
Serving People with Disabilities Following a Disaster DSPSS200B, 07/06

Description	<p><i>Serving People with Disabilities Following a Disaster</i> is a blended learning course consisting of two components, online and instructor-led, which outlines American Red Cross policies and practices as they pertain to providing services to people with disabilities following a disaster.</p> <p>A 45-minute online component provides general information for any American Red Cross employee or volunteer who serves the public following a disaster. Additional classroom instruction, including a tabletop exercise, provides detailed training for disaster workers who are in direct and constant contact with people with disabilities. This instructor-led portion allows learners to practice skills obtained from the online portion of the course.</p>
Purpose	<p>The purpose of this basic level Disaster Services course is to outline Red Cross policies and practices related to providing services to people with disabilities following a disaster.</p>
Learning Objectives	<p>After completing this course, participants will be able to—</p> <ul style="list-style-type: none">• Recognize American Red Cross policies for engaging and serving people with disabilities.• Assess the needs of people with disabilities.• Identify appropriate assistance for people with disabilities.• Communicate effectively with people with disabilities.• Apply American Red Cross policies and practices for engaging and serving people with disabilities.• Coach others at a site about fully involving people with disabilities.• Coach others in properly serving people with disabilities.
Audience	<p>Participants in the online component of the course will be any Red Cross employee or volunteer who serve the public following a disaster.</p> <p>Participants in the instructor-led component will be Red Cross employees and volunteers who interact directly with people with disabilities including, but not limited to, DSHR members serving in Health Services, Disaster Mental Health, Client Casework and Sheltering.</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>The online component of the course is a required prerequisite for the instructor-led component.</p>
Length	<p>The online component of the course is comprised of four modules, and takes approximately 45 minutes to complete.</p> <p>The instructor-led component of the course contains approximately 6.5</p>

hours of instruction, including a two-hour tabletop exercise. Instructors should plan for a one-hour lunch break and two fifteen-minute breaks resulting in 8 hours of total class time.

Scheduling

The online component of the course is accessed via the Red Cross Learning Management System (LMS). The course number for the online component is DSPSS200C.

Red Cross chapters will schedule the instructor-led portion of the course for a minimum of 8 participants. The maximum number of participants is not to exceed 20. The course number for the instructor-led component is DSPSS200A.

Instructor Requirements

The instructor-led component of this course is designed to be co-taught by two instructors who, in addition to meeting the basic Disaster Services instructor requirements, meet the following criteria:

- Have completed the online *Serving People with Disabilities Following a Disaster* component.
- Possess first-hand experience interacting with and providing service to people with disabilities.
- Possess a thorough understanding of the concepts being presented in the training, such that they can clearly convey the concepts in accordance with the course design and can accurately respond to questions from course participants.
- Are familiar with the disaster plan of the local chapter, as well as disability advocacy groups in the local community.

Alternatively, the course can be co-taught by one Disaster Services instructor who meets the criteria as outlined above and one authorized national Human Resources instructor who is qualified to teach *Working with Total Diversity* or *Managing Total Diversity*.

Materials

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