

The Salvation Army  
Emergency Disaster Services  
Canada and Bermuda Territory  
**Training Curriculum Catalogue**

**National Disaster Training Program**

**Core Courses**

Course ID	Class Name	Difficulty	Hours
SA-150.C	Disaster Food Service and Canteen Operations	Basic	8
SA-120.C	Foundations of Emotional and Spiritual Care	Basic	4
SA-200.C	Incident Command System	Intermediate	8
SA-100.C	Introduction to Emergency Disaster Services	Basic	4
SA-170.C	Meet and Greet	Basic	4
SA-161	Preparing Your Congregation for Disaster	Basic	8
SA-130.C	Understanding Emergency Management	Basic	8

***Restricted Courses (must be taught by THQ appointed instructor)***

Course ID	Class Name		
SA-351	Disaster Social Services	Advanced	8
SA-151	Emergency Assistance in Disaster Operations	Basic	8
SA-320	Emotional and Spiritual Care in Disasters	Advanced	14
SA-370.C	Finance and Administration	Advanced	8
SA-380	Logistics	Advanced	8
SA-390	Operations	Advanced	8
SA-360	Planning	Advanced	8
SA-110	Public Information 1: The First 24 Hours	Basic	8
SA-310	Public Information 2: The Public Information Officer	Advanced	8
SA-340.C	Safety Officer	Advanced	8
SA-105.C	The Policy Group	Basic	2
SA-130.C	The Role of Community and Government in Disaster	Basic	4
SA-400.C	Train the Trainer	Advanced	16

*"C" indicates curriculum has been adjusted to Canadian context.*





## International Critical Incident Stress Foundation

Course ID	Class Name	Difficulty	Hours
ICISF - AIC	Assisting Individuals in Crisis ®	Advanced	13
ICISF - AICGCI	Assisting Individuals in Crisis & Group Crisis Intervention ®	Advanced	27
ICISF - ESC	Emotional and Spiritual Care in Disaster *	Advanced	14
ICISF - GFT	Grief Following Trauma ®	Advanced	14
ICISF - GCI	Group Crisis Intervention ®	Advanced	14

*\* Same course as NDTP.*

**Current as of July 16, 2022**





# National Disaster Training Program

## Disaster Food Service and Canteen Operations

### Description

During a disaster, the first gesture of comfort The Salvation Army offers is often a cold drink and a hot meal from one of its mobile feeding units. The Disaster Food Service and Canteen Operations course is designed as the starting point for any disaster worker who wishes to be a part of disaster food service operations. Participants who complete the course will learn about the different types of Salvation Army food service equipment, the essentials of building a food service team, canteen operations and maintenance, and the basics of menu planning.

### Primary Audience

This course is designed to introduce participants to the fundamentals of disaster food service operations. Anyone interested in food service delivery or serving on a Salvation Army canteen should take this course.

### Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Food Safety Certificate

**Course Length** - 8 Hours

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## Disaster Social Services ®

### Description

This course is designed for supervisors working within the disaster social services function. The course will examine the role of disaster social services within a disaster operation, including its position within the Incident Command System (ICS) and connections with other disaster relief providers in the larger sequence of service delivery. Participants will learn five essential steps to setting up a disaster social services program and apply that knowledge in a table-top exercise that simulates setting up a Salvation Army Disaster Assistance Centre (DAC). The course will conclude with an introduction to long-term recovery and an exercise that simulates participation in a long-term recovery / unmet needs committee.





## Primary Audience

This course is designed for experienced disaster workers with a social services background who will serve in supervisory positions on a disaster operation. Participants should be familiar with the material present in the Emergency Assistance in Disaster Operations course as many of the concepts introduced in that class will be advanced in this training.

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Incident Command System

Emergency Assistance in Disaster Operations

**Course Length-** 8 Hours

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## Emergency Assistance in Disaster Operations

### Description

This introductory disaster social services course is designed to train participants to serve as casework specialists on a Salvation Army disaster relief operation. The course will cover the basics of casework, covering practical skills such as interviewing clients, completing registration forms, and determining eligibility for assistance. The course culminates in a role-playing exercise where participants will play the roles of caseworkers and clients meeting within a Disaster Assistance Centre (DAC).

## Primary Audience

This course is designed for disaster and social services workers who are interested in serving as casework specialists on a disaster relief operation.

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

**Course Length -** 8 Hours

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## Emotional and Spiritual Care in Disasters ®

### Description

This advanced level course will enhance your skills to provide effective emotional and spiritual care (ESC) to meet the disaster-related needs of disaster responders and disaster-affected families and individuals within disaster operations. This course builds on the crisis intervention principles taught in the Critical Incident Stress Management (CISM) core courses to effectively integrate these principles within ESC teams for appropriate care throughout the disaster continuum from the immediate to the long-term recovery process.

### Primary Audience

This course is designed for trained clergy, chaplains, mental health professionals, and CISM trained crisis responders who desire to enhance their skills in providing Emotional and Spiritual Care to survivors of disaster and trauma.

### Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Incident Command System

Critical Incident Stress Management

### Suggested but not mandatory prerequisites

Assisting Individuals in Crisis

Group Crisis Intervention

Pastoral Crisis Intervention

**Course Length** - 14 Hours

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## Finance and Administration ®

### Description

This course is designed to introduce participants to the Finance and Administration section as it pertains to the Incident Command System. Participants will learn how to interact with other members of the Incident Management Team and be introduced to the three major responsibilities of the F&A function (disaster worker management, statistics, and finances). Participants will explore the different policies and procedures regarding disaster worker deployments, general command administration and how to navigate the EDS Database.





## **Primary Audience**

This advanced course is designed for experienced disaster workers and Salvation Army officers and employees who will be serving in the Finance and Administration section during a Salvation Army disaster relief operation.

## **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Incident Command System

**Course Length - 8 Hours**

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## **Foundations of Emotional and Spiritual Care**

### **Description**

This course provides an introduction to Emotional and Spiritual Care (ESC). It provides a basic overview for all active volunteers who need to understand what ESC is about and as an entree to the Advanced Emotional and Spiritual Care course.

### **Primary Audience**

This course is designed for all disaster workers interested in potentially being involved in the ESC function.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services

**Course Length - 4 Hours**

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## **Incident Command System**

### **Description**

This course provides a general orientation to the Incident Command System (ICS), an organizational management tool used by The Salvation Army and many other disaster relief agencies, to command, control, and coordinate emergency operations. The course covers the nine core ICS functions and management principles. Participants will be asked to apply what they have learned, using ICS to coordinate a response operation to an expanding disaster incident and in a culminating table-top exercise. ICS is a prerequisite for all advanced level Salvation Army disaster training.





## Primary Audience

This course is designed for all disaster workers assigned to a leadership or supervisory position within a Salvation Army disaster relief operation.

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services  
Fundamentals of Holistic Care

**Course Length** - 8 Hours

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## Introduction to Emergency Disaster Services

### Description

The gateway course to The Salvation Army's disaster training program, Introduction to Emergency Disaster Services, is ***required for all disaster workers***. The course offers an overview of The Salvation Army's mission, the services it provides during a disaster, and prepares participants for their first disaster assignment, describing everything from packing to travel to self-care. This course is a prerequisite for all other Salvation Army disaster training courses.

### Primary Audience

This course is designed for all new disaster workers just beginning their association with The Salvation Army.

### Prerequisites

None

**Course Length** - 4 Hours

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## Logistics ®

### Description

The backbone of any disaster operation, the Logistics function is all about getting the right resources to the right place, at the right time, in the right quantity, at the right cost. This advanced course will cover all the essentials of the Logistics function, including the role and responsibilities of the Logistics Chief; resource acquisition; supply, facility, vehicle and technology management; in-kind donations management; and warehouse operations.





## Primary Audience

This advanced course is designed for experienced disaster workers who will be serving in the Logistics section during a Salvation Army disaster relief operation or as a Logistics Chief on an Incident Management Team (IMT).

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Incident Command System

**Course Length - 8 Hours**

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## Meet and Greet

### Description

This introductory workshop is offered to those persons on The Salvation Army or Emergency Social Services teams interested in Meet & Greet responsibilities. The purpose of the workshop is to provide participants with the knowledge and skills to meet and direct someone traumatized by disaster to any and all services required in an ESS Reception Centre - beginning the process of Recovery.

## Primary Audience

All Salvation Army Emergency Social Services team members helping with the Meet and Greet function.

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

**Course Length - 4 Hours**

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## Operations ®

### Description

This advanced course will cover all the essentials of the Operations function, including the role and responsibilities of the Operations Section Chief.







## Primary Audience

This advanced course is designed for experienced disaster workers who will be serving in the Operations section during a Salvation Army disaster relief operation or as an Operations Section Chief on an Incident Management Team (IMT).

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services  
Fundamentals of Holistic Care  
Incident Command System

**Course Length - 8 Hours**

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## Planning ®

### Description

This advanced course will cover all the essentials of the Planning function, including the role and responsibilities of the Planning Section Chief.

## Primary Audience

This advanced course is designed for experienced disaster workers who will be serving in the Planning section during a Salvation Army disaster relief operation or as a Planning Section Chief on an Incident Management Team (IMT).

## Prerequisites

Introduction to The Salvation Army Emergency Disaster Services  
Fundamentals of Holistic Care  
Incident Command System

**Course Length - 8 Hours**


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## Preparing Your Congregation for Disaster

### Description

Designed for Christian leaders, this course is designed for churches and other faith-based organizations looking to start a disaster preparedness and response program. The course reviews key concepts in emergency





management. It also examines the responsibility of faith-based organizations in preparing their members and facilities for an emergency and how to effectively develop a disaster response plan to serve others.

### **Primary Audience**

Faith leaders -- outside of The Salvation Army -- interested in preparing their church and congregation for a disaster.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

**Course Length** - 8 Hours

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## **Public Information 1: The First 24 Hours ®**

### **Description**

This course is designed to introduce participants to the essentials of the public information function on local disaster events. Disasters generate intense interest from the media, the general public, our donors, and our volunteers. Disseminating accurate information - particularly in the first 24-hours after an incident - is essential. This course will cover the basics of good public information practices and discuss strategies for developing positive media relationships.

### **Primary Audience**

This course is designed for local Salvation Army leaders and public relations professionals who will serve as spokespersons during a disaster and work with media.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

**Course Length** - 8 Hours

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## Public Information 2: The Public Information Officer ®

### Description

This course is designed for experienced communications professionals, who have master based public information skills, and who are ready to serve as a Public Information Officer (PIO) on large disaster operations. Participants will learn how to establish, staff, and manage a Public Information team on a large disaster operation, support disaster-related communications in preparedness, response, recovery and mitigation phases of a disaster event and learn how to proactively address potentially negative public relations issues.

### Primary Audience

This emergency disaster course is designed for communications professionals and Salvation Army officers who will serve as the Public Information Officer on a Salvation Army disaster relief operation.

### Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Incident Command System

**Course Length - 8 Hours**

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## Safety Officer ®

### Description

This advanced course will cover all the essentials of the Safety function, including the role and responsibilities of the Safety Officer.

### Primary Audience

This advanced course is designed for experienced disaster workers who will be serving in the Safety section during a Salvation Army disaster relief operation or as a Safety Officer on an Incident Management Team (IMT).

### Prerequisites

Introduction to The Salvation Army Emergency Disaster Services

Fundamentals of Holistic Care

Incident Command System

**Course Length - 8 Hours**





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## **The Policy Group ®**

### **Description**

This course prepares participants to serve as members of a Divisional Policy Group. The course contains information about the role and functions of the Divisional Policy Group, and will provide an orientation to the Incident Command System (ICS). ICS is a management tool used by The Salvation Army and other emergency responders to command, control and coordinate disaster relief operations. It will also cover the responsibilities of the Incident Commander and the Incident Management Team.

### **Primary Audience**

This basic course is designed for members of a Divisional leadership team who will be serving as the Divisional Policy Group during a Salvation Army disaster relief operation. This may include, but is not limited to: Divisional Commander, Area Commanders, Divisional Secretary for Business Administration, Divisional Secretary for Public Relations & Development, Divisional Emergency Disaster Services Director.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services (preferred)

**Course Length** - 2 Hours

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## **The Role of Community and Government in Disaster ®**

### **Description**

This course will cover basic information about the ways in which The Salvation Army interfaces with the Government, community, and other faith-based partners. It will also cover information and tools to improve communication and collaborative skills to better encourage and enhance working with these partners.

### **Primary Audience**

This basic course is designed for disaster workers who may be serving in the Liaison section during a Salvation Army disaster relief operation or the team lead in a local community.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services

**Course Length** - 4 Hours





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## **Train the Trainer ®**

### **Description**

This course prepares participants to serve as certified trainers within The Salvation Army's Emergency Disaster Services (EDS) program. The course stresses effective teaching techniques for adult learners, covering key concepts including classroom set-up, short effective lecturing, group exercise facilitation, and effective questioning and feedback techniques. The course concludes with a practicum in which participants will be asked to practice teach EDS course material.

### **Primary Audience**

This course serves as a prerequisite for anyone seeking to become a certified Salvation Army disaster trainer. Perspective participants should consult with their Divisional Emergency Disaster department for approval to attend and qualify as an EDS trainer. Trainers are not permitted to instruct courses which they have not already successfully taken and passed.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services

**Course Length** - 16 Hours

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## **Understanding Emergency Management**

### **Description**

When a disaster occurs, it takes many people to work through the response and recovery effort and they all need to work together. Learn the principles of overall Disaster and Emergency Management and how emergency managers take a 'whole-of-society' approach that involves government agencies, non-profit charities, voluntary organizations, the private sector, the media, and the general public.


### **Primary Audience**

This introductory course is designed to provide an overview of disaster and emergency management for all EDS personnel.

### **Prerequisites**

Introduction to The Salvation Army Emergency Disaster Services





Fundamentals of Holistic Care

**Course Length** - 8 Hours





# International Critical Incident Stress Foundation

## Assisting Individuals in Crisis ®

### Description

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called “emotional first aid”. This program is designed to teach participants the fundamentals of, and a specific protocol for, individual crisis intervention.

### Primary Audience

This course is designed for anyone who desires to increase their knowledge of individual (one-on-one) crisis intervention techniques in the fields of Business & Industry, Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress.

### Prerequisites

None

**Course Length** - 13 Hours

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## Assisting Individuals in Crisis & Group Crisis Intervention ®

### Description

This 3-day course combines ALL of the content of ICISF’s Assisting Individuals in Crisis & Group Crisis Intervention courses.

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called “emotional first aid”. Designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, this course will prepare participants to understand a wide range of crisis intervention services for both the individual and for groups. Fundamentals of Critical Incident Stress Management (CISM) will be outlined and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and





the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed.

### **Primary Audience**

This course is designed for anyone in the fields of Business & Industry Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress.

### **Prerequisites**

None

**Course Length - 27 Hours**

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## **Emotional and Spiritual Care in Disasters ®**

### **Description**

See NDTP description.

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## **Grief Following Trauma ®**

### **Description**

In the course of one's career, it is inevitable that professionals will encounter traumatic death and loss issues both personally and professionally. Professionals often feel ill prepared to provide effective care throughout the grief process. This course will cover key grief and loss concepts relating to trauma and traumatic death. Participants will increase their knowledge of how trauma impacts the grief process and will gain skills for evaluating and supporting persons who have experienced traumatic death and loss.

### **Primary Audience**

This course is designed for anyone who works with people who experience grief and loss following a traumatic event.

### **Prerequisites**

None

**Course Length - 14 Hours**

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## **Group Crisis Intervention ®**

### **Description**

Designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, the Group Crisis Intervention course will prepare participants to understand a wide range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) will be outlined and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed.

### **Primary Audience**

This course is designed for anyone in the fields of Business & Industry Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress.

### **Prerequisites**

None

**Course Length - 14 Hours**

