**Serving People with Functional and Access Needs in Shelters**
**DISFANS100: June 2012**
**Fact Sheet: June 2012**

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| **Description** | *Serving People with Functional and Access Needs in Shelters* (FANS) is a basic level, web-based course that is designed to give participants an overview of functional and access needs, techniques for assisting people with functional and access needs and introduce related laws and guidelines.<br><br>Learners must complete a pre-test and a final assessment. A passing score of 70% on the final assessment is required to receive course completion credit.<br><br>This course qualifies for 0.3 CEU credit under the International Association for Continuing Education and Training (IACET) guidelines. Refer to the Continuing Education Units (CEU) pages on CrossNet for more information. |
| **Purpose** | The purpose of this course is to prepare employees and volunteers of the Red Cross and other agencies to serve people with functional and access needs in a sensitive and effective manner in a sheltering environment. |
| **Learning Objectives** | Upon completion of this course, participants will be able to–<br><br>• Define disability and recognize the different types of disabilities that exist.<br>• Recognize different laws and guidelines that protect people with disabilities against discrimination.<br>• Identify hazards, barriers, conditions, attitudes and challenges that exist for people with disabilities in shelters.<br>• Describe solutions or strategies in assisting people with disabilities in a sheltering environment.<br>• Describe the role of service animals.<br>• Describe how to communicate with and assist people with disabilities. |
| **Audience** | • Employees and volunteers of the Red Cross who are involved in planning for or delivering shelter services.<br>• Individuals and groups who wish to work with people with functional and access needs in a sheltering environment during a disaster |
| **Prerequisites** | There are no prerequisites for this course. |
| **Length** | This course is approximately three hours in length. Given that the course is self-paced, completion time may vary from participant to participant. |

| **Scheduling** | *Serving People with Functional and Access Needs in Shelters* is available 24/7 in the American Red Cross Learning Center (LMS). The learner self enrolls in the course at https://classes.redcross.org. |
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| | For technical issues, contact the IT Service Desk at 1-888-778-7762. |

| **Materials and Equipment** | • Computer<br>• Internet connection<br>• LMS user ID and password<br>• Adobe Flash Player 10 (http://get.adobe.com/flashplayer/)<br>• Adobe Reader (http://get.adobe.com/reader) |
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| **Additional Information** | IACET CEUs are available through the National Red Cross Store. |
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| | Please email questions or comments concerning this course to: DisasterTraining@redcross.org. |