



# Fact Sheet

Disaster Services

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**Mass Care II**  
**ARC 3068-2**  
**Rev. April 2007**

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<b>Description</b>	<i>Mass Care II</i> is an instructor-led course designed to prepare Mass Care workers who will serve as a supervisor or manager on a multi-chapter or national disaster relief operation. The two-day learning experience consists of instructor presentations and a simulation.
<b>Purpose</b>	The purpose of this course is to prepare Red Cross employees and volunteers to establish, operate and phase out Mass Care services on a multi-chapter or national disaster relief operation so that client needs are met in a timely and cost-effective manner.
<b>Learning Objectives</b>	After completing this course, participants will be able to— <ul style="list-style-type: none"><li>• Assess the need for Mass Care services.</li><li>• Determine the resources required to provide Mass Care services through the duration of the operation.</li><li>• Organize staff and other resources to provide appropriate Mass Care services so that the needs of clients and disaster workers are met.</li><li>• Maintain Mass Care records and produce the required reports.</li><li>• Use the appropriate Disaster Services program guidance to solve disaster relief operation problems.</li></ul>
<b>Audience</b>	Participants will be Red Cross employees and volunteers who will be working in the Mass Care group on a disaster relief operation.
<b>Prerequisites</b>	<b>Required:</b> <ul style="list-style-type: none"><li>• <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05)</li><li>• <i>Supervision in Disaster</i> (ARC 3086, Rev. 08/06)</li><li>• Experience equivalent to a supervisor in the Mass Care group on a disaster relief operation.</li></ul> <b>Recommended:</b> <ul style="list-style-type: none"><li>• <i>Working With Total Diversity</i> (ARC 1503)</li></ul>
<b>Length</b>	The total instructional time is 13 hours. The course should be taught over a two-day period with one hour for lunch and three 15-minute breaks each day, for a total of 16 hours and 15 minutes. Attendance the entire time is required.

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**Scheduling**

Disaster Services at national headquarters will schedule the course for a minimum of 10 and a maximum of 20 participants.

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**Instructor Requirements**

This intermediate Disaster Services course will be taught by a team of authorized disaster instructors with experience in the Mass Care group. Instructors must be familiar with current disaster regulations and procedures and Red Cross agreements with other agencies that provide disaster relief.

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**Materials**

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

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