



External Partner Training Options

Purpose: This document provides a recommended framework for training and how to obtain the training for Red Cross Disaster Program staff and government partners such as emergency managers, county staff, and other partner agencies. This can include Department of Social Services, Parks & Recreation, Public Health, Detention/Corrections staff and others. Additionally, this training is available to non-government, faith-based, and community-based organizations interested in supporting disaster-related shelter operations in a community.

Red Cross courses are intended to prepare workers to serve in frontline and supervisory level positions at a shelter site. They are not a comprehensive sheltering management training and do not provide instruction on necessary supporting activities for effective sheltering such as staffing, logistics or individual disaster care.

Training: Training for partner agencies can be obtained in a variety of methods.

- Option One - Online Training
 - Self-paced learning through a partner portal to access Red Cross training in EDGE. This provides the partner with the ability to assign training to be completed at various times. This overcomes the impact of all or a portion of staff in a classroom-type environment. It allows the partner to schedule individuals rather than groups to facilitate normal work activities.
 - To access this option, please refer to the instructions at the end of this document.
 - NOTE: While Shelter Supervisor is offered online, we recommend that partner organizations request in-person training for this class.
- Option Two – Virtual Training
 - Using Microsoft TEAMS to provide training virtually.
 - For partners to request this option, please coordinate with your American Red Cross Point of Contact to initiate.
- Option Three – In-person Training
 - Traditional setting with an authorized Red Cross instructor.
 - For partners to request this option, please coordinate with your American Red Cross Point of Contact to initiate.

Shelter Positions: Required and Recommended Training

Below is a series of training curricula that partners can elect to provide to their agencies in support of any shelter operation. We've included a bullet with helpful acronyms to review prior to selecting the appropriate curriculum.

- Useful Acronyms
 - WBT – Web Based Training (self-study). Online training is developed for individual completion in EDGE and requires access to a computer and internet. Some disaster courses are available on iPad and Android tablets.
 - ILT – In-person training conducted by a Red Cross Disaster instructor.
 - VILT- In-person training conducted by a Red Cross disaster instructor through a shared online conferencing tool, such as Microsoft TEAMS, to support learners across multiple locations.
 - VID- Videos deliver course content in a format that can be easily viewed, individually or in a group setting.
- **Shelter Worker Curriculum**
 - Shelter workers complete basic tasks necessary for shelter operations and interact with clients to ensure their needs are met. Shelter workers support the day-to-day activities within a shelter, which can include working in reception, registration, feeding, dormitory, information, or other areas within a shelter.
 - Required training:
 - Shelter Fundamentals - (WBT) 1 hour, (ILT/VILT) 1.5 hours
 - Everyone is Welcome - (WBT) 45 minutes, (ILT/VILT) 1 hour
 - Recommended training:
 - Psychological First Aid - (WBT) 1 hour, (ILT/VILT) 3 hours
 - Basic Food Safety - (WBT) 20 minutes
 - Shelter Resident Transition for working in a Shelter (VID) 11 minutes
 - Shelter Simulation (Shelter SIM) (ILT only) 5-6 hours
 - This class can only be done in-person with a Red Cross authorized instructor
 - This is a “hands on” skills-based simulation. Participants work in teams that rotate through skills stations based on the four phases of the Sheltering Process presented in the course: resourcing, opening, operation, and closing a shelter.
 - Shelter Field Guide Training for State and Local Communities (K0419) developed by FEMA and Red Cross. It is offered virtually by FEMA Emergency Management Institute and National Fire Academy.

Shelter Supervisor Curriculum

- The Shelter Supervisor leads a team in a shelter and supervises workers assigned to specific shelter tasks and areas of the shelter operation such as Registration Supervisor, Dormitory Supervisor, and Recreation Supervisor.
- Required Training:
 - Shelter Fundamentals - (WBT) 1 hour, (ILT/VILT) 1.5 hours
 - Everyone is Welcome - (WBT) 45 minutes, (ILT/VILT) 1 hour
 - Shelter Supervisor - (WBT) 2.15 hours, (VILT) 2.5 hours
 - Psychological First Aid - (WBT) 1 hour, (ILT/VILT) 3 hours
 - Basic Food Safety - (WBT) 20 minutes
 - Shelter Resident Transition for working in a Shelter (VID) 11 minutes

Please see the next page for instructions on how to access virtual training.



EDGE Registration Guide

A Step-by-Step Guide for our partners outside the American Red Cross to sign up and browse for training using EDGE.

American Red Cross North Carolina Region
April 2025

Here's the live link for Step One: [External Partner Registration Link \(New\)](http://bit.ly/ext_register) The landing page may look slightly different, but if “arc.csod” is in the URL, you are in the right place!

Edge Registration Guide

Step One

- Go to http://bit.ly/ext_register

Step Two

- To begin, complete the requested information.
- Note that the “Please Read” at the top of the page only applies to actual Red Cross volunteers.

American Red Cross | **EDGE**

PLEASE READ: Only use this registration page if you do not have other means of access to the EDGE Learning Management System. If you are an employee or volunteer DO NOT register using this page. Extended Enterprise users (e.g.: Red Cross community partners, military spouses, contractors) should register here.

Biomed options for Division and Organization Type should only be selected at the direction of your hiring manager.

* Required Field

* First Name:

* Last Name:

* Email Address:

* Username:

* Phone:

* Address Line 1:

Edge Registration Guide

Step Three

- There are a few questions that need specific answers. Please choose the following answers from the drop-downs:
 - Division (click button, then select): **“Disaster Function EXT”**
 - Organization Type: **Emergency Management**
 - Organization Name: Optional, but helpful for us to know how you’re affiliated
 - Region Name: Please select **“N/A”**

* Division: **Disaster Function EXT**

* Organization Type: **Emergency Management**
(Biomed should only be selected at the direction of your hiring manager)

Organization Name
(Optional)

* Region Name (SAF and Disaster only. All others choose N/A): **N/A**

Edge Registration Guide

Step Four

- You should see a screen like the one below. Click the magnifying glass to search for the training you need.

