



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

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

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

### Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5 Hours		LOG1 Logistics: An Overview (ARG-3071-1) 3 Hours	
MC 1 Mass Care: An Overview (ARC-3068-6) 3 Hours		LS Logistics Simulation (ARG-3071-2) 4 Hours	
SO Shelter Operations (ARC-3068-11) 3 Hours			
SOS Shelter Operations Simulation (ARC 3068-12) 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)			



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3.5 Hours			
LOG1 Logistics: An Overview (ARG-3071-1) 3 Hours			
MC 2 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	

