
Fulfilling Our Mission: Translating Your Compassion Into Community Action
DSGEN200A Revised: September 2007
Fact Sheet Revised: April 2010

Description *Fulfilling Our Mission: Translating Your Compassion into Community Action* is an instructor-led, basic level course. This video-driven course introduces participants to the foundation of service delivery standards for the American Red Cross by presenting the Fundamental Principles and Values of the Red Cross and how they apply throughout the disaster cycle of prepare, respond and recover.

Purpose The purpose of this course is to introduce the mission of the Red Cross, the principles and values that support the mission and the expected behaviors of Red Cross volunteers and employees in the conduct of that mission.

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

- Explain how the Red Cross Mission serves as the foundation to integrate with broader community efforts to prevent, prepare for, respond to and recover from disasters and other emergencies.
- Apply the Fundamental Principles, Values and Guiding Behaviors to decisions and actions in providing excellent customer service to all of our constituents.
- Identify the five constituents of the Red Cross, recognize their differing needs and describe how Red Cross organizes around meeting those needs.
- Assess their skills and resources to identify opportunities that translate their care and concern for the community into action.

Audience Employees and volunteers of the Red Cross who are interested in becoming disaster volunteers. In addition, members of other local agencies who support the role of the Red Cross in the community's actions in preparing for, responding to and recovering from emergencies and disasters.

Prerequisites There are no prerequisites for this training course.

Length This course is 3.5 hours in length. Attendance of the entire course is required to earn a course certificate.

Scheduling The recommended class size is a minimum of six and a maximum of 25 participants. It is at the discretion of sponsoring units to offer the course to more than 25 participants. As class size increases, more than one instructor may be needed.

Instructor Requirements This course is taught by one or two authorized basic instructors who have experience in disaster response, preparedness, or recovery. Instructors must be familiar with current Disaster Services operational guidance, Red Cross agreements with other agencies that provide disaster relief and local chapter disaster plans.

Materials and Equipment

- *Fulfilling Our Mission: Translating Your Compassion Into Community Action* Facilitator Guide (DSGEN200IM)
- *Fulfilling Our Mission: Translating Your Compassion Into Community Action* Participant Guide (DSGEN200PW)
- *Be Red Cross Ready* Tear Sheet (StayWell #658508)*
- *Suggested Courses for Various Fields of Interest* Handout
- *Fulfilling Our Mission Translating Your Compassion Into Community Action* DVD (DSGEN200DVD)
- DVD player and Monitor/TV
- Name tents
- Newsprint paper and easel
- Newsprint markers
- Masking Tape
- Course Record Addendum: F6418AR
- Course certificates (one per participant)
- Participant evaluations (F5898B) (one per participant)

Note: The instructor and participant materials are available on CrossNet. Printable materials are designed to be copied double-sided, black and white.

The following course materials are available for purchase from the DocStore:

- Printed copies of the facilitator guide and participant guide
- *Fulfilling Our Mission Translating Your Compassion Into Community Action* DVD

* Tear sheets are available for purchase at:

www.staywell4chapters.com

Questions or comments concerning this course should be emailed to: DisasterTraining@usa.redcross.org

**Data
Management**

To enter course information:

- Learning Management System (LMS), use DSGEN200A
 - Chapter Environment Resources System (CHERS), use DSGEN200A
 - Disaster Services Human Resources (DSHR), use FOM
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