



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: Community Programs (CP)

Record for _____ DSHR # _____

Definition: Provide information and services such as those provided at Emergency Aid Stations. Reach out to meet community disaster caused needs.

Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5 Hours		CEESD Collaborating to Ensure Effective Service Delivery (ARG-3074-3) 12 Hours	
MC 1 Mass Care: An Overview (ARC-3068-6) 3 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		CEESD Collaborating to Ensure Effective Service Delivery (ARG-3074-3) 12 Hours	
DFSS Disaster Frontline Supervisor Simulation (DSSSS602A) 3.5 Hours			
LOG1 Logistics: An Overview (ARG-3071-1) 3 Hours			
MC 2			



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

Mass Care – 2 (ARC 3068-2) 3 Hours			
LS Logistics Simulation (ARG-3071-2) 4 Hours			

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	
CEESD Collaborating to Ensure Effective Service Delivery (ARG-3074-3) 12 Hours		EOC-L Incident Command Liaison (ARC-3089-5)	
		ESF6 Workshop (DSPSS600W)	

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	
		FCDOM Fundamentals of Chapter Disaster Operations Management (ARC-3081-30) 12 hours	

