



# Fact Sheet

Disaster Services

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## Mass Care Overview ARC DSMCC200A Rev. April 2007

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**Description** This course is designed to introduce the learners to the activities for the Mass Care group. It involves video segments, instructor lectures and classroom activities.

**Purpose** The purpose of this basic level Disaster Services training is to provide an overview of the activities performed by the Mass Care group in support of a disaster relief operation.

**Learning Objectives** After completing this course, participants will be able to—

- Describe the role of Mass Care workers on Red Cross disaster relief operations and services they provide.
- Explain how Mass Care workers deliver quality service to clients.
- Match their interests, abilities, and skills with those needed in each Mass Care group activity.
- Develop a plan of action for involvement in Mass Care activities at the local Red Cross chapter.

**Audience** Participants will be volunteers and employees of the Red Cross and other agencies and community leaders who wish to serve in or work with Mass Care group activities on a disaster relief operation.

**Prerequisites** **Required:**

- *Fulfilling Our Mission: Translating Your Compassion Into Community Action* (DSGEN200A, 07/06)

**Length** This course is three hours in length. Full attendance of the entire course is required to receive a certificate of completion. This course may also be taken as a self-study. Participants must view the videotape and complete the activities in the workbook. After the participant has completed the course, he or she returns the videotape, completed quiz, action plan and course evaluation to a chapter resource person. At that time, the participant will receive a certificate of completion.

**Scheduling** The sponsoring Red Cross unit will schedule this training for a suggested minimum of four participants. The maximum number of participants is limited only by the ability of the sponsoring unit to provide a training facility to accommodate them comfortably and to maintain the recommended instructor to participant ratio of one instructor for every eight to ten participants.

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**Instructor Requirements**

This course will be taught by a team of authorized Disaster Services instructors who have Mass Care experience in local, service area or larger disaster relief operations. Instructors must be familiar with current disaster regulations and procedures, Red Cross agreements with other agencies that provide disaster relief, and the disaster plan of the local service delivery unit. Instructors must have successfully completed the *Mass Care Overview* course (ARC DSMCC200A) before teaching it.

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**Materials**

For a list of course materials, see the Disaster Training Courses page on CrossNet.

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