
Health Services Response Workshop DSCLS205W, 09/06

Description	<p><i>Health Services Response</i> is an instructor-led workshop designed to orient licensed or certified health professionals to the roles and responsibilities of a Health Services Associate when working on behalf of the American Red Cross to meet the disaster-related health needs of clients.</p> <p>This one-day learning experience consists of a series of presentations, class discussions and small table group activities during which participants work as members of a Red Cross Health Services team to resolve complex problems. These activities require workshop participants to apply their professional knowledge, experience and critical thinking abilities to the work-related challenges experienced by Red Cross workers who provide immediate assistance to clients in the aftermath of a disaster.</p>
Purpose	<p>The purpose of this workshop is to prepare licensed or certified health professionals to either work in their local chapter jurisdiction or be deployed to a Red Cross disaster relief operation and function as health professionals within the Health Services Protocols.</p>
Learning Objectives	<p>After completing this workshop, participants will be able to—</p> <ul style="list-style-type: none">• Describe the role of the Red Cross Health Services worker.• Identify and apply the Health Services Commitments to their actions as a Red Cross Health Services worker.• Describe the Health Services disaster relief settings to which health professionals may be assigned.• Assess the needs of Red Cross disaster clients and provide appropriate interventions and assistance according to the Health Services Protocols.• Describe three possible challenges of working with diverse populations—including persons with disabilities (PWD)—and list useful strategies for providing assistance.• Describe the purpose of the Health Services Protocols.• Describe how public health concepts are integrated into the actions of Red Cross Health Services.
Audience	<p>Participants will be Red Cross employees and volunteers with a current professional license or certificate to practice as a CNA, EMT, LPN/LVN, PA, RN or MD.</p>
Prerequisites	<p>Required:</p> <ul style="list-style-type: none">• <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 07/06) <p>Recommended*:</p> <p>In addition to the requirement designated above, participants will benefit from having completed the following training prior to taking this course:</p> <ul style="list-style-type: none">• <i>Serving People with Disabilities Following a Disaster</i> (DSPSS200B, 07/06)

- *Client Casework: Providing Emergency Assistance* (DSCLS202A, 07/06)
- *Shelter Operations* (ARC 3068-11, Rev. 09/05)
- *Staff Health: Deploying a Healthy Workforce* (may be available through your chapter or Service Area)
- *Client Assistance System* training

* Although the recommended courses are not prerequisites to the *Health Services Response* workshop, participants should complete these trainings prior to deployment. Health Services workers must also maintain current certification in First Aid and CPR.

Length

This one-day workshop contains approximately 5.25 hours of instruction, two 15-minute breaks and a 45-minute lunch (at the instructor's discretion), to comprise a 6.5-hour training day. Full attendance of the entire workshop is required.

Scheduling

Sponsoring Red Cross units will schedule training for a suggested minimum of 10 and a maximum of 25 participants.

It is recommended that a ratio of one instructor to every 8-12 participants be maintained in order to provide adequate monitoring of and feedback to participants during the prescribed workshop activities.

Instructor Requirements

This basic-level disaster training workshop will be taught by one or more qualified disaster services instructor(s) who must meet the following criteria:

- Have sufficient operations knowledge and experience to provide a thorough understanding of the concepts, principles, procedures and protocols associated with the provision of Red Cross Health Services during chapter and multi-chapter level disaster relief operations, such that he or she can clearly and accurately convey them, provide participants with relevant examples and answer participants' questions.
- Have successfully completed the *Health Services Response* workshop (DSCLS205W).

Recommended:

Workshop participants will especially benefit from the instructors who have completed the following training courses prior to teaching the *Health Services Response* workshop:

- *Fulfilling Our Mission: Translating Your Compassion Into Community Action* (DSGEN200A, 07/06)
- *Serving People with Disabilities Following a Disaster* (DSPSS200B, 07/06)
- *Client Casework: Providing Emergency Assistance* (DSCLS202A, 07/06)
- *Shelter Operations* (ARC 3068-11, Rev. 09/05)

- *Staff Health: Deploying a Healthy Workforce* (may be available through your chapter or Service Area)
 - *Client Assistance System* training
-

Materials

For a list of the required course materials, see the Disaster Training Course List on CrossNet.
