

Personal Services (Level I)

Course Sponsor:

The Salvation Army- ESS Courses (British Columbia)

Target Audience:

All ESS team members

Course Description:

Duration: 1.5 days (Friday evening and 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 them in the beginning process of recovery - A response from the Heart!

Course Objectives:

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

- Meeting and greeting people as they enter a reception centre and helping them feel at ease and less stressed
- Directing people within a reception centre by helping them find applicable area(s) for their needs
- Supporting other workers by providing a listening ear and caring support
- Helping people with special needs and those requiring special assistance
- Being a listening ear to those who have just experienced trauma and upset
- Individual help and counseling support
- Spiritual support and encouragement in co-operation with other faith groups and spiritual leaders

Prerequisite:

- Introduction to Emergency Social Services
- Reception Centre Operations

Type of Instruction:

Lecture, video, PowerPoint, role playing and a little magic

Class Size:

20 Minimum, 50 Maximum

Course Location:

Delivered regionally

Course Availability:

For registration information contact Major Stephen French

Point of Contact:

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