



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

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Training Guide

Group: Individual Client Services (CLS)
Activity: Welfare Information (WI)

Record for _____ DSHR # _____

Definition: Helps clients within the disaster area to notify their loved ones that they are safe and well by facilitating communication from inside the disaster-affected area to outside the affected area. It reunites family members separated from one another as a direct result of the disaster. It manages requests initiated by family members concerned about the health of a family member or loved one inside the disaster area. It promotes family communication planning.

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) 9 Hours	
		Mass Care Overview (ARC 3068-6) 3 Hours	
		PFA Psychological First Aid (DSCLS206A) 4 Hours	

Service Associate to Supervisor promotions approved by Chapter DSHR review panel

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			



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Supervisor Simulation (DSSSS602A) 3.5 Hours			
RPA -- CCW			

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

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 (AM)

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

