



**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

Training Guide

**Group: Mass Care (MC)
Activity: Sheltering (SH)**

Record for _____ DSHR # _____

Definition: Provide congregate care for people displaced due to disaster.

Position: Service Associate (SA)

Required Classes	Completed On	Participation	Completed On
Fulfilling Our Mission 3 Hours			
Mass Care: An Overview 3 Hours			
Shelter Operations 3 Hours			
Shelter Simulation 3.5 Hours			
Psychological First Aid 4 Hours			
Basic Food Safety 1 Hour (or Equivalent)			
Serving People with Disabilities Following a Disaster 8.75 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		In-Kind Donation Workshop 8 Hours	
Disaster Frontline Supervisor Simulation 3.5 Hours			
Mass Care II 15 Hours			
Logistics: An Overview 3 Hours			
Logistics Simulation 4 Hours			



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Collaborating to Ensure Effective Service Delivery 12 Hours			
Fundamentals of Disaster Public Affairs: The National Response 6.5 Hours			
Introduction to National Shelter System Support 2 Hours			
Service Delivery Site Management 16 Hours			
Preparing for and Managing a Spontaneous Volunteer Workforce 1 Hour			

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

Position: Manager (MN)

Required Classes	Completed On	Participation	Completed On
Emergency Operations Center/Incident Command Liaison 8 Hours		Emergency Support Function 6 Workshop	
Fundamentals of Chapter Disaster Operations Management 12 Hours		NSS Reporting & Data Management	
		5266 Workshop	

