Description
This presentation will inform the audience about the Red Cross commitment to excellent service delivery to individuals with access and functional needs including those with disabilities. Tips will be included for providing service to individuals with access and functional needs including those with disabilities.

Purpose
This presentation is designed to educate the audience about excellent service delivery to all of our clients and staff, by inclusion and integration of their varied needs before, during and after disasters.

Learning Objectives
• Increase disability competency to a minimum-standard level, by exploration of the social or independent living model of disability, and its application in all aspects of disaster services.
• Facilitate an understanding of civil rights laws and protections, to ensure that services are provided in a manner that is fair and equitable to all.
• Remove the “fear factor” by encouraging people with disabilities to volunteer with their local Red Cross chapter, as well as Red Cross engagement with disability stakeholder groups at the local, regional and division level.

Audience
All disaster responders and disaster cycle services staff.

Prerequisites
None.

Length
This course is one hour in length.

Scheduling
The recommended maximum class size is 30 participants. It is at the discretion of sponsoring units to offer this class to more than 30 participants. As class size increases, more than one instructor may be needed.

Instructor Requirements
This course is taught by one or two certified basic instructors who have successfully completed the train-the-trainer session conducted by the Disaster Health Services National Program Lead.
**Materials and Equipment**

- Everyone is Welcome PowerPoint presentation
- Course Fact Sheet (one per participant)
- Computer and LCD projector
- Name tents
- Chart paper and easel
- Marking pens
- Sticky notes (at each table group)
- Course Roster
- Participant Evaluations (one per participant)

Note:
The PowerPoint presentation is available on The Exchange.

**Help / Contact Information**

Questions or comments concerning this course or its materials should be emailed to DisasterTraining@redcross.org