



**American Red Cross**

Greater Los Angeles

Emergency and Disaster Response  
11355 Ohio Avenue  
Los Angeles, CA 90025  
Phone: (310) 445-9900  
Fax: (310) 445-9961  
After Hours: (888) 737-4306  
[www.RedCrossLA.org](http://www.RedCrossLA.org)

## Training Guide

**Group: Individual Client Services (CLS)**  
**Activity: Disaster Health Services (HS)**

**Record for \_\_\_\_\_ DSHR # \_\_\_\_\_**

**Definition:** Assistance to meet disaster caused emergency health needs such as medications, medical equipment, treatment, and health recovery information. All Health Services personnel must have a current license or certificate in their field. *Individuals from only the following disciplines may be recruited to serve in the Health Services activity with a current license in the state they currently practice: MD, DO, RN, LPN, LVN, EMT, PA, and Paramedics.*

### Position: Service Associate (SA)

Required Classes	Completed On	Participation	Completed On
Fulfilling Our Mission 3 Hours			
CPR/AED for the Professional Rescuer (AHA accepted) 8 Hours			
Health Services Response Workshop 5.25 Hours			
Client Casework: Providing Emergency Assistance 9 hours			
Client Assistance Cards: Caseworkers 2 Hours			
Mass Care Overview 3 Hours			

***Service Associate to Supervisor promotions approved by Chapter DSHR review panel***

### Position: Supervisor (SV)

Required Classes	Completed On	Participation	Completed On
Disaster Frontline Supervisor 3.5 Hours			
Disaster Frontline Supervisor Simulation			



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3.5 Hours			
Serving People with Disabilities Following a Disaster 8.75 Hours			
Psychological First Aid 4 Hours			
Shelter Operations 3 Hours			
Shelter Simulation 3.5 Hours			
Welfare Information Training 1.5 Hours			
Client Assistance System: Basic 2 Hours			
Client Assistance System: Create a Client Case 2 Hours			
Client Assistance System: Needs and Assistance 2 Hours			
Client Assistance System: Supervisors Report 2 Hours			

***Supervisor to Manager Promotions pre-approved by Chapter for final approval from NHQ***

***Only the following disciplines may be promoted to Manager: MD, DO, PA and RN.***

**Position: Manager (MN)**

<b>Required Classes</b>	<b>Completed On</b>	<b>Participation</b>	<b>Completed On</b>
Webi Training		Introduction to National Shelter System Support 2 Hours	
Emergency Operations Center/Incident Command Liaison 8 Hours		5266 Workshop	
Fundamentals of Disaster Public Affairs: The National Response 6.5 Hours			

***Manager to Chief promotions pre-approved by Chapter for final approval from NHQ***



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**Position: Chief (CH)**

<b>Required Classes</b>	<b>Completed On</b>	<b>Participation</b>	<b>Completed On</b>
Fundamentals of Chapter Disaster Operations Management 12 Hours			

