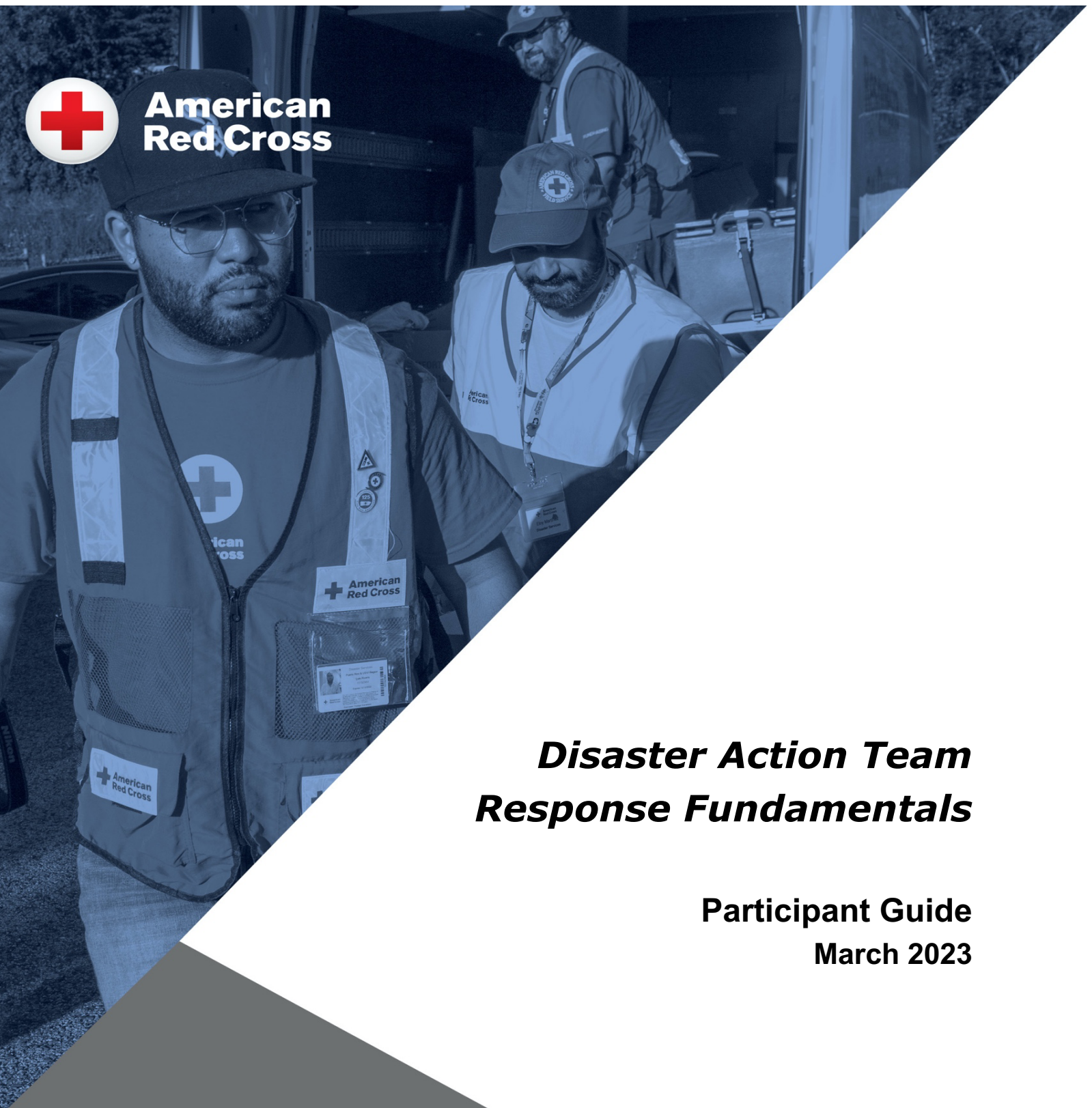




**American  
Red Cross**



# ***Disaster Action Team Response Fundamentals***

**Participant Guide  
March 2023**

## Welcome to Disaster Action Team (DAT) Response Fundamentals for New Members

Revision: Mar 2023



0

## Housekeeping

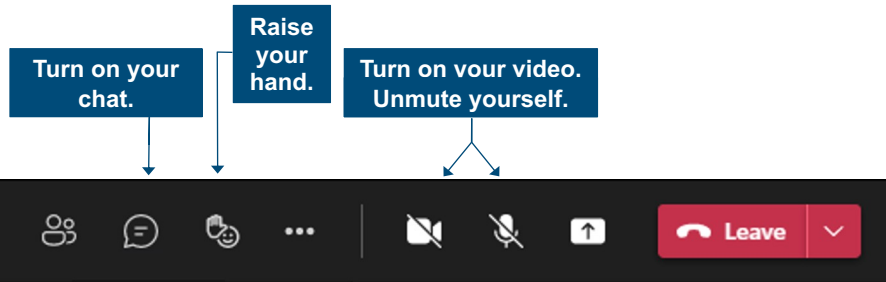
- Sign-in sheet
- Location of bathrooms and fire exits
- Location of snack machines and beverages
- Cell phones are only to be used outside of the classroom
- Listen respectfully to others



1

1

## Housekeeping: MS Teams



Please sign-in to the Chat with your First Name and Last Name



2

2

## Workshop Purpose

To prepare new members of a Disaster Action Team (DAT) to respond safely on-scene to a disaster event



3

3

## Introductions

- Introduce yourself
- Describe your experience with the Red Cross in general
- Why are you interested in DAT?
- What do you hope to gain from this training session?



4

4

## Objectives

At the conclusion of this Workshop, you should be able to:

- Represent the American Red Cross (ARC) to disaster clients and begin the process of assistance
- Understand the roles, responsibilities, and authorities of the Disaster Action Team (DAT) Program
- Describe the Disaster Action Team positions and the DAT Response Process
- Participate safely and effectively in a Disaster Action Team response
- Describe the Client Care Program in the context of a Disaster Action Team response



5

5

## Agenda

- **Introduction to DAT**
  - The Disaster Action Team (DAT)
  - Guiding principles
  - DAT roles, team structure and supporting roles
- **The DAT Response Process**
  - Workflow of a typical response
  - Responding: preparation and appropriate attire
  - Initial Response: What you may encounter, on-scene safety
  - On-scene Assessment: what should you do/not do?
- **Service Delivery: The Client Care Program (CCP) and RC Care**
  - Program eligibility, Detailed Damage Assessment, and Client Confirmations
  - Assistance available from DAT
  - CCP Client Intake: Interviewing clients
- **End of Response and Post Response Phases**
- **Scaling Up a Response**
- **The DAT Event Management System**
  - RC Respond
- **What's Next?**



6

6

## Introduction to DAT



7

7

## Disaster Action Team (DAT)

- Red Cross responds to local disasters 24/7/365:
- DATs:
  - Go to the scene of a disaster to meet with and interview those affected (“clients”)
  - Help clients feel that the Red Cross cares and can help them begin their recovery
  - Provide access to recovery resources for immediate needs through the Client Care Program
    - Includes financial assistance for eligible clients



8

8

## Guiding Principles Global Red Cross

Fundamental  
Principles of the  
Global Red Cross  
Network

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary Service
- Unity
- Universality



9


9

## Guiding Principles American Red Cross Disaster Cycle Services

Guiding Principles  
for Disaster  
Operations

- Clients first
- Inclusive service delivery
- Care and safety of the workforce
- Engaged partnership
- Good hello/good goodbye
- Get to “yes”
- Data-driven decision-making
- Good stewards of donor dollars and resources

---



American Red Cross

10


10

## Guiding Principles Disaster Action Team

Disaster Action  
Team Program  
Principles

- Develop a trained and supported volunteer workforce led by volunteers.
- Create a career path for DAT Members within the Disaster Action Team Program and the organization.
- Offer a predictable, easy-to-understand process and clear expectations for volunteers.
- Ensure DAT Members have the resources and guidance needed to fulfill duties.
- Provide ongoing engagement opportunities within and beyond Disaster Action Teams.
- Acknowledge and recognize volunteers' time and efforts.

---

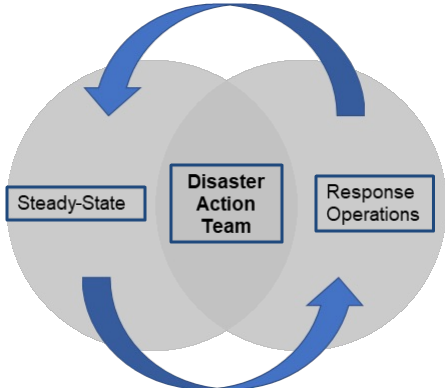


American Red Cross

11

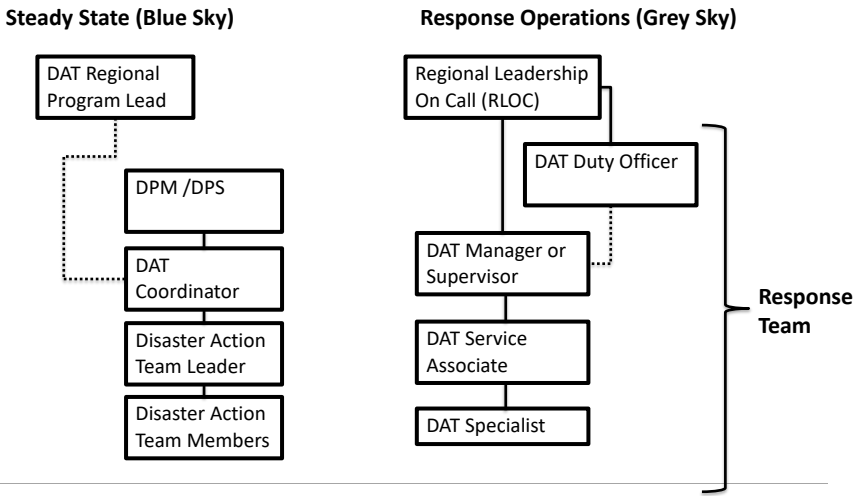
11

# Disaster Action Team Roles



12

# Disaster Action Team Roles



13

## The Disaster Action Team Response Operation

- **DAT Duty Officer (DDO)**
  - First point of contact about event; builds & deploys team; remotely supports DAT members while they are at the scene (assists with hotel arrangements, transportation etc. for clients and manages outreach for additional support for the on-scene team)
- **DAT Manager (MN) or DAT Supervisor (SV)**
  - On-scene Event response lead; responsible for team in field; mentors other team members; works with DAT Duty Officer to address client needs and to solve problems; responsible for accuracy of Client Intake etc.
- **DAT Service Associate (SA)**
  - Works directly with clients on-scene; completes Client Intake in "RC Care"; assists DAT SVs by training/mentoring new team members
- **DAT Specialist**
  - DAT responder who works with clients on-scene; assists with required confirmations and interviews; supports the Client Intake in "RC Care"



14

14

## DAT Support Roles (Operations)

- **RLOC (Regional Leadership On-Call)**
  - Supports DAT responses which require guidance or escalation
- **DHS (Disaster Health Services)**
  - Works with client to meet immediate medical needs, such as: prescription refills, eye-glasses, etc.
- **DMH (Disaster Mental Health)**
  - Works with both clients & Red Cross responders to help work through stressful situations
- **DSC (Disaster Spiritual Care)**
  - Provides spiritual support to clients who express the need
- **Public Affairs**
  - Works with media outlets during larger or high-profile responses



15

15

## DAT Support Roles (Steady State)

- **CRP (Client Recovery Planning / Casework)**
  - Follows up with clients within 72 hours to help begin long term recovery plans & provide further assistance, if needed
- **Disaster Program Manager/Specialist (DPM/S)**
  - Overall manager for all disaster-related teams/projects for Territory (employee position)
- **DAT Coordinator**
  - Overall lead for Territory/Response Area's DAT program



16

16

## DAT Specialist Responder Role



- First operational position within the Disaster Action Team program
- Entry level for a new DAT responder
- Receives direction and guidance from DAT Supervisor (SV) or DAT Service Associate (SA) during a response
- Assists in:
  - Detailed damage assessment of client residence(s)
  - Client confirmations (ID and address)
  - Client interviews
- Registered user of RC Care with an "Intake Trainee" role




17

17

# The DAT Response Process

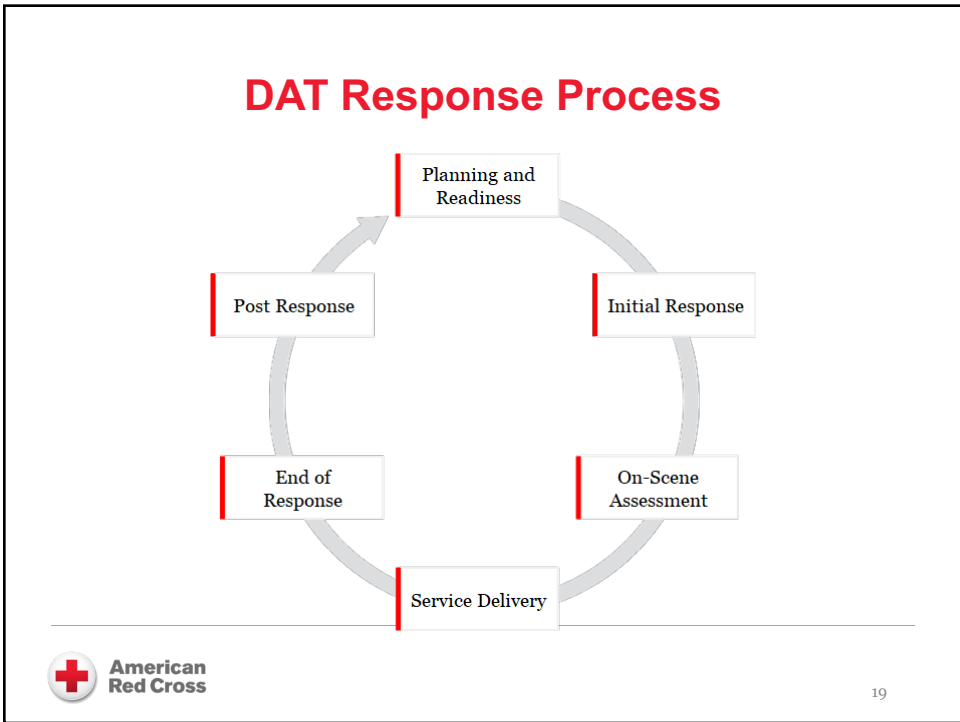
What happens during a DAT response operation

---

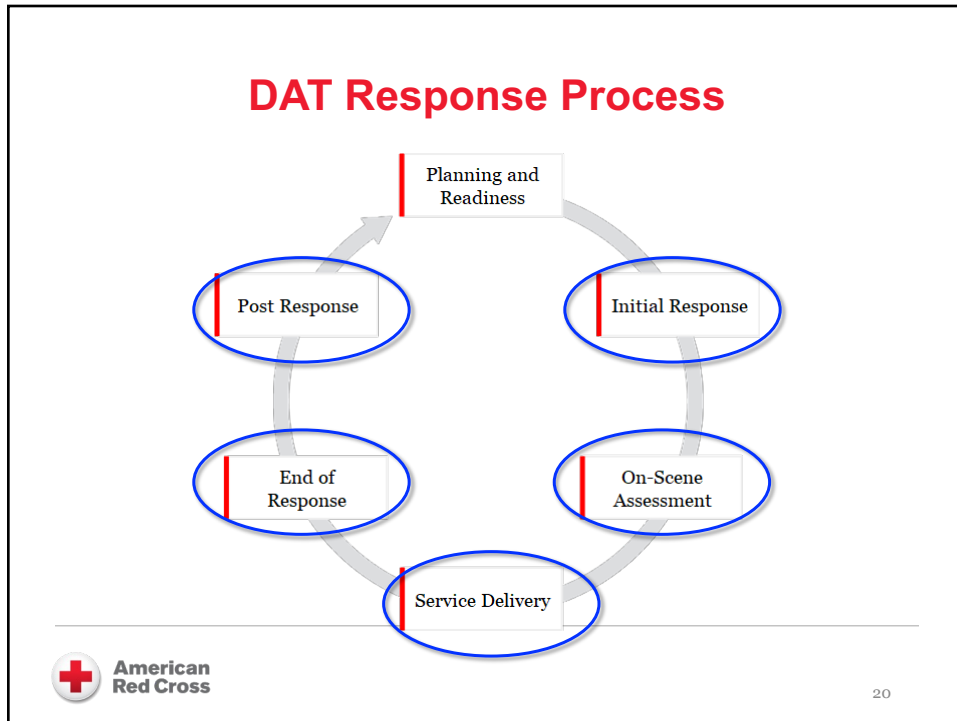


18

18



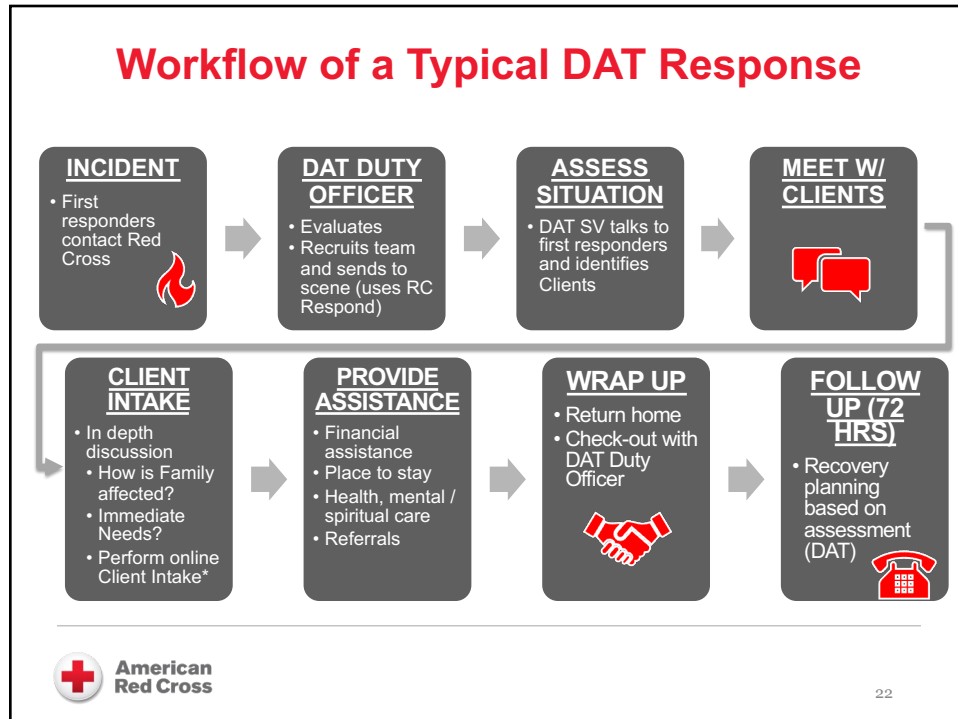
19



20



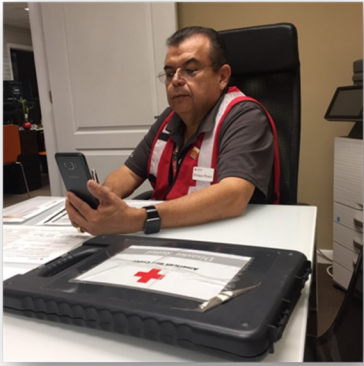
21




22

## Preparing to Respond

- Complete a DAT Responder Wellness Agreement and schedule your availability\*
- Understand how you will be contacted and dispatched\*
- Make sure you have your “DAT Go Kit” including a charged phone
- Follow all safety protocols
  - Don't forget to let your household/coworkers know before you respond



\* See local DAT information (including use of RC Respond)

 American Red Cross

23

23

## Preparing to Respond

- DAT “Go Kit”:
  - Fully charged phone
    - Able to access internet
  - Flashlight
  - Pens
  - Clipboard
  - Notepad
  - Copies of forms and job tools
  - Snacks
  - Other locally recommended or required items



24

24

## Proper Attire

Mask (if necessary due to local conditions)

Red Cross Vest

Closed-toed, Sturdy Shoes or Boots



Red Cross ID

Weather-applicable clothing

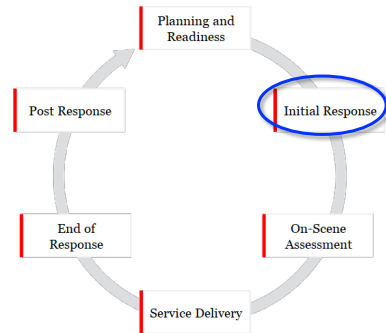
Safe and Appropriate Attire



25

25

## Initial Response



### DAT Standards:

- DAT Duty Officer is always on call:
  - receives and confirms disaster notification details
  - promptly assembles Disaster Action Team to respond.
- Disaster Action Teams arrive on scene and make contact with client(s) within two hours of notification.
- A minimum of two DAT responders, to include at least one DAT Supervisor, are available for each Disaster Action Team response.
- Disaster Action Teams respond to 100 percent of events when Red Cross action is requested and when appropriate, and safe



26

26

## What You May Encounter

- Fire department activity
  - Noise, water, smoke, smell, ash, etc.
- Possibly distraught clients
- Injured or hospitalized people or pets
- Fatalities
- Bystanders
- Press
- Disaster scales up



27

27

## On Scene Safety

- **Notify DAT Duty Officer** when you arrive on scene
  - By phone, SMS or using RC Respond
- **Minimum of two Red Cross workers** must be present at all in-person responses
  - Recommended to agree on a meeting location in advance with other team members
- **Do not walk in water or near burning buildings**
- **Do not enter any damaged property**
- ***If you feel uncomfortable or threatened, or the scene becomes unsafe, leave immediately and notify the other on-scene responders and the DAT Duty Officer***
  - ***If scene becomes unsafe, do not hesitate to call 911***



28

28

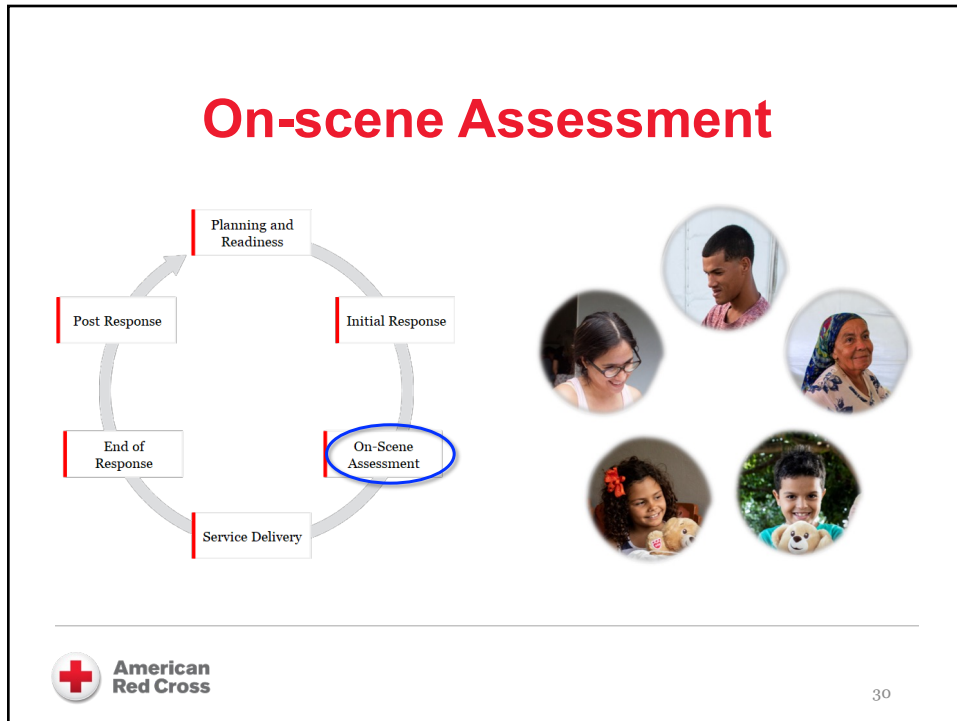
## On Scene Safety (cont.)

- With larger responses, it may take more time to support all clients in need. **Be sensitive to client frustration** - they are likely upset with the situation, not with you
- **All team members should leave together when response is complete**
  - There is safety in numbers
- **Notify DAT Duty Officer** when you leave the scene
  - By phone, SMS or using RC Respond
- **Please review any active or additional local safety protocols.**



29

29




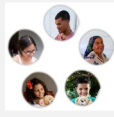


30



31

## What TO DO at a response...



**Mission:** To address the **immediate** basic needs of clients (24-72 hours)

| Situation   | What to do?  |
|---|--|
| Safety                       | <ul style="list-style-type: none"> <li>Follow all DAT safety protocols</li> </ul>  |
| Meeting with Clients<br><br> | <ul style="list-style-type: none"> <li>LISTEN to client(s) to understand how they were impacted and to ascertain their needs</li> <li>Formally identify &amp; verify the clients and residency</li> <li>Evaluate disaster-related damage</li> <li>Identify emotional, physical &amp; material needs (incl.: Access and Functional needs and pets)</li> </ul> |
| Confidentiality              | <ul style="list-style-type: none"> <li>At all times maintain client confidentiality</li> </ul>   |
| Stress                       | <ul style="list-style-type: none"> <li>Look for signs of stress or fatigue in clients &amp; other responders; suggest to DAT SV to contact Mental Health if needed</li> </ul>  |

32

32

## What TO DO at a response...

| Situation  | What to do?  |
|--|--|
| If approached by the press:<br><br>         | <ul style="list-style-type: none"> <li>Direct all inquiries to the DAT Supervisor in charge of the response</li> <li>Limit responses to: <i>"The Red Cross is here to provide help to anyone affected by this event."</i></li> </ul>   |
| Coordinating with first responders:<br><br> | <ul style="list-style-type: none"> <li><b>Stay alert</b> to your surroundings and the activities of first responders</li> <li>Do not obstruct fire department activities</li> <li>Stay away from fire hoses (may be under high pressure) and other fire department equipment and vehicles</li> </ul> |



33

33

## What NOT to Do



34

34

## What NOT to do at a Response...

| <u>DO NOT:</u>   | Additional Info   |
|--|---|
| Take any risks   | If you feel unsafe: <ul style="list-style-type: none"> <li>• Inform DAT Supervisor / DAT Duty Officer</li> <li>• Do not approach the scene</li> </ul> |
| Approach the scene alone                                       | Safety: 2 on-scene responder minimum  |
| Take the lead interviewing clients unless authorized by DAT SV | You may be the "Second Responder" for the purposes of Client Intake in RC Care  |
| Discuss the event with bystanders                              |   |
| Promise specific assistance                                    | After assessing client needs, DAT Supervisor identifies assistance to be provided   |



35

35

## What NOT TO DO at a Response...

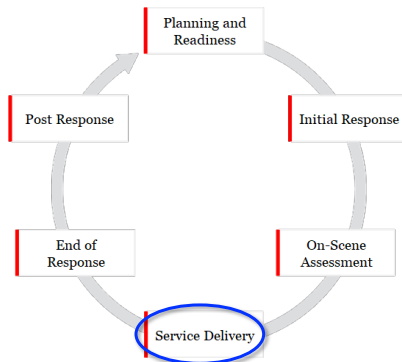
| DO NOT:   | Additional Info   |
|---|---|
| Be alone with youth (under 18)  | Required: minimum of 3 people present: <ul style="list-style-type: none"> <li>• 2 adults, 1 youth</li> <li>• 1 adult, 2 youths</li> </ul>                                     |
| Provide transportation to client(s)                                     | <ul style="list-style-type: none"> <li>• Personal car or Red Cross vehicle</li> <li>• If the client needs transportation, it can be arranged through a cab company</li> </ul> |
| Leave an Event without informing DAT Supervisor and/or DAT Duty Officer | <ul style="list-style-type: none"> <li>• There may be further tasks to do</li> <li>• This is a safety issue</li> </ul>  |



36

36

## Service Delivery




37

37

## The Client Care Program (CCP)

---



38

38

## The Client Care Program (CCP)

- The Client Care Program meets disaster-caused needs of individuals, families, and communities by matching our resources and assistance to those needs. From a single-family fire to large-scale hurricane or flood, assistance and resources are provided in a consistent, scalable, and repeatable manner so that all our clients receive similar services.
- The Client Care Program also leverages community resources through referrals to assist disaster clients.
- The Client Care Program is designed to assist clients with financial assistance, recovery planning, referrals and advocacy throughout their recovery process, depending on the needs of the particular individual or family.

---

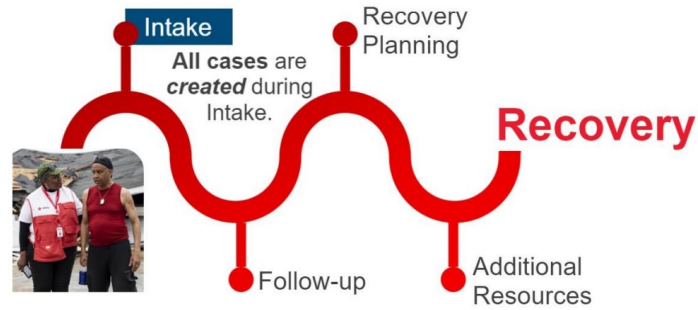


39

39

## The Client Care Program (CCP)

### The Client Journey



40

40

## Eligibility

- Client Care Program Eligibility
  - Assistance is provided to all clients who have experienced a disaster
  - The type of assistance depends on:
    - A confirmed disaster Event
    - The client's disaster-caused needs
    - A detailed damage assessment (DDA) of their residence
    - Confirmation of client address and identity
- Details may be found in the "Client Care Program Standards and Procedures"



41

41

## Eligibility for Financial Assistance Detailed Damage Assessment (DDA)

- Depending on the Detailed Damage Assessment classification of the residence, one of two types of case may be opened in RC Care:
  - Cases with Financial Assistance
  - Resource and Referral Cases
- **Please complete the 30-minute EDGE Course: “Detailed Damage Assessment for Disaster Action Team Response Operations”**



42

42

## Confirmations of the Primary Client ID and Address

- The Identity of the primary client and their residency at the disaster-affected location must be confirmed:
- DAT responders must ensure that these confirmations are completed
- **Please complete the 15-minute EDGE Course: “Client Care Program: Document Review for Intake Workers”**



43

43

## Resource and Referral Cases

- Resource and Referral Cases:
  - For clients who are not eligible for financial assistance due to DDA classification or because an eligible client declines financial assistance.
- Referrals and resources such as comfort kits, blankets, clean-up kits may be provided
- Financial Assistance for Disaster Health Services, Disaster Mental Health Services and Disaster Spiritual Care can always be provided if there is an expressed need regardless of damage assessment classifications
  - This is administered by DHS, DMH or DSC and not by DAT

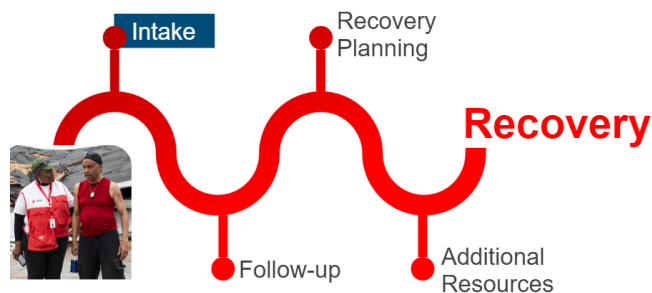


44

44

## The Client Care Program Services & Assistance

### The Client Journey



45

45

## Intake

Client information will be used throughout the Recovery journey.

Financial assistance, called Immediate Assistance, can be offered to eligible clients to help with needs such as:

- Food
- Clothing
- A safe place to stay

Clients who identify needs such as:

- Health
- Mental health
- Spiritual care

Will be referred to licensed or qualified responders.



46

46

## Intake

The DAT will:

- Interview clients
- Determine eligibility for assistance
- Confirm and record client details using **RC Care Client Intake**
  - Requires two Red Cross responders with access to RC Care: one with “full intake access” and one with at least “Intake Trainee” access

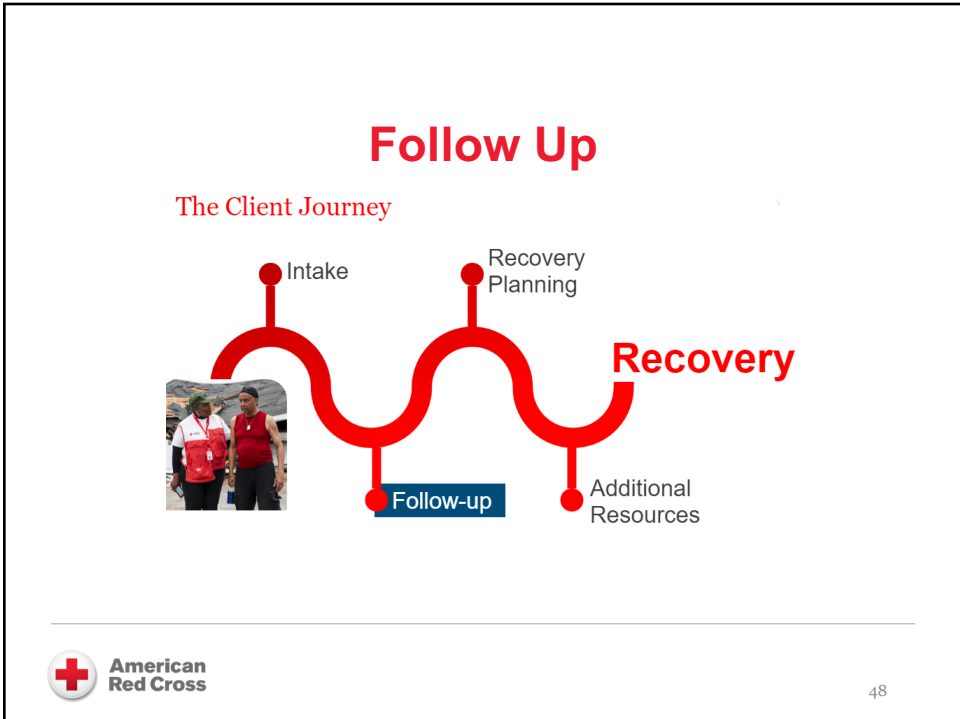


Please complete the 90-minute EDGE Course: “Client Care Program: Disaster Client Intake”



47

47



48

## Individual Disaster Care Services

Disaster Health Services

Disaster Mental Health

Disaster Spiritual Care

 American Red Cross

49


# Recovery Planning

The Client Journey

Intake      Recovery Planning      Recovery

Follow-up      Additional Resources

---

 American Red Cross 50

50

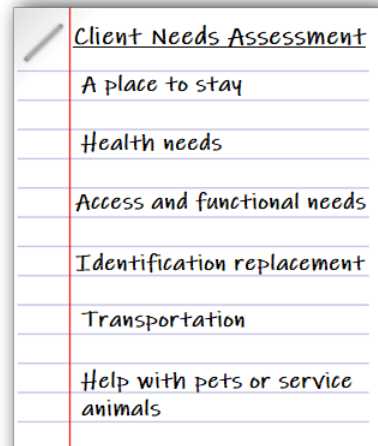
# Interviewing Clients

---

 American Red Cross 51

51

## Client Needs



*Client Needs Assessment*

*A place to stay*

*Health needs*

*Access and functional needs*

*Identification replacement*

*Transportation*

*Help with pets or service animals*



52

52

## Interviewing Clients

### The purpose of an interview:

- Encourage client(s) to share how household members were affected
- Identify resources client can access
- Identify the additional assistance needed by client(s) today
- Explain what client(s) may expect from the Red Cross
- Reassure client of Red Cross confidentiality and right for client to determine with whom information is shared
- Set the stage for follow-up casework & recovery planning



53

53

## Interviewing Clients

When interviewing a client, maintain focus on client needs by:

- Actively listening
- Showing empathy & compassion
- Maintaining confidentiality
- Not over-identifying with the client
- Remaining neutral

**REMEMBER:** it is an interactive discussion, not a transaction or an interrogation!



54

54

## Interviewing Clients

When starting the interview...

- Introduce yourself... let them know you're a volunteer!
  - "Hi, my name is "*NAME*", I'm a volunteer with the Red Cross and we're here to help you."
- Explain why the Red Cross is there...
  - To help with immediate disaster-related needs, both physically and emotionally
- Reassure client that Red Cross assistance is free

**"The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors."**



55

55

## Interviewing Clients

To provide an excellent client experience:

- Maintain compassion
- Be respectful
- Provide empathy and understanding
- Make the client feel seen and heard
- Help to remove obstacles
- Set expectations and explain the process:
  - What Red Cross can do
  - What comes next
- Embody the Mission:
  - We are all responsible to alleviate suffering



56

56

## Interviewing Clients

### Additional techniques...

- Maintain awareness of client needs; look out for unspecified needs
  - Let the client tell you; do not make assumptions
  - Allow silence; give the client time to explain
- Talk to the client, not your paperwork/device
- Avoid interrupting and distractions
- Focus on client's state of mind
- Be mindful of body language (theirs & yours)
- Be mindful of the presence of children
- Paraphrase to ensure understanding



57

57

## Interviewing Clients

### Remember...

- Set the right tone by displaying:
  - Concern
  - Comfort
  - Calm
- Identify any critical needs:
  - Arrange for immediate health/mental health needs right away (for emergencies dial 911)
  - Assess communication needs (hearing challenges, translation, etc.)



58

58

## Interviewing Clients

### Assessing clients' immediate disaster-related needs:

- Do they have a safe place to stay tonight?
- Do they have any immediate basic needs?
- What is the "Damage Assessment" for their residence?
- Replacement prescriptions, eyeglasses, other health needs
- Mental health support
- Do you have your ID, wallet, keys etc.?
- Have you contacted your insurance company, landlord, school etc.?
- Any other needs? (Pets, Transportation, Referrals, Etc.)

Document highlights of interview in narrative (in RC Care or on the Client Intake Worksheet):

- Be succinct, stick to facts, do NOT include confidential medical information



59

59

## Interviewing Clients

All Red Cross workers supporting the Recovery Services Client Care Program are responsible for:

- Keeping clients at the center of decision-making
- Ensuring services are delivered with compassion and professionalism
- Delivering services that are culturally appropriate and equitable
- Following current Client Care Program doctrine
  - Including client's control over information sharing



60

60

## Client Confidentiality

### *“Client Consent to Share Information”*

- Client Consent to Share Information:
  - DAT Intake workers record client information in RC Care
  - During the interview, the client must be:
    - informed about protection of their privacy
    - asked to express their preference for whether their information may be shared with partner organizations (to help in providing assistance or services)
  - To protect client privacy, sharing of client information must be limited to what is needed to provide assistance or services to clients.
  - The **“Client Consent to Share Information”** choices must be documented
    - The Red Cross is responsible for protecting the privacy of each client's information.
    - The client's choice does not impact eligibility for Red Cross Services.



61

61

## Client Consent to Share Information

**American Red Cross**  
Client Consent to Share Information Job Tool  
Disaster Cycle Services Job Tools  
DCS # 766666

Read the following text to the primary client in full:

"The American Red Cross respects your privacy and wants to honor your preferences about how your information is used. The Red Cross can better serve you if we may share your information with other organizations that may be able to provide services to support your recovery.

There are three information-sharing options. I will explain each one and then ask whether you wish to choose that option. You may choose one, two, or all three, or you may choose to decline any sharing of your information. I will document your choice, and the Red Cross will follow your instructions unless there are special circumstances where we need to use your information to address legal or safety requirements.

Read the following options to the primary client in full:

|                        |   |
|------------------------|---|
| Option 1:<br>Yes or No | <b>General:</b> If you choose this option, we may share your information with any person or organization that may be able to support your recovery. This includes community agencies, your landlord, or your insurance company, but it does not include government. |
| Option 2:<br>Yes or No | <b>Medical:</b> If you choose this option, we may share your information with medical providers and/or pharmacies.  |
| Option 3:<br>Yes or No | <b>Government:</b> If you choose this option, we may share your information with local, state and/or federal agencies and the programs they administer in order to support your recovery.   |
| <b>OR</b>              |   |
| Yes or No              | <b>Sharing Declined:</b> If you choose this option, you have declined any sharing of your information.  |

**Interviewer Documentation Instructions (Caseworker or Disaster Action Team Responder)**

- Document the client's choice in CAS 2.0, or if direct entry is not available, in the Client Intake Worksheet.
- Document the Client Consent Affirmed (Interviewer notes) by entering the interviewer's full name in CAS 2.0 or, if direct entry is not available, the Client Intake Worksheet.

RC Client Consent to Share Information Job Tool V 2.0 2015.12.21  
Owner: Disaster Cycle Services  
Author: Rebecca Patten

This text must be read in full to the primary client. The client's choice must be recorded

|                      |  |
|----------------------|--|
| Option 1:<br>Si o No | <b>General:</b> Si elige esta opción, podemos compartir su información con cualquier persona u organización que pueda ayudarle en su recuperación. Esto incluye agencias comunitarias, su arrendador, su compañía de seguros, pero no incluye al gobierno. |
| Option 2:<br>Si o No | <b>Médica:</b> Si elige esta opción, podemos compartir su información con proveedores médicos y/o farmacias.   |
| Option 3:<br>Si o No | <b>Gobierno:</b> Si elige esta opción, podemos compartir su información con agencias locales, estatales y federales y con los programas que estas administran, para poder ayudarle en su recuperación.   |
| <b>OR</b>            |  |
| Si o No              | <b>Rechazo para Compartir Información:</b> Si usted elige esta opción, no permitiremos que se comparta su información.   |

**Instrucciones de Documentación del Entrevistador (Asistente Social o Socorrista de DACT/Equipo de Acción contra Desastres)**

- Documentar las elecciones del Cliente para Compartir Información en CAS 2.0 o en la entrada directa si está disponible, la Hoja de Trabajo de Entrada del Cliente (Client Interview Worksheet).
- Afirmación del Nombre del Entrevistador al marcar la Verificación de Información, Nombre del Entrevistador (Client Consent Affirmed/Interviewer name) y el documento el nombre del entrevistador en CAS 2.0 o en la entrada directa, la Hoja de Trabajo de Entrada del Cliente (Client Interview Worksheet).

Client Consent to Share Information Job Tool Spanish V 2.0 2015.12.21  
Owner: Disaster Cycle Services  
Author: Rebecca Patten

Details are provided during the "Client Care Program Disaster Client Intake" Course



## Information obtained during the Interview

**American Red Cross**  
Client Care Program Client Intake Worksheet

NOTE: Client information listed must match client identification

This is a non-resident primary client  Emancipated Minor

\*Last Name MI SUFF \*DOB

Gender  Male  Female  Non-Binary  Declined to Answer  Other Military Affiliation: \_\_\_\_\_

\*Client Condition:  N/A  IP  Hospitalized  Client would like to speak to someone about:  DHS  DMH  OSC

\*House Number, Street (23 Main Street) \*Unit/Apt \*City \*County/Parish \*State \*Zip

This location does not have a traditional address. Ex: RV Campsite of Main and Northwest St Street, Andrews, Carter County, OK, 73801

Primary Client Contact Information

Email Phone This is a  Mobile Phone  Landline Phone  
Can this number receive SMS/Text Messages?  Y  N  
Do you have access to the internet?  Y  N

What is the client's preferred communication method?  Text  Email  Phone Call

Event Date:  DAT Response Area (Territory)  Visual Response

Household Members

| *First Name | *Last Name | MI | *DOB | Relationship to Primary Client  |
|-------------|------------|----|------|---|
|             |            |    |      | <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Child <input type="checkbox"/> Parent |
|             |            |    |      | <input type="checkbox"/> Grandparent <input type="checkbox"/> Sibling <input type="checkbox"/> Other                            |

Gender  Male  Female  Non-Binary  Declined to Answer  Other Military Affiliation: \_\_\_\_\_

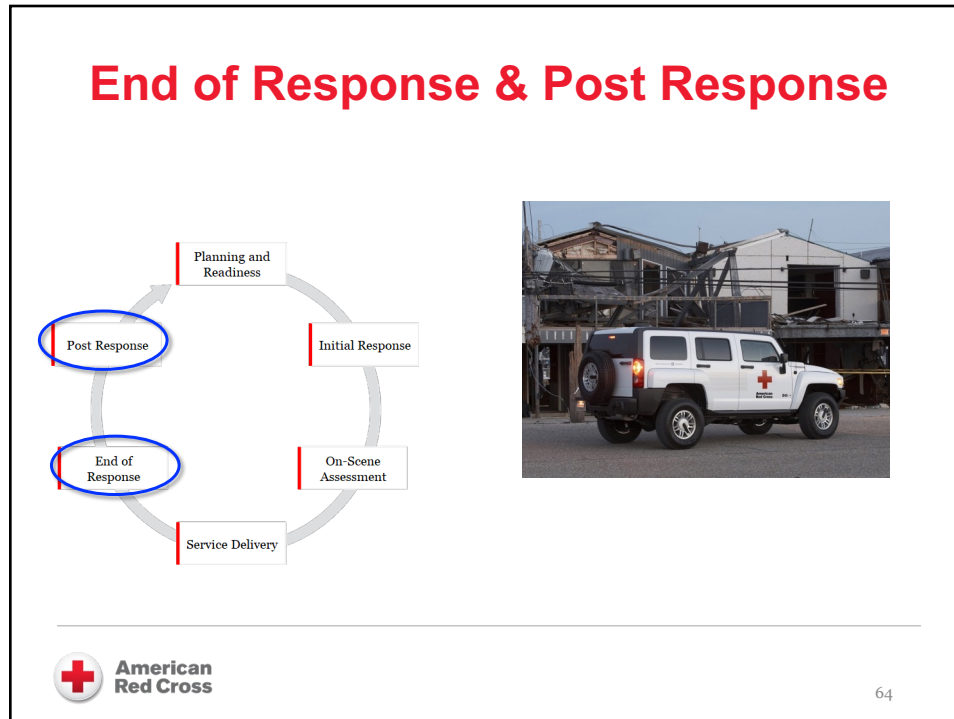
\*Client Condition:  N/A  IP  Missing  Deceased  Client would like to speak to someone about:  DHS  DMH  OSC

- Client Intake information is to be entered directly into RC Care by an Intake Worker with full access
- The paper worksheet is used when connectivity prevents on-line entry

NOTE: This document must be destroyed when the case is created in RC Care


Details are provided during the "Client Care Program Disaster Client Intake" Course








64

## After the Response


- 

Ensure you are marked as “Off Scene” by the DAT Duty Officer
- 

Remember: Client details are confidential
- 

If you have concerns, reach out to the DAT Coordinator or Disaster Program Manager/Specialist
- 

Disaster Mental Health and Health services are also available for volunteers


**American Red Cross**

65

65

## Scaling Up a DAT Response



66

66

## Scaling Up a DAT Response

- Disaster Action Teams are the first line of response for almost all local disasters.
  - DAT must be prepared to scale up and/or hand off activities when larger or more complex disasters occur.
- Additional elements to be considered
  - Workforce – additional responders
  - Distribution of Emergency Supplies (DES) including comfort kits, stuffed animals, etc..
  - Feeding or Canteening
  - More technology resources at the scene
  - Sheltering for larger displaced populations
  - Activating Public Affairs (PA) as necessary
  - Safety precautions



67

67

## RC Respond



68

68

## RC Respond


- **RC Respond** is the Event Management system used to initiate and manage DAT Events and other Incidents
- RC Respond is used to:
  - Maintain Schedules for each Region and DAT Territory
  - Manage Disaster Action Team (DAT) activities through the full response lifecycle
  - Record Disaster Relief Operation (DRO) Calls
  - Document other calls to the Red Cross
- Access to RC Respond is not required but is highly recommended for all DAT Responders




69


69

## DAT and RC Respond Workflow





Event Occurs







Event Entered into RC Respond






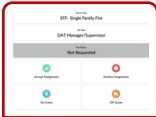
Duty Officer makes response decision






DAT Responders and Support Staff Assigned and Dispatched






Regular Event Updates Entered



---

**American Red Cross**70

70

## Next Steps and Local Content

---

**American Red Cross**71

71

## Next Steps & Local Content

- To be added
  - Know your local team
  - Wellness agreement
  - RC Care access:
    - Training
    - Who to contact?
  - Get your “DAT Kit” together
  - Sign up for shifts ...when are you available?
  - RC Respond ... see next slide



72

72

## RC Respond Local Content

- Our region **does/does not expect** you to be able to log in to RC Respond
- **Required/Recommended training: RC Respond Basics training**
  - After completion, you will be granted *General User* system access by your local administrator
  - You will then receive an email prompting you to activate your account, which will enable you to log in and access schedules to sign up for shifts
- Indicate availability to support a DAT response by **notifying XXXX / logging in to RC Respond and sign up for shifts**
- You will be asked to respond to an event by **receiving a phone call from a Duty Officer / receiving a system notification from RC Respond**
- During an event response, **notify your Duty Officer when on/off scene / update your on/off scene information via RC Respond system notifications or by logging in an accessing event information in RC Respond**



73

73

## Conclusion



74

74

## You should now be able to...

- Represent the American Red Cross to disaster clients and begin the process of assistance.
- Understand the roles, responsibilities, and authorities of the Disaster Action Team Program.
- List the principles of the Disaster Action Team Program



75

75

## You should now be able to...

- Understand the Disaster Action Team positions and the DAT Response Process
- Participate safely and effectively in a Disaster Action Team response
- Describe the Client Care Program in the context of a Disaster Action Team response



76

76

## Knowledge Check



77

77

## Knowledge Check Questions

1. What is the purpose of the Detailed Damage Assessment?
2. How many responders are required for an in-person response?
3. What confirmations must occur for the client to receive financial assistance?
4. What are the Individual Disaster Care services that are available to clients?
5. What are the 3 "Cs" during client interactions?
6. How is your availability to respond indicated?



78

78

## Knowledge Check 1

- What is the purpose of the Detailed Damage Assessment?
  - To determine eligibility for immediate financial assistance
  - Depending on the Detailed Damage Assessment classification of the residence, one of two types of case may be opened in RC Care:
    - Cases with Financial Assistance
    - Resource and Referral Cases



79

79

## Knowledge Check 2

- How many responders are required for an in-person response?
  - For safety reasons two or more responders are required for an in-person response



80

80

## Knowledge Check 3

- What confirmations must occur for the client to receive assistance?
  - Confirmation of:
    - The Event
    - The clients' disaster-caused needs
    - A detailed damage assessment
    - The Identity of the primary client
    - Residency of the primary client at the disaster-affected location



81

81

## Knowledge Check 4

- What are the Individual Disaster Care services that are available to clients?
  - Disaster Health Services (DHS)
  - Disaster Mental Health (DMH)
  - Disaster Spiritual Care (DSC)



82

82

## Knowledge Check 5

- What are the 3 "Cs" during client interactions?
  - Concern:
    - Show empathy and compassion
    - Encourage the client to tell their story so you learn their priorities
    - Remain neutral while supporting the client's recovery and maintain client privacy and confidentiality
  - Comfort:
    - Make clients comfortable by offering water or a snack if available.
    - Do not rush your introduction or approach.
    - If you are not in a private or comfortable location, ask whether the client would like to move to one, when possible.
    - Respect the client's circumstances, specific needs and concerns and notice cultural factors
  - Calm
    - Focus on the client and avoid interruptions and distractions
    - Be patient
    - Be aware that many adults and children may wish to remain together during or after a time of crisis
    - Set boundaries for the relationship by not sharing your personal experiences



83

83

## Knowledge Check 6

- How is your availability to respond indicated?
  - Through RC Respond, the Event Management system used to initiate and manage DAT Events and other Incidents



84

84

## What Did You Learn Based on Your Expectations?



85

85

**Thank You for Participating in  
*DAT Response Fundamentals***

