



**American  
Red Cross**

*Together, we can save a life*

# **DOVE Opportunities With Local American Red Cross Chapters**



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*First of all, let me thank each and every one of you for being an American Red Cross volunteer and using your skills and talents to assist victims of disaster through planning and preparedness, as well as immediate disaster relief.*

*I want to welcome you to a world that is filled with long hours, sometimes backbreaking work, the most wonderful people in the world, and the most satisfying job that you can do. It's the greatest job you never got paid to do. However, you will receive the thanks of people across the United States and its territories for your caring and concern.*

*I have been involved with the American Red Cross for over 25 years as a volunteer in the Coastal Bend-Texas Chapter complete with hurricanes and floods, and nearly six years as a Chapter Manager in the Rio Hondo Chapter in Roswell, New Mexico where we had forest fires, blizzards, wind storms and droughts. I have been a DSHR volunteer for 7 years and a local disaster volunteer for over 25 years in Corpus Christi and McAllen, Texas; Roswell, Ruidoso, Alamogordo, and Cloudcroft, NM. Wherever I go, I find the local chapter and immediately offer my services as a DAT (Disaster Action Team) member, an instructor, planner, or presenter. My first question is always, "What can I do to help this chapter?"*

*This booklet is made up of various activities that we, as RV'rs can do in any chapter, in any state, for any length of time, whether you are in a location for two weeks or six months. This is in addition to being a DSHR (Disaster Services Human Resources) volunteer.*

*Welcome to the American Red Cross/DOVE Volunteers.*

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This book is a guide for volunteering within the Disaster Services Programs of the American Red Cross. Each section will have specific information regarding necessary training, ARC documentation, (the 3000 Series) and how much time is involved.

In general, **ALL** American Red Cross disaster volunteers should have the following training:

- 📁 Standard First Aid with CPR and AED (CPR must be renewed annually)
- 📁 Orientation for Paid and Volunteer Staff
- 📁 Introduction to Disaster Services (can be done individually, but should be done in a class)
- 📁 Mass Care Overview (can be done individually, but should be done in a class setting)
- 📁 Shelter Operations
- 📁 Disaster/Damage Assessment
- 📁 Family Services: Providing Emergency Assistance
- 📁 Public Affairs 1 or Media Tips for Disaster Workers

If you plan to become a DSHR (Disaster Services Human Resources) member and go out on National disasters, you should also plan to take the following:

- 📁 Serving the Diverse Community
- 📁 ERV's: Ready, Set, Roll (you must have a current certificate for Defensive Driving. Can get through any local Adult Center, AARP, RSVP groups or at the Escapades.

Other training is available through FEMA, including both self-study and classroom study courses.

Whatever you decide to do within the Red Cross, there are procedures and regulations for that particular function. When you go on a disaster assignment, you will want to take the appropriate 3000 series documents with you. They will be your "bible" for that function and will help keep you from taking a wrong step.

However, as with all RV'rs, space is always a major consideration. If you were planning to collect the entire 3000 series you would need 10 five-inch thick binders. It is huge. Therefore I highly recommend that all volunteers who are planning to be active, make a minor purchase from their local chapter. The CD "*Disaster Services Tools and Resources*", catalog # A1500CD. Cost is only \$3.00 from GSD and it contains the entire 3000 series, new training materials, all of the ARC disaster forms, Direction and Guidance documents, Corporate By-laws, Mission Statement and more. It is to be updated about every 6 or 8 months as new material is released. Trust me, it is well worth the \$3.00 every six months or so.

Where ever you park your rig, contact the nearest Red Cross chapter and volunteer. Have a copy of your training records and they will accept you with open arms.

## **Disaster Action Team**

**What it is.....**The DAT or Disaster Action Team, is a local chapter response team. It is generally made up of several teams of anywhere from 2-5 members and they provide the first, immediate response to any local disaster, from a single-family fire to a multi-family disaster. They are also the first ones out on a disaster of a larger scale such as hurricanes, blizzards and tornadoes. The DAT members generally are on call for one or two weeks a month. You may get called out often, or you may not get called at all.

### **Specific training requirements.....**

Introduction to Disaster Services

Mass Care Overview

Shelter Operations

Family Services: Providing Emergency Assistance

**How much time do I have to give?.....**Most chapters have teams on a rotating schedule, perhaps 1 or 2 weeks a month that you are ON CALL. You may get a lot of calls or you may not get a single call for the whole time you are on call. BUT, remember this: Disasters happen at very inconvenient times. Like at 2:00 A.M., or just when you are getting ready to sit down to a family dinner. If you are a DAT member and you are on call, you MUST respond. Get up, pack your jammies away for a few hours or have someone keep a plate of food warm for you. Our clients didn't ask to get awakened by a house fire at 2:00 A.M. either. They need our help.

### **ARC documentation.....**

A3028	Disaster Action Teams
A30-3033	Single Family Disasters
A3045	Family Services
A3041	Mass Care: Preparedness and Operations

## Chapter Disaster Plans & Annexes

**What it is.....**Every chapter must have a Chapter disaster plan. This is a living, working document that is used at every major disaster within a chapter's jurisdiction. With the events of 9-11 as well as the general state of the world, the Red Cross has developed documents to help chapters write annexes to their disaster plan. These annexes consist of Weapons of Mass Destruction, Response to Aviation Disasters, and a Functional Operations Plan in the event the chapter facility is directly affected by the disaster. There is a considerable amount of research and planning that must go into these annexes. As a volunteer familiar with the area you can be of great assistance to the local chapter in writing and updating both the annexes and the chapter plan.

**Specific training requirements .....**Some training is required. Several ARC Institutes offer plan writing. You can also get some great training through FEMA. You need to contact your Local Emergency Managers office to find out what training is upcoming in the community. Of the classes offered by FEMA, I would recommend:

### **Self Study Courses**

IS-7 A Citizen's Guide to Disaster Assistance

### **ARC Courses**

Intro to Disaster

**How much time do I have to give?.....**Chapter plans are update annually and completely reviewed every three years. You should plan on giving a day or so a week for a month or so. This will depend on how complete the chapter's plan currently is and if they have completed the WMD Annex and the Aviation Plan Annex.

### **ARC documentation.....**

A3000 Foundations of Disaster Services Program  
A3010 Planning for Disaster Response  
A30-3011 Development and Evaluation of Chapter Disaster Response Plans  
A3012 Development and Evaluation of State Disaster Response Plans  
A30-3013 ARC Responsibilities Under the Federal Response Plan  
A30-3020 Preparedness for Disaster  
Directions and Guidance for Disaster Services  
Disaster Services Vision Statement  
Mission of the American Red Cross  
Writing Standards and Publication Procedures for the American Red Cross  
Response to Aviation Disasters Annex  
Unique Planning, Preparedness and Response Considerations for Weapons of Mass Destruction/Terrorism Incidents – Creating an Annex to a Chapter Disaster Response Plan

## Disaster Exercises

**What it is.....**Chapters have requirements as well as Disaster teams to plan, conduct, and evaluate the Chapter plans. This is generally done annually. You can assist by creating a small exercise for the chapter to conduct, and you can also be the evaluator to see if the chapter worked their plan and if the plan worked.

**Specific training requirements .....**Fema provides some of the best training for this type of work.

### **Self Study Courses from FEMA**

IS-120 Orientation to Community Disaster Exercises

### **Classroom Studies from FEMA and local Emergency Management**

G120 - Exercise Design

G130 - Exercise Evaluation

G135 - Exercise Control/Simulation

G250.9 - Workshop: Exercise Evaluator

### **ARC Classes**

Intro to Disaster

**How much time do I have to give?.....**Designing a simple exercise may go quickly for some, slower for others. Planning with chapter management, holding and evaluating the actual exercise can take several weeks or months.

### **ARC documentation.....**

A3000 Foundations of the Disaster Services Program

A3010 Planning for Disaster Response

A30-3011 Development and Evaluation of Chapter Disaster Response Plan

A3022 Training During Preparedness

## Teach Basic Disaster Courses

**What it is.....**Being able to teach basic disaster courses is good for both the DOVE and local chapters. If you become a Disaster Instructor in a chapter, you can go to any chapter, extend your authorization to teach, and assist that chapter in building capacity. It will give you a great feeling, knowing that the knowledge you are imparting to people today will be put to use assisting victims of disaster. If you feel that this is an area you would like to explore just keep in mind a few very important things:

- 🔊 You must adhere to all policies and procedures of the American Red Cross training programs
- 🔊 You must teach to the standards, test to the objectives
- 🔊 You must utilize the Instructor manuals and not add other materials to the training

**Prerequisites.....**You must have experience on several disasters, whether single family or large scale prior to applying for the DIST class.

**Specific training requirements .....**You must take basic courses and the instructor course. In order to teach a specific course, you must have taken the course, then co-teach it once with an experienced instructor.

Intro to Disaster

Mass Care Overview

Shelter Operations

Any other basic courses you would like to teach.

Fundamentals of Facilitation (Prerequisite to DIST)

Disaster Instructor Specialty Training (DIST)

**How much time do I have to give?.....**Other than the time necessary to complete your training, being an instructor can be time consuming. When you plan to teach a class, figure that if the course is 4 hours long, you will need to give 6-8 hours of time including prep and clean-up. Volunteers generally receive double the hours for every class they teach because as an instructor you are responsible for making sure the class is set up the way you want it, and you're responsible for clean-up at the end of class.

**ARC documentation.....**

You will need all of the student materials for each course you plan to teach as well as the instructor materials for each class.

## Community Disaster Education & Mitigation for “At Risk” Populations

**What it is.....**This is an opportunity for you to present community disaster preparedness information to and assist those people and communities considered “at risk” with ways to mitigate disaster and cause less damage to their property in the event of future disasters. Make presentations to seniors, school children, physically challenged and those people living in high risk areas.

**Specific training requirements .....**Obviously you need to be very familiar with all aspects of disaster preparedness literature, a good speaker, and familiar with mitigation planning.

American Red Cross CDE Presenter’s Workshop  
Intro to Disaster

**Also very helpful are FEMA’s Self-Study courses in:**

IS-393 Introduction to Mitigation  
IS-394 Mitigation for Homeowners

**How much time do I have to give?.....**As much or as little as you wish. Presentations usually vary from 20 minutes to 3 hours depending on what you are presenting. Also figure on spending some time at the chapter getting information about the group you will be speaking to and collecting brochures and other items to give the participants.

**ARC documentation.....**

A30-3020 Preparedness for Disaster  
ARC Family Disaster Supply Kit brochure  
ARC Family Disaster Plan brochure  
All ARC Disaster Preparedness Brochures  
Be familiar with Masters of Disaster

## Become Facilitators for and Instruct the CDE Presenter's Workshop

**What it is.....**In order to give Community Disaster Education presentations within a chapter, we would like you to have take the Community Disaster Education Presenters Workshop (CDE Workshop). This is a two day course which will give presenters the knowledge of ARC policies and procedures used in presentations, as well as information regarding all of the materials available for use in CDE presentations. This is a great program for the DOVE to be involved in. The Presenter's Workshop is not taught very often, because it is difficult to recruit enough students. So, it would be great if you were interested in teaching the workshop. It would be a wonderful course to teach at Escapades and training institutes.

### **Specific training requirements .....**

Intro To Disaster

Fundamentals of Facilitation

CDE Presenter's Workshop

CDE Presenter's Workshop Instructor Course

**How much time do I have to give?.....**The basic course is a two day class. That means you should figure total time (including planning with the chapter, getting materials, etc) as three days. If you look to teach this class 3 times a year, that is a total of nine days a year.

### **ARC documentation.....**

CDE Presenters Workbook

CDE Presenter's Facilitator's Manual

A30-3020 Preparedness for Disaster

Familiarity with all Disaster Preparedness materials in the chapter

## Provide CDE Presentations in Your Chapter

**What it is.....**Make presentations to local groups, ranging from Kindergarten to Senior Citizens and everything in between to assist them in becoming Disaster Aware, and Disaster Prepared. This is something that chapters are always looking for.....people trained in disaster that have the time to go out on the spur of the moment, as well as pre-planned sessions, and make community presentations.

**Specific training requirements .....** You must attend the two-day CDE Presenter's workshop to be certified as a Presenter. Chapters may allow you give talks even if you have not taken the course if you are very familiar with all of the ARC Disaster Preparedness materials.

**How much time do I have to give?.....**Presentations generally last from 20 minutes to 3 hours, depending on the group's request and the subject matter. Plan on additional time to plan with the chapter and collect all materials needed for the presentation.

### **ARC documentation.....**

CDE Presenter's Workbook

A30-3020 Preparedness for Disaster

Familiarity with all disaster preparedness brochures and materials such as

Family Disaster Supply Kit

Family Disaster Plan

Are You Prepared for a Disaster?

Masters of Disaster

## Mentor Chapter Personnel

**What it is.....**Being well trained in Disaster Preparedness and or a specific function, you may be able to assist local chapters with mentoring their new personnel in basic disaster services..... How to respond to requests for presentations, service, how a DAT works, How to fill out a Form 901, etc. The staff you mentor may be volunteer or paid staff and may include everyone from the front desk attendant to the new chapter manager.

### **Specific training requirements .....**

Intro to Disaster

Mass Care Overview

Shelter Operations

Family Service: Providing Emergency Assistance

Disaster/Damage Assessment

Experience on several disasters, both single family and large scale

Familiarity with Disaster Policies and Procedures

**How much time do I have to give?.....**Time frame could be anything from a day to a week depending on staff to be mentored. And follow-up could take a few minutes a week with phone calls.

### **ARC documentation.....**

A3000 Foundations of the Disaster Services Program

A30-3001 Disaster Services Glossary, Acronyms and Abbreviations, and ARC 3000 Series Directory

A3010 Planning for Disaster Response

A30-3013 ARC Responsibilities under the Federal Response Plan

A30-3020 Preparedness for Disaster

A3028 Disaster Action Teams

A30-3033 Single Family Disasters

A30-3054 Local Disaster Volunteers

## Volunteer as Interim Disaster Directors for 1-2 Weeks During Vacations

**What it is.....**This is an opportunity for you to get some real hands on experience within a chapter. You can volunteer to act as the Disaster Director while the staff person is on assignment or on vacation. Also, if an employee leaves the Red Cross, you might be able to fill in until a new director is hired. This job will be best suited to your home chapter or a chapter where you spend a lot of time.

### **Specific training requirements .....**

Intro to Disaster  
Orientation for Paid and Volunteer Staff  
Serving the Diverse Community  
ERV: Ready, Set, Roll  
Mass Care Overview  
Shelter Operations and Simulation  
Disaster/Damage Assessment  
Family Services: Providing Emergency Assistance  
Administering a Small Disaster Operation  
Public Affairs 1  
Experience on several disasters both single family and large scale

**How much time do I have to give?.....**Besides the actual time involved as Interim, you should be prepared to stay well informed on current disaster operations, be very familiar with all the pertinent ARC 3000 Series and be knowledgeable about local chapter protocols, current staffing and local emergency management personnel.

### **ARC documentation.....**

ARC 3000 Series

## Review Teams, Readiness Response Assessments, Evaluations

**What it is.....**You may be able to work with chapter or state committees or teams to review a chapters disaster program. This could include reviewing the Disaster Plan, evaluations of the most recent exercises, training, etc. The American Red Cross just recently completed a Readiness Response Assessment of chapters to determine if chapters can adequately respond to a Level II or above disaster. Many chapters now need assistance to review those assessments and plan how to build capacity in their jurisdiction. And you may also offer to review evaluations following a major disaster to determine if the chapter responded adequately to the needs of the disaster victims.

### **Specific training requirements .....**

Thorough knowledge of ARC 3000 Series  
Experience on several major disasters  
Good working knowledge of the Chapter's Disaster Response Plan  
Experience in at least one disaster function

**How much time do I have to give?.....**Considerable time may be required to complete these jobs because not only will you review, but you must also plan to assist the chapter in getting the training, human resources, equipment resource, etc. that may be needed to build the capacity. Plan on at least 1-2 months maximum.

### **ARC documentation.....**

A3000            Foundations of the Disaster Services Program  
A3010            Planning for Disasters  
A30-3011        Development and Evaluation of Chapter Disaster Response Plan  
A3030            Response to Disaster  
Thorough knowledge of all the ARC 3000 Series

## Volunteer for State Disaster Committees

**What it is.....**Every State has a Disaster Committee that works on the capacity building for statewide disaster response, capacity building in State Service Delivery Areas, (SSDA) as well as writing and updating of the State Disaster Response Plan. Your home chapter could nominate and support your being elected to the State Committee.

### **Specific training requirements .....**

Certification and experience in at least one function

DSHR membership

Knowledge of the current State Disaster Plan and local Chapter Response Plan

Chapter recommendation and support

**How much time do I have to give?.....**State Committees generally meet quarterly at the State Service Council meetings. Usually a 1-2 day meeting. What happens at the committee meetings will determine how much additional time may be needed. If you are an instructor you may be asked to teach in an SSDA or to recruit new volunteers. You may be asked to help with a needed re-write on the plan.

### **ARC documentation.....**

Thorough knowledge of the ARC 3000 Series

Thorough knowledge of the State Response Plan

Thorough knowledge of the Chapters Response Plan

A3012 Development and Evaluation of the State Disaster Response Plans