td>
<td>24</td>
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<tr>
<td>Service to the Armed Forces Volunteer Caseworker</td>
<td>24</td>
</tr>
<tr>
<td>Shelter Team Member</td>
<td>13</td>
</tr>
<tr>
<td>Volunteer Facilities Technician</td>
<td>23</td>
</tr>
<tr>
<td>Volunteer Services: Production Room</td>
<td>26</td>
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</tbody>
</table>
Section Two: Curriculum Guide

This Curriculum Guide is organized alphabetically by the services that we provide to our clients and the support services that are required for us to accomplish our Mission. Services included are Blood Services, Business Operations, Communications and Marketing, Disaster Services, Facilities, Financial Development, International Services, Preparedness Health and Safety Services, Service to the Armed Forces and Volunteer Services. The tables below indicate the Job Title from the Opportunities listing in Volunteer Connection (VC) if currently posted, the activity name from Disaster Services and the required training for each. Courses in green are available online. See page 52 for online links. Those in purple are presented as webinars and require you to be at a computer and have access to a telephone.

For Disaster Services opportunities, the Disaster Workforce positions are listed with the required training or qualifications for each. The positions begin with Service Associate and progress through Supervisor, Manager and Chief. The training requirements build on the previous position. If the position is not in the sequence, all of the required classes are listed (e.g. Photographer/Videographer). If one of these positions is not listed, there are no additional training requirements other than on-the-job experience. Course descriptions are provided in Section Three. Please be aware that a promotion in the Disaster Workforce requires training and on-the-job experience in the activity. Disaster Workforce Administration decides on all Disaster Workforce promotions.

Mark the bullets beside the course names to keep a record of the courses you have completed.

For example:

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Collection Volunteer</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Blood Service Volunteer Training</td>
</tr>
<tr>
<td>Blood Transport Driver</td>
<td>o Defensive Driving plus on-the-job training with experienced driver</td>
</tr>
</tbody>
</table>

***********************************************************

Blood Services

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Collection Volunteer</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Blood Service Volunteer Training</td>
</tr>
<tr>
<td>Blood Transport Driver</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Defensive Driving</td>
</tr>
<tr>
<td></td>
<td>o On-the-job training with experienced driver</td>
</tr>
</tbody>
</table>
## Communications and Marketing

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Feature Writer                     | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Be Red Cross Ready - http://arcbrcr.org/#SITE  
- Public Affairs Essentials  
- Disaster Public Affairs for National Relief Operations |
| Photographer/Videographer, Graphic Designer | - Online Orientation  
- Public Affairs Essentials  
- Disaster Public Affairs for National Relief Operations |
| Digital Volunteer                  | - Online Orientation  
- Social Basics (on-demand online training)  
- Digital Volunteer Training (completed after approval into the role)  
- Radian 6 Training (completed after approval into the role) |
| Intern: Communications Intern      | - Online Orientation |

## Disaster Services - Disaster Action Team (DAT)

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Disaster Action Team Team-Member-in-Training (TMIT) | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Disaster Action Team Fundamentals  
- Disaster Action Team Job Induction (In some locations, TMIT may be allowed to ride along prior to this course.) |
| Disaster Action Team Member                        | - Meet requirements for DAT Team-Member-in-Training  
- Client Casework: Providing Emergency Assistance  
- Disaster Assessment Fundamentals  
- CAS 2.0: An Introduction  
- CAS 2.0: Creating and Editing Cases  
- CAS 2.0: Issuing Assistance |
| Disaster Action Team Captain                       | - Meet requirements for DAT Team Member  
- Disaster Action Team Captain Workshop  
- Psychological First Aid  
- Public Affairs Essentials |
| Recommended Additional Training for DAT Team Captain | - Disaster Frontline Supervisor  
- Disaster Frontline Supervisor Simulation  
- Shelter Fundamentals / Shelter Fundamentals Exercise  
- First Aid/CPR/AED |
| North Texas Regional Dispatch: Dispatcher in Training | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Disaster Action Team Fundamentals  
- Dispatcher On-the-Job Training  
- Public Affairs Essentials |
## Disaster Services - Disaster Responder
### DS Workforce

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Intern: Disaster Services/Preparedness and Resilience Program, Intern: Emergency Services | - Online Orientation  
- Disaster Services: An Overview (DSO) |
| Disaster Responder: DS Workforce Administrator                           | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Disaster Management Courses  
  - Disaster Workforce Administration: Profile Management  
  - Disaster Workforce Administration: Initial Operations  
  - Disaster Workforce Administration: Deployment  
  - Staff Services: Staff Requests  
  - Staff Services: Operational Data Maintenance  
  - Staff Services: Reports  
  - Staff Services: Managing Event-Based Volunteers in Volunteer Connection |
| Disaster Responder: DS Workforce Data Entry                               | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Disaster Management Courses  
  - Disaster Workforce Administration: Profile Management  
  - Disaster Workforce Administration: Initial Operations  
  - Disaster Workforce Administration: Deployment  
  - Staff Services: Staff Requests  
  - Staff Services: Operational Data Maintenance  
  - Staff Services: Reports |

## Disaster Services – Community Disaster Education

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Community Disaster Education Volunteer (Preparedness Education Leader)  | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Be Red Cross Ready - [http://arcbrcr.org/#SITE](http://arcbrcr.org/#SITE)  
- Building Preparedness Skills in Communities  
  (Preparedness Education Leader PPRCDE701) |
Disaster Services - Disaster Workforce Positions

The Job Title column for the Disaster Services jobs that follow includes the Disaster Workforce positions Service Associate (entry level), Supervisor, Manager and Chief. This aligns with the Federal Emergency Management Agency (FEMA) organization of roles and responsibilities during a disaster.

Disaster Services - Disaster Workforce
Individual Client Casework

<table>
<thead>
<tr>
<th>Activity: Client Casework</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title/Position</td>
</tr>
</tbody>
</table>
| Chapter Client Caseworker | o Online Orientation  
| | o Disaster Services: An Overview (DSO)  
| | o Client Casework: Providing Emergency Assistance  
| | o CAS 2.0: An Introduction  
| | o CAS 2.0: Creating and Editing Cases  
| | o CAS 2.0: Issuing Assistance  
| | o Psychological First Aid  
| Disaster Workforce Service Associate | o Meet requirements for Chapter Client Caseworker  
| | o Safe and Well Linking Fundamentals  
| Chapter Caseworker Coordinator | o Meet requirements for Chapter Caseworker  
| | o CAS 2.0: Reviewing and Closing Cases  
| Disaster Workforce Supervisor | o Meet requirements for Chapter Caseworker Coordinator  
| | o Disaster Frontline Supervisor  
| | o Disaster Frontline Supervisor Simulation  
| | o CAS 2.0: Managing Events  
| | o Webi Reports Customer  
| Disaster Workforce Manager | o Meet requirements for Supervisor  
| | o Service Delivery Site Management  
| | o Disaster Public Affairs for National Relief Operations  
| | o National Shelter System: Introduction to NSS Support  
| | o National Shelter System: NSS Reporting & Data Management  
| | o Disaster Operation Control: Form 5266 Fundamentals  
| Field Casework | o Meet requirements for Chapter Client Caseworker  
| | o 48-hours On-the-job training (six-hour sessions)  

Field Casework
### Activity: Recovery Planning and Assistance

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Service Associate  | o **Online Orientation**  
|                     | o **Disaster Services: An Overview (DSO)**  
|                     | o Psychological First Aid  
|                     | o Client Casework: Providing Emergency Assistance  |

| Supervisor         | o Meet requirements for Service Associate  
|                     | o Disaster Frontline Supervisor  
|                     | o Disaster Frontline Supervisor Simulation  
|                     | o National Shelter System: Introduction to NSS Support  
|                     | o **Safe and Well Linking Fundamentals**  
|                     | o **Webi Report Consumer**  |

| Manager            | o Meet requirements for Supervisor  
|                     | o **Disaster Operation Control: Form 5266 Fundamentals**  
|                     | o Service Delivery Site Management  |

### Activity: Disaster Mental Health

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Client Casework Administrative Assistant | o **Online Orientation**  
|                     | o **Disaster Services: An Overview (DSO)**  |

| Disaster Mental Health Team Member (Service Associate) | o **Online Orientation**  
|                                                     | o **Disaster Services: An Overview (DSO)**  
|                                                     | o Psychological First Aid  
|                                                     | o **Disaster Mental Health: An Introduction**  
|                                                     | o Disaster Mental Health Fundamentals  |

| Disaster Mental Health Sub-Area Lead (Supervisor) | o Meet requirements for Service Associate  
|                                                    | o Disaster Frontline Supervisor  
|                                                    | o Disaster Frontline Supervisor Simulation  
|                                                    | o Client Casework: Providing Emergency Assistance  |

| Manager | o Meet requirements for Supervisor  
|         | o **Disaster Operation Control: Form 5266 Fundamentals**  |

Must hold an active unencumbered license in mental health discipline: social work, psychiatry, counseling, psychiatric nursing, marriage and family therapy, certified school counselor, psychology.
### Activity: Disaster Health Services

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Disaster Health Services Team Member (Service Associate) | o Online Orientation  
|                                                        | o Disaster Services: An Overview (DSO)  
|                                                        | o CPR/AED for the Professional Rescuer  
|                                                        | o Health Services Fundamentals - 1  
|                                                        | o Health Services Fundamentals - 2  
|                                                        | o NTX DHS Orientation  
|                                                        | o NTX DHS Call Training  
|                                                        | o Client Casework: Providing Emergency Assistance  
|                                                        | o Client Assistance Cards: Caseworkers  
|                                                        | o CAS 2.0: An Introduction  
|                                                        | o CAS 2.0: Creating and Editing Cases  
|                                                        | o CAS 2.0: Issuing Assistance  |
| Disaster Health Services: Area Coordinator (Supervisor) | o Meet requirements for Service Associate  
|                                                        | o Disaster Frontline Supervisor  
|                                                        | o Disaster Frontline Supervisor Simulation  
|                                                        | o Serving People with Functional and Access Needs in Shelters  
|                                                        | o Psychological First Aid  
|                                                        | o Safe and Well Linking Fundamentals  |
| Manager                                                | o Meet requirements for Supervisor  
|                                                        | o Disaster Operation Control: Form 5266 Fundamentals  
|                                                        | o Disaster Assessment  
|                                                        | o Collaborating Essentials  
|                                                        | o Government Operations Fundamentals  
|                                                        | o Disaster Public Affairs for National Relief Operations  
|                                                        | o DRO In-Service Workshop  |
| Chief                                                  | o Meet requirements for Manager  
|                                                        | o Fundamentals of Chapter Disaster Operations Management  |

**Qualifications for each position:**
- Service Associate - RN/Nurse Practitioner (NP), LVN, MD/DO, EMT, CNA, Nursing Student
- Supervisor - RN/NP, LVN, MD/DO, EMT
- Manager - RN/NP, MD/DO
- Chief - RN/NP, MD/DO
# Disaster Services - Disaster Workforce
## Mass Care

<table>
<thead>
<tr>
<th>Activity: Sheltering</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Title/Position</strong></td>
<td><strong>Online Orientation</strong></td>
</tr>
<tr>
<td><strong>INTERN: Shelter/Hotel Partnership Liaison and</strong></td>
<td><strong>Disaster Services: An Overview (DSO)</strong></td>
</tr>
<tr>
<td><strong>Mass Care Action Team: Shelter Agreement Team Member</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Shelter Team Member (Service Associate)</strong></td>
<td><strong>Online Orientation</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Disaster Services: An Overview (DSO)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Shelter Fundamentals</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Basic Food Safety</strong></td>
</tr>
<tr>
<td><strong>Supervisor</strong></td>
<td><strong>Meet requirements for Service Associate</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Psychological First Aid</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Disaster Frontline Supervisor</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Disaster Frontline Supervisor Simulation</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Safe and Well Linking Fundamentals</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Serving People with Functional and Access Needs in Shelters</strong></td>
</tr>
<tr>
<td></td>
<td><strong>CPR/First Aid</strong></td>
</tr>
<tr>
<td><strong>Manager</strong></td>
<td><strong>Meet requirements for Supervisor</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Shelter Management</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Disaster Operation Control: Form 5266 Fundamentals</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Service Delivery Site Management</strong></td>
</tr>
<tr>
<td></td>
<td><strong>National Shelter System: Introduction to NSS Support</strong></td>
</tr>
<tr>
<td></td>
<td><strong>National Shelter System: NSS Reporting &amp; Data Management</strong></td>
</tr>
</tbody>
</table>
### Activity: Feeding

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass Care Feeding Team Member (Service Associate)</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td></td>
<td>o Feeding Fundamentals</td>
</tr>
<tr>
<td></td>
<td>o Basic Food Safety</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Mass Care Feeding Team Member (Supervisor)</td>
<td>o Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>o First Aid/CPR/AED</td>
</tr>
<tr>
<td></td>
<td>o Shelter Fundamentals</td>
</tr>
<tr>
<td></td>
<td>o Safe and Well Linking Fundamentals</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td></td>
<td>o Psychological First Aid</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Manager</td>
<td>o Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Operation Control: Form 5266 Fundamentals</td>
</tr>
<tr>
<td></td>
<td>o Service Delivery Site Management</td>
</tr>
</tbody>
</table>

### Activity: Bulk Distribution

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Associate</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td></td>
<td>o Bulk Distribution Fundamentals</td>
</tr>
<tr>
<td>Supervisor</td>
<td>o Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td>Manager</td>
<td>o Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Operation Control: Form 5266 Fundamentals</td>
</tr>
<tr>
<td></td>
<td>o Service Delivery Site Management</td>
</tr>
</tbody>
</table>

### Activity: ERV Driver

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERV Driver (Service Associate)</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td></td>
<td>o Review ERV: Ready, Set, Roll Participant’s Workbook</td>
</tr>
<tr>
<td></td>
<td>o ERV Videos on YouTube</td>
</tr>
<tr>
<td></td>
<td>o ERVs: Ready, Set, Roll</td>
</tr>
<tr>
<td></td>
<td>o Basic Food Safety</td>
</tr>
<tr>
<td></td>
<td>o Defensive Driving</td>
</tr>
<tr>
<td></td>
<td>o First Aid/CPR/AED</td>
</tr>
</tbody>
</table>

Requires Driver’s License and successful Authorized Driver Application, DMV Check, Physical Capacity Grid, and Road Test F6532
## Activity: Safe and Well Linking

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Safe and Well Linking Team Member (Service Associate) | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- Safe and Well Linking Fundamentals |
| Supervisor | - Meet requirements for Service Associate  
- National Shelter System: Introduction to NSS Support  
- Disaster Frontline Supervisor  
- Disaster Frontline Supervisor Simulation |
| Manager | - Meet requirements for Supervisor  
- Disaster Operation Control: Form 5266 Fundamentals  
- Service Delivery Site Management |

## Disaster Services - Disaster Workforce  
**External Relations**

## Activity: Government Operations

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Government Liaison Team Member (Service Associate) | - Online Orientation  
- Disaster Services: An Overview (DSO)  
- FEMA: IS-100, IS-200, IS-700, IS-800, IS-230 (Recommended)  
  - [http://training.fema.gov/is/](http://training.fema.gov/is/)  
- Collaborating Essentials  
- Government Operations Fundamentals  
- Shelter Fundamentals  
- Disaster Assessment Fundamentals |
| Supervisor | - Meet requirements for Service Associate  
- FEMA: IS-242.a - [http://training.fema.gov/is/](http://training.fema.gov/is/)  
- Disaster Frontline Supervisor  
- Disaster Frontline Supervisor Simulation |
| Manager | - Meet requirements for Supervisor  
- Disaster Operation Control: Form 5266 Fundamentals |
### Activity: Community Partnerships

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Community Partnerships Team Member (Service Associate) | o **Online Orientation**  
|                             | o **Disaster Services: An Overview (DSO)**                     |
|                             | o **Collaborating Essentials**                                |
|                             | o **FEMA: IS-288 -** [http://training.fema.gov/is/](http://training.fema.gov/is/) |
|                             | o **In-Kind Donations Workshop (Recommended)**                 |
| Supervisor                  | o Meet requirements for Service Associate                      |
|                             | o Disaster Frontline Supervisor                                 |
|                             | o Disaster Frontline Supervisor Simulation                      |
|                             | o **Public Affairs Essentials**                               |
| Manager                    | o Meet requirements for Supervisor                             |
|                             | o Service Delivery Site Management                             |
|                             | o **Disaster Operation Control: Form 5266 Fundamentals**       |

### Activity: Public Affairs

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERN: Communications</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td>Service Associate</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td></td>
<td>o <strong>Disaster Services: An Overview (DSO)</strong></td>
</tr>
<tr>
<td></td>
<td>o <strong>Public Affairs Essentials</strong></td>
</tr>
<tr>
<td></td>
<td>o <strong>Disaster Public Affairs for National Relief Operations</strong></td>
</tr>
<tr>
<td>Supervisor</td>
<td>o Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td></td>
<td>o <strong>Disaster Assessment Fundamentals</strong></td>
</tr>
<tr>
<td>Manager</td>
<td>o Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Public Affairs Manager WebEx training scheduled by National Headquarters</td>
</tr>
<tr>
<td>Chief</td>
<td>o Meet requirements for Manager</td>
</tr>
<tr>
<td></td>
<td>o Regularly attend WebEx trainings scheduled by Public Affairs at National Headquarters</td>
</tr>
<tr>
<td></td>
<td>o Advanced Public Affairs Team (APAT) training</td>
</tr>
<tr>
<td>Job Title/Position</td>
<td>Required Training</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------</td>
</tr>
</tbody>
</table>
| Service Associate | o Online Orientation  
o Disaster Services: An Overview (DSO)  
o Foundations of Disaster Fundraising  
o Disaster Fundraising: Preparing and Responding in Chapters |
| Supervisor        | o Meet requirements for Service Associate  
o Disaster Frontline Supervisor  
o Disaster Frontline Supervisor Simulation |
| Manager           | o Meet requirements for Supervisor  
o Disaster Operation Control: Form 5266 Fundamentals |
| Chief             | o Meet requirements for Manager  
o Participate in annual call with the Disaster Fundraising Team on current policies, regulations, and fundraising trends. |
## Activity: Disaster Assessment

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disaster Assessment Team</td>
<td>- Online Orientation</td>
</tr>
<tr>
<td>Member (Service Associate)</td>
<td>- Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td></td>
<td>- Disaster Assessment Fundamentals</td>
</tr>
<tr>
<td>Supervisor</td>
<td>- Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>- Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>- Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td></td>
<td>- Fundamentals of Disaster Assessment</td>
</tr>
<tr>
<td>Manager</td>
<td>- Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>- Fundamentals of Chapter Disaster Operations Management</td>
</tr>
<tr>
<td></td>
<td>- Service Delivery Site Management</td>
</tr>
<tr>
<td>Additional Recommended</td>
<td>- FEMA: IS-100 - <a href="http://training.fema.gov/is/">http://training.fema.gov/is/</a></td>
</tr>
<tr>
<td>Training</td>
<td>- National Weather Service Basic Storm Spotter Training</td>
</tr>
<tr>
<td></td>
<td>- National Weather Service Advance Storm Spotter Training</td>
</tr>
</tbody>
</table>

## Activity: Information Dissemination

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Associate</td>
<td>- Online Orientation</td>
</tr>
<tr>
<td></td>
<td>- Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td>Supervisor</td>
<td>- Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>- Fundamentals of Disaster Assessment</td>
</tr>
<tr>
<td></td>
<td>- Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>- Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td>Manager</td>
<td>- Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>- Service Delivery Site Management</td>
</tr>
</tbody>
</table>
## Activity: Financial & Statistical Information

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Financial and Statistical Information (FSI) Team Member (Service Associate) | o Online Orientation  
  o Disaster Services: An Overview (DSO)  
  o Financial and Statistical Information Management |
| Supervisor | o Meet requirements for Service Associate  
  o Disaster Frontline Supervisor  
  o Disaster Frontline Supervisor Simulation  
  o Disaster Operation Control: Form 5266 Fundamentals  
  o Statistical and Cost Report of Disaster Operations (Form 2066) Self Study |
| Additional Recommended Training | o Client Casework: Providing Emergency Assistance  
  o CAS 2.0: An Introduction  
  o CAS 2.0: Creating and Editing Cases  
  o CAS 2.0: Issuing Assistance  
  o Disaster Services Automated Reporting System Self-Study |

## Activity: Finance

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Service Associate | o Online Orientation  
  o Disaster Services: An Overview (DSO)  
  o Finance Controller Training |
| Chief | o Meet requirements for Service Associate  
  o Disaster Operation Control: Form 5266 Fundamentals |
### Disaster Services - Disaster Workforce

#### Logistics

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logistics: Chapter Logistics and Intern: Logistics</td>
<td>Online Orientation</td>
</tr>
</tbody>
</table>

**Service Associate:**
- Facilities
- LSAP
- Supply
- Transportation
- Warehouse

  - Online Orientation
  - Disaster Services: An Overview (DSO)
  - Logistics: An Overview

**Supervisor:**
- Facilities
- LSAP
- Supply
- Transportation
- Warehouse

  - Meet the requirement for SA
  - Disaster Frontline Supervisor
  - Disaster Frontline Supervisor Simulation

**Coordinator**

  - Meet the requirements for Supervisor
  - Forklift Training

**Procurement (Service Associate)**

  - Online Orientation
  - Disaster Services: An Overview (DSO)
  - Logistics: An Overview
  - “Procurement Training” no course yet

**Procurement (Supervisor)**

  - Meet the requirement for Procurement SA
  - Disaster Frontline Supervisor
  - Disaster Frontline Supervisor Simulation
  - “Buyers Training” no course yet

**In-Kind Donations (Service Associate)**

  - Online Orientation
  - Disaster Services: An Overview (DSO)
  - In-Kind Donations Workshop

**In-Kind Donations (Supervisor)**

  - Meet the requirement for In-Kind Donations SA
  - Disaster Frontline Supervisor
  - Disaster Frontline Supervisor Simulation
## Activity: Local Community Volunteers

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Associate</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td>Supervisor</td>
<td>o Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td></td>
<td>o Staff Services Structure</td>
</tr>
<tr>
<td></td>
<td>o DRO Member In Processing</td>
</tr>
<tr>
<td></td>
<td>o Staff Request Process</td>
</tr>
<tr>
<td></td>
<td>o Spontaneous Volunteer Background Check Process</td>
</tr>
<tr>
<td></td>
<td>o Meals and Transportation</td>
</tr>
<tr>
<td></td>
<td>o Staff Services: Operational Data Maintenance</td>
</tr>
<tr>
<td></td>
<td>o Staff Services Web-Ex Workshops</td>
</tr>
<tr>
<td>Manager</td>
<td>o Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Staff Relations Orientation</td>
</tr>
<tr>
<td></td>
<td>o Disaster Operation Control: Form 5266 Fundamentals</td>
</tr>
</tbody>
</table>

## Activity: Staff Planning & Support

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Associate</td>
<td>o Online Orientation</td>
</tr>
<tr>
<td></td>
<td>o Disaster Services: An Overview (DSO)</td>
</tr>
<tr>
<td></td>
<td>o Disaster Workforce Administration: Profile Management</td>
</tr>
<tr>
<td></td>
<td>o Disaster Workforce Administration: Initial Operations</td>
</tr>
<tr>
<td></td>
<td>o Disaster Workforce Administration: Deployment</td>
</tr>
<tr>
<td></td>
<td>o Staff Services: Staff Requests</td>
</tr>
<tr>
<td></td>
<td>o Staff Services: Operational Data Maintenance</td>
</tr>
<tr>
<td></td>
<td>o Staff Services: Reports</td>
</tr>
<tr>
<td></td>
<td>o Staff Services: Managing Event-Based Volunteers in Volunteer Connection</td>
</tr>
<tr>
<td>Supervisor</td>
<td>o Meet requirements for Service Associate</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Disaster Frontline Supervisor Simulation</td>
</tr>
<tr>
<td></td>
<td>o Lodging I: An Overview</td>
</tr>
<tr>
<td>Manager</td>
<td>o Meet requirements for Supervisor</td>
</tr>
<tr>
<td></td>
<td>o Lodging Workshops (all Modules)</td>
</tr>
<tr>
<td></td>
<td>o Workforce Administration Member In-Processing Workshop</td>
</tr>
<tr>
<td></td>
<td>o Workforce Administration Member Out-Processing Workshop</td>
</tr>
</tbody>
</table>
### Activity: Staff Relations

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Service Associate | o Online Orientation  
o Disaster Services: An Overview (DSO) |
| Supervisor        | o Meet requirements for Service Associate  
o Disaster Frontline Supervisor  
o Disaster Frontline Supervisor Simulation  
o Staff Relations Orientation  
o Staff Relations: Interviewing & Documenting Human Resources Issues  
o Staff Relations: Issue Resolution  
o Staff Relations: Case Development and Documentation |

### Activity: Staff Wellness

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Service Associate | o Online Orientation  
o Disaster Services: An Overview (DSO) |
| Supervisor        | o Meet requirements for Service Associate  
o Staff Wellness: Injury/Illness Documentation  
o Disaster Frontline Supervisor  
o Disaster Frontline Supervisor Simulation  
o Staff Relations: Issue Resolution  
o Psychological First Aid |
| Manager           | o Meet requirements for Supervisor  
o DRO Member In-Processing  
o Lodging 1: An Overview |

Requires unencumbered RN, MD or DO license and 1 year clinical experience.

### Activity: Training

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| Service Associate | o Online Orientation  
o Disaster Services: An Overview (DSO)  
o Disaster Instructor Specialty Training (DIST) |
| Supervisor        | o Meet requirements for Service Associate  
o Disaster Frontline Supervisor  
o Disaster Frontline Supervisor Simulation |
| Manager           | o Meet requirements for Supervisor  
o Service Delivery Site Management |
### Disaster Services - Disaster Workforce

#### Disaster Services Technology

<table>
<thead>
<tr>
<th>Activities: Computer Operations, Communications, Networking, Customer Service</th>
<th>Required Training</th>
</tr>
</thead>
</table>
| **Job Title/Position** | **Service Associate:**  
  - Disaster Services: Amateur Radio Operator  
  - Disaster Services Technology: Reserves Metro |  
  - Online Orientation  
  - Disaster Services: An Overview (DSO)  
  - Disaster Services Technology (DST) Workshops  
    - Overview  
    - Computer Operations  
    - Communications  
    - Customer Service  
    - Networking  
    - Information Management System  
    - The First 48 Hours  
  - Hands-on Equipment Training  |

*General Class or higher Amateur Radio License required*

### Facilities

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Analyst: Real Estate</td>
<td>Online Orientation</td>
</tr>
<tr>
<td>Volunteer Facilities Technician</td>
<td>Online Orientation</td>
</tr>
</tbody>
</table>

### Financial Development

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federated Grants Administrative Support</td>
<td>Online Orientation</td>
</tr>
<tr>
<td>Foundation Team Assistant</td>
<td>Online Orientation</td>
</tr>
</tbody>
</table>
## International Services

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restoring Family Links Caseworker</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td></td>
<td>o <strong>Restoring Family Links Casework Training Module</strong></td>
</tr>
<tr>
<td></td>
<td>o Restoring Family Links</td>
</tr>
<tr>
<td>International Humanitarian Law</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td>Instructor</td>
<td>o Born on the Battlefield</td>
</tr>
<tr>
<td></td>
<td>o International Humanitarian Law</td>
</tr>
<tr>
<td></td>
<td>o International Services Instructor Training</td>
</tr>
</tbody>
</table>

## Preparedness, Health & Safety Services

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHSS Instructor</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td></td>
<td>o First Aid/CPR/AED</td>
</tr>
<tr>
<td></td>
<td>o American Red Cross First Aid/CPR/AED Instructor Course</td>
</tr>
<tr>
<td>PHSS Logistics, PHSS Volunteer</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td>Instructor Coordinator</td>
<td></td>
</tr>
</tbody>
</table>

## Service to the Armed Forces (SAF)

<table>
<thead>
<tr>
<th>Job Titles</th>
<th>Required Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAF Caseworker, Presenter, Surveyor</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td></td>
<td>o Introduction to SAF Case Management</td>
</tr>
<tr>
<td></td>
<td>o SAF Case Management System - SAF Self-Service</td>
</tr>
<tr>
<td></td>
<td>o On-the-job Casework Training</td>
</tr>
<tr>
<td></td>
<td>o Orientation to CAPSS</td>
</tr>
<tr>
<td></td>
<td>o Psychological First Aid</td>
</tr>
<tr>
<td>Camp Maxey Assistant</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td></td>
<td>o Food Handler Certificate</td>
</tr>
<tr>
<td></td>
<td>o Psychological First Aid</td>
</tr>
<tr>
<td>VAVS Clothing Aide, VAVS Coffee</td>
<td>o <strong>Online Orientation</strong></td>
</tr>
<tr>
<td>Cart Assistant, VAVS Patient</td>
<td>o SAF Overview</td>
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<tr>
<td>Aide/Office Assistant</td>
<td>o Veterans Affairs Voluntary Service (VAVS) Orientation</td>
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<td>o Health Insurance Patient and Accountability Act (HIPAA)</td>
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<td>Law Overview</td>
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<td>o Patient Safety: Customer Service</td>
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<td>Position</td>
<td>Courses</td>
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<tr>
<td>VAVS Recreation Assistant</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- SAOv Overview&lt;br&gt;- VAVS Orientation&lt;br&gt;- Health Insurance Patient and Accountability Act (HIPAA) Law Overview&lt;br&gt;- Patient Safety: Customer Service&lt;br&gt;- Proper Techniques of Wheelchairs: Body Mechanics When Pushing Wheelchairs</td>
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<tr>
<td>VAVS Shuttle Escort</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- SAOv Overview&lt;br&gt;- VAVS Orientation&lt;br&gt;- Health Insurance Patient and Accountability Act (HIPAA) Law Overview&lt;br&gt;- Patient Safety: Customer Service&lt;br&gt;- Proper Procedures and Safety for Driving Shuttle Carts&lt;br&gt;- Proper Techniques of Wheelchairs: Body Mechanics When Pushing Wheelchairs</td>
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<td>Veterans Home Activity Assistant</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- SAOv Overview&lt;br&gt;- Texas State Veterans Home Application Process &amp; Orientation</td>
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<tr>
<td>Mailing Specialist</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- Introduction to SAF Case Management&lt;br&gt;- SAF Case Management System - SAF Self-Service&lt;br&gt;- On-the-job GTKU Mailing System Training&lt;br&gt;- Psychological First Aid</td>
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<td>GTKU Mailing Coordinator</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- ARC 1295 SOP Training</td>
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<td>MEPS Assistant</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- Introduction to SAF Case Management&lt;br&gt;- On-the-job Military Entrance Processing Station (MEPS) Training</td>
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<tr>
<td>VAVS Front Desk Greeter</td>
<td>- <strong>Online Orientation</strong>&lt;br&gt;- SAOv Overview&lt;br&gt;- VAVS Orientation&lt;br&gt;- Health Insurance Patient and Accountability Act (HIPAA) Law Overview&lt;br&gt;- Front Desk Orientation</td>
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## Volunteer Services

<table>
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<tr>
<th>Job Titles</th>
<th>Required Training</th>
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| Intake/Placement Team Member | ⚫ Online Orientation  
⚫ Volunteer Connection Training  
  - Managing Volunteer Profiles  
  - Hours Manager  
  - Position Manager  
  - Intake Manager  
  - Opportunity Queue |
| Community Events Team Member, Presenters and Trainers | ⚫ Online Orientation |
| Saba Administrator | ⚫ Online Orientation  
⚫ Volunteer Connection Training  
  - Managing Volunteer Profiles  
  - Hours Manager  
  - Position Manager  
  - Intake Manager  
  - Opportunity Queue  
⚫ Saba LMS Training  
  - Saba LMS Overview  
  - Saba LMS Registrar  
  - Saba LMS Registrar Assessment  
  - Saba LMS Offering Admin – Offerings  
  - Saba LMS Offering Admin – Learners & Resources  
  - Saba LMS Offering Admin Assessment  
  - Saba LMS Human Capital Administrator  
  - Saba LMS Human Capital Administrator Assessment |
| INTERN: Volunteer Services | ⚫ Online Orientation  
⚫ Volunteer Connection Training  
  - Managing Volunteer Profiles  
  - Hours Manager  
  - Position Manager  
  - Intake Manager  
  - Opportunity Queue |
| Diversity Leadership Council – Resource Team Member | ⚫ Online Orientation |
| Diversity Leadership Council Champion | ⚫ None |
| Office Volunteer, Production Room, Volunteer Liaison, American Red Cross: Intern | ⚫ Online Orientation |
Section Three: Course Descriptions

Courses are delivered in a variety of formats to accommodate volunteers with different learning styles and who prefer either conference calls, classroom courses or courses delivered online. Each course description indicates the delivery options for the course and the length of the course. The bullets below are the abbreviations for the delivery options. When there are multiple delivery formats, you are only required to complete one of the options. Appendix Four provides links to online courses.

- CC – Telephone conference call
- ILT – Instructor-led classroom training
- SS – Self-study
- WBT – Self-paced web-based training (no instructor)
- Webinar – Instructor-led online training (a computer and telephone is required)

Advanced Public Affairs Team (APAT) Training

Disaster Public Affairs is a support function within the American Red Cross Disaster Cycle Services. When a disaster relief operation is established, trained public affairs workers are assigned to coordinate public affairs efforts and initiatives. For every disaster, the affected chapter coordinates the initial public affairs response which is primarily to inform the public of Red Cross efforts and deliver timely updates to local media outlets. Tactics include implementing a proactive, reactive and interactive public affairs posture.

Prerequisite: Online Orientation

American Red Cross First Aid/CPR/AED Instructor Course

Preparation and certification to teach First Aid, CPR, AED and other courses.

Prerequisite: CPR/First Aid certification

Basic Food Safety

Basic Food Safety™ from FoodHandler is a basic, online course designed to introduce the participants to the principles of safe food handling. It is divided into four segments and uses video, high resolution photographs, Flash animations, an extensive food safety-related glossary and remediation questions to build a comprehensive knowledge base. The program concludes with a graded quiz and personalized printable certificate of achievement.

Prerequisite: None

Be Red Cross Ready

Prepares individuals to get a kit, make a plan, be informed

Prerequisite: None
Blood Services Volunteer Training
One-on-one self-study training for new volunteers in American Red Cross Blood Services.
Prerequisite: Online Orientation

Born on the Battlefield
This course is designed to increase understanding of the history and foundation of the International Red Cross and Red Crescent Movement, and the relationship between Red Cross and International Humanitarian Law. The intent is to promote respect for life and human dignity in armed conflict and to prepare Red Cross staff and volunteers to meet Fundamental Principle challenges in our daily work.
Prerequisite: None

Bulk Distribution
An introduction to the roles and responsibilities of the Bulk Distribution worker. The course introduces the types of products the Red Cross provides to people affected by a disaster, methods of distribution, requisite paper work and safety procedures.
Prerequisite: Disaster Services: An Overview (DSO)

CAS 2.0: An Introduction
This course provides you with important introductory information for CAS 2.0 and prepares you to take additional courses that focus on specific system functions and tasks. Topics include:
1) Key improvements from the prior system (Siebel CAS); 2) The CAS 2.0 divisional structure; 3) Functions and limitations of the system’s “lite” version; 4) The importance of saving your data; 5) The system’s user roles.
Prerequisite: Disaster Services: An Overview (DSO)

CAS 2.0: Creating and Editing Cases
This course covers how to create and edit cases (a separate course, Issuing Assistance in CAS 2.0, covers how to issue assistance using the system). Topics include: 1) Creating a new case; 2) Searching for an existing case; 3) Recording follow-up work for a case; 4) Indicating that a case is ready for review by a Casework Supervisor.
Prerequisites: Disaster Services: An Overview (DSO), Client Casework: Providing Emergency Assistance, CAS 2.0: An Introduction

CAS 2.0: Issuing Assistance
This course covers how to issues assistance to clients in CAS 2.0. Topics include: 1) Issuing assistance to clients using client assistance cards, disbursing orders, and referrals; 2) Issuing other assistance, such as in-kind gift cards and Red Cross checks; 3) Viewing assistance transaction history.
Prerequisites: Disaster Services: An Overview (DSO), Client Casework: Providing Emergency Assistance, CAS 2.0: An Introduction, CAS 2.0: Creating and Editing Cases
CAS 2.0: Managing Events  
This course covers how those with the Systems Management user role manage events in CAS 2.0 through the Event Administration function. Topics include: 1) Searching for an event; 2) Creating DR events; 3) Associating cases with a different event; 4) Creating chapter/local events; 5) Editing events; 6) Closing events.  
Prerequisites: Disaster Services: An Overview (DSO); Client Casework: Providing Emergency Assistance, CAS 2.0: An Introduction, CAS 2.0: Creating and Editing Cases, CAS 2.0: Issuing Assistance

CAS 2.0: Reviewing and Closing Cases  
This course presents tasks performed by Casework Supervisors in CAS 2.0. Topics include: 1) Identifying cases that are ready for Supervisor review; 2) Indicating that you have reviewed a case; 3) Closing a single-family chapter/local event from a case record; 4) Closing a case.  
Prerequisites: Disaster Services: An Overview (DSO); Client Casework: Providing Emergency Assistance, CAS 2.0: An Introduction, CAS 2.0: Creating and Editing Cases, CAS 2.0: Issuing Assistance, CAS 2.0: Managing Events

Client Casework: Providing Emergency Assistance  
Designed to train Red Cross caseworkers how to conduct effective client interviews and provide appropriate assistance to help meet a client’s immediate disaster-caused or disaster-aggravated needs.  
Prerequisite: Disaster Services: An Overview (DSO)

Collaborating Essentials  
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.  
Prerequisite: Disaster Services: An Overview (DSO)

Disaster Action Team Fundamentals  
An introduction to the roles and responsibilities of the Disaster Action Team (DAT) responder. The course presents the types of Red Cross services that are provided to people affected by a disaster, proper safety procedures, coping skills and handling media attention.  
Prerequisite: Disaster Services: An Overview (DSO)

Disaster Action Team Job Induction  
Expands on the Disaster Action Team Fundamentals course. This course provides chapter-specific disaster program information for Disaster Action Team (DAT) Members. The induction provides guidance and procedures for DAT Members to carry out the responsibilities of the disaster program in their chapter. It can also be used as a refresher for current DAT responders.  
Prerequisites: Disaster Services: An Overview (DSO), Disaster Action Team Fundamentals
### Disaster Assessment Fundamentals

**WBT – 1 hr or ILT – 3 hrs**

Introduces the tasks and responsibilities of Disaster Assessment responders on a disaster relief operation.

**Prerequisite:** Disaster Services: An Overview (DSO)

### Disaster Frontline Supervisor and Disaster Frontline Supervisor Simulation

**ILT – 7 hrs**

Participants receive the Disaster Frontline Supervisor Handbook, which provides disaster relief operations supervisors with tools that support their success. The handbook is for use on operations and in the classroom.

**Prerequisite:** Disaster Services: An Overview (DSO)

### Disaster Fundraising: Preparing and Responding in Chapters

**ILT**

A skills-based training course that provides the tools for chapter leadership, staff and volunteer fundraisers to prepare for and execute disaster fundraising campaigns in response to disasters within their jurisdiction, and during national disasters. The primary focus will be on the management of disaster fundraising for Chapter accounted local disaster operations.

**Prerequisite:** Foundations for Disaster Fundraising

### Disaster Instructor Specialty Training (DIST)

**ILT – 16 hrs**

Designed to enhance and refine the presentation skills of instructor candidates for basic level disaster courses. This learning experience consists of a series of brief presentations and interactive discussions focused on the instructional techniques, course structure and delivery methods required to meet the diverse learning needs of participants attending disaster courses. Instructor candidates will practice teaching in a model classroom environment with feedback and coaching provided by qualified DIST instructors.

**Prerequisites:** Disaster Services: An Overview (DSO), Approved Form 5898H

### Disaster Kitchen Training

**ILT – 16 hrs**

Designed to give the participants the opportunity to learn how to work in a kitchen preparing meals for delivery to clients affected by a disaster.

**Prerequisites:** Disaster Services: An Overview (DSO), Basic Food Safety

### Disaster Kitchen Supervision

**ILT**

This is an advanced level course. The course includes lectures and table group exercises that simulate opening, maintaining and closing a disaster relief operation kitchen.

**Prerequisites:** Disaster Services: An Overview (DSO), Disaster Kitchen Training, Shelter Fundamentals, Logistics: An Overview, ERVs: Ready, Set, Roll
**Disaster Mental Health: Introduction**  
WBT – 30 mins  
Presents real-life stories to illustrate the services that Disaster Mental Health workers provide to people affected by disaster. Participants are introduced to the differences between the day-to-day work of mental health professionals and the delivery of mental health services during a disaster. A self-assessment tool is available for participants to determine their readiness to engage in disaster mental health work.  
Prerequisite: Disaster Services: An Overview (DSO)

**Disaster Mental Health Essentials**  
ILT – 3 hrs  
Introduces the key concepts, knowledge and skills required of a Red Cross Disaster Mental Health (DMH) responder. It provides participants the opportunity to apply their learning to real-world examples that reflect challenges experienced by DMH responders, be it on a Disaster Action Team (DAT) response or serving on a larger disaster relief operation.  
Prerequisites: Disaster Services: An Overview (DSO), Disaster Mental Health: Introduction

**Disaster Mental Health Fundamentals**  
ILT – 3 hrs  
Presents real-life stories to illustrate the services that Disaster Mental Health workers provide to people affected by disaster. Participants are introduced to the differences between the day-to-day work of mental health professionals and the delivery of mental health services during a disaster. A self-assessment tool is available for participants to determine their readiness to engage in disaster mental health work.  
Prerequisite: Disaster Services: An Overview (DSO)

**Disaster Operations Control: Form 5266 Fundamentals**  
WBT – 45 mins or ILT – 1.5 hrs  
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 how the form helps leadership on the scene to make decisions. At the end of the course, participants are required to take a test and answer 75% or more of the questions correctly to receive a certificate.  
Prerequisite: Disaster Services: An Overview (DSO)

**Disaster Public Affairs on National Relief Operations**  
Webinar – 5 hrs  
Explores how public affairs workers tell the Red Cross disaster relief story, principles for initiating and maintaining a public affairs response and key disaster messages. The course is designed for individuals who will serve as service associates, supervisors or managers in the Public Affairs activity on national relief operations. There is a pre-course quiz that must be completed to receive the login information to the webinar. Intended for Red Cross volunteers and staff with a professional background or training in public affairs, media relations, journalism and related fields who are interested in serving in the Public Affairs activity on national Red Cross relief operations.  
Prerequisites: Disaster Services: An Overview (DSO), Pre-course quiz
**Disaster Relief Operation In-Service Training (Concepts of Operation)**  
ILT – 16 hrs  
This course introduces the new American Red Cross concept of operation. Participants develop an understanding of the Incident Command System (ICS) and terminology as it applies to the Red Cross, as well as, the use of standard planning and reporting tools, Recovery Framework, routine financial controls and operational readiness.  
Prerequisites: Disaster Services: An Overview (DSO), Approved Form 5898H

**Disaster Services: An Overview (DSO)**  
WBT – 1 hr  
Required of all volunteers entering a disaster-related position. Provides an introduction to Disaster Services at the American Red Cross. The course introduces disaster preparedness and response. Topics include the immediate physical, emotional and informational needs of people impacted by disasters, plus the ways that community partners can work with the Red Cross.  
Prerequisite: Disaster Services: An Overview (DSO)

**Dispatcher Training**  
ILT  
One-on-one training for individuals who serve as Disaster Action Team Dispatchers.  
Prerequisite: DAT Fundamentals, Public Affairs Essentials

**Diversity Sensitivity and eLearning**  
WBT – 40 mins  
Diversity Sensitivity and Awareness eLearning is a 40-minute online module designed to define and explore key components of Diversity and Inclusion in the workplace. This module includes a 30-minute video presentation followed by a self-paced assessment consisting of 10 questions.  
Prerequisite: None

**ERVs: Ready, Set, Roll**  
ILT – 8 hrs  
The purpose of this basic level Disaster Services course is to prepare volunteers and employees of the Red Cross to safely and effectively use an Emergency Response Vehicle (ERV) and its equipment to meet feeding and other service needs of people affected by disaster.  
Prerequisite: See notes under ERV Driver in Section Two, Approved Form 5898H

**ERV Videos on YouTube**  
WBT – 1 hrs  
ERV driver related videos delivered through YouTube; five sections  
Prerequisite: Disaster Services: An Overview (DSO)

**Feeding Fundamentals**  
WBT – 45 mins or ILT – 2.75 hrs  
Introduces the tasks and responsibilities of feeding workers during a disaster relief operation.  
Prerequisite: Disaster Services: An Overview (DSO)
The Emergency Management Institute (EMI) offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge to those who qualify for enrollment. FEMA’s Independent Study Program offers courses that support the nine mission areas identified by the National Preparedness Goal.

Prerequisite: None

**Financial and Statistical Information Management**
ILT – 4 hrs
Prepares American Red Cross volunteers and employees to perform the tasks of an FSI service associate on a disaster relief operation.
Prerequisites: Disaster Services: An Overview (DSO), Client Casework: Providing Emergency Assistance

**Financial and Statistical Information (FSI)**
ILT – 4 hrs
Designed to prepare American Red Cross volunteers and employees to perform the tasks of an FSI service associate on a disaster relief operation.
Prerequisite: Client Casework: Providing Emergency Assistance

**Foundations for Disaster Fundraising**
Webinar – 1 hr
An introductory course outlining the policies, guidelines and practices which guide Red Cross fundraising activities during a disaster.
Prerequisite: Online Orientation

**FSI Management**
ILT
Designed to prepare American Red Cross volunteers and employees to perform the tasks of an FSI service associate on a disaster relief operation.
Prerequisite: Disaster Services: An Overview (DSO)

**Fundamentals of Chapter Disaster Operations Management**
ILT – 12 hrs
Designed to train Disaster Services participants to perform the roles and responsibilities of directing a chapter disaster relief operation. The course provides participants an opportunity to apply their disaster knowledge, experience and critical thinking abilities to the challenges of developing and resourcing effective service delivery plans that meet the needs of the disaster-affected community.
Prerequisites: Client Casework: Providing Emergency Assistance, Mass Care Overview, Fundamentals of Disaster Assessment, Financial and Statistical Information Management, Five CAS 2.0 online courses, Collaborating Essentials, Approved Form 5898H, Familiarity with current Disaster Cycle Services procedures, regulations, guidance documents and their chapter’s disaster plan.
**Fundamentals of Disaster Assessment**

A blended learning, basic level course consisting of an online and instructor-led component. Part one, the online component, resides on the Red Cross Learning Management System (LMS). It provides an overview of the Disaster Assessment activity and its related tasks. Part two, the instructor-led component, reinforces and builds upon content presented in the online component while providing participants with the opportunity to apply their knowledge and develop skills in Disaster Assessment through applied learning activities.

Completion of both components of Fundamentals of Disaster Assessment is required for deployment and for promotion.

Prerequisites: Disaster Services: An Overview (DSO)

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**Government Operations Fundamentals**

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.

Prerequisites: Disaster Services: An Overview (DSO), Collaborating Essentials, Shelter Fundamentals, Disaster Assessment Fundamentals

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**Health Services Fundamentals 1**

Provides participants with an inside look at the services that Health Services responders provide supporting regional disaster responses. Participants are required to take an assessment upon completion of the course and score an 80% or higher to earn a course certificate.

Prerequisite: Disaster Services: An Overview (DSO)

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**Health Services Fundamentals 2**

Provides participants with an overview of the services that Health Services responders provide on a large-scale disaster response. Participants are required to take an assessment upon completion of the course and score an 80% or higher to earn a course certificate.

Prerequisites: Disaster Services: An Overview (DSO), Health Services Fundamentals 1

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**IHL Instructor Training**

This three-day training is held at several locations around the country, preparing experienced American Red Cross staff and volunteer instructors to teach Humanity in the Midst of War - Introduction to International Humanitarian Law. Participants are also qualified to deliver presentations about the Geneva Conventions, the International Red Cross and Red Crescent Movement and the Fundamental Principles.

Prerequisites: Disaster Services: An Overview (DSO), International Humanitarian Law, Approved Form 5898H
In-Kind Donations Workshop  
ILT – 7 hrs
To familiarize participants with American Red Cross processes for in-kind donations and to prepare them to help manage in-kind gifts on disaster relief operations and at their chapter. 
Prerequisite: None

International Humanitarian Law (IHL)  
ILT – 4 hrs
Intended to raise awareness among Red Cross representatives and general audiences about the Geneva Conventions, the basic rules of international humanitarian law, and the role of the Red Cross during armed conflict to implement IHL. Through a hands-on approach utilizing group activities, class discussion and multiple audiovisual aids, this newly-updated course invites participants to reflect on their images and perceptions of armed conflict and explore the powerful and fundamental concept of human dignity even in the midst of the excesses of war. 
Prerequisite: None

Introduction to SAF: Case Management  
WBT – 3.5 hrs
Provides information about basic SAF case management, and is a prerequisite for obtaining access to the SAF Case Management System (SAF Agent or SAF Self-Service). The course introduces the principles of providing casework service to the military, veterans, retirees and their families through the casework cycle. 
Prerequisites: Online Orientation

Logistics: An Overview  
ILT – 3 hrs
Designed to give participants an overview of the Logistics group 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 local chapter. 
Prerequisite: Disaster Services: An Overview (DSO)

Mass Care: An Overview  
WBT – 10 min
An introduction to the Mass Care activities. The course introduces participants to the Sheltering, Feeding, Bulk Distribution, and the Safe and Well Linking services that are provided to people affected by disaster. Participants will learn how to become involved in Mass Care roles. 
Prerequisite: Disaster Services: An Overview (DSO)

National Shelter System: Introduction of NSS Support  
CC – 2 hrs
A conference call-based course with an online participatory segment designed to introduce the user to the basic functions of the National Shelter System (NSS). The course provides an overview of the NSS and an opportunity for participants to complete several hands-on exercises to gain experience in using the NSS. 
Prerequisite: None
**National Shelter System: NSS Reporting and Data Management**
Reporting and data management concepts of the National Shelter System (NSS).
Prerequisite: National Shelter System: Introduction of NSS Support

**National Weather Service Basic Storm Spotter Training**
ILT – 2 hrs
Provides storm spotters essential information for all types of weather hazards. The main responsibility of a SKYWARN® spotter is to identify and describe severe local storms. In the average year, 10,000 severe thunderstorms, 5,000 floods and more than 1,000 tornadoes occur across the United States. These events threatened lives and property. Since the program started in the 1970s, the information provided by SKYWARN® spotters, coupled with Doppler radar technology, improved satellite and other data, have enabled NWS to issue more timely and accurate warnings for tornadoes, severe thunderstorms and flash floods. SKYWARN® storm spotters are part of the ranks of citizens who form the Nation’s first line of defense against severe weather. There can be no finer reward than to know that their efforts have given communities the precious gift of time—seconds and minutes that can help save lives.
Prerequisite: None, but amateur radio license is recommended

**National Weather Service Advanced Storm Spotter Training**
ILT – 2 hrs
This course continues to develop the topics presented in the basic course.
Prerequisite: National Weather Service Basic Storm Spotter Training

**NTX DHS Overview**
Webinar – 1.5 hrs
This course presents information not covered in the Health Services Fundamentals 1 and 2.
Prerequisites: Health Services Fundamentals 1, Health Services Fundamentals 2

**Online Orientation**
WBT – 1 hr
Introductory course for all new volunteers. The course presents the history of the Red Cross, Mission, Values and Fundamental Principles. Volunteer opportunities available with the Red Cross are discussed.
The course is available online at: [http://www.redcross.org/support/volunteer/getting-started](http://www.redcross.org/support/volunteer/getting-started).
Prerequisites: None

**Partner Engagement Essentials**
WBT – 1 hr
Provides participants with the goals, methodology and steps for Red Cross workers to engage non-government partners before, during and after a disaster.
Prerequisite: Disaster Services: An Overview (DSO)
**Psychological First Aid**  
ILT – 4 hrs  
Provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. Participants engage in practice exercises and complete a self-review questionnaire.  
Prerequisite: Disaster Services: An Overview (DSO)

**Public Affairs Essentials**  
WBT – 45 mins  
Provides a general overview for Red Cross volunteers and employees who may have contact with traditional media, or use social engagement sites such as Facebook and Twitter.  
Prerequisite: Disaster Services: An Overview (DSO)

**ReadyRN (Modules 1-20)**  
WBT – 20 hrs total (Each module is 1 hr)  
It is an online curriculum consisting of 20 self-paced modules. The modules are consistent with the National Response Framework that provides interactive scenarios for Red Cross healthcare professionals to learn about managing healthcare needs in shelters, performing health assessments, disaster triage and responding to public health emergencies in communities across the nation. Participants may choose to take one, several or all of the modules in the series. The modules may be taken in any order and are independent of each other. Participants must complete an evaluative assessment.  
Prerequisite: Disaster Services: An Overview (DSO)

**Restoring Family Links**  
ILT – 2.5 hrs  
An introduction to Restoring Family Links casework. All chapter staff involved in Restoring Family Links casework, supervision and outreach should take this course. The course takes approximately two hours to complete and can be accessed through the American Red Cross Learning Management System.  
Prerequisite: None

**Restoring Family Links Casework Training Modules**  
ILT – 6 hrs  
This course is done at chapters by certified RFL instructors. It is a 6-hour course done in one day that educates the participants on how the Restoring Family Links program functions as well as recommended ways to conduct casework at the chapter level. This is done by traditional classroom instruction, video, role plays, and other interactive exercises.  
Prerequisite: None

**SAF Case Management Systems - SAF Agent**  
WBT – 3.5 hrs  
Provides information about basic SAF case management, and is a prerequisite for obtaining access to the SAF Case Management System (SAF Agent or SAF Self-Service). The course introduces the principles of providing casework service to the military, veterans, retirees and their families through the casework cycle.  
Prerequisites: Introduction to SAF Case Management
SAF Case Management Systems - SAF Self-Service WBT – 3.5 hrs
Introduces the use of the SAF Case Management System through the SAF Self-Service web-based application. This course helps caseworkers understand the relationship between casework tasks and the case management tool you are using. Some of the things you will learn are how to create a new case, document the record, dispatch a case to the SAF Center, and run reports.
Prerequisites: Introduction to SAF Case Management

Safe and Well Linking Fundamentals WBT – 2 hrs
Provides an introduction to the tasks and responsibilities of Safe and Well Linking workers at a local response and a larger disaster relief operation. Safe and Well Linking workers help people within the disaster area notify their loved ones to inform them they are safe, help reconnect people separated by the disaster, and search for missing people within the disaster area who have serious health or mental health conditions.
Participants are required to take an assessment upon completion of the course and score at least an 80% to receive a certificate
Prerequisite: Disaster Services: An Overview (DSO)

Service Delivery Site Management ILT – 16 hrs
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.
Prerequisites: Disaster Services: An Overview (DSO), Disaster Frontline Supervisor, Disaster Frontline Supervisor Simulation

Serving People with Functional and Access Needs in Shelters WBT – 3 hrs
Designed to give participants an overview of functional and access needs, techniques for assisting people with functional and access needs and introduce related laws and guidelines.
Prerequisite: Disaster Services: An Overview (DSO)

Shelter Fundamentals WBT – 2.5 hrs or ILT – 4 hrs
Introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster. Referencing shelter checklists, participants will work on a case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing.
Prerequisite: Disaster Services: An Overview (DSO)

Shelter Fundamentals Exercise ILT – 5 hrs
Allows participants to practice the knowledge they gained in the Shelter Fundamentals course. It is a “hands on” skills-based exercise. Participants work in teams that rotate through four skills stations based on the four categories of shelter workers presented in the course: Dormitory, Registration, Information and Feeding.
Prerequisites: Disaster Services: An Overview (DSO), Shelter Fundamentals
Shelter Management

WBT – 2.5 hrs or ILT – 4 hrs

Introduces the roles, responsibilities and tasks of the shelter manager. This self-paced course engages participants with a disaster-related case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing. The Sheltering Handbook provides the guidance for Red Cross shelter operations and serves as the main resource for the course. A video of Red Cross shelter managers talking about their experiences is incorporated into the course.

Prerequisites: Disaster Services: An Overview (DSO), Shelter Fundamentals, Shelter Fundamentals Exercise, Disaster Frontline Supervisor, Disaster Frontline Supervisor Simulation

Staff Services and Staff Relations

WBT and CC

The following courses are taught by Staff Services:

- Disaster Workforce Administration: Deployment
- Disaster Workforce Administration: Initial Operations
- Disaster Workforce Administration: Profile Management
- DRO Member In-Processing
- Lodging I: An Overview
- Lodging Workshops
- Meals and Transportation
- Spontaneous Volunteer Background Check Process
- Staff Relations Case Development and Documentation
- Staff Relations Interview
- Staff Relations Issue Resolution
- Staff Relations Overview
- Staff Relations: Issue Resolution
- Staff Request Process
- Staff Services Structure
- Staff Services Web-Ex Workshops
- Staff Services: Managing Event-Based Volunteers in Volunteer Connection
- Staff Services: Operational Data Maintenance
- Staff Services: Reports
- Staff Services: Staff Requests
- Staff Wellness: Injury/Illness Documentation
- Workforce Administration Member In-Processing Workshop
- Workforce Administration Member Out-Processing Workshop

Prerequisite: Varies according to course
Veterans Affairs Training

The following courses are taught by Veterans Affairs:

- ARC 1295 SOP Training
- Food Handler Certificate
- Front Desk Orientation
- GTKE Mailing System Training
- HIPPA Law Overview
- Meals and Transportation
- MEPS (Military Entrance Processing Station) Training
- Orientation to CAPSS
- Patient Safety: Customer Service
- Proper Techniques of Wheelchairs: Body Mechanics When Pushing Wheelchairs
- SAF Overview
- Texas State Veterans Home Application Process & Orientation
- Veterans Affairs Voluntary Services (VAVS) Orientation

Prerequisite: Varies according to course
Section Four: Registering for Courses in the American Red Cross Learning Center (Saba Learning Management System)

The American Red Cross Learning Center is the Learning Management System (LMS) used to register for courses, complete online classes and is the record keeping system for your training transcript. Saba is the brand name of our LMS. You can log in to Saba LMS at: https://classes.redcross.org.

Your username and password are created for you a couple of days after you complete your volunteer application. Your username should be your email address and your initial password is Welcome1. The first time you log in, the system will prompt you to change your password.

If you want to get started taking training, you can go ahead and create your own user account by clicking the New User link in the top right corner of the screen shown above. Be sure to use your email address as your username so that we do not create a duplicate account for you.
To locate and register for a class, click the **Advanced Search** link.

![Advanced Search](image)

The example below illustrates how to search for a Psychological First Aid class within 25 miles of your zip code between the dates indicated. The word “All” in the **Course Format** field will search for classroom and web-based classes. The red fields must be filled in. The **Course Title** is optional.

![Course Search Example](image)

Click the **Search Learning Catalog** button to show the search results.

![Search Results](image)
Click the **Register** button to enroll in the course.

Be sure to click the **Place Order** button to complete the registration.

This screen confirms your registration is complete. To view your enrollments, click the **Go to My Enrollments** button.

After you enroll in an online course, you can immediately launch the course by clicking the **Launch Content** link under **Order Items**.
If you have previously registered for an online course, you can launch the class by clicking the **Launch** link on the **My Learning/My Enrollments** page.

You can also launch the class by clicking the **Launch Now** link on the **Homepage**. Click the link to begin your online course.
Troubleshooting online courses:

1. When launching an online course, you may see the following Security Warning pop-up. Be sure to click No. You want to view all content, not just the content that is delivered securely. If you click Yes, you will see a blank screen. This pop-up will normally appear only once in a session right after you log in to Saba.

2. If you do not see the Security Warning pop-up, your pop-up blocker may be turned on.
3. Using Google Chrome instead of Internet Explorer may solve some launching issues.
4. If you see a blank screen in Google Chrome, you should click the shield icon in the upper right-hand corner. In Internet Explorer, the icon is a square with an “x” in it.

5. When the drop-down appears, click Load unsafe script.

6. For some courses, you must have Adobe Reader and/or Adobe Flash Player installed.
7. For some courses, you must have Java enabled.
8. If you cannot see the Next button in the lower right-hand corner of a launched online course, your resolution settings in the operating system or the browser may be set incorrectly. This usually happens when the setting is set to “Large”. Refer to the operating system or browser instruction manual for the steps required to change settings.

You do not have to complete your online course during one session. You can bookmark your place and come back to complete the course later.
You can view the courses you have completed by clicking **My Transcript** under the **My Learning** tab. Check the contents of the **Completion Date after** field. The default is to only look back 90 days. You can see additional completed courses by entering an appropriate date.

The **Modify Table** link will allow you to change the display to include/exclude columns of information (E.g. Score, Grade).

---

**Important Saba Usage Notes:**

1. **Multiple Saba Profiles** - Please do not create multiple Saba user accounts (profiles). Volunteer Connection (VC) will display your Saba transcript, but it can do so only if you have one Saba account. Classes taken under other Saba profiles will not be displayed in VC and they are not seen by administrators reviewing previous training for promotions (E.g. “team member in training” to “team member”).
2. **“Forgot Your Password or Username?” link** – This link allows you to reset a forgotten password or retrieve your username, but not if there is more than one Saba profile with your email address. If you and someone else share an email address in Saba, email **VolunteerNTX@redcross.org** if you need to have your password reset.
3. **Changing your password** - If you wish to change your existing password, login to Saba and click **My Account** at the top of the page. Then click **Account Details**.
4. **Changing your username and/or email** - If you wish to change your username and/or email click the **My Profile** tab and then click **Edit Profile Snapshot**. This process also allows you to update your personal information.

   **Note:** It is recommended that your Saba username and email address be the same as your primary email address in Volunteer Connection. You can also use the same username in Saba and Volunteer Connection, so you don’t have to remember different usernames.

5. **Dropping a Class** - Use the **My Learning** tab on the Saba homepage if you need to drop a class. Choose **My Enrollments** from the menu.

This has been a brief overview of the functionality of The Learning Center. You should now be able to create a user account, search for courses, register for courses and complete online courses.

If you have any question about using The Learning Center or if you have technical issues, you can reach Regional Workforce Development at [http://ntxestraining.ntxregion.org](http://ntxestraining.ntxregion.org).
Section Five: Training Activities
Available through Volunteer Connection

Volunteer Connection (VC) is a web-based system that is used by the American Red Cross to record volunteer information such as addresses and phone numbers, emergency contacts, volunteer roles and positions within the Red Cross, and statistical information. Volunteers use VC to sign up for shifts, record their volunteer hours, apply for volunteer opportunities and keep up with their group’s activities. Enter the username and password you created when you completed your Red Cross volunteer application to log in to VC at:

https://volunteerconnection.redcross.org

This is the Volunteer Connection Login page. After you enter your username and password, click the Login button.

Related to training activities, volunteers can register for classes located in Saba directly through Volunteer Connection at the Red Cross University links under My Chapter. Click Class Schedule.
Clicking the title of the course will direct you to the exact class in Saba and allow you to register.

Some courses, such as Basic Food Safety and FEMA courses, are provided by external vendors. To access these courses, click the appropriate link under My Chapter / Red Cross University to register.
Volunteers can register for webinar courses offered under the **My Shifts** tab. To sign up for a virtual webinar class, click the **Register** button for the session you wish to attend.
You can view your Saba transcripts in Volunteer Connection. Under the My Profile tab, click Training History.

Your transcript copies from Saba into Volunteer Connection each night. That means that a course you complete today will show up in The Learning Center immediately. However, it will show up in your Volunteer Connection transcript by tomorrow morning.

If you have any question about using Volunteer Connection, you can reach Regional Workforce Development at http://ntxestraining.ntxregion.org.
Section Six: Appendices

Appendix 1: American Red Cross Training Locations in the NTX Region

Red Cross University- Regional Workforce Development

(469-628-8738) 4800 Harry Hines Blvd, Dallas. TX 75235  ntxestraining@ntxregion.org

*****************************************************************************

Abilene – (325.677.2622) 1610 N 2nd St., Abilene, TX 79601

Amarillo – (806.376.6309) 1800 S Harrison St., Amarillo, TX 79102

Borger – (806-273-6012) 614 Weatherly St., Borger, TX 79007

Corsicana – (903.874.4551) 701 W 2nd Ave., Corsicana, TX 75110

Dallas Area Charter – (214.678.4800) 4800 Harry Hines Blvd, Dallas, Texas 75235

Denison – (903.465.1330) 2527 FM 691, Denison, TX 75020

Fort Worth – (817.335.9137) 1515 S Sylvania Ave, Fort Worth, TX 76111

Greenville – (903.455.7932) 2500 Lee St. Greenville, TX 75401

Longview – (903.753.2091) 1604 E. Highway 31, Longview, TX 75604

Lubbock – (806.765.8534) 2201 19th St., Lubbock, TX 79401

Marshall – (903.935.3602) 1201 Louisiana St., Marshall, TX 75670

Pampa – (806.669.7121) 108 N Russell St. Pampa, TX 79065

Paris – (903.737.4390) 2673 N Main St. Ste F, Paris, TX 75460

Terrell – (972.563.1030) 1200 E Brin St. Bldg 537, Terrell, TX 75160

Texarkana – (903.793.5602) 821 Spruce St, Texarkana, TX 75501

Tyler – (903.581.7981) 320 E Rieck Rd., Tyler, TX 75711

Vernon – (940.552.2991) 1700 Wilbarger St Ste 22, Vernon, TX 76384

Weatherford – (817.341.4516) 1504 Mineral Wells Hwy Ste A, Weatherford TX 76086

Wichita Falls – (940.322.8686) 1809 5th St., Wichita Falls, TX 76301
## Appendix 2: Retired Courses and Replacements

<table>
<thead>
<tr>
<th>Retired Course</th>
<th>Date Retired</th>
<th>Replaced By</th>
<th>Method of Delivery</th>
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<td>11/2012</td>
<td>Collaborating Essentials</td>
<td>ILT</td>
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<tr>
<td>Disaster Assessment Basics</td>
<td>11/2013</td>
<td>Disaster Assessment Fundamentals</td>
<td>WBT, ILT</td>
</tr>
<tr>
<td>DROMIS Staffing</td>
<td>03/2013</td>
<td>Staff Services: ODM</td>
<td>ILT</td>
</tr>
<tr>
<td>Emergency Operations Center/Incident Command</td>
<td>10/2013</td>
<td>Government Operations Fundamentals</td>
<td>ILT</td>
</tr>
<tr>
<td>Foundations of Disaster Mental Health</td>
<td>11/2013</td>
<td>Disaster Mental Health Fundamentals</td>
<td>ILT</td>
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<tr>
<td>Fulfilling Our Mission</td>
<td>01/2011</td>
<td>Disaster Services: An Overview</td>
<td>ILT</td>
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<tr>
<td>Fundamentals of Public Affairs: Local Chapter</td>
<td>06/2012</td>
<td>Public Affairs Essentials</td>
<td>ILT</td>
</tr>
<tr>
<td>Introduction to Disaster Services</td>
<td>01/2011</td>
<td>Disaster Services: An Overview</td>
<td>ILT</td>
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<tr>
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<tr>
<td>Mass Care II</td>
<td>06/2013</td>
<td>DRO Evaluations</td>
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<td>Partner Agency Shelter Operations</td>
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<td>Shelter Fundamental Exercise</td>
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<td>07/2013</td>
<td>Staff Services: Event Based Volunteers</td>
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<td>Safe and Well Linking Fundamentals</td>
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<td>Serving People with Disabilities After Disaster</td>
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<td>Serving Functional and Access Needs</td>
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<td>WBT</td>
</tr>
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<td>Statistical and Cost Reporting</td>
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<td>Workforce Planning and Acquisition</td>
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<td>DROMIS</td>
<td>WBT</td>
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</tbody>
</table>
Appendix 3: Red Cross History, Mission, Fundamental Principles and Values

History
We mark the beginning of the Red Cross as 1859 when Henri Dunant, a Swiss entrepreneur in Italy, came upon a massive battlefield of wounded soldiers after the Battle of Solferino. Dunant recruited volunteers from the town to help him provide care for the soldiers. His work evolved into the International Red Cross and Red Crescent Movement. Dunant was also instrumental in the creation of the Geneva Conventions and Treaties which provide guidelines for acceptable actions and humanitarian care in times of armed conflict.

During the U.S. Civil War, the visionary leader Clara Barton formed a group that provided humanitarian care for soldiers on the battlefield. She also presented the Geneva Treaty to President Lincoln and founded the American National Red Cross in 1881. In 1905, the American National Red Cross received a Congressional Charter, making the Red Cross accountable but not funded by Congress.

Since its founding in 1881, the American Red Cross has been the nation's premier emergency response organization. As part of a worldwide movement that offers neutral humanitarian care to the victims of war, the American Red Cross distinguishes itself by also aiding victims of devastating natural disasters.

Mission Statement
The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Vision
The American Red Cross, through its strong network of volunteers, donors and partners is always there in times of need. We aspire to turn compassion into action so that…

…all people affected by disaster across the country and around the world receive care, shelter and hope;
…our communities are ready and prepared for disasters;
…everyone in our country has access to safe, lifesaving blood and blood products;
…all members of our armed services and their families find support and comfort whenever needed; and
…in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.
Fundamental Principles

- **Humanity** - We protect life and health and respect all people in an attempt to alleviate human suffering.
- **Impartiality** - We don’t discriminate in our assistance; we give help based on needs, not on nationality, race, religious beliefs, class or political opinions.
- **Neutrality** - We don’t take sides in hostilities or engage in controversies.
- **Independence** - National societies must maintain some level of independence from the governments of their countries. Governments by their very nature have political agendas, and a national society can’t remain neutral if it is a part of the government.
- **Voluntary Service** - We are not prompted by desire for any gain.
- **Unity** - There is only one national society in any country.
- **Universality** - All national societies are equal and share responsibility for helping worldwide.

Values

- **Compassionate**: We are dedicated to improving the lives of those we serve and to treating each other with care and respect.
- **Collaborative**: We work together as One Red Cross family, in partnership with other organizations and always embrace diversity and inclusiveness.
- **Creative**: We seek new ideas, are open to change and always look for better ways to serve those in need.
- **Credible**: We act with integrity, are transparent guardians of the public trust and honor our promises.
- **Committed**: We hold ourselves accountable for defining and meeting clear objectives, delivering on our mission and carefully stewarding our donor funds.
Appendix 4: Links to Courses Available Online in Saba

Bulk Distribution Fundamentals
CAS 2.0: An Introduction
CAS 2.0: Creating and Editing Cases
CAS 2.0: Issuing Assistance
CAS 2.0: Reviewing and Closing Cases
CAS Siebel and WEBI reports (2008)
CBRNE Ready Respond
Chapter Administrator Access to Instructor's Corner
Client Assistance Cards: Caseworkers
Disaster Action Team Fundamentals
Disaster Assessment Fundamentals
Disaster Mental Health: Introduction
Disaster Operations Control: Form 5266 Fundamentals
Disaster Services: An Overview (Online)
Diversity Sensitivity and Awareness eLearning
Feeding Fundamentals
HCMS Basics
Health Services Fundamentals - 1
Health Services Fundamentals - 2
Mass Care: An Overview
Partner Engagement Essentials
Process Essentials
Process Modeling Fundamentals
Public Affairs Essentials
Red Cross ReadyRN MOD1: Essentials of Disaster Planning
Red Cross ReadyRN MOD10: Restoring PH Under Disaster Conditions
Red Cross ReadyRN MOD11: Managing Emergencies Outside the Hospital
Red Cross ReadyRN MOD12: Management of Psychosocial Effects
Volunteer Connection: Intake Manager
Volunteer Connection: Managing Volunteer Profiles
Volunteer Connection: Opportunity Queue
Volunteer Connection: Position Manager
Volunteer Connection: Shift Tool Manager
Volunteer Connection: Site Content Management
Webi Report Consumer
### Appendix 5: American Red Cross Abbreviations and ARCronyms

- AABB - American Association of Blood Banks
- AACR - Animal-Assisted Crisis Response
- AAR - After Action Report
- ABC - Airway, Breathing, and Circulation; American Baptist Churches; America’s Blood Centers
- ABO - A-B-O blood groups
- AC - Administrative Coordinator
- ACFASP - Advisory Council on First Aid, Aquatics, Safety and Preparedness
- ACFS - Annual Chapter Financial Statement
- ACQ - Acquisition
- ACS - Alternate Care Site; Adventist Community Services
- ACT - Assertive Community Treatment Teams; Activated Clotting Time
- ADA - Americans with Disabilities Act of 1990
- ADD - Attention-deficit Disorder
- ADGP - Annual Disaster Giving Program
- ADHD - Attention-deficit/Hyperactivity Disorder
- ADL - Activities of Daily Living; Advanced Distributed Learning; Adverse Determination Letter
- ADS - Archival Document System
- ADU - Automated Data Upload
- AED - Automated External Defibrillator
- AFES - Armed Forces Emergency Services
- AIDS - Acquired Immune Deficiency Syndrome
- AIRS - Alliance of Information and Referral Systems, 211
- ALS - Amyotrophic Lateral Sclerosis (Lou Gehrig's Disease)
- AMURT - Ananda Marga Universal Relief Team
- ANCC - American Nurses Credentialing Center
- AP - Authorized Provider; Analysis and Planning; Action Program
- APAT - Advance Public Affairs Team
- APHIS - Animal and Plant Health Inspection Service
- APTT - Activated Partial Thromboplastin Time
- ARC - American Red Cross
- ARCVLSC - American Red Cross Volunteer Life Saving Corps
- ARC1 - Legal pad; a substitute for any form
- ARC1295 - Service to the Armed Forces Manual
- ARC3079-1 - Mass Casualty Disasters Fact Sheet
- ARC4496 - Standards for Selecting Hurricane Evacuation Shelters
- ARES - Amateur Radio Emergency Services
- ARF - Action Request Form
- ARI - Acute Respiratory Infection
- ARRL - American Radio Relay League
- AS - Additive Solution; Adenine Saline
- ASAP - As Soon as Possible
- ASCE - American Society of Civil Engineers
- ASL - American Sign Language
- ASM - Assistant Station Manager
- ATA - Actual Time of Arrival
- ATD - Actual Time of Departure
- ATLAS - Alliance for Technology Linking All Services
- ATO - Additional Time Off
- AV - Atrioventricular Node
- AWB - Air Way Bill
- BAT - Basic Aid Training
- BB - Black baud
- BBP - Blood borne Pathogen
- BBT - Basal Body Temperature
- BCC - Behavior Change Communications
- BCLC - Business Civic Leadership Center
- BD - Bulk Distribution
- BDC - Blood Drive Coordinator
- BDR - Blood Donation Record
- BDSU - Bulk Distribution Support Unit
- BEIS - Biomedical Enterprise Information Systems
- BHQ - Biomedical Services Headquarters
- BiTS - Biomedical Integrated Training System
- BLS - Basic Life Support
- B-NICE - Biological, Nuclear, Incendiary, Chemical, Explosive
- BOG - Board of Governors
- BOO - Base of Operations
- BP - Blood Pressure
- BPO - Blanket Purchase Order
- BPS - Best Practices System
- BRACES - Building Resilient African Communities
- BRCR - Be Red Cross Ready
- BRE - Business Reply Envelope
- BRL - Biomedical Regulatory Hotline
- BRM - Business Reply Mail
- BSD - Blood Services Directive
- BSI - Body Substance Isolation
- BSL - Blood Services Letter
- BSOC - Biomedical Service Operations Center
- BVM - Bag-valve-mask Resuscitator
- CAC - Client Assistance Card
- CAM - Cost Analysis Model
- CAN - Coordinated Assistance Network
- CAPSS - Customer and Partner Satisfaction Survey; Customer and Partners Survey System
- CART - Communication Access Real-time Translation
- CAS - Client Assistance System
- CBC - Community Blood Center; Complete Blood Count
- CBFCU - Clara Barton Federal Credit Union
- CBO - Community Based Organization; Chapter Board Orientation
- CBRNE - Chemical, Biological, Radiological, Nuclear, or Explosive
- CBS - Choice-Based Services
- CBU - Customer Business Unit
- CBW - Chemical and Biological Warfare; Capacity Building Workbook
- CC - Client Casework; Coordinating Chapter
- CCE - Community Chapter Executive
- CCI - Chapter Chair Institute; Corrected Count Increment
- CCL - Concern Connection Line
- CDAP - Chapter Donor Acquisition Program
- CDC - Centers for Disease Control and Prevention
- CDE - Community Disaster Education
- CDM - Chapter Upload Process
- CDO - Chapter Development Officer
- CDR - Christian Disaster Response
- CDRC - Conference Disaster Response Coordinator
- CDREE - Chapter Disaster Readiness Exercise and Evaluation
- CDRM - Crisis, Disaster and Risk Management
- CDRP - Consolidated Direct Response Program
- CDS - Children’s Disaster Services
- CDT - Central Daylight Time
- CDV - Coordinator of Disaster Volunteers
- CECC - Center of Excellence for Corporate Compliance
- CEESD - Collaborating to Ensure Effective Service Delivery
- CEI - Chapter Executive Institute
- CEMA - Chatham Emergency Management Agency
- CEMP - Comprehensive Emergency Management Plan
- CER - Claim Experience Report
- CERT - Community Emergency Response Team
- CFC - Combined Federal Campaign
- CFR - Case-Fatality Rates; Code of Federal Regulations
- CFRE - Certified Fund Raising Executive
- CFS - Consolidated Financial System
- CGMP - Current Good Manufacturing Processes
- CGY - Centigray
- CH - Chief
- CHE - Complex Humanitarian Emergency
- CHERS - Chapter Enrollment Reporting System; Chapter Environment Resources System
- CHN - Community Health Nurse
- CHLIA - Chemiluminescent Immunoassay
- CHW - Community Health Worker
- CI - Confidence Interval
- CIIPA - Confidential Information and Intellectual Property Agreement
- CIP - Compliance Improvement Program
- CL - Client
- CLC - Creating Leadership Connections; Corporate Lodging Card
-CLS - Individual Client Services
- CMC - Case Management Center
- CMIST - Communication, Maintaining Health, Independence, Services, Support, Self-Determination, and Transportation
- CMS - Consumable Medical Supplies; Content Management System; Contact Management System
- CMV - Cytomegalovirus
- CNA - Certified Nurse Assistant -
- CNCS - Corporation for National and Community Services
- CNS - Central Nervous System
- COA - Chapter Operation Administration
• COB - Close of Business; Church of the Brethren
• COBRA - Consolidated Omnibus Budget Reconciliation Act
• COE - Center of Expertise
• COI - Circular of Information
• CONUS - Continental United States
• COOP - Continuity of Operations Plan
• COP - Common Operating Picture
• COPD - Chronic Obstructive Pulmonary Disease
• CORES - Contract Organization and Retrieval System
• COV - Chairman of Volunteers
• CP - Community Program; Cerebral Palsy
• CPD - Citrate-Phosphate-Dextrose
• CPDA - Citrate-Phosphate-Dextrose-Adenine
• CP2D - Citrate-Phosphate-Dextrose-Dextrose
• CPR - Cardiopulmonary Resuscitation
• CPS - Community Partnerships; Chapter Performance Standards
• CPUC - Cost Per Unit Collected
• CRA - Cruz Roja Americana
• CRB - Creative Review Board
• CRM - Customer Relationship Management
• CRT - Critical Response Team
• CRRTT - Capacity, Readiness, and Response Training Team
• CRV - Communication Response Vehicle
• CRWRC - Christian Reformed World Relief Committee
• CSDU - Certified Service Delivery Unit
• CSS - Collections Scheduling System
• CTAT - Casually Travel Assistance Program
• CTRD - Cost To Raise a Dollar
• CWS - Church World Service
• CWT - Carlson Wagonlit Travel
• DA - Disaster Assessment
• DAC - Disaster Application Center
• DAM - Digital Asset Manager
• DARE - Disaster Administration Report of Expenses
• DART - Disaster Assistance Response Team
• DAT - Disaster Action Team
• DCS - Disaster Cycle Services
• DCSC - Donor & Client Support Centers
• DDA - Detailed Damage Assessment; Debit Authorization Agreement
• DDCOE - Donor Data Center of Expertise
• DDD - Division Disaster Director
• DDE - Division Disaster Executive
• DDO - Disaster Duty Officer
• DDR, Deferred Donor Registry
• DDRO - Director of Disaster Relief Operation
• DDS - Document Distribution System
• DDSRD - Division Disaster State Relations Director
• DDT - Division Disaster Team
• DEA - Digital Engagement Associate
• DEST - Domestic Emergency Support Team
• DEU - Donor Enterprise Unit
• DFC - Disaster Field Chapter
• DFCS - Division of Family and Children Services
• DFO - Disaster Field Office
• DFRAP - Disaster Fundraising Action Plan
• DFS - Disaster Frontline Supervisor
• DFSC - Disaster Field Supply Center
• DFVP - Divisional Fundraising Vice President
• D-GRAM - Emergency Direct Mail Piece
• DHHS - Department of Health and Human Services
• DHS - Disaster Health Service; Department of Homeland Security
• DIC - Disseminated Intravascular Coagulation
• DigiDOC - Digital Operations Center
• DIR - Director
• DIST - Disaster Instructor Specialty Training
• DLAG - Diversity Leadership Advisory Group
• DLC - Disaster Logistics Center
• DLTA - Discretionary Long Term Allocation
• DM - Disaster Management; Diabetes Mellitus
• DMAT - Disaster Medical Assistance Teams
• DMC - Disaster Computer Maintenance Center; Disaster Management Committee
• DME - Durable Medical Equipment
• DMHS - Disaster Mental Health Services
• DMIS - Donor Management Information System; Disaster Management Information System
• DMORT - Disaster Mortuary Operational Response Team
• DMS - Disaster Mental Services
• DMT - Disaster Management Training
• DO - Disbursing Order
• DOB - Duplication of Benefits; Date of Birth
• DOC - Disaster Operations Center
• DOCC - Disaster Operations Control Center
- ETE - Estimated Time En Route
- EUS - End User Support
- EWI - Emergency Welfare Inquiry
- EWS - Early Warning System
- FAC - Facilities Management; Family Assistance Center
- FACT - First Aid for Children Today; Field Assessment and Coordination Teams
- FANS - Functional and Access Needs in Shelters
- FAQ - Frequently Asked Questions
- FAST - Field Assessment Team; First Action Station Team; Face, Arms, Speech, Time; First Aid Station Team; First Aid Services Team
- FBCO - Faith-based and Community Organizations
- FCC - Functional Cost Codes; Functional Cost Center
- FCDOM - Fundamentals of Chapter Disaster Operations Management
- FCFS - First Come, First Served
- FCO - Federal Coordinating Officer
- FCPA - Foreign Corrupt Practices Act
- FDA - Food and Drug Administration
- FDRT - Finance Disaster Response Team
- FDS - Friends Disaster Service
- FEFO - First Expiry, First Out
- FEIN - Federal Employer Identification Number
- FEMA - Federal Emergency Management Agency
- FF - Feeding
- FFP - Fresh Frozen Plasma
- FFRC - Friends and Family Reception Center
- FFW - Food for Work
- FHA - Fair Housing Act
- FIF - Fundamentals of Instruction and Facilitation
- FIFO - First in, first out
- FIN - Finance
- FIND - Figure out the problem, Identify possible solutions, Name pros and cons, Determine the best solution
- FIPS - Federal Information Processing Standards
- FIRM - Flood Insurance Rate Map
- FIRST - Frontline Immediate Response Shelter Team
- FIT - Fundamentals of Instructor Training
- FLSA - Fair Labor Standards Act
- FLM - Field Leadership Meeting
- FMD - Field Marketing Directions
- FML - Family Medical Leave
- FMPP - Financial Manual of Policy and Procedures
- FNR - Fund Raiser
- FNHR - Febrile Nonhemolytic Reaction
- FNS - Functional Needs Shelter
- FNSS - Functional Needs Support Services
- FOA - Field Office Assistant
- FOC - Field Office Coordinator
- FOCAIS - Field Operations Consolidated Information System
- FP - Frozen Plasma
- FP24 - Plasma frozen within 24 hours of phlebotomy
- FR - Fund Raising
- FRN-OCRA - Funds Raised for National Online Chapter Reporting Application
- FROST - Field Remote Operations Support Team
- FS - Family Service
- FSC - Food Security Cluster; Field Service Chairman
- FSM - Field Service Manager
- FT - Full Time
- FTE - Full Time Equivalent; Full Time Employee
- FTP - File Transfer Protocol
- FURP - Field Unit Reporting Portal
- FWI - Family Well-Being Inquiry
- GAAP - Generally Accepted Accounting Principles
- GADL - Georgia Driver's License
- GAP - Group/Activity/Position
- GDPC - Global Disaster Preparedness Center
- GEMA - Georgia Emergency Management Agency
- GETS - Government Emergency Telecommunications Service
- GFS - Global Forecasting System
- GIS - Geographic Information System Maps
- GL - General Ledger
- GLS - Global Logistics Services
- GMT - Greenwich Mean Time
- GNIS - Geographic Names Information System
- GOV - Government
• GSD - General Services Division; General Supply Division
• GVHD - Graft-vs.-host Disease
• GY - Gray
• H&S - Health and Safety
• HA - Humanitarian Assistance
• HAINES - High Arm IN Endangered Spine
• HAZMAT - Hazardous Materials
• HAV - Hepatitis A Virus
• HB - Hemoglobin
• HBC - Hepatitis B Core
• HBS - Hemoglobin S
• HBSAG - Hepatitis B Surface Antigen
• HBV - Hepatitis B Virus
• HC - Hub Chairman
• Hct - Hematocrit
• HCV - Hepatitis C Virus
• HDFN - Hemolytic Disease of the Fetus and Newborn
• HEICS - Emergency Incident Command System
• HES - Hurricane Evaluation Study
• HF - High Frequency
• HGB - Hemoglobin
• HHS - Health and Human Services
• HINIVUU - Humanity, Impartiality, Neutrality, Independence, Voluntary, Universality, Unity
• HIPAA - Health Insurance Portability and Accountability Act
• HIT - Health Information Team
• HITT - Heparin-induced Thrombocytopenia and Thrombosis
• HIV - Human Immunodeficiency Virus
• HLA - Human Leukocyte Antigen
• HLT - Integrated Care Team
• HLT - Hematopoietic Progenitor Cell
• HM - Hub Manager
• HPA - Human Platelet Antigen
• HPC - Hematopoietic Progenitor Cell
• HQ - Headquarters
• HR - Human Resources
• HRP - Hurricane Recovery Program
• HRPPM - Human Resources Policy and Procedure Manual
• HS - Health Services
• HSN - Homeland Security Information Network
• HSO - Humanitarian Services Operations
• HSOC - Homeland Security Operations Center
• HSPMO - Humanitarian Services Program Management Office

• HSRW - Health Services Response Workshop
• HSS - Health and Safety Services
• HSSAT - Health and Safety Services Administrator Training
• HVA - Hazard Vulnerability Assessment
• HVAC - Heating, Ventilation, and Air Conditioning
• IA - Items of Assistance
• IAA - Inter Agency Agreement
• IAEM - International Association of Emergency Managers
• IAJVJS - International Association of Jewish Vocational Services
• IAP - Incident Action Plan; Individual Assistance Provider
• IC - Incident Commander
• ICD - International Classification of Diseases
• ICE - Investigations, Compliance and Ethics; In Case of Emergency
• ICP - Incident Command Post
• ICP2 - Indicators of Chapter Performance and Potential
• ICRC - International Committee of the Red Cross
• ICS - Incident Command System; Invoice Conversion Services
• ICT - Integrated Care Team
• ICU - Intensive Care Unit
• ICVA - International Council of Voluntary Agencies
• ID - Information Dissemination
• IDA - Individual Damage Assessment
• IDLH - Immediately Dangerous to Life and Health
• IDP - Internally Displaced Person; Individual Development Plan
• IDU - Intravenous Drug User
• IDWI - International Disaster Welfare Inquiry
• IEMS - Integrated Emergency Management System
• IFRC - International Federation of Red Cross and Red Crescent Societies
• IGO - Inter-Governmental Organization
• IHL - International Humanitarian Law
• IKD - In-Kind Donations
• ILT - Instructor-led Training
• IM - Instructor’s Manual
• IMOIHO - In Memory Of / In Honor Of
• IMS - Information Management Support Services
INR - International Normalized Ratio
INV - Invoice
IP - Information and Planning
IR - Invoice Review; Invoice Reconciliation
IRFF - International Relief Friendship Foundation
IRL - Immunohematology Reference Laboratory; Incident Response Leader
IRUSA - Islamic Relief USA
IS - Information Services
IT - Information Technology; Integrated Technology; Instructor Training
IVIG - Intravenous Immune Globulin
JFO - Joint Field Office
JFSOC - Joint Family Support Operations Center
JIC - Joint Information Center
JOC - Joint Operations Center
JP - Jefferson Park
KAP - Knowledge, Attitude, and Practice
LCIA - Local Chapter Integration Agreement
LCR - Community Relations Liaison
LCV - Local Community Volunteers
LDR - Lutheran Disaster Response
LDS - Church of Jesus Christ of Latter Day Saints
LDV - Local Disaster Volunteer
LEAD - Leadership Education and Development Program
LEP - Limited English Proficiency
LEPC - Local Emergency Planning Committee
LFA - Lead Federal Agency
LG - Government Liaison / Operations
LIFO - Last in, first out
LIRV - Logistics Initial Response Vehicle
LL - Labor
LLV - Landlord Verification
LMS - Learning Management System
LOA - Letter of Agreement
LOC - Level of Consciousness
LOE - Level of Evidence
LOG - Logistics
LOP - Local Operating Procedure
LOS - Lines of Service
LOU - Limited Official Use
LPM - Liters per Minute
LPN - Licensed Practical Nurse
LR - Leukocyte Reduction
LRBC - Leukoreduced Red Blood Cells
LRR - Leadership Readiness Requirements
LSAP - Life, Safety and Asset Protection
LSCO - Local School Community Organization
LTC - Long-term Care
LTP - Licensed Training Provider
LTRC - Long Term Recovery Committee
LVA - Voluntary Agencies Liaison
LVN - Licensed Vocational Nurse
M - Thousand
M&E - Monitoring and Evaluation
MAC - Mission Assignment Coordinator
MACAT - Mass Care Administration Support
MACS - Manufacturing and Computer Standardization
MAP - Merit Award Process
MAPP - Manual of Administrative Policies and Procedures
MARC - Multi-Agency Response Center
MARS - Motivation, Association, Repetition, and Use of the Senses
MASRU - Military Aid Society Referral Unit
MC - Mass Care
MCD - Mass Casualty Disaster
MCI - Mass Casualty Incident
MCM - Mass Casualty Management
MCOV - Mobile Communications Office Vehicle
MCS - Mobile Collection System
MD - Multi-Site Director; Muscular Dystrophy
MDA - Maximum Daily Allowance; Magen David Adom
MDS - Mennonite Disaster Service
MH - Mobile Home; Mental Health
MHS - Mental Health Services
MLF - Minimum Level of Fitness
MMF - Major Marketing Fundraising
MMI - Meals, Mileage and Incidentals
MN - Manager
MOU - Memorandum of Understanding
MRB - Material Review Board
MRE - Meal Ready to Eat
MS - Multiple Sclerosis
MSDS - Material Safety Data Sheet
MSS - Material Support Services (Logistics)
MT - Mobile Technician
MTF - More to Follow; Military Treatment Facility
MUA - Mobile Unit Assistant
NAB - National Association of Broadcasters
NAC - Neighborhood Assistance Center, NEHC
NAIT - Neonatal Alloimmune Thrombocytopenia
- NAN - National Account Network
- NAT - Nurse Assistant Training; Nucleic Acid Testing
- NAWAS - National Warning System
- NBCS - National Blood Computer System
- NCCC - National Computer System Community Corps; National Civilian Community Corps
- NCIB - National Charities Info Bureau
- NCOA - National Change of Address
- NCP - National Contingency Plan
- NCPP - National Center for Disaster Preparedness
- NDA - Nondisclosure Agreement
- NDAC - National Diversity Advisory Council
- NDIS - National Disaster Information System
- NDMS - National Disaster Medical System
- NDRP - National Disaster Reimbursement Program
- NEHC - Neighborhood Emergency Help Center, NAC
- NEMA - National Emergency Managers Association
- NERT - National Emergency Response Team
- NEVO - New Employee and Volunteer Orientation
- NFO - National Fleet Operation
- NGHA - Non-Governmental Humanitarian Agency
- NGO - Non-Governmental Organization
- NHC - National Hurricane Center
- NHS - National Hurricane Center
- NHQ - National Headquarters
- NIMS - National Incident Management System
- NNC - National Nursing Committee
- NOAA - National Oceanic and Atmospheric Association
- NPB - National Philanthropic Board
- NPM - National Preparedness Month
- NPRC - AmeriCorps National Preparedness & Response Corps
- NRF - National Response Framework
- NRP - National Response Plan
- NS - National Society
- NSC - National Safety Council
- NSS - National Shelter System
- NSSE - National Special Security Event
- NTL - National Testing Laboratory
- NVOAD - National Voluntary Organizations Active in Disaster
- NWS - National Weather Service
- OCD - Obsessive-compulsive Disorder
- OCONUS - Outside Continental United States (Overseas)
- ODM - Operations Data Management
- OES - Office of Emergency Services
- OFAC - Office of Foreign Assets Control
- OGC - Office of General Counsel
- OI - Opportunistic Infection
- OJT - On the Job Training
- OM - Operations Management
- ONA - Other Needs Assistance
- ONCOV - Office of the National Chair of Volunteers
- ORB - Online Resource Book
- OS - Organization Support
- OSC - On-Scene Coordinator
- OSE - Outside Envelope
- OSHA - Occupational Safety and Health Administration
- OT - Operational Training
- OUC - Official Use Only
- P902A - All Disaster Help Is Free
- P926 - Sign Strips
- P928 - Disaster Relief with Blank Block
- P949 - Utility Pole ID
- P950 - Disaster Directional Arrows
- PA - Public Affairs; Physician’s Assistant
- PAS - Personal Assistive Services
- PASSA - Participatory Approach for Safe Shelter Awareness
- PCC - Poison Control Center
- PCI - Protected Critical Infrastructure Information
- PCR - Polymerase Chain Reaction
- PCT - Patient Care Technician
- PD - Position Description
- PDA - Preliminary Damage Assessment
- PDP - Performance Development Process; Personal Development Plan
- PEER CADRE - Program for Enhancement of Emergency Response / Community Action for Disaster Response
- PFA - Psychological First Aid
- PFD - Personal Flotation Device
- PH - Public Health
- PHAST - Participatory Hygiene and Sanitation Transformation
- PHC - Primary Health Care
- PHE - Public Health Emergency
• PHH - Fleet Management Credit Card
• PHN - Public Health Nurse
• PHSS - Preparedness, Health and Safety Services
• PIO - Public Information Officer
• PIOCS - Providing Information and Other Client Services
• PKEMRA - Post-Katrina Emergency Management Reform Act
• PLHIV - People Living With HIV
• PM - Performance Matters; Program Manager
• PMO - Project Management Office
• PMP - Prevention, Mitigation, and Preparedness
• PO - Purchase Order
• POA - Portfolio Opportunity Assessment
• POC - Point of Contact
• POD - Point of Distribution; Point of Dispensing
• POV - Privately Owned Vehicle
• PPE - Personal Protective Equipment
• PPT - PowerPoint
• PR - Purchase Requisition
• PRO - Procurement
• PRSA - Public Relations Society of America
• PS - Partner Services
• PSA - Public Service Advertising; Public Service Announcement
• PSC - Program Service Code
• PSI - Pounds per Square Inch
• PSS - Physical Skill Set
• PSTN - Public Switched Telephone Network
• PT - Prothrombin Time; Part Time
• PTCT - Parent to Child Transmission
• PTO - Paid Time Off
• PTOC - Part Time On-Call Instructor
• PTP - Post-transfusion Purpura
• P2P - Procure-To-Pay
• PTSD - Post-Traumatic Stress Disorder
• PZ - Precautionary Zone
• QA - Quality Assurance
• QABPO - Quality Assurance Blood and Plasma Operations
• QARA - Quality Assurance / Regulatory Affairs
• QNS - Quantity Not Sufficient
• QRA - Quality and Regulatory Affairs
• QRG - Quick Reference Guide
• QRM - Quick Reference Manual
• QRT - Quick Response Team
• RA - Rehabilitation Act of 1973
• RACES - Radio Amateur Civil Emergency Services
• RAE/CRE - Reply Envelope
• RAP - Rapid Assessment Process
• RBC - Red Blood Cell
• RC - Restricted Confidential; Receipt/Receiving; Regional Chairman
• RCB - Release Control Board
• RCCO - Red Cross Coordinating Officer
• RCE - Regional Chapter Executive
• RCM - RT Communications
• RCO - RT Computer Operations; redcross.org
• RCP - Resuscitación Cardio-Pulmonary
• RC/RC - Red Cross / Red Crescent
• RCS - RT Customer Service
• RDC - Remote Chapter Executive; Remote Deposit Capture
• RDPO - Regional Chief Disaster Program Officer
• RE - Raiser’s Edge
• REACT - Radio Emergency Associated Communications Team
• REAP - Radio Emergency Associated Approval Process
• RED - Retain Episodic Donors
• REFAM - Real Estate and Fixed Asset Management
• REO - Regional Executive Officer
• RFL - Restoring Family Links
• RFP - Request for Proposal
• Rh - Rh factor
• RHA - Rapid Health Assessment
• RIBA - Recombinant Immunoblot Assay
• RICE - Rest, Immobilize, Cold, Elevate; Response, Investigations, Compliance & Ethics
• RID - Recognize, Intrusion, Distraction
• RISE - Recruitment Integration and Systems Excellence
• RMT - Regional Management Team
• RN; Registered Nurse
• RNT - RT Networking
• ROC - Regional Operations Center
• ROMMR - Regional Operations Monthly Management Report
• ROSC - Return of Spontaneous Circulation
• ROW - Right of Way
• RPA - Response, Planning and Assistance
• RPR - Rapid Plasma Reagin
• RR - Relative Risk
• RRCC - Regional Response Coordination Center
• RRT - Rapid Response Team; Regional Response Team
• RSMO - Regularly Scheduled Mobile Operation
• RSS - Really Simple Syndication
• RWI - Recreational Water Illnesses
• RWTC - Ready When the Time Comes
• SA - Service Associate
• SABA - Learning Management System (LMS)
• SABC - Suction, Airway, Breathing, and Circulation
• SAF - Services to the Armed Forces
• SAMPLE - Signs and symptoms, Allergies, Medications, past pertinent medical history, last oral intake, events leading up to the incident.
• SAR - Search and Rescue
• SARC - Syrian Arab Red Cross
• SAS - Shared Administrative Services
• SAW - Salary Adjustment Worksheet
• SBC - Southern Baptist Convention
• SBDR - Southern Baptist Disaster Relief
• SCA - Sudden Cardiac Arrest
• SCC - State Coordinating Chapter
• SCD - Sickle Cell Disease
• SCI - Spinal Cord Injuries
• SCO - State Coordinating Officer
• SCORM - Sharable Content Object Reference Model
• SCREM - Supply Chain and Real Estate Management
• SCU - Self-contained Unit
• SD - Site Director
• SDA - Service Delivery Area; Seventh Day Adventist
• SDP - Service Delivery Plan
• SDS - Service Delivery Site
• SD21 - Service Delivery for the Twenty-first Century
• SEO - Search Engine Optimization
• SEPD - Supply or Equipment Problem or Deficiency
• SERV - Supply Emergency Response Vehicle
• SFD - Single Family Dwelling
• SFHA - Special Flood Hazard Area
• SFI - Strategic Fundraising Initiative
• SH - Sheltering
• SI - Sensitive Information
• SIP - Select Investment Program; Shelter in Place
• SLC - State Lead Chapter
• SLOSH - Sea, Lake, and Overland Surges from Hurricanes
• SM - Staff Support; Station Manager
• SME - Subject Matter Expert
• SMI - Serious Mental Illness
• SO - Service Only Case
• SOAP - Strategic Opportunity Assessment Project;
• Subjective, Objective, Assessment, and Plan
• SOE - Standards of Excellence
• SOI - Statement of Intent
• SOP - Standard Operating Procedure;
• Standards of Performance
• SORCE - Select One Red Cross Endowment Fund
• SOU - Statement of Understanding
• SOX - Sarbanes-Oxley Act of 2002
• SPD - Summary Plan Description
• SPF - Sun Protection Factor
• SPG - Special Projects Grants
• SPLASH - Special Program to List Amplitudes of Surges from Hurricanes
• SPM - Senior Program Manager
• SPS - Staff Planning and Support
• SQUIPP - Safety, Quality, Identity, Purity, Potency
• SR - Staff Relations
• SRE - Stamped Reply Envelope
• SRMS - Shelter Readiness Management System
• SRP - September 11 Recovery Program; Shelter Readiness Program
• SRT - Spiritual Care Response Team
• SRV - Supply Emergency Response Vehicle
• SS - Staff Services
• SSC - Shared Services Center; State Service Council
• SSDA - State Service Delivery Area (“Gap Area”)
• SSI - School Safety Initiative; Sensitive Security Information
• SST - Sport Safety Training
• STA - Standardized Assistance
• STAART - Strategy through Applied Analytics and Research
• STAT - Immediately
• SUP - Supply
• SV - Supervisor
• SW - Staff Health Services, Staff Wellness
• SWIFT - Safe and Well Information Field Team
- SWL - Safe and Well Linking
- TA - Travel Authority; Team Approach; Transfusion-Associated
- TACO - Transfusion-Associated Circulatory Overload
- TARF - Triage and Referral Center
- T&M - Travel and Maintenance
- TBA - To Be Announced
- TBD - To Be Determined
- TBI - Traumatic Brain Injury
- TD - Tropical Depression
- TDD - Telecommunication Device for the Deaf
- TEG - Thromboelastography
- TH - Temporary (Disaster) Housing
- 3CS - Call, Contact, Capture System
- TI - Temporarily Inactive
- TLD - Training and Leadership Development
- TMA - Transcription Mediated Amplification
- TMI - Too Much Information
- TMRG - Team Member Resource Groups
- TO - Table of Organization
- TPFDL - Time-Based Field Deployment List
- TPR - Temperature, Pulse, Respirations
- TR - Training
- TRA - Transportation Management
- TRALI - Transfusion-related Acute Lung Injury
- TRN - Training
- TRP - Tsunami Recovery Program
- TS - Tropical Storm
- TSA - The Salvation Army; Transportation Safety Administration
- TSC - Training Support Center
- TSE - Transmissible Spongiform Encephalopathies
- TSP - Telecommunications Service Priority
- TSS - Transaction Support Specialist
- TTD - Transfusion Transmitted Disease
- TTP - Thrombotic Thrombocytopenic Purpura
- TTY - Teletypewriter
- TTYS - Teletypewriter Service
- TWP - Together We Prepare
- UAC - Unaccompanied Children
- UC - Unified Command
- UCC - United Church of Christ
- UCF - Universal Communications Format
- UFN - Until Further Notice
- UFR - Un-Funded Requirement
- U/LES - Unclassified/Law Enforcement Sensitive
- UMCOR - United Methodist Committee on Relief
- UMVIM - United Methodist Volunteers in Mission
- UOM - Unit of Measure
- USAR - Urban Search and Rescue
- USG - United States Government
- USP - United States Pharmacopeia
- UTC - Coordinated Universal Time
- VAI - Volunteer Administrative Institute
- VAL - Voluntary Agency Liaison
- VAVS - Veterans Affairs Volunteer Services
- VC - Volunteer Consultants
- VCA - Vulnerability and Capacity Assessment
- VCDJ - Variant Creutzfeldt- Jakob disease
- V-FIB - Ventricular Fibrillation
- VIN - Vehicle Identification Number
- VISTA - Volunteers in Service to America
- VITA - Volunteers in Technical Assistance
- VMS - Volunteer Management System
- VOA - Volunteers of America
- VOAD - Voluntary Organizations Active in Disaster
- VOL - Volunteer Staff
- VOLAG - Volunteer Organization Liaison Agency
- VP - Vice President
- V-TACH - Ventricular Tachycardia
- VWD - Von Willebrand disease
- WBD - Whole Blood-derived
- WBT - Web-based Training
- W/C - Wheelchair
- WDR - World Disaster Report
- WHS - Warehousing and Supply
- WI - Welfare Information
- WIB - Welfare Information Bulletin
- WIC - Worker-in-Charge; Women, Infants, and Children
- WMD - Weapons of Mass Destruction
- WMT - Weapons of Mass Terrorism
- WNV - West Nile Virus
- WONIG - Where Our Need Is Greatest
- WPA - Workforce Planning and Acquisition
- WR - World Renew
- WRCT - Water Rescue Competency Test
- WSI - Water Safety Instructor
- W2W - When to Work
- WYMK - What You Must Know
- YPM - Yield per Thousand