



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: Individual Client Services (CLS)
Activity: Health Services (HS)

Record for _____ DSHR # _____

Definition: Provides health-related services and secures resources to meet the health needs of people affected by disaster. It provides emergency and preventive health services to disaster victims and to Red Cross Disaster Services staff assigned to provide disaster relief services. The role of Health Services is to provide support to persons who have disaster-related or disaster-aggravated health needs; help clients find resources to meet health-related financial obligations and provide Red Cross financial assistance to clients for medical expenses, as necessary. 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 with a current license in the state they currently practice: MD, DO, RN, LPN, LVN, EMT, Pa, Paramedics, and Allied Health Professionals.**

Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5 Hours		Client Casework Providing Emergency Assistance (DSCLS202A) 7.5 hours	
Standard First Aid /CPR/AED (ARC3240) 8 Hours		Client Assistance Cards-(CAC) (DSCLS200C) 2 Hours	
HS1 Health Services Response Workshop (DSCLS205W) 5.25 Hours		PFA Psychological First Aid (DSCLS206A) 4 Hours	
On the Job Training -- Casework		On the Job Training -- Home Visits	
On the Job Training -- CAS			

Service Associate to Supervisor promotions approved by Chapter DSHR review panel

Only the following disciplines may be promoted to Supervisor: MD, DO, RN, LPN, LVN, EMT, PA, and Paramedics.



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Position: Supervisor (SV)

Required Classes	Completed On	Recommended	Completed On
All Service Associate Required Classes		On the Job Training -- Admin Tools	
DFS Disaster Frontline Supervisor (DSSSS601A) 3.5 Hours			
DFSS Disaster Frontline Supervisor Simulation (DSSSS602A) 3.5 Hours			
RPA -- <u>CCW</u>			

Supervisor to Manager Promotions pre-approved by Chapter for final approval from NHQ only the following disciplines may be promoted to Manager: MD, DO, and RN.

Position: Manager (MN)

Required Classes	Completed On	Recommended	Completed On
All Service Associate and Supervisor Required Classes		On the Job Training -- Admin Tools	

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

Position: Administrator

Required Classes	Completed On	Recommended	Completed On
All Service Associate, Supervisor, and Manager Required Classes		On the Job Training-- Admin Tools	

