



North Carolina Department of Health and Human Services
Division of Social Services – Program Compliance

Pat McCrory
Governor

Wayne E. Black
Division Director

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

October 13, 2014

Dear County Director of Social Services:

Attention: County Department of Social Services Disaster Shelter Workers

Subject: Red Cross Shelter Management/Shelter Operations Training

The Department of Social Services local plays an important roll when a disaster threatens North Carolina. Many of you may be called upon to work in shelters that are managed by the American Red Cross or in shelters managed by the county. To properly manage shelters, it is essential that employees have been thoroughly trained in shelter management and operations.

In past years we have to get in contact with the American Red Cross in your local area, and do arrangements with ARC to have our personnel trained for state emergencies. Now the ARC offers this training online. Please visit <https://classes.redcross.org> , and be train in your office at your own pace.

Please read below for the Red Cross Shelter Training Online. I strongly encourage you to visit this site, and register for a training session. The Red Cross training will be very useful for both; the new employee as well as for persons who may just need a refresher. Take the time now to be sure your county is prepared for when the next storm threatens.

If you should have questions, please feel free to contact me at 919 527-6423

Sincerely,

A handwritten signature in cursive script that reads "Rogelio Valencia".

Rogelio Valencia
State Emergency Response Team Coordinator

PC-04-2014

PROGRAM COMPLIANCE

www.ncdhhs.gov • www.ncdhhs.gov/dss

Tel (919) 527-6426

Physical Address: Dix Campus – McBride Building • 820 South Boylan Avenue, Raleigh, NC 27603

Mailing Address: 2401 Mail Service Center • Raleigh, North Carolina 27699-2401

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Red Cross Shelter Training Online

<https://classes.redcross.org>

To take a course: *New Users*, complete new user registration

To see course offerings: *Select Advanced Search*

Enter required fields (red)

Category: *Disaster Response Training*

Course Format: *Online Only*

Select *Search Learning Catalog*

Suggested Training:

Disaster Services: An Overview (Module One) is a basic level web-based offering that provides an introduction to Disaster Services at the American Red Cross. Module one is the first part of a two-part course that introduces disaster preparedness and response at the American Red Cross. Module two is taken in the classroom with an instructor and is designed for chapters to customize with their local Disaster Services program information.

Shelter Fundamentals: is a basic level course that introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster. Referencing shelter checklists, participants will work through a case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing.

Shelter Management is a basic level, web-based course that introduces the roles, responsibilities and tasks of the shelter manager. This self-paced course engages participants with a disaster-related case study that takes them through four of the six phases of the Sheltering Cycle: Opening, Organizing, Operating and Closing. The Sheltering Handbook provides the guidance for Red Cross shelter operations and serves as the main resource for the course. A video of Red Cross shelter managers talking about their experiences is incorporated into the course.

Learners must complete a final assessment. A passing score of 80% is required to receive course completion credit.

Serving People with Functional and Access Needs in Shelters (FANS) is a basic level, web-based course that is designed to give participants an overview of functional and access needs, techniques for assisting people with functional and access needs and introduce related laws and guidelines.