

Course Catalog

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SA-200	Incident Command System	Intermediate	8
SA-161	Preparing Your Congregation for Disaster	Basic	8
SA-400	Train the Trainer	Advanced	16
SA-351	Disaster Social Services	Advanced	8
SA-151	Emergency Assistance in Disaster Operations	Basic	8
ICISF	Advanced Group Crisis Intervention	Advanced	14
ICISF	Group Crisis Intervention	Intermediate	13
ICISF	Pastoral Crisis Intervention	Intermediate	13
NRAEF	ServSafe® Manager	Advanced	16
ICISF	Grief Following Trauma	Intermediate	14
SA-121	Ministry of Presence	Basic	4
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SA-133	Liaison 1: Understanding Emergency Management & Whole Community	Basic	8
SFH.1	Safe From Harm - Level 1	Basic	2
SA-380	Logistics	Advanced	8
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SA-100.B	Introduction to The Salvation Army Emergency Disaster Services	Basic	4
SA-150.C	Disaster Food Service & Canteen Operations	Basic	8
SA-110.B	Public Information 1: The First 24 Hours	Basic	8
SA-310.B	Public Information 2: The Public Information Officer	Advanced	8
NRAEF	ServSafe® Food Handler (6th Edition)	Basic	4
SA-370.B	Finance and Administration	Advanced	8
ICISF	Assisting Individuals in Crisis	Advanced	13
SA-122	Emotional & Spiritual Care: The ESC Specialist	Basic	8
	Operating Utility Terrain Vehicles (UTV) In A Disaster Response	Basic	3
SA-390.B	Operations	Advanced	8
WORKSHOP	Alabama Regional Workshop	Basic	

WORKSHOP	Mississippi Regional Workshop	Basic	
WORKSHOP	Louisiana Regional Workshop	Basic	
SA-410	Leadership and Supervision In ICS	Advanced	8
SA-340.B	Safety	Advanced	8
OSHA-GEN	General Industry Procedures	Advanced	16
SKYWARN	Skywarn Spotter	Basic	2
G-288	Volunteer and Donations Management	Advanced	16
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SA-EAS	Applications of Emotional and Spiritual Care	Advanced	16
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ICISF	Assisting Individuals in Crisis Approved Instructor Program	Advanced	17
ICISF	Emotional & Spiritual Care in Disaster Operations	Basic	14
ICISF	Strategic Response to Crisis	Advanced	14
WORKSHOP	NSC Canteen Workshop	Basic	
WORKSHOP	TEX--Incident Command System Workshop	Advanced	8
WORKSHOP	AOK--Incident Command System Workshop	Advanced	8
370.B	Planning	Advanced	8
SA 170	All Hazards Facility Preparedness Planning	Intermediate	8
SA 360.B	Planning	Advanced	8
SA 149	Cleaning, Sanitizing & Field Kitchens	Basic	4
ICISF	Spiritual aand Psychological First Aid	Intermediate	16
SA 210	Imaging and Interviewing: Media in Disasters	Intermediate	8
FEMA	Religious and Cultural Literacy and Competency in Disaster	Intermediate	8
WORKSHOP	TEX-Home Preparedness	Basic	3
SA-125	Compassion Resilience: A Toolkit for Preventing Burnout in Work and Ministry	Basic	4
SA-140	The Dignity of Difference: Exploring DEIB	Basic	6
MEDIC	HSI Adult First Aid CPR AED	Basic	7
MEDIC	HSI-Pediatric First Aid CPR AED	Basic	6
SA-SOU	TX Volunteer Preparedness Workshop	Basic	3
SA-SOU	TX Food Service Workshop	Basic	3
PFA	Psychological First Aid (PFA)	Basic	6
SFA	Stress First Aid (SFA)	Basic	2

DESC	De-escalation	Basic	2
SA-420	The Dignity of Difference: Exploring DEIB TTT	Advanced	16
MHFA	Adult Mental Health First Aid	Intermediate	8

Advanced Group Crisis Intervention

Description

Designed to provide participants with the latest information on critical incident stress management techniques and post-trauma syndromes, the Advanced Group Crisis Intervention course builds upon principles and concepts introduced in the Group Crisis Intervention course. Participants will be introduced to intervention strategies and advanced defusing and debriefing techniques specifically designed to assist those exposed to traumatic situations.

Primary Audience

Emotional and spiritual care specialists, mental health professionals, and others already trained in the critical incident stress debriefing format. This course requires previous training and experience.

Prerequisites

Group Crisis Intervention

Course Length

14 Hours

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

Group Crisis Intervention

Course Length

13 Hours

Pastoral Crisis Intervention

Description

Pastoral crisis intervention represents a powerful addition to traditional community and organizational psychological support resources. This two-day course assists participants in learning how pastoral interventions and traditional psychological crisis interventions may be effectively integrated.

Primary Audience

Emotional and Spiritual Care Officers, chaplains, pastoral counselors, mental health professionals, ministers, and anyone interested in the use of faith-based resources in healing should find this course of interest

Prerequisites

Group Crisis Intervention

Course Length

13 Hours

Grief Following Trauma**Description**

This Course Is Designed To Help People Develop A Basic Understanding Of How To Help Grieving People Following Trauma. Course Content Includes How To Identify Characteristics Of Trauma And Traumatic Events, The Normalcy Of Traumatic Grief Reactions, Learn Helpful Death Notification And Body Identification Techniques, Become Skilled At Identifying Warning Signs Of Complications, And Learn The Importance Of Early Interventions And Support Utilizing The Safer-r Model. 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 Loss. Upon Completion, Participants Will Be Able To: Identify Types Of Traumatic Events And The Characteristics Of Trauma And Grief; Describe Normal Responses To Trauma And Normal Grief Responses; Describe Factors That May Complicate The Traumatic Grief Process; Learn Practical And Effective Methods Of Death Notification And Preparation For Body Identification; Identify The Primary Needs Of People Experiencing Grief Following Trauma; Outline Techniques For Supporting People Grieving A Trauma; And Self-care Assessment And Techniques.

Primary Audience

Targeted participants will be trained clergy, chaplains, mental health professionals, and CISM trained crisis responders who work with people who experience grief and loss following a traumatic event.

Prerequisites

Group Crisis Intervention

Course Length

14 Hours

Pastoral Crisis Intervention II**Description**

This course builds on the foundations of ICISF's Pastoral Crisis Intervention class. More specific advanced concepts and specific field applications where pastoral crisis intervention is applied will be covered.

Confirmation of full attendance in ICISF's course Pastoral Crisis Intervention is a prerequisite to attend this class. A copy of your certificate for ICISF's Pastoral Crisis Intervention class indicating full attendance (13 Contact Hours) must be submitted with all fax and mail registrations. If registering on-line, upon completion of the registration, a copy of your registration confirmation along with a copy of your certificate for ICISF's Pastoral Crisis Intervention class indicating full attendance (13 Contact Hours) must be mailed to ICISF prior to the class start date. If registering and attending Pastoral Crisis Intervention and Pastoral Crisis Intervention II at same conference there is no need to send in confirmation of prerequisite.

Primary Audience**Prerequisites**

Pastoral Crisis Intervention

Course Length

13 Hours

Assisting Individuals in Crisis**Description**

This course, previously known as Individual Crisis Intervention and Peer Support, teaches participants the fundamentals of crisis intervention. Sometimes called "emotional first aid," crisis Intervention is NOT psychotherapy; rather, it is a specialized, emergency mental health practice which requires specialized training. Participants will learn about psychological crisis and psychological crisis intervention; the resistance, resiliency, recovery continuum; basic crisis communication techniques; and the SAFER-Revised model.

Primary Audience

Emotional and spiritual care specialists, mental health professionals, and others who work one-to-one with individuals in crisis.

Prerequisites

Pastoral Crisis Intervention

Course Length

13 Hours

Assisting Individuals in Crisis Approved Instructor Program**Description**

Train the Trainer Course to train to teach Assisting Individuals in Crisis.

Primary Audience**Prerequisites**

Pastoral Crisis Intervention

Course Length

17 Hours

Emotional & Spiritual Care in Disaster Operations**Description**

The purpose of this advanced level course is to enhance the skills of clergy, chaplains, mental health professionals, and trained crisis responders 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 long-term recovery process. This course examines the unique ministry The Salvation Army offers during a disaster event and identifies appropriate spiritual care support techniques for traumatized disaster survivor.

Primary Audience

Prerequisites

Pastoral Crisis Intervention

Course Length

14 Hours

Strategic Response to Crisis**Description**

Knowing what sequence of crisis intervention processes to use for which individuals or groups, at what times, and under what circumstances is crucial to all effective early intervention programs. The course will present essential information for the assessment of both crisis situations and the effects of critical incidents on people involved in those situations. Learn to create an effective plan of action to assist those in crisis and complete a series of exercises designed to sharpen assessment and crisis planning skills. Strategic planning and tactical decision making are emphasized, as are rationales for choosing one set of crisis intervention processes over another.

This course builds confidence that crisis interventionists will make the right choices of interventions for the populations they are assisting under specific circumstances. This course requires previous training and experience. ICISF's "Group Crisis Intervention" and "Assisting Individuals in Crisis" (formerly Individual Crisis Intervention and Peer Support) should be viewed as prerequisites.

Primary Audience**Prerequisites**

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

14 Hours

Spiritual and Psychological First Aid**Description**

This two-day course endeavors to build helping skills and a better understanding of the unique role of the crisis responder and trains participants in the fundamental principles of spiritual and psychological first aid (SPFA). Care provided in SPFA may be defined as practical, compassionate, supportive presence designed to mitigate acute distress, assess needs, provide essential supportive care, and link with other support systems as needed for ongoing spiritual, emotional, and mental health care.

Primary Audience

This course is designed for anyone who wants to enhance their skills in providing SPFA to survivors of loss, disaster, emergency, trauma, and crisis setting. This course is especially helpful for individuals who serve as emotional and spiritual care givers on a disaster operation.

Prerequisites

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

16 Hours

HSI Adult First Aid CPR AED

Description

This course is designed for participants to gain or improve knowledge and skill proficiency in adult first aid, CPR AED for the adult, child and infant. Note: This class does not teach pediatric first aid.

Primary Audience

This course is designed for individuals who are not healthcare providers or professional rescuers who desire, or are occupationally required, to be trained and certified in adult first aid and/or CPR AED for the adult, child or infant.

Prerequisites

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

7 Hours

HSI-Pediatric First Aid CPR AED

Description

The goal of the pediatric first aid and CPR AED training class is for participants to gain or improve knowledge and skill proficiency in pediatric first aid and CPR AED for the adult, child and infant.

Primary Audience

Individuals who are not healthcare providers or professional rescuers who desire, or are occupationally required, to be trained and certified in pediatric first aid and CPR AED for the child, infant, and adult.

Prerequisites

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

6 Hours

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

All disaster workers assigned to a leadership or supervisory position within a Salvation Army disaster relief operation.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

8 Hours

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

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

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

8 Hours

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 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

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 Center (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

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Emergency Assistance in Disaster Operations

Course Length

8 Hours

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 center.

Primary Audience

Disaster and social services workers interested in serving as a casework specialist on a disaster relief operation.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

8 Hours

Ministry of Presence**Description**

The Salvation Army disaster service is more than just physical care; it also emotional and spiritual support. This course will explore appropriate emotional and spiritual care from its most basic level of "just being there" to the deeper aspects of pastoral counseling and referral. This is a highly interactive course that will both challenge and help participants to care for both others and themselves during a disaster deployment.

Primary Audience

This course is designed for new disaster workers who are interested in understanding the basic principles of responsible and appropriate emotional and spiritual care on disaster operations. The target audience includes anyone who is interested in emotional and spiritual and is not limited to clergy.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

4 Hours

Liaison 1: Understanding Emergency Management & Whole Community**Description**

This course provides an overview of emergency management in the United States, examining how The Salvation Army

works together with other disaster relief providers, such as the Federal Emergency Management Agency (FEMA) and National Voluntary Organizations Active in Disaster (VOAD). The course will explore how all disasters are fundamentally local events, the federal disaster declaration process, the role of an emergency operations center (EOC), and the advantages of a "whole community" approach to the emergency management planning process.

Primary Audience

New disaster workers who wish to understand the basics of emergency management and local Salvation Army officers and liaisons who will be interacting with government agencies and VOADs.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

8 Hours

Safe From Harm - Level 1**Description**

Safe From Harm (SFH) is a comprehensive program, complete with model guidelines, designed to assist The Salvation Army's corps and social service institutions in their efforts to protect children and vulnerable adults from abuse.

Primary Audience

Volunteers working with children/youth.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

2 Hours

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, Incident Command System

Course Length

8 Hours

Safe From Harm - Level 3

Description

Safe From Harm (SFH) is a comprehensive program, complete with model guidelines, designed to assist The Salvation Army's corps and social service institutions in their efforts to implement The Salvation Army's National Policy Statement on Sexual Abuse of Children. Safe From Harm is a "how to" manual for implementing the policy that has implications for nearly every area of The Salvation Army's corps and social service operations.

Primary Audience

Supervisors (including all officers) of personnel working with children/youth.

Prerequisites

Introduction to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

6 Hours

Safe From Harm - Level 2**Description**

Safe From Harm (SFH) is a comprehensive program, complete with model guidelines, designed to assist The Salvation Army's corps and social service institutions in their efforts to implement The Salvation Army's National Policy Statement on Sexual Abuse of Children. Safe From Harm is a "how to" manual for implementing the policy that has implications for nearly every area of The Salvation Army's corps and social service operations.

Primary Audience

Employees working with children/youth.

Prerequisites

Introduction to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

3 Hours

Safe From Harm - Level 5**Description**

Safe From Harm - Level 5 is specialized training designed to fit the unique context of The Salvation Army programs outside of the typical corps/community center setting. The information and guidelines match those of Level 2; however the context, scenarios and statistical information are geared toward the unique program setting.

Primary Audience

Specialized Program Staff, including Camps, Boys & Girls Clubs, Shelters, etc.

Prerequisites

Introduction to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

3 Hours

Safe From Harm - Level 4

Description

Safe From Harm (SFH) is a comprehensive program, complete with model guidelines, designed to assist The Salvation Army's corps and social service institutions in their efforts to implement The Salvation Army's National Policy Statement on Sexual Abuse of Children. Safe From Harm is a how to manual for implementing the policy that has implications for nearly every area of The Salvation Army's corps and social service operations.

Primary Audience

Divisional SFH Trainers as selected by the Divisional SFH Coordinator.

Prerequisites

Introduction to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Introduction to The Salvation Army Emergency Disaster Services**Description**

The gateway course to The Salvation Army's disaster training program, Introduction to The Salvation Army 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 available in both a classroom and an online self-study version and is a prerequisite for most other Salvation Army disaster training courses.

Primary Audience

New disaster workers just beginning their association with The Salvation Army.

Prerequisites

Introduction to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

4 Hours

Disaster Food Service & 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 & 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. Any version of ServSafe® Handlers acts as a prerequisites.

Prerequisites

Introduction to The Salvation Army Emergency Disaster Services, ServSafe® Handler (5th Edition)

Course Length

8 Hours

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

Intro to The Salvation Army Emergency Disaster Services

Course Length

8 Hours

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, Incident Command System

Course Length

8 Hours

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

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Emotional & Spiritual Care: The ESC Specialist**Description**

Introduction to Emotional and Spiritual Care (ESC) is designed to train all Salvation Army disaster workers with the basic skills necessary to offer emotional and spiritual care, as needed, to disaster survivors and first responders. Participants will explore how their cultural and religious practices may influence their responses to disaster survivors and first responders who have different cultural and religious beliefs. Participants will also review the most current research regarding the spiritual climate in the United States and will reflect on how to provide spiritual care for those individuals with different beliefs. Finally participants will be introduced to three approaches for offering emotional and spiritual care during a disaster: ministry of presence, ministry of listening, and the ministry of caring. Each approach is similar and yet different and take into account the comfort level of disaster workers as well as the needs of survivors and first responders.

Primary Audience

This course is designed for new disaster workers who are interested in understanding the basic principles of responsible and appropriate emotional and spiritual care on disaster operations. The target audience includes anyone who is interested in emotional and spiritual care and is not limited to clergy.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

8 Hours

Operating Utility Terrain Vehicles (UTV) In A Disaster Response**Description**

This hands on course is designed to introduce participants to The Salvation Army policies regarding the use of Utility Terrain Vehicles (UTVs) during a disaster operation. Safely operating these vehicles is of utmost importance and this course is required for anyone who may be called upon to drive a vehicle. Participants will be given guidelines regarding transporting UTVs, conducting pre-ride inspections, securing cargo, and carrying passengers. Most importantly, Safe and responsible driving will be covered in the course, including the required safety gear for the various types of UTVs. Participants are required to pass both a written and driving exam in order to operate these vehicles during a Salvation Army disaster response.

Primary Audience

Any disaster worker on The Salvation Army's Approved Drivers' list who will be assigned to operate a UTV on a disaster relief operation.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services

Course Length

3 Hours

Operations**Description**

This course is designed to introduce participants to the Operations section as it pertains to the Incident Command and will prepare participants to serve in a leadership role within the Operations section on an Incident Management Team. It will cover the role and responsibilities of the Operations Chief, provide an overview of the subordinate positions found within the Operations section and will look at how service delivery -- from food service to disaster social services to bulk distribution -- is set-up, managed, coordinated, and demobilized through the Operations section.

Primary Audience

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

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Leadership and Supervision In ICS**Description**

This course is designed for individuals who will be operating as functional leads within the Incident Command System. Participants will explore the role and responsibilities of the supervisor during a disaster response. This includes, but is not limited to, clearly articulating job responsibilities, providing constructive feedback, adhering to Salvation Army policies and procedures, and providing conflict management solutions as it pertains to disaster deployments.

Primary Audience

This advanced course is designed for experience disaster workers who will be serving on an Incident Management Team or in a supervisory role. Participants should have at completed at least on ICS Position Course such as Operations, Logistics, Safety, Public Information Officer, or Finance and Administration.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Safety**Description**

"Safety First" is a core consideration on any disaster relief operation and this course will examine the role and responsibilities of the Safety Officer on a Salvation Army Incident Management Team (IMT). The class will focus on hazard recognition, corrective action, and incident reporting with a special emphasis on the most common safety hazards on a Salvation Army Disaster relief operation.

Primary Audience

This advanced course is designed for experienced disaster workers who will be serving in the Safety section of a Salvation Army disaster relief operation or as a Safety Officer on an Incident Management Team (IMT). Ideally, participants will have experience in OSHA General Industry safety practices, ServSafe® food handling procedures, and be certified in general first aid.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Planning**Description**

This course trains experienced disaster workers who will deploy as the Planning Chief on a disaster operation. The course outlines the key responsibilities and tasks associated with the planning function.

Primary Audience

Anyone interested in the planning function and serving in the planning section on a disaster operation. Experienced disaster workers who have served as the chief in other ICS functional areas.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

All Hazards Facility Preparedness Planning**Description**

This course is designed to explore how to make work spaces and places of worship safer. It takes participants through an assessment of their facility space and allows them to create an emergency operations plan.

Primary Audience

Anyone interested in making their work space or place of worship safer.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Planning**Description**

This course has been developed to provide advanced level training for those interested in serving in the Salvation Army's Planning Section within the Incident Command System. The course provides participants with an in-depth look at the role of the Planning Chief and the intricacies of the roles and responsibilities of the Planning Section participants will also be taught how to use the various tools and forms associated with this role.

Primary Audience

Experienced disaster workers interested in working in the Planning section and who have previously served in another Incident Management Team position.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Incident Command System

Course Length

8 Hours

Cleaning, Sanitizing & Field Kitchens**Description**

Created in conjunction with our partners, Southern Baptist Disaster Relief, this course is designed to take an in depth look at what goes into cleaning and sanitizing cooking and serving equipment. It also looks at the design of field kitchens and how they are used on large disaster operations. This course is very hands on and includes cooking and cleaning demonstrations and practice.

Primary Audience

Any disaster worker who works in food service or is interested in working in food service.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, ServSafe® Food Handler (6th Edition), Disaster Food Service & Canteen Operations

Course Length

4 Hours

Imaging and Interviewing: Media in Disasters**Description**

Social media plays a strategic role in disaster response. Often, The Salvation Army can tell their story through Facebook and Twitter. How can these platforms be leveraged so that more people see what is happening in the impacted areas? This course is designed to look at the use of technology in disasters. Participants will look at the advantages and disadvantages of Facebook Live, drone usage, and how to interview disaster survivors and first responders to tell the story.

Primary Audience

This course is an advanced level course for those individuals who will be deployed within the Public Information Officer section during a disaster. This individual should have some background in public or media relations.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Public Information 1: The First 24 Hours

Course Length

8 Hours

Compassion Resilience: A Toolkit for Preventing Burnout in Work and Ministry

Description

This class invites participants to recognize the signs and symptoms of compassion fatigue and burnout and how it impacts their work and personal life. More importantly, this course offers effective self-care strategies for promoting compassion resiliency.

Primary Audience

Anyone

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Public Information 1: The First 24 Hours

Course Length

4 Hours

The Dignity of Difference: Exploring DEIB**Description**

This course aims to promote awareness and understanding of people with different backgrounds so individuals can better work together and better serve "others" through organizational programs. By the end of the training class, participants should be able to: Define diversity, equity, inclusion and belonging, understand personal identity and group connections, differentiate between equity and equality and how these concepts might influence service, define positive and negative biases and how bias can impact our work, define microaggressions and identify productive responses to them, and discover ways to become more inclusive by creating a culture of belonging.

Primary Audience

Designed for anyone who works or volunteers with The Salvation Army.

Prerequisites

Intro to The Salvation Army Emergency Disaster Services, Public Information 1: The First 24 Hours

Course Length

6 Hours

The Dignity of Difference: Exploring DEIB TTT**Description**

This course is for individuals interested in being trained to being DEIB trainers for The Salvation Army.

Primary Audience

Approved personnel only.

Prerequisites

The Dignity of Difference: Exploring DEIB

Course Length

16 Hours

ServSafe® Manager

Description

This course teaches food service managers about the dangers of foodborne illness, how to prevent it, and the keys to food safety. The course also covers specifics on how to safely receive, store, prepare, cool, heat, and serve food, emphasizing active managerial control as a critical component in reducing the risk of a foodborne illness outbreak. To receive credit for this course, participants must pass an multiple choice examination, administered in accordance with national ServSafe® standards.

Primary Audience

Supervisors of Operations, Safety, mobile canteens and kitchens, and others in food service management.

Prerequisites

The Dignity of Difference: Exploring DEIB

Course Length

16 Hours

ServSafe® Food Handler (6th Edition)

Description

This course introduces participants to the basics of safe food handling. The course explains how food can become unsafe through time-temperature abuse, cross-contamination, and improper cleaning and sanitizing, and emphasizes the importance good personal hygiene plays in limiting the spread of dangerous pathogens.

Primary Audience

All disaster workers involved in food service or preparation.

Prerequisites

The Dignity of Difference: Exploring DEIB

Course Length

4 Hours

Volunteer and Donations Management

Description

This FEMA course is designed to provide participants with guidance on how to plan and prepare for spontaneous volunteers and unsolicited donations following a disaster. Best practices of how to manage volunteers and donations will be emphasized. This course can be used as an Elective Course for the FEMA Advanced Professional Series (APS).

Primary Audience

Individuals interested in having a better understanding of the management of spontaneous volunteers and/or unsolicited donations following a disaster.

Prerequisites

The Dignity of Difference: Exploring DEIB

Course Length

16 Hours

Religious and Cultural Literacy and Competency in Disaster

Description

Religious and cultural communities are key partners in building a culture of preparedness. Collaborating with these vital community members will allow emergency managers to access a multitude of local resources and ensure members of the whole community can contribute to disaster resilience efforts. This course provides emergency management professionals and faith and community leaders active in disaster with the religious literacy and competency tools needed to learn how to effectively engage religious and cultural groups and their leaders throughout the disaster lifecycle.

Primary Audience

Anyone interested in working with people on a disaster operation

Prerequisites

The Dignity of Difference: Exploring DEIB

Course Length

8 Hours

Advanced Group Crisis Intervention

Description

Designed to provide participants with the latest information on critical incident stress management techniques and post-trauma syndromes, the Advanced Group Crisis Intervention course builds upon principles and concepts introduced in the Group Crisis Intervention course. Participants will be introduced to intervention strategies and advanced defusing and debriefing techniques specifically designed to assist those exposed to traumatic situations.

Primary Audience

Emotional and spiritual care specialists, mental health professionals, and others already trained in the critical incident stress debriefing format. This course requires previous training and experience.

Prerequisites

Group Crisis Intervention

Course Length

14 Hours

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

Group Crisis Intervention

Course Length

13 Hours

Pastoral Crisis Intervention**Description**

Pastoral crisis intervention represents a powerful addition to traditional community and organizational psychological support resources. This two-day course assists participants in learning how pastoral interventions and traditional psychological crisis interventions may be effectively integrated.

Primary Audience

Emotional and Spiritual Care Officers, chaplains, pastoral counselors, mental health professionals, ministers, and anyone interested in the use of faith-based resources in healing should find this course of interest

Prerequisites

Group Crisis Intervention

Course Length

13 Hours

Grief Following Trauma**Description**

This Course Is Designed To Help People Develop A Basic Understanding Of How To Help Grieving People Following Trauma. Course Content Includes How To Identify Characteristics Of Trauma And Traumatic Events, The Normalcy Of Traumatic Grief Reactions, Learn Helpful Death Notification And Body Identification Techniques, Become Skilled At Identifying Warning Signs Of Complications, And Learn The Importance Of Early Interventions And Support Utilizing The Safer-r Model. 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 Loss. Upon Completion, Participants Will Be Able To: Identify Types Of Traumatic Events And The Characteristics Of Trauma And Grief; Describe Normal Responses To Trauma And Normal Grief Responses; Describe Factors That May Complicate The Traumatic Grief Process; Learn Practical And Effective Methods Of Death Notification And Preparation For Body Identification; Identify The Primary Needs Of People Experiencing Grief Following Trauma; Outline Techniques For Supporting People Grieving A Trauma; And Self-care Assessment And Techniques.

Primary Audience

Targeted participants will be trained clergy, chaplains, mental health professionals, and CISM trained crisis responders who work with people who experience grief and loss following a traumatic event.

Prerequisites

Group Crisis Intervention

Course Length

14 Hours

Pastoral Crisis Intervention II

Description

This course builds on the foundations of ICISF's Pastoral Crisis Intervention class. More specific advanced concepts and specific field applications where pastoral crisis intervention is applied will be covered.

Confirmation of full attendance in ICISF's course Pastoral Crisis Intervention is a prerequisite to attend this class.

A copy of your certificate for ICISF's Pastoral Crisis Intervention class indicating full attendance (13 Contact Hours) must be submitted with all fax and mail registrations. If registering on-line, upon completion of the registration, a copy of your registration confirmation along with a copy of your certificate for ICISF's Pastoral Crisis Intervention class indicating full attendance (13 Contact Hours) must be mailed to ICISF prior to the class start date. If registering and attending Pastoral Crisis Intervention and Pastoral Crisis Intervention II at same conference there is no need to send in confirmation of prerequisite.

Primary Audience**Prerequisites**

Pastoral Crisis Intervention

Course Length

13 Hours

Assisting Individuals in Crisis**Description**

This course, previously known as Individual Crisis Intervention and Peer Support, teaches participants the fundamentals of crisis intervention. Sometimes called "emotional first aid," crisis Intervention is NOT psychotherapy; rather, it is a specialized, emergency mental health practice which requires specialized training. Participants will learn about psychological crisis and psychological crisis intervention; the resistance, resiliency, recovery continuum; basic crisis communication techniques; and the SAFER-Revised model.

Primary Audience

Emotional and spiritual care specialists, mental health professionals, and others who work one-to-one with individuals in crisis.

Prerequisites

Pastoral Crisis Intervention

Course Length

13 Hours

Assisting Individuals in Crisis Approved Instructor Program**Description**

Train the Trainer Course to train to teach Assisting Individuals in Crisis.

Primary Audience**Prerequisites**

Course Length

17 Hours

Emotional & Spiritual Care in Disaster Operations**Description**

The purpose of this advanced level course is to enhance the skills of clergy, chaplains, mental health professionals, and trained crisis responders 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 long-term recovery process. This course examines the unique ministry The Salvation Army offers during a disaster event and identifies appropriate spiritual care support techniques for traumatized disaster survivor.

Primary Audience**Prerequisites**

Pastoral Crisis Intervention

Course Length

14 Hours

Strategic Response to Crisis**Description**

Knowing what sequence of crisis intervention processes to use for which individuals or groups, at what times, and under what circumstances is crucial to all effective early intervention programs. The course will present essential information for the assessment of both crisis situations and the effects of critical incidents on people involved in those situations. Learn to create an effective plan of action to assist those in crisis and complete a series of exercises designed to sharpen assessment and crisis planning skills. Strategic planning and tactical decision making are emphasized, as are rationales for choosing one set of crisis intervention processes over another.

This course builds confidence that crisis interventionists will make the right choices of interventions for the populations they are assisting under specific circumstances. This course requires previous training and experience. ICISF's "Group Crisis Intervention" and "Assisting Individuals in Crisis" (formerly Individual Crisis Intervention and Peer Support) should be viewed as prerequisites.

Primary Audience**Prerequisites**

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

14 Hours

Spiritual and Psychological First Aid

Description

This two-day course endeavors to build helping skills and a better understanding of the unique role of the crisis responder and trains participants in the fundamental principles of spiritual and psychological first aid (SPFA). Care provided in SPFA may be defined as practical, compassionate, supportive presence designed to mitigate acute distress, assess needs, provide essential supportive care, and link with other support systems as needed for ongoing spiritual, emotional, and mental health care.

Primary Audience

This course is designed for anyone who wants to enhance their skills in providing SPFA to survivors of loss, disaster, emergency, trauma, and crisis setting. This course is especially helpful for individuals who serve as emotional and spiritual care givers on a disaster operation.

Prerequisites

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

16 Hours

Local Community Response

Description

Over the past few years, there has been an extreme interest in local community involvement. Superstorm Sandy provided opportunity for dozens of community groups and churches to spring into action to aid their respective communities. Although these efforts are well intentioned and have produced some excellent outcomes, there is still work to be done to educate and coordinate these efforts into a much more effective force.

The goal in providing this information is to educate community organizations on how to work with The Salvation Army and with emergency management. Some of the material is written from the perspective of The Salvation Army's work in collaborating with other churches, agencies and neighborhood groups to serve those impacted by emergencies of all kinds.

Primary Audience

The Local Community Response Course has two versions; one is a generic, multi agency approach which is ideal when training with our partners and community organizations and churches. The other is a more TSA centric version which can be used to provide orientation for potential new volunteers.

Prerequisites

Group Crisis Intervention, Assisting Individuals in Crisis

Course Length

4 Hours

Applications of Emotional and Spiritual Care

Description

The Applications of Emotional and Spiritual Care course might best be described as the final course in the Eastern Territories Disaster Chaplaincy certification. It is the final course in the series which includes Foundations of ESC and Essentials of ESC.

Also, included as part of the two day course is time for reflection to strengthen your inner depth and power, as we consider thoughts, attitudes, biases and various beliefs that may impact your capacity to serve in an advanced ESC role.

Primary Audience

Within the material assembled there is a great deal of theoretical and practical information that will provide knowledge and understanding needed to perform in the field. That information is balanced by exercises, role plays and group discussion to enhance the participants level of experience, which in turn should create a greater sense of confidence and poise when interacting with those in need.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

16 Hours

Basic Life Support

Description

Since 2005, the territory has used the Medic First Aid (MFA) training for first aid and CPR in many applications, with great success. In the past year, a number of states would not recognize the basic or pediatric MFA courses for camp and shelter purposes, as they required a "professional level" training.

Primary Audience

From the parent company, Health and Safety Institute came the Basic Life Support course which is just that, first aid and CPR for healthcare providers and professional rescuers.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

8 Hours

Alabama Regional Workshop

Description

This regional workshop is for disaster workers in the ALM Division and will provide an overview of ICS section areas.

Primary Audience

Disaster workers- Officers, Employees, and Volunteers

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

Hours

Mississippi Regional Workshop

Description

This workshop is designed for disaster workers in the ALM Division and will cover the ICS structure and positions.

Primary Audience

Disaster Workers--Officers, Employees and Volunteers

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

Hours

Louisiana Regional Workshop**Description**

This workshop is designed for disaster workers in the ALM Division. The workshop will focus on the Incident Command System and each of the sections.

Primary Audience

Disaster Workers- Officers, Employees, Volunteers

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

Hours

NSC Canteen Workshop**Description**

This Workshop is for disaster workers in the North and South Carolina Division.

Primary Audience

EDS workers.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

Hours

TEX--Incident Command System Workshop**Description**

This course is for the Texas Divisional Incident Command Team members.

Primary Audience**Prerequisites**

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

8 Hours

AOK--Incident Command System Workshop

Description

This is an advanced level course designed for personnel who service on the AOK Divisional Incident Management Team

Primary Audience

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

8 Hours

TEX-Home Preparedness

Description

This workshop is designed to give individuals and families tips for preparing for an emergency or disaster. It will address questions regarding what should go into an emergency preparedness kit, how to create a communications plan, what to do with pets, and how to store important documents.

Primary Audience

Anyone!

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

3 Hours

TX Volunteer Preparedness Workshop

Description

Volunteers will learn how to become a Salvation Army Disaster Volunteer and what to expect when deployed and how we manage disasters. They will also learn about the different services we provide and how they could be involved. Volunteers will be given the opportunity to ask questions during the workshop.

Primary Audience

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

3 Hours

TX Food Service Workshop

Description

Volunteers will learn about The Salvation Army's disaster food services and working on a canteen. This will include a tour of the canteen and onsite field exercise serving in the community.

Primary Audience**Prerequisites**

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

3 Hours

Psychological First Aid (PFA)**Description**

Description: Psychological First Aid is the "acute intervention of choice" when responding to the psychosocial needs of children, adults, and families affected by disaster and terrorism. Developed by the National Child Traumatic Stress Network and the National Center for PTSD, with contributions from other individuals involved in coordinating and participating in disaster response, Psychological First Aid is designed to reduce the initial distress caused by traumatic events and to foster short- and long-term adaptive functioning and coping.

Primary Audience**Prerequisites**

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

6 Hours

Stress First Aid (SFA)**Description**

Description: Stress First Aid (SFA) is a self-care and peer support model developed for those in high-risk occupations. SFA is meant to be used by anyone who is in an ongoing stressful situation, particularly when there is significant distress involved. Stress First Aid is based on a set of five evidence-based elements that have been linked to better functioning after stress and adversity across many settings.

Primary Audience**Prerequisites**

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

2 Hours

De-escalation

Description

Description: De-escalation provides straightforward strategies to assist frontline public health, mental health, and healthcare professionals when interacting with angry individuals.

Primary Audience**Prerequisites**

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

2 Hours

ServSafe® Manager**Description**

This course teaches food service managers about the dangers of foodborne illness, how to prevent it, and the keys to food safety. The course also covers specifics on how to safely receive, store, prepare, cool, heat, and serve food, emphasizing active managerial control as a critical component in reducing the risk of a foodborne illness outbreak. To receive credit for this course, participants must pass an multiple choice examination, administered in accordance with national ServSafe® standards.

Primary Audience

Supervisors of Operations, Safety, mobile canteens and kitchens, and others in food service management.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

16 Hours

ServSafe® Food Handler (6th Edition)**Description**

This course introduces participants to the basics of safe food handling. The course explains how food can become unsafe through time-temperature abuse, cross-contamination, and improper cleaning and sanitizing, and emphasizes the importance good personal hygiene plays in limiting the spread of dangerous pathogens.

Primary Audience

All disaster workers involved in food service or preparation.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

4 Hours

General Industry Procedures**Description**

The OSHA Outreach Training Program provides training for workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. The 10-hour class is intended for entry level workers and will be delivered by OSHA-authorized trainers.

Primary Audience

This course is essential for anyone interested in serving as a Safety Officer on a Salvation Army disaster operation.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

16 Hours

Skywarn Spotter**Description**

SKYWARN storm spotters are part of the ranks of citizens, who form the Nation's first line of defense against severe weather, and whose main responsibility is to identify and describe severe local storms. SKYWARN spotters, coupled with Doppler radar technology, improved satellite and other data, enable the National Weather Service (NWS) to issue more timely and accurate warnings for tornadoes, severe thunderstorms and flash floods. This course covers the basics of being a SKYWARN Spotter.

Primary Audience

NWS encourages anyone with an interest in public service and access to communication, such as HAM radio, to join the SKYWARN® program. Please note after completing this course you will not be given a spotter ID unless you reside in the local jurisdiction where this class is being taught. Information on how to obtain your local spotter ID will be discussed during the class.

Prerequisites

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

2 Hours

Adult Mental Health First Aid**Description**

Mental Health First Aid is an early intervention public education program. It teaches adults how to recognize the signs and symptoms that suggest a potential mental health challenge, how to listen nonjudgmentally and give reassurance to a person who may be experiencing a mental health challenge, and how to refer a person to appropriate professional support and services.

Primary Audience**Prerequisites**

Essentials of Emotional and Spiritual Care, Foundations of Emotional and Spiritual Care

Course Length

