



**American Red Cross**  
Northern California  
Coastal Region

*American Red Cross*  
*Northern California Coastal Region*

# Disaster Cycle Services (DCS) New Volunteer Information Guide

## **Mission Statement**

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.



*Accessible*  
*Timely*  
*Relevant*  
*Predictable*  
*Scalable*  
*Consistent with the intent of Red Cross*

## Disaster Cycle Services (DCS)

At the Red Cross, we have a long rich history of successfully helping people across the nation, before, during and after a disaster strikes their community. Disaster Cycle Services plays a key role in supporting the Red Cross mission.

Disaster Cycle Services reflects the cyclic nature of disasters by:

- Responding to the immediate needs of people in communities immediately after a disaster occurs
- Continuing to assist with the community's recovery after those immediate needs are met
- Helping individuals and communities prepare for disasters by:
  - Providing the community with disaster preparedness information
  - Training our workforce
  - Building relationships with community and government partners

## Disaster Cycle Services Opportunities

There are many roles/jobs needed within DCS to effectively accomplish our mission. We have separated these roles into two categories. This allows us so to distinguish the roles and reporting structure needed for day-to-day activities from those needed during an active disaster response.

- Day-to-day, ongoing activities and reporting structure needed to support all Disaster Cycle Service programs. We often refer to day-to-day roles as "positions."
- Response/Operational roles refer the specific activities and reporting structure required to support a disaster response operation. We refer to Response/Operational roles as "G/A/Ps" (group/activity/position).

Following is a description of day-to-day roles. Check with your local Workforce Engagement Team member to see which teams are right for you.

## Disaster Action Team (DAT)

*Provide immediate assistance to those affected by a local disaster*

DAT is the heartbeat of the local American Red Cross providing immediate response to those impacted by local disasters.

- DAT is activated when fire department calls our Red Cross Dispatch center. Teams always consist of two or more individuals.
- DAT members assess damage, address clients' immediate post-disaster needs and can offer immediate financial assistance.
- DAT members can create referrals to other Red Cross teams or community resources for medical, mental health and long-term needs, such as housing.

*Ideal for: Those wishing to respond to local disasters*

## Direct Services Teams

*Work directly with clients following a disaster to assist them with their recovery*

### Recovery Team

- Conduct phone or in-person follow up with clients
- Refer clients to a network of community resources who will help address their long-term needs for housing, clothing, and additional support
- Provide additional financial support to eligible clients

*Ideal for: Those wanting to work directly with clients or who have a social services background. Must be comfortable using the computer and making phone calls.*

### Disaster Health Services

- Facilitate the replacement of prescription medications or durable medical equipment needs to clients after a DAT response.
- Professional license required

*Ideal for: EMTs, RNs and Drs.*

### Disaster Mental Health

- Address the emotional needs of people affected by local disasters
- Conduct welcome home calls to disaster responders who have returned from response deployments
- Professional license required

*Ideal for: Licensed mental health professionals.*

### Disaster Spiritual Care

- Meet the short-term spiritual needs of those directly impacted by disaster by assisting individuals, families and communities draw upon their own religious and spiritual resources
- Collaborate with Staff Wellness to support the wellbeing of responders
- Must be either a disaster spiritual care provider for a National VOAD member organization; OR a professional or Board-certified chaplain; OR an endorsed leader in a local faith community

*Ideal for: Professional chaplains, disaster spiritual care leaders in an organization that are members of the National Voluntary Organizations Active in Disaster, community faith leaders who meet specific eligibility requirements.*

## Individual & Community Preparedness Team

*Help prepare and educate your community*

Members of the Individual & Community Preparedness team represent the American Red Cross in community facing events and preparedness activities. There are three groups within the Individual & Community Preparedness team.

### Sound the Alarm Campaign (STA)

The Goal of the STA is to reduce the incidence of fire-related deaths and injuries by providing no-cost smoke alarms and fire safety education to residents of vulnerable communities, such as mobile home parks or senior communities

- Leadership positions work with local fire departments and community-based organizations to identify at risk populations, plan installation events and train volunteers
- Team members participate in installment events or individual appointment installations

*Ideal for: Those wanting to participate in preplanned events and those wanting to make an impact on community preparedness.*

### Pillowcase Project and Prepare with Pedro

- Disaster preparedness education for students in grades k-5, which lasts 40-60 minutes and children receive a pillowcase to decorate and store their emergency supplies

*Ideal for: Those who have experience or enjoy working with young children. Those available during weekdays.*

### Community Preparedness Events

- Leadership positions manage preparedness event requests from the community and coordinate volunteer participation
- Team members staff a table or booth at community events or preparedness fairs.

*Ideal for: Those who want to have an impact on community preparedness. Must be comfortable with public speaking.*

## External Relations Team

*Develop and maintain partnerships*

External Relations volunteers are the face of the Red Cross as they collaborate with government agencies and community partners in disaster readiness and response.

### Community Partnerships

- Collaborate with existing and potential partners before, during and after a disaster operation.

*Ideal for: Those who belong to multiple community organizations. Those who enjoy 'networking'.*

### Government Liaison

- Team members build and maintain relationships with government agencies.
- Team members typically have a background working with government officials.
- Must have an understanding of what Red Cross does and how we do it as well as familiarity with the Incident Command System.

*Ideal for: Those with a background in community response such as fire, police.... Must have or gain an understanding of what Red Cross does and how we do it. Must have or gain an understanding fo the incident command system.*

## Readiness Teams

*Keep our chapter operating and ensure we are ready to respond to disasters*

**Mass Care** *Note that most members only perform one or two of these activities.*

- Prepare our district to open shelters, feed large groups of people and provide distribution of emergency supplies on very short notice by conducting shelter surveys to pre-identify suitable locations, collecting/updating contact information & formalizing agreements
- Ensure there are an adequate number of qualified Emergency Response Vehicle (ERV) drivers
- Arrange feeding agreements with businesses/organizations that can provide mass feeding during disaster

*Ideal for: This team utilizes a variety of skills. It is ideal for those wanting to help the territory be ready for local disasters.*

### Logistics

- Ensure vehicle fleet and trailers are ready to roll
- Supplies: Inventory and restock trailers on a scheduled basis, DAT supplies (comfort kits, blankets, snacks, water, etc.)

*Ideal for: Those wishing for a physically active 'behind the scenes' role.*

### Information & Planning

- Assist with the coordination of large events

*Ideal for: Those with good communication skills. Must be comfortable using Word and Excel.*

### Finance

- Financial Controls – compliance activities for Client Assistance Cards (CAC) and Mission Cards (for Disaster Responders)

*Ideal for: Process and detailed orientated individuals.*

## Workforce Engagement Team

*Prepare and support our disaster cycle services workforce members*

The Workforce Engagement Team members perform a critical function, ensuring we have the human resources needed to accomplish our mission.

### Onboarding/Placement

- Welcome and orientate new DCS volunteers; help them choose their specific volunteer role and provide them with the information and resources they will need to be successful

*Ideal for: Those with an HR background or previous experience working with or managing volunteers. Must be comfortable using a computer.*

### Training

- Coordinate in-person training opportunities and assist volunteer with online learning system use

*Ideal for: Those with good organizational skills*

### Recognition and Appreciation

- Assist with creating and monitoring formal and informal means of recognizing and appreciating our most valuable resource-the volunteer

*Ideal for: Creative and fun-loving individuals.*

### Deployment Team

- Get our trained workforce to where they are needed most during a disaster response; assign and support disaster responders as they deploy to help other Red Cross regions

*Ideal for: Process orientated individuals. Must be comfortable using the computer and making calls.*



## Disaster Responder

*Trained Disaster Cycle Services workforce members that respond to disasters*

When disaster strikes, we need members who are trained specifically for a disaster relief operation role. These specially trained members are called Disaster Responders. Disaster Responders can choose to respond to local disasters only, or if they are able and willing, they can be deployed to large disaster responses outside of our region when needed.

Disaster Responder requirements:

- Choose a job (G/A/P) that interests you and that you are physically capable of doing. See next page for more information about G/A/Ps
- Take the required trainings
- Submit a Driver's License Number and date of expiration.

Once the above steps are complete, you will be identified in Volunteer Connection as a Disaster Responder.

Ongoing Expectations:

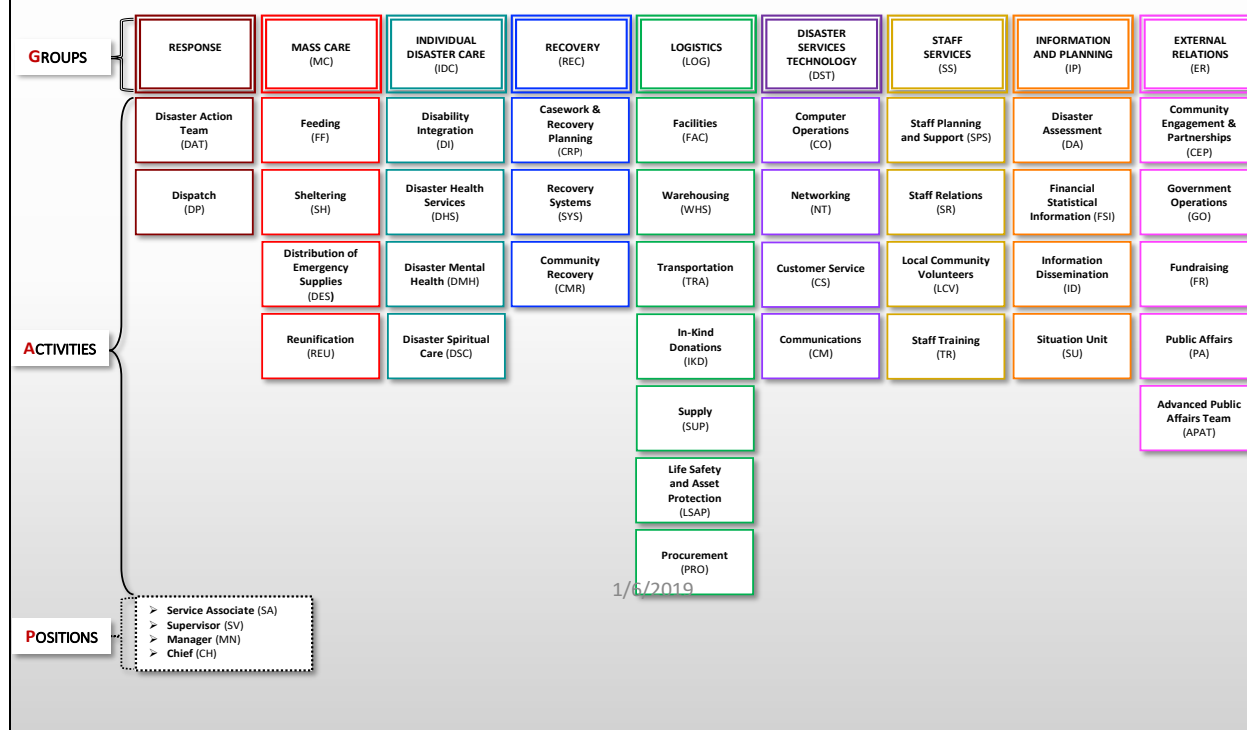
- Keep your availability updated in Volunteer Connection
- Keep your training current, and take updated trainings as they are released
- You will be contacted when there is a need for someone with your G/A/P and you have indicated you are available

Time Commitments:

- Disaster response shifts are typically 10-12 hours
- No minimum number of shifts are required for local responses
- Deployments within the region require 5-7 consecutive shifts (for those who live <50 miles from their work location)
- National deployments require a 14-day commitment (10 days for Health and Mental Health Services responders)

# Simplified G/A/P Chart

Roles used during a disaster response



There are many roles needed during a Disaster response. G/A/P is an acronym and reflects the role a Disaster Responder performs. It indicates level of training, experience, and the scope of responsibility within the function.

- **Group:** broad service area
- **Activity:** specific function within the Group
- **Position:** ranking with the activity based on experience

Workforce can help you choose a G/A/P and provide you with the training resources needed to prepare you for your role.

## Response Priority Needs

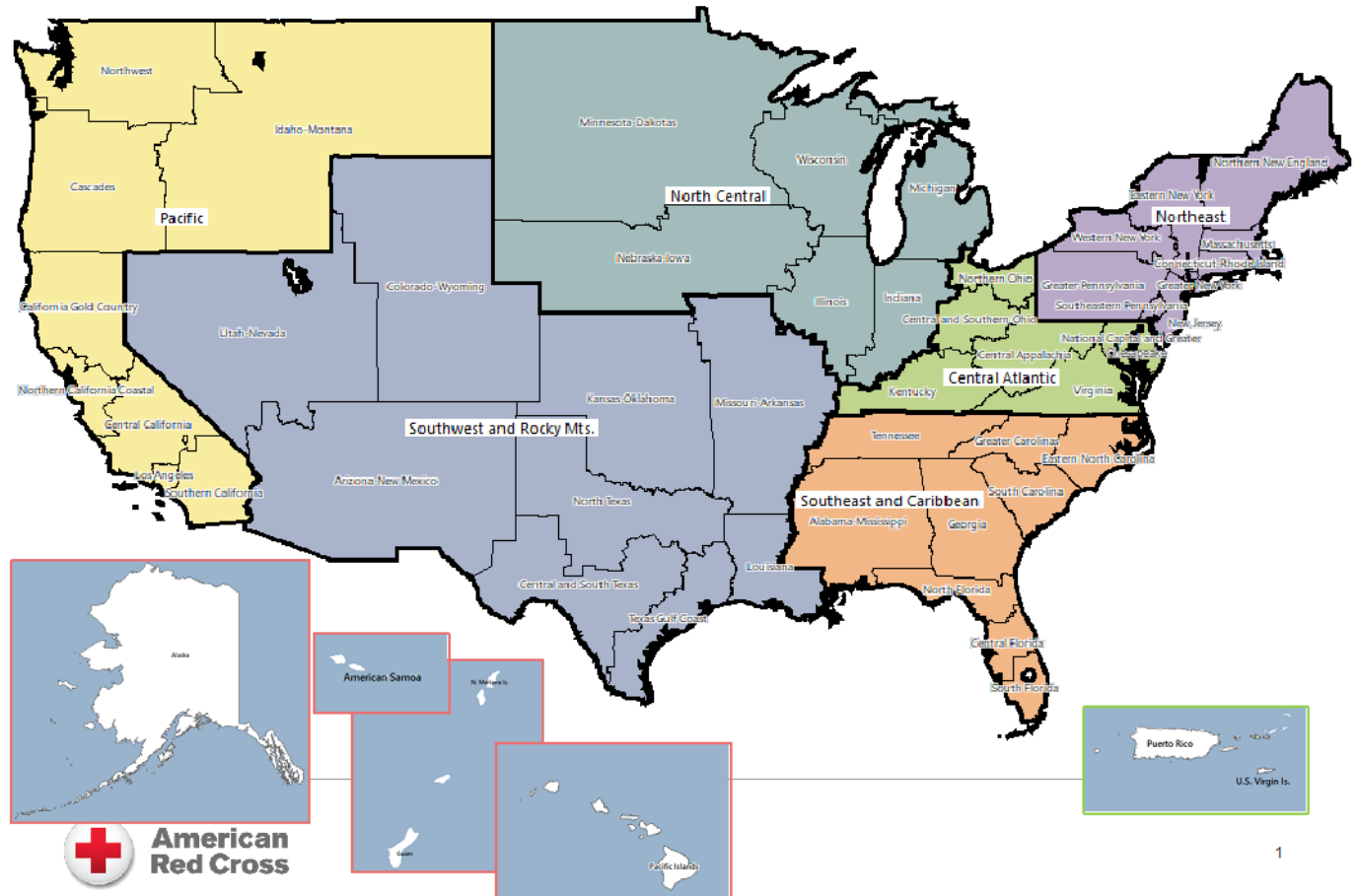
While all roles are vital to the success of our mission, currently these roles are our highest priority need.

1. Sheltering
2. Distribution of Emergency Supplies
3. Staff Services
4. Information & Planning
5. Disaster Health and Mental Health Services

## Red Cross Organizational Structure

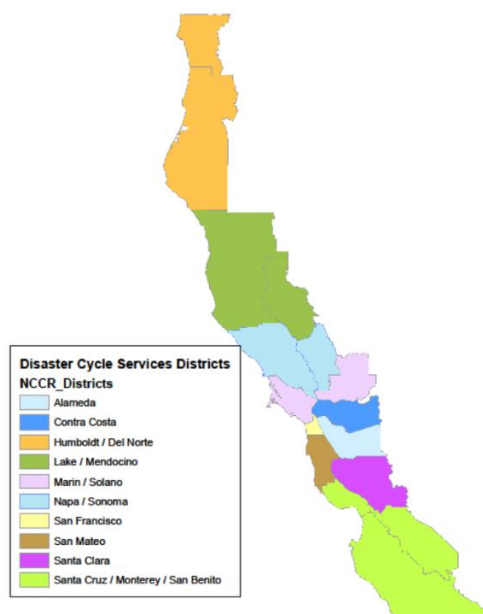
The American Red Cross consists of 6 Divisions. Each division is composed of regions. There is a total of 50 regions across the country.

### One Red Cross Division & Region Map





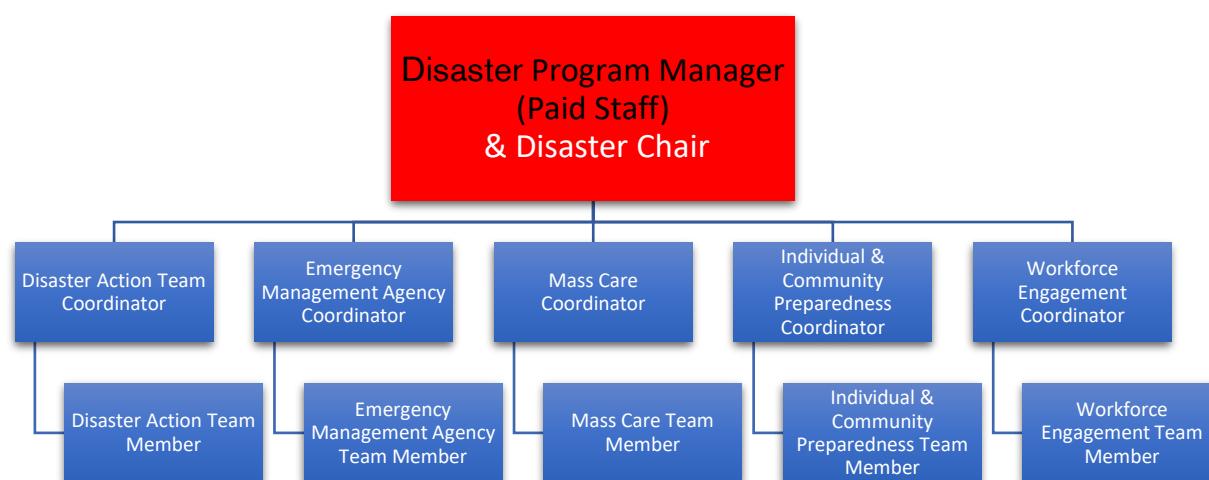
## Northern California Coastal Region



We belong to the Northern California Coastal Region (NCCR). Our region is divided into 10 territories. John Ruiz, the Regional Disaster Officer, is the head of the Disaster Cycle Services in NCCR.

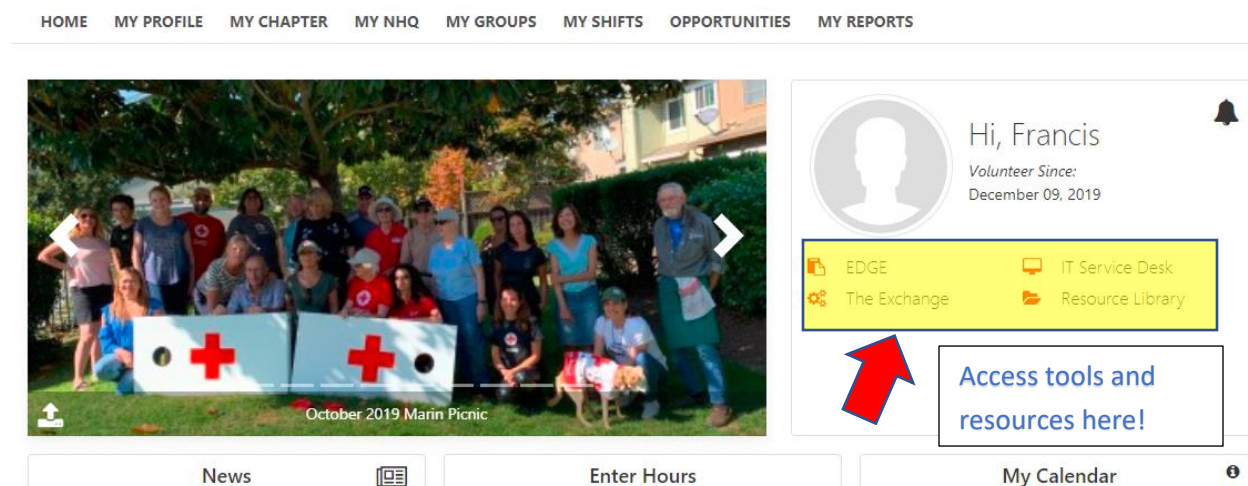
## Territory Disaster Cycle Services Table of Organization

Each territory is managed by the Disaster Program Manager, an employee. The District Chair serves as their volunteer partner. All activity coordinator positions are volunteer leadership opportunities.



## Tools and Resources

*As a Red Cross volunteer, you have access to tools and resources to help you achieve a successful volunteer experience.*



**Volunteer Connection** is a single organization-wide volunteer management system used to engage, match, train, and deploy volunteers in order to respond to community needs and deliver the Red Cross mission. Using this tool allows volunteers to:

- Maintain their volunteer hours
- Maintain their profile
- Read about upcoming events
- Choose their availability for events
- Access Red Cross tools and resources

### EDGE

EDGE is our learning management system; disaster trainings are free. Access EDGE by clicking the link on located on the Volunteer Connection homepage. Use EDGE to:

- Take online classes
- Register for in-person and virtual classes

Google Chrome is the recommended browser for accessing EDGE. Be sure to disable pop-up blockers. Please set your time zone to Pacific to prevent confusion with class start times. See next page for instructions.

If you experience difficulties using EDGE, Call (888) 778-7762 or (202) 303-6011, or Submit an incident online using the [ITSD Customer Portal](#).

### The Exchange

The Exchange is the intranet for Red Cross volunteers and employees. Access the Exchange by clicking the link on located on the Volunteer Connection homepage

### IT Support

Access IT support by clicking the link on located on the Volunteer Connection homepage.

## Changing Time Zone in Learner Account

All Learners

### Introduction

When a new learner profile is created, the time zone is not automatically set. Adding your own time zone is very simple, but must be done manually by each learner. This will avoid confusion when registering for sessions, and prevents the incorrect time zone from showing up on transcripts and in emails about training sessions.

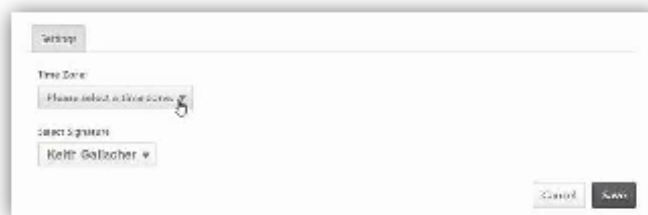
This job aid will show learners how to update their profile to reflect the correct time zone.

### Changing Your Time Zone

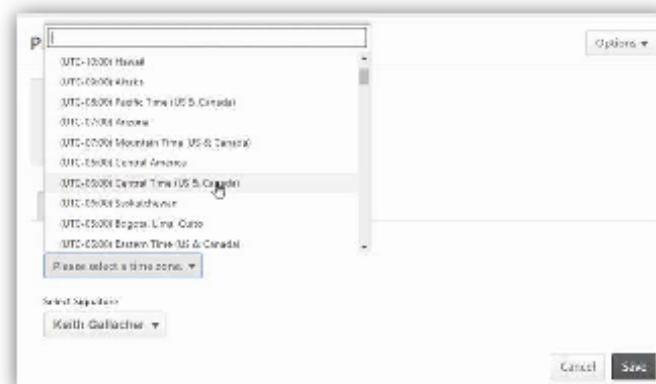
1. Click the **Settings/Options** icon  in the upper right hand corner of the EDGE home page and click **My Account**.



2. Under Settings > Time Zone, click the "Please select a time zone" drop-down menu.



3. Choose the correct time zone and then click **Save**.



# Volunteer Hours

*Please record your volunteer hours*

Have hours to Submit?

**Submit Your Hours**

## Add Hours

\*Date  
11-27-2017

\*Hours

\*Minutes  
Select...

\*Activity Name

\*Hours Type  
Select ...

\*Position  
Select...

Comments

Admin Comments

[Go Back](#) [Submit Hours](#)

## Why track hours?

- Demonstrates the value of our volunteers' time in service to our mission, allowing us to dedicate a higher percentage of our expenses to direct services and programs
- Provides specific information for our volunteers to understand their contributions to their community
- Shows our donors, community leaders and the public the quantifiable power of our volunteers
- Gives the American Red Cross the ability to adequately recognize its amazing volunteers

## What hours should you record?

- Attending meetings, working a blood drive, special events, drills/exercises, community preparedness events, teaching, office assistance, etc.
- Completing training in person or online (i.e. EDGE, FEMA, CPR/First Aid)
- DAT response and dispatch
- Volunteer Social events (monthly meetings, holiday party, annual recognition, etc.)
- Travel time to Red Cross offices and activities
- **Do not track** Disaster Response Operation (DRO) hours as these hours are assigned automatically

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## Steps to Success

Join a day-to-day team  
(Steady State Position)

- Meet with the Activity Coordinator
- Participate in team meetings and events

Choose a Disaster Response role  
(G/A/P)

- Meet with your Workforce Engagement team to help you decide which G/A/P is right for you
- Complete required trainings
- Inform your workforce team member if you are interested in deploying

Participate!

- Attend all hands and team meetings
- Participate in district events like Sound the Alarm
- Sign-up for online and/or in-person trainings

- Get involved! While volunteers are only required to participate every six months, volunteers that frequently participate in activities, meetings and classes are significantly more likely to remain active in the organization.
- Keep your training current. Take updated trainings as they become available. Attend exercises and drills to practice what you've learned.
- Contact your coordinator, Disaster Program Manager or a Workforce Engagement team member if you have questions, need help, or would like to explore a different position or G/A/P. We want you to love what you're doing for the Red Cross. If you find that your first choice isn't what you thought it would be, let's meet again and explore other options.



## Disaster Cycle Services Classes to Get You Started

**These online classes are available in  
EDGE, the American Red Cross Learning  
Management System**

For the best success in taking our online classes, use the Chrome web browser on Macs and Windows desktop or laptop computers (not tablets or smartphones), and allow Popups and Flash. See the *Allowing Flash in Chrome* and *Common eLearning Display Issues* Job Aids to assist you in getting your web browser set up once you have gone into your EDGE account from your Volunteer Connection homepage.

[Disaster Cycle Services: An Overview](#) (DCSO) 1 hour

[Servicios de Ciclo de Desastres: Descripción General](#) 1.5 horas

[Mass Care: An Overview](#) (MCO) 30 minutes

[Everyone is Welcome](#) (EIW) 1 hour

[Shelter Fundamentals](#) (SHFUND) 2.5 hours

[Aspectos básicos del Refugio](#) 3 horas

[Psychological First Aid: Helping Others in Times of Stress](#) (PFA) 1.5 hours

## Correcting Common eLearning Display Issues

All Users

### Introduction

This job aid contains guidance on how to edit your internet browser settings to address common display issues for web-based courses. The following browsers are supported by this document:

- [Internet Explorer](#), 9.x or later (page 1)
- [Google Chrome](#), 10.x or later (page 3) \*
- [Mozilla Firefox](#), 15x. or later (page 4)
- [iPad Safari](#), iOS 8 or later (page 6) \*\*
- [Android](#), Google Chrome (page 6) \*\*

\* The recommended browser for EDGE is Google Chrome.

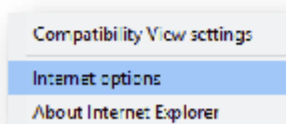
\*\* Please note some EDGE courses cannot be viewed on a mobile device. If troubleshooting suggestions in this Job Aid are not successful on your mobile device, you must view the course on a computer instead.

### Internet Explorer (9.x or later)

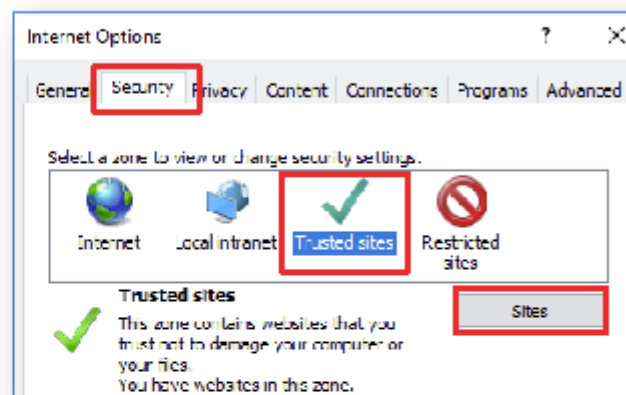
#### 1. Security Settings

If you're not seeing the Next/Back buttons at the bottom of a web-based course, or are experiencing other display issues:

- In the browser window, click on the gear icon ⚙ and select **Internet Options**.



- Select the **Security** tab.
- With the *Trusted sites* zone highlighted, click the **Sites** button.



## Allowing Flash in Chrome

All Users

### Introduction

Chrome Enterprise 69 and newer versions require users to grant explicit permission to run Flash every time they start a new browser session.

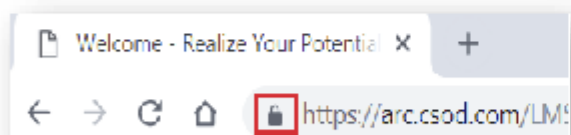
Users with older versions will still need to activate Flash in order to enable many web classes to run well. The activation process is the same for all versions of Chrome.

**\*\* Please note that users will have to repeat these steps each time they launch a new Chrome browser session as Chrome only retains this setting until the browser is closed. \*\***

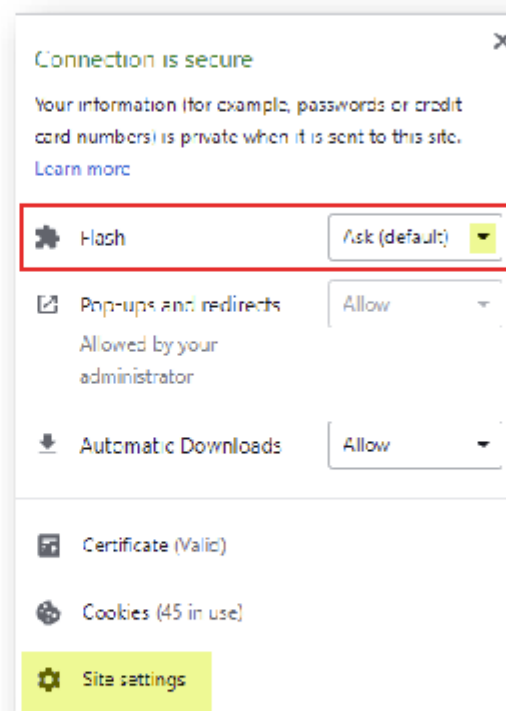
### Allowing Flash in Chrome

Open the Chrome web browser and log into EDGE.

1. Click the **padlock** next to the website address.



2. In the menu that appears, there may be a shortcut to **Flash**:



If so, click the arrow next to Flash to change the setting to **Allow**.

If not, click **Site settings** to search for the Flash setting.



American Red Cross

## Acronyms

<b>AAR-</b> After Action Report	<b>DDE-</b> Division Disaster Executive	<b>DPS-</b> Disaster Program Specialist
<b>APAT-</b> Advance Public Affairs Team	<b>DDO-</b> Disaster Duty Officer	<b>DPx-</b> Senior Disaster Program Manager, Disaster Program Manager or Disaster Program Specialist
<b>ARC-</b> American Red Cross	<b>DDRO-</b> Director of Disaster Relief Operation	<b>DR or DRO-</b> Disaster Relief Operation
<b>ARC1 or Form 1-</b> Legal pad; a substitute for any form	<b>DDT-</b> Division Disaster Team	
<b>AD-</b> Assistant Director	<b>DFRAP-</b> Disaster Fundraising Action Plan	<b>DRMS-</b> Disaster Resource Management System
<b>ASL-</b> American Sign Language	<b>DHS-</b> Disaster Health Service; Department of Homeland Security	<b>DSARS-</b> Disaster Services Automated Reporting System
<b>CAC-</b> Client Assistance Card	<b>digiDOC-</b> Digital Operations Center	<b>DSO-</b> Disaster Services Overview
<b>CAS-</b> Client Assistance System	<b>DIR-</b> Director	<b>DST-</b> Disaster Services Technology
<b>CC-</b> Client Casework	<b>DLC-</b> Disaster Logistics Center	<b>EMS-</b> Emergency Medical Services
<b>CCL-</b> Concern Connection Line	<b>DME-</b> Durable Medical Equipment	<b>EO-</b> Executive Order
<b>CDE-</b> Community Disaster Education	<b>DMHS-</b> Disaster Mental Health Services	<b>EOC-</b> Emergency Operations Center
<b>CDS-</b> Children's Disaster Response	<b>DO-</b> Disbursing Order	<b>EOP-</b> Emergency Operations Plan
<b>CH-</b> Chief	<b>DOCC-</b> Disaster Operations Coordination Center	<b>ER-</b> External Relations
<b>CL-</b> Client	<b>DOOR-</b> Disaster Operations Open Requests	<b>ERV-</b> Emergency Response Vehicle
<b>CLS-</b> Individual Client Services	<b>DOIS-</b> Disaster Operation Information Sheet	<b>ETA-</b> Estimated Time of Arrival
<b>COB-</b> Close of business	<b>DPM-</b> Disaster Program Manager	<b>FAC-</b> Facilities Management; Family Assistance Center
<b>CWT-</b> Carlson Wagonlit Travel		<b>FEMA-</b> Federal Emergency Management Agency
<b>DA-</b> Disaster Assessment		<b>FF-</b> Feeding
<b>DAT-</b> Disaster Action Team		<b>FSI-</b> Financial and Statistical Information Management
<b>DDD-</b> Division Disaster Director		<b>GAP-</b> Group/Activity/Position
		<b>GIS-</b> Geographic Information System Maps
		<b>GOV-</b> Government
		<b>HAZMAT-</b> Hazardous Materials
		<b>HQ-</b> Headquarters

