![American Red Cross logo]

Fact Sheet
Disaster Cycle Services

Description	A Multi-Agency Resource Center (MARC) can be an efficient way to deliver services to people and families affected by a disaster by bringing together multiple service providers in a single location and providing on-site assistance. *Multi-Agency Resource Center Basics* is a web-based course that focuses on what a MARC is and what is needed in order to determine how participants will fulfill roles. This course will present content related to the *Multi-Agency Resource Center Planning Resource* document. The training will inform Red Cross staff and partners who will be involved in the planning and operation of MARC. It would be beneficial if participants would download and print the *Multi-Agency Resource Center Planning Resource* document that is located on the Exchange. The Planning Resource document should also be downloadable from the Resources Tab in the course.
Purpose	The purpose of this course is to provide a basic foundation to understand what a MARC is and what is needed in order to determine roles, responsibilities and resources when opening and operating a MARC.
Learning Objectives	Upon completion of this course, participants will be able to: • Explain the purpose and benefits of a MARC • Implement planning tools and operational standards to plan for and operate a MARC • Identify and determine the roles, positions and staffing needs for a MARC • Implement tools to close down a MARC
Audience	The audience for this course will be: • Red Cross Region and Division staff responsible for Mobilize the Community and Recovery roles • Non-government partners such as the Salvation Army, Catholic Charities, VOAD, and other community partners • Government partners at the city, county and state level.
Prerequisites	*None*
Length	This course is self-paced and requires time to reference the MARC Resource Guide so the completion time may differ among participants. It should take approximately 45 minutes to complete.

Scheduling	Online courses are available 24/7 in the EMBARC Learning Management System. Learners can enroll in the course after logging into the system using the appropriate URL below: Volunteer URL – https://embarc-learning.sabacloud.com (log in using your EMBARC username and password) Employee URL – https://embarc.sabacloud.com (if prompted, log in using your Red Cross network credentials)
Materials and Equipment	• Computer • Internet connection (broadband) • LMS user ID and password • Adobe Flash Player 10 (http://get.adobe.com/flashplayer/) • Adobe Reader (http://get.adobe.com/reader) This course is designed to work on most flash enabled devices and browsers. Playback will be improved with higher-speed connections.
Help/Contact Information	Technical problems with this course should be reported to the IT Service Desk for assistance (888-778-7762). Questions or comments concerning this course should be emailed to: DisasterTraining@redcross.org.