

*Memorandum of Understanding*

*between*

*The American National Red Cross*

*and*

*The Disaster Operations Volunteer Escapees (DOVE)*



**American Red Cross**

## **I. Purpose**

The purpose of the Memorandum of Understanding (MOU) is to document the relationship between the American National Red Cross (the “Red Cross”) and the Disaster Operations Volunteer Escapees (DOVE). This MOU provides a broad framework for cooperation between the two organizations in providing emergency preparedness and response services.

## **II. Independence of Operations**

Each party to this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and financing its own activities.

## **III. Organization Descriptions**

Founded in 1881, the American Red Cross is a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross and Red Crescent Movement. The Red Cross provides relief to victims of disasters and helps people prevent, prepare for and respond to emergencies. The Red Cross provides services to those in need regardless of citizenship, race, religion, age, sex, national origin, disability, sexual orientation, veteran status or political affiliation.

The Disaster Operations Volunteer Escapees (DOVE) is a special interest group, known as a certified Birds of a Feather (BOF) group, of the national Escapees RV (Recreational Vehicle) Club, founded in 1978 and incorporated in 1985 as a Texas corporation. The Escapees RV Club, with an active membership of 105,000, includes 51 chapters, 41 special interest groups and 19 RV parks located throughout the United States, Canada and Mexico. The membership of DOVE consists of RV enthusiasts, many of whom are living full time in RVs and so have no singular fixed residence. The DOVE is thus not organized by geographical regions.

The DOVE was formed by Escapees RV Club members previously involved with Red Cross disaster relief efforts. Escapees RV Club members offer a group of responsible adults with specific unique advantages for disaster relief efforts. The mission of the DOVE is to:

- Recruit Escapee RV Club members for Red Cross Disaster Services.
- Assist DOVE members in obtaining training as Red Cross disaster operations volunteers.
- Provide DOVE members with timely information about Red Cross disaster relief operations.
- Provide volunteer assistance to the Red Cross whenever and wherever practical.

Additional DOVE information can be found in *Appendix D: Additional DOVE Information*.

## **IV. Methods of Cooperation**

The Red Cross and the DOVEs desire to expand their mutually-beneficial relationship to enhance community disaster preparedness and coordinate disaster planning and response

activities as follows:

1. **Communication between Organizations:**

Open communication will be maintained between representatives of the DOVEs and the Red Cross at the national level. Open communication at the state and local levels will be encouraged by both organizations. This communication will include such information as disaster situational and operational reports (including evacuation shelter and evacuee updates), changes in policy or personnel, and any additional information pertinent to disaster preparedness and response. *See Attachment A: Organization Contact Information.*

2. **Community Preparedness:** The DOVE and the Red Cross will work together through Red Cross chapters in their local communities and encourage participation in disaster preparedness and first aid/CPR training opportunities. Red Cross may make disaster preparedness materials available to support DOVE efforts to create prepared communities.

3. **Individual disaster preparedness education:** The Red Cross encourages DOVE members to take the Red Cross' free, online, disaster preparedness tutorial found at [www.redcross.org/beredcrossready](http://www.redcross.org/beredcrossready).

4. **Supporting Disaster Operations:** Within personnel and fiscal limits, DOVE members will assist the Red Cross with disaster relief activities as set forth herein, as well as with related activities including training exercises and disaster preparedness planning. DOVE members will seek out and take appropriate Red Cross training. *See Attachment C: Participation and Activation Requirements.*

5. **Non-disaster Activities:** In addition to the disaster related activities stated herein, DOVE members are encouraged to become involved in Red Cross non-disaster activities such as blood drives, providing Services to the Armed Forces, Health & Safety training and Youth programs. DOVE members are also encouraged to complete Red Cross instructor training and become Disaster and/or Health & Safety instructors.

6. **Other cooperative actions:** The Red Cross and the DOVE will actively seek to identify other areas within their respective organizations where cooperation and support will be mutually beneficial.

## General

- a. The Red Cross and the DOVE will use or display the name, emblem, or trademarks of the other organization only in the case of defined projects and only with the prior, express, written consent of the other organization.
- b. The Red Cross and the DOVE will keep the public informed of their cooperative efforts.
- c. The Red Cross and the DOVE will widely distribute this MOU within the respective departments and administrative offices of each organization and urge full cooperation.
- d. The Red Cross and the DOVE will allocate responsibility for any shared expenses in writing in advance of any commitment.

- e. The DOVE and all DOVE members agree to adhere to *Attachment B - the Code of Conduct for the International Red Cross and Red Crescent Movement and NGO's in Disaster Relief* as it applies to disaster-caused situations in the USA.

## V. Periodic Review and Analysis

Representatives of the Red Cross and the DOVEs will, on an annual basis on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU and revise and develop new plans or goals as appropriate.


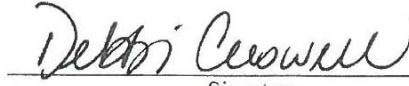
## VI. Term and Termination

This MOU is effective as of the date of the last signature below and expires on September 10, 2015, five years from the last signature date. The parties may extend this MOU for an additional period not exceeding five years, and if so shall confirm this in a signed writing. It may be terminated by written notice from either party to the other at any time.

## VII. Miscellaneous

Neither party to this MOU has the authority to act on behalf of the other party or bind the other party to any obligation. This MOU is not intended to be enforceable in any court of law or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

## VIII. Signatures

| American National Red Cross |   | DOVE   |  |
|-----------------------------|---|--------|--|
| By:                         |  | By:    |  |
|                             | Signature   |        | Signature  |
| Name:                       | _____   | Name:  | _____  |
|                             | William Malfara   |        | Debbi Criswell   |
|                             | Print Name  |        | Print Name   |
| Title:                      | Director, Disaster Operations Human Resources                                       | Title: | President  |
|                             | Print Title   |        | Print Title  |
| Date:                       | 9/7/10  | Date:  | 9/10/10  |
|                             | _____   |        | _____  |

## ATTACHMENT A – Organization Contact Information

### Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

**NOTE:** When Attachment A is updated, the revised attachment is inserted in the MOU. The MOU *does not* need to be signed again.

### Relationship Manager\* and Operational Contact\*\*

| American Red Cross  |  | DOVEs               |  |
|---------------------|--|---------------------|--|
| <b>Contact</b>      | Bill Malfara   | <b>Contact</b>      | Debbi Criswell   |
| <b>Title</b>        | Director, Disaster Operations Human Resources                            | <b>Title</b>        | President  |
| <b>Office phone</b> | 202-303-8812   | <b>Office phone</b> |  |
| <b>Mobile</b>       | 202-292-7951   | <b>Mobile</b>       | 805-441-7969   |
| <b>e-mail</b>       | <a href="mailto:MalfaraB@usa.redcross.org">MalfaraB@usa.redcross.org</a> | <b>e-mail</b>       | <a href="mailto:president@dovebof.org">president@dovebof.org</a> |

\*The Relationship Manager is the person that works with the partner organization in developing and executing the MOU.

\*\*The Operational contact is the person each organization will call to initiate the disaster response activities as defined in the MOU.

### Organization Information

| American Red Cross |   | DOVEs             |  |
|--------------------|---|-------------------|--|
| <b>Department</b>  | Disaster Operations Human Resources                             | <b>Department</b> | Disaster Operation Volunteer Escapees                            |
| <b>Address</b>     | 2025 E Street, NW<br>Washington, DC 20006                       | <b>Address</b>    | 215 Rainbow Drive #11591<br>Livingston, TX 77399-2015            |
| <b>e-mail</b>      |   | <b>e-mail</b>     | <a href="mailto:president@dovebof.org">president@dovebof.org</a> |
| <b>Website</b>     | <a href="http://www.redcross.org/">http://www.redcross.org/</a> | <b>Website</b>    | <a href="http://www.dovebof.org">www.dovebof.org</a>             |

### Where are the DOVES Map

For the current location of DOVES who are traveling, please view:

<http://www.dovebof.org/maps/Show1.pl>

**ATTACHMENT B**

**Code of Conduct for  
The International Red Cross and Red Crescent Movement  
and  
NGOs in Disaster Relief**

**Principle Commitments:**

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

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More information about the code of conduct can be found at <http://www.ifrc.org/publicat/conduct/>

**The Code Register**

The International Federation is keeping a public record of all those NGOs who register their commitment to the Code. The full text of the Code including a [registration form](#) is published by the International Federation and is available upon request. (Telephone +41 22 7304222, Fax +41 22 7330395).

Non-governmental Organizations who would like to register their support for this Code and their willingness to incorporate its principles into their work should fill in and return the [registration form](#).

## **ATTACHMENT C – Participation and Activation Requirements**

### **A. DOVE Affiliation**

1. Requirements and processes laid out in the Memorandum of Understanding (MOU) apply to DOVE members; defined as current members in good standing of the Escapee RV Club.

### **B. Red Cross Affiliation**

1. DOVE members who wish to participate in Red Cross activities are required to independently register as Red Cross volunteers at the chapter level. As numerous DOVE members are full time RVers, and as such have no fixed singular residence, DOVE members shall be free to associate with any Red Cross chapter that will endorse them and with whom they can participate on a regular basis in accordance with Red Cross written policies.
2. Should their chapter of affiliation accept a DOVE member as a volunteer and believe he or she has met the requirements for membership in the Red Cross DSHR System then the chapter may endorse their membership in DSHR.
3. For DOVE members, there shall be no domicile requirement included within the DSHR membership or advancement (promotion) criteria except that their mailing address, phone number, e-mail address and declared state of residence must be on file.
4. Upon successful completion of training as Red Cross volunteers, and when under the direct supervision and control of the Red Cross, volunteers from DOVE shall be treated as Red Cross volunteers for a mutually agreed upon task or function, and shall have all the responsibilities and be entitled to all the privileges of Red Cross volunteers in accordance with, and subject to, all Red Cross standards and regulations.
5. As appropriate, the Red Cross will provide identifying apparel or badges to wear in any activities performed in accordance with this MOU.

### **C. Deployment to Disaster Relief Operations**

#### **1. Approval to Travel**

- a. Before a DOVE may drive their RV to a disaster relief operation, the DSHR Team Leader must obtain approval for the DOVE to travel from any one of the following management staff:
  - i. Manager of the Field Deployment Team or
  - ii. Director of Disaster Operation Human Resources
- b. If the approval is not granted, the Red Cross *will not* reimburse for any expenses. This approval is an additional step over and above the normal DSHR assignment procedure by the chapter, and is necessary to ensure proper cost controls.
- c. Approval may be based on length of time to travel by RV to the disaster event. In the event the DOVE is more than two (2) days RV travel time from the DRO location, travel by RV may not be authorized however another mode of transportation for the assignment may be provided by the Red Cross.
- d. Should DOVE members wish to volunteer to help with a disaster relief effort as a Red Cross volunteer without being activated through the DSHR system, such DOVE members will then be considered a Red Cross Local Disaster Volunteer and may be assigned to provide Red Cross volunteer services by the local chapter

based on the needs of the disaster relief effort. **NOTE:** mileage and/or travel reimbursement, MDA and RV park/campground fees will NOT be provided for members not activated and deployed through the DSHR system.

- e. Red Cross encourages, but does not require, the use of private RVs for transportation to and from disaster relief operations. DOVE members who decide to travel to a disaster relief effort in RVs; whether or not they are operating as a Red Cross volunteer, do so of their own volition and at their sole risk and expense. Accordingly, any damages, destruction or liability resulting from the use of such RV, and any maintenance or repair, are the sole responsibility of the DOVE member and not the Red Cross; and it is understood that the Red Cross shall not be liable, under any circumstance, for any such damages, destruction, liability, maintenance or repair.

## 2. Mileage reimbursement

- a. When travel is approved by the Red Cross for a Red Cross DOVE volunteer, driving mileage traveling to and from a Disaster Relief Operation (DRO) shall be calculated as follows:
  - i. The driving distance to and from the volunteer's physical location to the DRO at the time of activation.
  - ii. The mileage reimbursement shall not exceed the equivalent round trip air fare from the volunteer's location identified (in subsection "i" above) to the DRO at the time of activation.
- b. Mileage reimbursement is paid for the primary vehicle regardless of the number of DSHR members or additional vehicles being towed. For example, a team of two or more individuals in an RV and towing a car will only receive one mileage reimbursement.
- c. At the time of recruitment and authorization to drive the RV to the DRO, the member will be informed of the maximum mileage cost allowable for reimbursement by the approving Red Cross authority noted above. The Red Cross approving authority will then email [StaffServicesActivities@usa.redcross.org](mailto:StaffServicesActivities@usa.redcross.org) with the allowable amount.

## 3. Privately Owned Vehicles (POVs)

- a. DOVE members who are trained as Red Cross volunteers for disaster relief efforts and subsequently travel to the disaster relief location in privately owned RVs, are required to comply with Red Cross regulations pertaining to the usage of privately owned vehicles. Red Cross may at its option, request assignments or travel to locations incompatible with the use of RVs and in such cases, normal Red Cross travel procedures will be utilized.
- b. DOVE members shall not use private vehicles to travel from the RV location to their assigned work location once on the disaster relief operation. Mileage reimbursement *will not* be provided for such personal vehicle usage. Red Cross will arrange rental cars or other transportation from the RV parking location to the work site.

#### 4. Travel Reimbursement

- a. DOVE members assigned to a disaster relief operation will receive a Disaster Staff Card (DSC) either from their chapter or from the relief operation. All approved guidelines for staff card usage must be followed.
- b. The DOVE can use the Disaster Staff Card (DSC) to pay the campground fees or pay with cash withdrawn from the DSC. Campground fees normally include hookups such as water, electric and dump. If the DOVE is dry camping (camping without city utility connections), and these fees are not included in the campground fee, the cost shall be reimbursed by the Red Cross along with the fuel required to run generators. The DOVE can also use personal funds and receive reimbursement with cash withdrawn from the DSC. Original receipts are required.
- c. If the DOVE members work site changes and their lodging needs to be moved closer to the work site, the Red Cross may choose to put them in another lodging accommodation or move their RV to another parking spot. If the Red Cross (Staff Services lodging team) agrees to move the RV to another location on the DRO, then the Red Cross will reimburse at the standard mileage rate. If the member chooses to move the vehicle without approval of the Red Cross, then the member will be responsible for the associated expenses.
- d. If the DOVE Disaster Staff Card (DSC) does not have enough funds to cover appropriate reimbursable campground and/or mileage reimbursement expenses, a *Request for Additional Funds* may be completed and submitted, with original receipts, to Staff Services on the relief operation.
- e. Red Cross may, when applicable and possible, endeavor to secure campground RV parking spaces for DOVE member's RVs through an in-kind donation or at reduced cost.

*Exceptions to these requirements, and unique situations not specifically stated in these requirements, will be approved by the Director of Disaster Operation Human Resources or his/her designee.*

#### 5. Vehicle Requirements

- a. DOVE members shall maintain auto liability insurance insuring the DOVE member's RV (and any other DOVE member vehicle used in connection with this Agreement) and at a minimum meeting the statutory liability insurance requirements of the state in which the DOVE member's RV or other vehicle is registered, and ensure that such insurance is kept current while volunteering for the Red Cross.
- b. No vehicle under this Agreement may be equipped with emergency lights, sirens or other similar devices to indicate it is an official emergency vehicle.
- c. DOVE member's RVs parked near a disaster site shall comply with the applicable provision of the Escapees code of camping etiquette including such items as practicing safety precautions, leaving an area cleaner than originally found, parking the RV away from the normal flow of traffic where possible, not using leveling jacks on asphalt without ground pads, and not leaving personal items outside an RV.

**ATTACHMENT D – Additional DOVE Information**

The benefits of DOVE participation on disaster relief operations include volunteers that:

- Can participate on disaster assignments because a majority of DOVES are Red Cross DSHR volunteers.
- Possess a variety of life skills and experiences.
- Hold national RV rallies that are events for volunteer recruitment and training.
- May respond to a disaster with their own transportation.
- May respond to a disaster with their own housing.
- May respond to a disaster and be self sufficient for several days.
- Are traveling throughout the U.S. in their RV's and may be able to rapidly respond to a disaster.
- May have mobile communication equipment such as mobile satellite internet connections or short wave radios.
- Are mature adults accustomed to working and living independently, while functioning within the larger organizational framework of the Escapees RV Club.
- Are available to chapters by filling in for staff on vacation and/or staff on sick leave.

The mission of the DOVE is to:

- Recruit Escapee RV Club members for Red Cross Disaster Services.
- Assist DOVE members in obtaining training as Red Cross disaster operations volunteers.
- Provide DOVE members with timely information about Red Cross disaster relief operations.
- Provide volunteer assistance to the Red Cross whenever and wherever practical.

To ensure compliance with this mission, the following specific programs are provided by the DOVE on an ongoing basis:

- At designated times each year during national RV rallies, Red Cross disaster volunteers can be recruited.
- At designated times each year, the DOVEs host training institutes for Red Cross disaster classes taught by Red Cross certified disaster instructors.
- The DOVEs maintain a network of member information. The members can be contacted quickly about the need for Red Cross disaster relief workers anywhere in the continental US. Members near that location may then decide to help.
- As DOVE members travel throughout the country, they are encouraged to contact local Red Cross chapters and volunteer their help. Such help is forthcoming in numerous states and on virtually any day of the year.
- As Red Cross volunteers, DOVE members agree to support the principles of the International Red Cross movement and the mission of the American Red Cross.