

Personal Services (Level II)

Course Sponsor:

The Salvation Army- ESS Courses (British Columbia)

Target Audience:

Personal Service Team Members

Course Description:

Duration: 2.5 days (Thursday evening, Friday & Saturday)

This workshop is offered to those persons on the Emergency Social Service team with Meeter & Greeter/Personal Services responsibilities. The purpose of the workshop is to provide participants with the knowledge and skills to come alongside someone traumatized by disaster and walk with him or her in the beginning process of recovery - A response from the Heart!

Course Objectives:

Upon completion of this workshop, participants will have a working knowledge of the following:

- An Introduction to the field of trauma management
- Defining the problem, traumatic stress in the context of work
- Introduction to stress - causes and consequences
- Helping those in crisis following a disaster
- Incident assessment and planning
- Peer-based interventions- defusing and debriefing
- Psychological and Educational Group Debriefing

Prerequisite:

- Introduction to Emergency Social Services
- Reception Centre Operations
- Personal Services (Level I)

Type of Instruction:

Lecture, video, PowerPoint, role playing

Class Size:

30 Minimum, 50 Maximum

Course Location:

Date to be announced in 2003

Course Availability:

For registration information contact Major Stephen French

Point of Contact:

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