American Red Cross
Los Angeles Region

Regional Disaster Action Team Manual

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www.RedCrossLA.org

Fundamental Principles of the International Red Cross and Red Crescent Movement

Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary Service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

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1. Introduction

The purpose of the Disaster Action Team (DAT) is to quickly place trained Red Cross volunteers at the scene of disasters to address the immediate needs of those directly affected by the disaster. In addition to initiating Red Cross disaster relief, the Disaster Action Team determines the need for mobilizing additional regional resources.

> **This manual provides an overview of the responsibilities and activities that result in effective and efficient Disaster Action Team responses**.

The information in this document applies to all individuals in the Los Angeles Region who are responsible for or performing Disaster Action Team duties under the American Red Cross Disaster Services Program. The American Red Cross uses the following definition of disaster in determining its Disaster Services Program:

> "A *disaster* is a threatening or occurring event of such destructive magnitude and force as to dislocate people, separate family members, damage or destroy homes and injure or kill people. A disaster produces a range and level of immediate suffering and basic human needs that cannot be promptly or adequately addressed by the affected people, and impedes them from initiating and proceeding with their recovery efforts. Natural disasters include floods, tornadoes, hurricanes, typhoons, winter storms, tsunamis, hail storms, wildfires, windstorms, epidemics and earthquakes. Human-caused disasters, whether intentional or unintentional, include residential fires, building collapses, transportation accidents, hazardous materials releases, explosions and domestic acts of terrorism."

2. Commitment

Personnel who accept a position on the DAT are obligated to fulfill the requirements of that commitment, to the best of their ability. All volunteers who sign up on a DAT schedule must;

- Be available to respond within the designated time frame.
- Guarantee readiness and accessibility by remaining in the area.
- Maintain and have available equipment, materials, uniforms, etc.
- Respond immediately upon activation by the Area Disaster Duty Officer (ADDO) or the Regional Disaster Duty Officer (RDDO).
- Keep their skills current by participating in training exercises, drills, certifications, and after-action activities.

3. Region Composition

The Los Angeles Region of the American Red Cross is one of the largest chapters in the nation. It serves a population of more than 9 million people in Los Angeles County (an area of 19,000 square miles), including 74 cities and numerous unincorporated areas.

The Region is divided into 3 areas to provide prompt and reliable service to each local community.

East Area

- Arcadia
- Claremont
- Glendale / Crescenta Valley
- San Gabriel / Pomona Valley

North Area

- Antelope Valley (which includes portions of Kern County)
- East San Fernando Valley
- Inyo County
- Mono County
- Santa Clarita Valley
- West San Fernando Valley

South Area

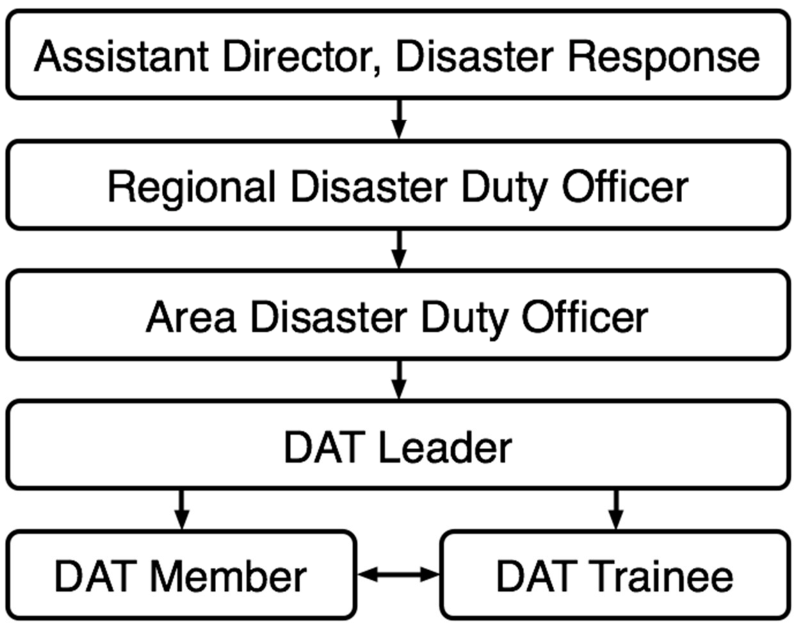
- Central East
- Santa Monica
- South Bay
- South East
- West Los Angeles

In addition to the Los Angeles Region, the Rancho Region covers southeast Los Angeles County.

4. Disaster Action Team Structure

4.1. Organizational Structure

The Disaster Action Team (DAT) program is intended to quickly place trained Red Cross workers on the scene of a disaster within two hours of the initial incident notification. Disaster Action Teams consists of a single Team Leader, a minimum of one Member and an appropriate number of Trainees, as determined by the Area Disaster Duty Officer (ADDO), depending on the size and scope of the incident. The DAT Leader serves as coordinator of response on the scene and provides leadership for other team members. The responding DAT Leader makes an initial assessment and contacts the ADDO to give the incident size-up and to request additional resources if needed. The support and resources of the entire Region are available to Disaster Action Team when responding to an incident.



Regular DAT meetings are scheduled around the Region to ensure that the DAT participants receive timely up-to-date information about the American Red Cross policies and procedures that affect DAT responses. These meetings allow team members and regional staff members to coordinate preparedness activities and facilitate discussion to maximize the efficient and effective delivery of American Red Cross services. Visit www.RedCrossLA.org and click on the *Calendar* for dates and locations.

4.2. Team Roles and Responsibilities

4.2.1. Regional Disaster Duty Officer (RDDO)

The Regional Disaster Duty Officer (RDDO) activates and manages regional resources and assumes Operational Control of any Regional Response. The RDDO is the first point of contact from the Call Center for most Regional Responses. The RDDO also manages inter-area resource allocation if a response is beyond the capabilities of the affected response area. When appropriate, the RDDO will also recommend the opening of the Regional Emergency Operations Center (EOC) as a response escalates to a Regional Operation. The RDDO may also assume operation control from an Area Disaster Duty Officer (ADDO) when they agree that an incident requires the experience or advanced training the RDDO has to properly manage the incident.

The RDDO will be contacted by the Call Center directly or by the ADDO for the following situations:

- A shelter or evacuation center has been requested by law enforcement, fire departments, or government officials.
- Canteen or food service has been requested by law enforcement, fire departments, or government officials.
- There is a notification of an earthquake, tsunami warning, or tornado warning from government or other recognized source.
- A Mass Casualty disaster, more than ten killed or more than twenty injured, has occurred.
- Any weapon of mass destruction, terrorism, or major transportation incident has occurred.
- Disaster crosses Regional jurisdictional boundaries.
- Any governmental entity activates its Emergency Operations Center or an Incident Command Post where Red Cross presence is needed.
- Evacuation of more than ten residential units has occurred.

4.2.2. Area Disaster Duty Officer (ADDO)

The Area Disaster Duty Officer (ADDO) is the first point of contact for a DAT incident from the Call Center.

The ADDO will:

- Maintain Operational Control of all DAT calls in the assigned area.
- Communicate any escalation of a Chapter Response or DAT Call to the RDDO.
- Document the details of the request, which includes team and resource activation, deployment times, arrival times and situational assessment updates, any significant events, and departure notes as appropriate.
- Review DAT Duty Roster upon receipt and advise DAT Staffing of concerns, conflicts, or unassigned positions.
- Contact and initiate deployment of a DAT Leader, DAT Members, and DAT Trainees as appropriate.

- Ensure a DAT arrives at scene of the incident within 2 hours of initial notification.
- Provide support to a DAT Leader by way of CAS case entry, hotel arrangement, advice, or approval of resource use as appropriate or requested.
- Ensure all vehicles are returned to staging area at the end of an operation. Ensure vehicle damage, maintenance, or re-supply needs are communicated to the Area Coordinator and Logistics Manager.
- Ensure Client Assistance Card is activated within 2 hours of DAT leaving scene.
- Ensure entire case record is entered into the Client Assistance System within 12 hours of DAT leaving scene. *The goal is to enter the case in CAS at the time of the incident*
- Ensure case record and supporting documentation are left in the DAT vehicle or Red Cross office at the conclusion of the DAT call. A voice mail must be left on the Client Services Hotline with the location of the case.
  The number is: **(**310) 445-9920**.**

The ADDO may

- Consult with a RDDO as needed to provide appropriate support to an operation.
- Consult with the supporting Activity Duty Officers as needed when specific needs arise, e.g. Health Services, Mental Health.

4.2.3. Disaster Action Team Leader

The Team Leader will

- Manage Red Cross response at the disaster site, with and in consultation and coordination with ADDO.
- Ensure that the team provides all the appropriate services required in a professional manner.
- Make contact with the ranking public officials and other appropriate authorities at the disaster scene to coordinate Red Cross actions. This may be the incident commander, fire department, law enforcement any other emergency management officials.
- Maintain communication with the ADDO, informing them of additional resources needed at the disaster scene. This may include Disaster Health Services, Disaster Mental Health Services or Public Affairs.
- Ensure that the Client Assistance Card is activated within 2 hours of the DAT leaving the scene.
- Ensure that an incident is created in Client Assistance System (CAS) and insures that the entire case information is entered completely, within the 12-hour period. (Refer to the *Regional CLS Manual* for additional details).
- Submit all case documents to the appropriate parties within the timelines established by Regional Client Services. Refer to the *Regional CLS Manual* for additional details.

4.2.4. Disaster Action Team Members

Team Members report to the DAT Leader. A Disaster Action Team Member must be able to:

- Complete a *Disaster Assessment* form.
- Conduct interviews with those affected by the disaster to determine their emergency needs.
- Create a case in Client Assistance System (CAS) and enters all the information or complete the *Disaster Registration and Case Record* (Form 901).
- Provide appropriate assistance based on the *National Standardized Emergency Assistance Pricelist* (NHQ Rev 3/04).
- Complete the *Release of Confidential Information* form (CAN).
- Complete the *Client Assistance Card* form (Form 1030) and activate the assistance within CAS within 2 hours of issuance. (Refer to the *Regional CLS Manual* for additional details).
- Complete the *Disbursing Order* (DO) (Form 140C).
- Complete the *Client Assistance Memorandum* (Form 1475).
- Complete any other necessary reports and documents related to the incident.

4.2.5. Disaster Action Team Trainees

Team Trainees report to the DAT Leader. Under the guidance of the Team Leader and/or Members, a Trainee can:

- Complete the *Disaster Assessment* form.
- Create a case in Client Assistance System (CAS) and enter all the information or complete the *Disaster Registration and Case Record* (Form 901).
- Complete the *Release of Confidential Information* form (CAN).
- Complete any other necessary reports and documents related to the incident.

All Red Cross Disaster Action Team workers must

- Provide Red Cross services to people without regard to race, color, national origin, religion, gender, age, disability, sexual orientation, citizenship or veteran status.
- Wear appropriate Red Cross photo identification (DSHR ID) while on a disaster response.
- Participate in on-going training and exercises that will make them more aware of the needs of the clients being served.
- Respect the confidentiality of all information pertaining to Red Cross clients receiving our services or the worksites in which they volunteer.
- Accept and transmit funds only in accordance with Red Cross policy.
- Respond to DAT calls appropriately when on-call.

Disaster Action Team members must NEVER self-deploy to any incident. Disaster Action Team workers responding to an incident without being dispatched by the appropriate persons will not be given an assignment and may be subject to disciplinary actions.

5. Response

Disaster Action Teams are responsible for responding to disaster incidents and assisting the clients to meet their basic emergency needs which **may** include: food, clothing, toiletries, shelter, mental and physical health needs and referrals.

Most DAT calls fall into one of two categories: Single-Family Disasters and Multiple-Family Disasters. This section describes steps and tasks common for all DAT responses and will list specific considerations for Multi-Family Disaster responses.

DAT Leaders and members may be required to participate in Regional Response (other than DAT) incidents including:

- Canteen Calls
- Shelter Operations
- Major Disasters

5.1. Incident Notification

The ADDO of the affected area is notified of the incident (as per zip code). The ADDO then contacts and dispatches a Disaster Action Team and coordinates any additional response resources. The details of the incident should include the following:

- Incident number – (if provided by the Call Center)
- Time of incident
- Time of ADDO notification
- Client name
- Client address, map page (Thomas Bros. Guide), grid #, cross street, and client contact phone
- Preferred language, if not English
- Type of incident (i.e., Single Family Fire (SFF), Multi-Family Fire (MFF), HazMat, etc.)
- Number of dwellings involved
- Number of adults
- Number of children
- Injuries – DHS/DMH may need to be notified
- Fatalities (humans and/or pets) – DMH must be notified

The Area Disaster Duty Officer must log all activities and submit an Incident Report to the Emergency Services Department upon completion of the response.

The scheduled Disaster Action Team Leader is expected to have a Disaster Action Team kit. Refer to Appendix 2: DAT Equipment List for more details.

When the Team Leader or responders arrive on the scene, they should call the ADDO to give a “situational assessment” of the scene. This should include any information such as excessive media, fatalities or injuries to clients. The ADDO should also be notified if the incident is continuing to grow.

If approached by the media, the Team Leader may request that the media wait for the arrival of the Public Affairs representative so that the team can focus on the client(s). If the media insist on immediate input from the Red Cross, then the Team Leader should act as the single point of contact and provide a concise, factual account of the Red Cross purpose and participation at the disaster scene. Remember, all detailed information regarding the client is confidential. Do not reveal specific information about the client at any time without the client's written permission. Additional information can be found in Appendix 3: What to Do When the Media Arrives.

5.2. Responding to an Incident

The Red Cross National standard is for the Disaster Action Team to arrive at the disaster scene within two hours of initial notification of the incident. Depending on the circumstances, the Disaster Action Team may respond in a Red Cross vehicle or privately owned vehicle. An ARC authorized driver must drive the DAT response vehicle to each incident to ensure that the DAT supplies are available. A DAT vehicle is available at each office to support responses.

If team members are responding from a location closer to the incident scene than the nearest Office, the ADDO or DAT Leader may select a safe location close to the scene as a Meeting Site. When selecting a Meeting Site, lit parking lots, easily identifiable stores, 24-hour restaurants or other public places are preferred. Consult with the team members on local parking options and try to avoid parking fees as much as possible. If an advised Meeting Site is reported to not be practical, or does not allow public parking, select another site and communicate it to the team immediately.

The team members will then either be dispatched to the Office, or to the Meeting Site. At least one DAT Member who is an Authorized Driver of Regional vehicles must be sent to the Office to retrieve the DAT van and supplies (this need not be a Team Leader if another qualified driver is available). Be sure the DAT Member has the information they need to access the office and retrieve the DAT vehicle.

The team will then assemble at the Meeting Site, conduct an initial briefing led by the DAT Leader, and approach the scene together in the DAT vehicle. In all cases, the team members will contact the ADDO when they have arrived at and are leaving an office, a Meeting Site, or the scene of the incident.

Transportation of clients in Red Cross Vehicles is strictly prohibited. If transportation of clients is need a taxi voucher should be issued. See Client Service Manual.

When using an ARC vehicle

- Ensure the vehicle has fuel, the correct equipment and supplies.
- Do a basic safety inspection of the vehicle.
- Turn on the Red Cross low-band radio to channel ARC1.
- The authorized driver should ensure that the equipment checklist is met prior to departure.

En Route to The Scene

- **Obey all traffic regulations!** Disaster Action Teams are *NOT* emergency responders. The Red Cross is *NOT* exempt from traffic or parking regulations or laws. Set a good example for other drivers and a good image for the public.
- Red Cross policy requires the use of seat belts and prohibits smoking in Red Cross vehicles at all times.
- Never drive over fire hoses or downed power lines.
- Make sure the vehicle is parked in a safe location.
- A non-driver must handle cell phones communications while in transit.
- All employees and volunteers must make it priority to drive safely and must obey all traffic regulations when responding to disaster incidents.
- If damage occurs to one of the Region's vehicles, notify the proper authorities immediately. There is an accident reporting toolkit in each regional vehicle. After everyone is safe, notify the ADDO.
- Proper documentation for driving a Red Cross vehicle needs to be on file in the volunteer's file.
- The Emergency Response Vehicle (ERV) requires specialized training.
- The Red Cross insurance will not cover the use of a privately owned vehicle.

5.3. Single Family Disaster

Make Contact

- *Incident Commander or Fire Official*
  Identify yourself and ask them if you will be able to enter the area for Damage Assessment. A damage assessment is necessary to verify disaster caused need.
- *Client(s)*
  Identify yourself and let them know you and the team are there to help, explain the assistance we provide is based upon the damage assessment, ask them to identify their personal resources (friends or family to stay with), assure them of the confidentiality of the information gathered and that all assistance is free.

The team must verify the identity of the clients. The team may request a Driver's License or other photo ID, utility bill, or reference from landlord or neighbor. Refer to the *Regional CLS Manual* for detailed information.

Assess the Damage

Before giving assistance, we must complete a Disaster Assessment Form. The client, incident commander, apartment manager, or adult client designee must accompany you in order to enter the premises. You must always discuss the safety of the scene with the Fire Department or the local law enforcement agency present before entering the premises. Fill out a separate Damage Assessment Form for each unit affected. Always wear a bump-cap and heavy-duty shoes or work boots before entering the affected units.

Info to Include:

- What is the degree of damage to the home: Destroyed, Major, Minor or Affected?
- What rooms affected?
- Include information as to the contents of the room as is there loss or damage to clothing, bedding, food, medications or medical supplies?
- Be thorough and include as much detail as possible including the status of the utilities. A comprehensive Damage Assessment form enables us to provide the verified disaster assistance to our clients.
- Refer to the *Regional CLS Manual* for additional details.

Interview the Client

To best serve the clients' short and long term needs, we record as much information as possible**.** Make sure they have called their insurance agency if applicable. Also identify if there are other community agencies that may be helping them in addition to Red Cross in order to avoid duplicating the assistance.

Input information into the Client Assistance System (CAS) or fill out the Disaster Registration and Case Record (901 Form)

1. Flimsy – Record Basic Information

2. Brief Statement – this section allows any caseworker to quickly understand the needs of the client and assistance provided. The statement should answer as many of the following questions as possible:
    - What happened?
    - Where was the client when it happened?
    - What are the immediate disaster-caused needs?
    - Does client have Insurance?
    - What Red Cross assistance (include comfort kits and plush toys) are you providing?
    - Does the client receive financial assistance from any agencies right now?
3. Do not include any medical information on the 901 Form. Simply write “1475 Issued” if applicable.
4. Fill the Damage Assessment section of the 901 Form. This should be complimented by a detailed Damage Assessment Form.

If translation is needed, first check for a bilingual resource on scene, such as a family member or an emergency worker. Use *Visual Language Translator* if needed and if available. Notify the ADDO if additional assistance is required. Language line can be contacted for translation if needed. Refer to the *Regional CLS Manual* for an example of the filled out form.

Providing Financial Assistance

Client Assistance Card Authorization Form (Form 1030) For Food and Clothing

To issue a Client Assistance Card (CAC), record the client’s name and case number on CAC Charge Out Record. Fill out Form 1030 as described in the *Regional CLS Manual*. Give the client a Merchant Letter and Client Letter with the CAC card.

Disbursing Order For Hotels and Mass Care Only

To issue a Disbursing Order (DO), first record the client’s name and case number on the *DO Charge Out Record*. Hotels are primarily issued for clients with “Major” or “Destroyed” damage classifications. Team Leaders should consult with the ADDO prior to issuing lodging assistance. Hotel stays should be initiated for a time frame of 1-3 days, depending on the damage and the need. DAT hotel stays initiated on a Friday or Saturday for clients with “Major” and “Destroyed” damage classification may be issued for a Tuesday morning check out. If the check out date falls on a holiday, issue the check out for the next business day.

For disaster-caused utility outage only or inaccessibility to the home only (ex: fire in apartment complex), hotels should be issued for 1 day. With supervisory approval, hotels may be issued for **up to** 3 days. Extensions beyond 3 days are not usually granted and require supervisory approval. For smoke damage only, hotel assistance is not generally issued and will require supervisory approval by Client Services or Health Services. In this circumstance, hotels may be issued only with Health Services authorization requiring a 1475.

Use Vendor Resource List to locate a hotel in the vicinity of the incident. Call hotel, confirm rate, and reserve room(s). Give the client directions to hotel if needed. If you make a mistake, simply write '**VOID**' on all four copies of the Disbursement Order, put it back in your DO packet. Complete a new form. Don't throw away the voided Disbursement Orders! Refer to the *Regional CLS Manual* for an example of the completed form.

Client Assistance Memorandum (Form 1475) For Health or Mental Health Needs
Use if life-sustaining medications, oxygen, eyeglasses, or counseling is needed. Refer to the *Regional CLS Manual* for more information.

Taxi Voucher For One Way Transportation to Hotel or Hospital
Taxi-vouchers may be used if client has no means of transportation. Refer to the *Regional CLS Manual* for more information.

Release of Confidential Information
Make sure that the client signs this form prior to leaving the scene.

Material resources available in the DAT vehicles

- Comfort Kits: One per person. List how many were given in the narrative of the 901.
- Plush Toys: One per child. List how many were given in the narrative of the 901.
- Client Casework 'Hotline' Business Card: Always give the client a Client Casework business card.
- Blankets
- Refer to Appendix 2: DAT Equipment List for comprehensive list of material resources available in the DAT Vehicles.

Completing the Incident

- Contact the ADDO with your departure time.
- Ensure all of the above documents are in the case file.
- Ensure that the CAC is activated by using CAS with 2 hours of leaving the scene. Please refer to the *Regional CLS Manual* for guidance and more information.

5.4. Multi-Family Disasters

Make Contact

- *Incident Commander/Fire Official*
  Identify yourself and ask if you will be able enter the area. In larger incidents involving 10 or more units, an *On-Site Detailed Damage Assessment Worksheet* (Form 5739) should be used. When using Form 5739 for 10 units or more, a single-residence Damage Assessment Form is not required. If you are uncertain about which form to use, contact the ADDO.
- *Apartment Manager, Owner, or Maintenance Person*
  Identify yourself and explain what assistance we can provide. Ask for a list of units and occupants. Determine if other units in same complex may be available for client/s. The Apartment Manager will be the main resource to meet clients' housing need. If no Apartment Manager/Owner has responded, ask if Fire Department has contacted them. Locate as many residents as possible and see who needs emergency shelter.

In incidents involving 25 or more people or 10 or more families, a congregate shelter must be established – Contact ADDO for guidance.
If there are less than 25 clients, a congregate shelter may not be opened but should still be considered an option.
Refer to the process defined in the "Single Family Incidents" part of this Manual. Remember to fill out a separate 901 form for every affected family and complete a Damage Assessment Form for each unit affected.

5.5. Safety

Safety of DAT personnel is the first priority of the DAT Team Leader. If team members feel unsafe, the Team Leader may decide to leave the scene and notify the ADDO of the situation. The Disaster Action Team may choose to relocate to a nearby location if the disaster site is unsafe for team members or clients. If a volunteer is hurt while responding, seek appropriate emergency medical assistance and notify the ADDO immediately.

If damage occurs to one of the Region's vehicles, notify the proper authorities immediately. There is an accident reporting toolkit in each regional vehicle. After everyone is safe, notify the ADDO. Proper documentation for driving a Red Cross vehicle needs to be on file in the volunteers' file. The Emergency Response Vehicle (ERV) requires specialized training. The Red Cross insurance will not cover the use of a privately owned vehicle. Disaster Action Team members are issued photo identification. This ID must be worn at all times during the DAT call. If a team member loses an ID, notify the Disaster Services Office immediately.

Unauthorized personnel are not allowed at the disaster scene, including family and friends of Red Cross employees and volunteers.

6. Guiding Principles

6.1. Confidentiality

The relationship between the Red Cross and the persons who come to us for service is confidential. Safeguarding this relationship is an essential part of the organization's obligation to the people and communities we serve. The principles of confidentiality will be observed by all Red Cross employees and volunteers in obtaining, protecting and releasing information about clients, recognizing that such information is given to workers as representatives of the Red Cross and is to be used only for the purpose of providing Red Cross services. The Red Cross complies voluntarily with the spirit of the Privacy Act of 1974.

All information obtained under the client-agency relationship is considered confidential. The term "client" as used in these regulations refers to any individual or family who seeks Red Cross assistance in recovering from a disaster. The client's relationship is established by the individual's or family's contact with the Red Cross, whether or not any assistance is given.

The Red Cross caseworker should request no additional information other than what will be needed for the service that may be given. Citizenship is not a pre-requisite for Red Cross disaster assistance; clients will not be questioned about their citizenship status, nor asked to produce birth certificates, immigration papers, passports, Social Security cards or similar documents that could be interpreted as being used to identify the nationality or immigration status of persons seeking Red Cross assistance. Refer to the *Regional CLS Manual* for additional guidance.

The Red Cross must have written consent for the release of specific information to a specific agency or written evidence that the individual or family has given such agency or agencies permission to request that information from the Red Cross.

6.2. Personal Conduct

American Red Cross name badges and apparel should be removed when a Disaster Action Team member is not on-duty and should never be worn while engaging in any activity that may reflect adversely on the American Red Cross, including, but not limited to, engaging in illegal activity or in political activities. Red Cross disaster workers are considered on-duty at any time they are engaged in official activities on behalf of a Red Cross disaster response. This on-duty definition applies exclusively to attire and identification standards. It does not create or negate other statutory or corporate definition of on-duty with respect to eligibility for worker's compensation, benefits and/or liability coverage for activities. The possession of weapons (guns, knives, clubs, explosive devices, etc.) is strictly prohibited in the workplace, including any Red Cross vehicles or buildings.

6.3. Attire

All Red Cross disaster workers must wear attire that is professional, appropriate for the task at hand and clearly identifies them as Red Cross disaster relief workers while on duty as part of disaster response.

- All persons engaged in providing Red Cross disaster relief services should wear designated Red Cross disaster relief identification including:
  - DSHR identification card.
  - American Red Cross name badge (if available)
  - An official DSHR vest over personal attire if a Response-Polo or a DAT-uniform is unavailable. The use of a vest with reflective tape may become State law and may be required in the future.
- Heavy-duty shoes or work boots.

In addition, the following items should not be worm:

- Tight or revealing garments, including short-shorts, halter tops, see-through garments and bathing suits.
- Garments or accessories bearing offensive or inappropriate slogans.
- Garments bearing product endorsement.
- Uniforms or insignias of other agencies.
- Open-toed shoes such as thongs, ‘flip-flops’ or any other footwear that is unsafe, unprofessional or inappropriate for disaster tasks.
- Torn or dirty clothing.
- Fishnet reflective vests in colors other than red or white. (Use of a vest with reflective tape may become state law and be required in the future.)
- Any Red Cross apparel that bears design elements other than the official American Red Cross or American Red Cross disaster signature, including “job” t-shirts

Appendix

Appendix 1: Disaster Action Team Training Guide

All Disaster Action Team volunteers must meet the following minimum requirements:

- Be at least 18 years old.
- Pass a background check.
- Be a Disaster Services Human Resources (DSHR) Member.
- Have email access.

Position: Trainee

Required Classes	Completed On
Disaster Services: An Overview	__ / __ / 20__
DAT Workshop	__ / __ / 20__

Recommended Classes	Completed On
CPR	__ / __ / 20__
First Aid	__ / __ / 20__

Other Recommendations	Completed On
Be an authorized ARC Driver	__ / __ / 20__

Position: DAT Member

Required Classes	Completed On
All Trainee Requirements	__ / __ / 20__
Client Casework: Providing Emergency Assistance	__ / __ / 20__
CAS (Client Assistance System) ▪ **Basic** ▪ **Needs and Assistance** ▪ **Create a Client Case**	 __ / __ / 20__ __ / __ / 20__ __ / __ / 20__
CAC: Caseworkers (Client Assistance Card)	__ / __ / 20__
Shelter Operations/Simulation	__ / __ / 20__
Psychological First Aid	__ / __ / 20__

Recommended Classes	Completed On
CPR	__ / __ / 20__
First Aid	__ / __ / 20__

Other Requirements	Completed On
3 Incidents as a DAT Trainee **(One of which may be substituted by a Chapter-sanctioned exercise)**	__ / __ / 20__ __ / __ / 20__ __ / __ / 20__
Participate in regular Chapter or District meetings	

Other Recommendations	Completed On
Be an authorized ARC Driver	__ / __ / 20__

After fulfilling these requirements, the Trainee must submit an Application for Promotions and follow the Promotions Procedures in order to advance to a Member.

Position: DAT Leader

Required Classes	Completed On
All DAT Member Requirements	__ / __ / 20__
Disaster Frontline Supervision/Simulation	__ / __ / 20__
Damage Assessment Basics	__ / __ / 20__
Fundamentals of Disaster Public Affairs: The Local Response	__ / __ / 20__
NIMS Courses: (Online through FEMA) ▪ **IS-100** ▪ **IS-700**	 __ / __ / 20__ __ / __ / 20__
Basic Food Safety (Online version or equivalent)	__ / __ / 20__
CPR	__ / __ / 20__
First Aid	__ / __ / 20__

Recommended Classes	Completed On
Logistics Overview / Simulation	__ / __ / 20__
Other advanced classes	__ / __ / 20__ __ / __ / 20__ __ / __ / 20__

Other Requirements	Completed On
5 Incidents as a DAT Member **(One of which may be substituted by a Chapter-sanctioned exercise)**	__ / __ / 20__ __ / __ / 20__ __ / __ / 20__ __ / __ / 20__ __ / __ / 20__

Contact *Client Casework* at clsfollowup@arcla.org to obtain instructions regarding the steps that must be taken to acquire a CAS password only after completing the following classes:
▪ **Client Casework: Providing Emergency Assistance**
▪ **CAS (Client Assistance System)**
    ▪ **Basic**
    ▪ **Needs and Assistance**
    ▪ **Create a Client Case**
▪ **CAC: Caseworkers**
	__ / __ / 20__

Enter Case in CAS	__ / __ / 20__
Participate in regular Chapter or District meetings	

Other Recommendations	Completed On
Be an authorized ARC Driver	__ / __ / 20__

After fulfilling these requirements, the Member must submit an Application for Promotions and follow the Promotions Procedures in order to advance to a Team Leader.

Appendix 2: DAT Equipment List

Forms

- Damage Assessment Forms
- 901Forms
- Landscape Release Form, Eng, 4/07
- Landscape Release Form, Span, 4/07
- Client Memorandum (1475) 3/98
- CAC Authorization (1030) 9/02
- Merchant Letters CAC Letters
- Client CAC Letters
- Disaster Referrals (5855) 7/90
- LLV (6615) 7/90
- W9 10/07
- Picking Up The Pieces Brochure
- After The Fire Brochure
- Client Casework Hotline business card
- Door Hangers
- Photo release forms
- Smoke Cleaning Tips
- Emergency Lodging Vendors List
- Multi Dwelling DA (street sheet)

Comfort Items

- Plush Toys,
- Blankets,
- Hygiene items
- Snacks and Drinks
- Water
- Gloves

Admin Supplies

- CAS Quick Reference Guide
- Regional Client Services Manual
- DAT Manual
- National Pricelist
- Clipboard
- Notepad
- Pens
- Highlighter
- Permanent Marker
- Visual Language Translator
- Red Cross bump hat
- Vest

Appendix 3: What to Do When the Media Arrives

As an American Red Cross disaster worker, you are the public face of Red Cross on relief operations large and small. You also play a role in telling the story of the vital work we do. All disaster workers should feel empowered to tell the Red Cross story whether for newspaper, radio, television, or social media. Working appropriately with any and all members of the media that arrives at a disaster is an important role for all Red Cross workers, including DAT. The Media informs the public about what services Red Cross is providing. When the Media are at the scene or expected to arrive, the DAT should take the following actions:

1. Inform the ADDO so a Public Affairs Officer (PA) can be immediately notified.
2. The senior Red Cross representative or a PA at the scene should process all media inquiries, including interview requests.
3. If you are asked for an interview, then do the following:
   - Check your personal appearance (wear Red Cross ID or stand by Red Cross signage when possible).
   - Speak clearly.
   - Be courteous.
   - Tell the reporter about Red Cross activities.
   - **Don't** discuss the nature of the disaster or its cause.
   - If you don't know the answer, say so.
   - **Don't** release the names of clients or comment on their citizenship status or medical condition.
4. If the media wants to interview clients, try to identify those willing to speak positively about their Red Cross experience. Privately ask the clients if they want to speak with the reporter. If they agree, then let them talk to each other.

Tips for Conducting an Interview

- If you have an opportunity, prepare. Think through potential questions and how you want to respond.
- Only talk about the things you know.
- Be honest. Never say "No comment." If you cannot release certain information, say so, and explain why.
- If you don't know, say "I don't know, but I will find out and get back to you." Follow up on this as soon as the information is available, or refer the reporter to Public Affairs.
- Listen carefully to the questions. If you don't understand a question, ask the interviewer to rephrase it.
- Maintain control. Make the points you want to make.
- Keep it simple. Don't use acronyms, jargon, or complicated Red Cross terminology (e.g. ERV, Mass Care, Family Services, and DSHR). Use language anyone can understand. Try to explain what you do, instead of giving titles--instead of saying "I'm a Mass Care worker," try saying "I'm working to provide hot meals and shelter for affected families and for relief workers."
- Give examples, but don't give confidential information.

- Talk to the interviewer, not the camera.
- Stay calm. Never argue or debate with a reporter, even under hostile questioning.
- Assume the camera or microphone is on. Don't say anything you don't want repeated on TV or in the newspaper. Don't say anything "off the record."
- Never say "never" or "always."
- Never say anything that could be interpreted as being critical of the Red Cross. Never answer a question about, or comment on, another agency or its programs. Simply say that we can only comment on Red Cross activity and refer them to that agency directly.

Appendix 4: Contact Information

Regional Headquarters
11355 Ohio Ave.
Los Angeles, CA 90025
(310) 445-9900

Antelope Valley Chapter
2715 E Ave P
Palmdale, CA 93550
(661) 267-0650

Arcadia Chapter
376 W Huntington Dr.
Arcadia, CA 91007
626-447-2193

Central East District Office
2227 S. Atlantic Blvd.
Los Angeles, CA 90040
(323) 780-7660

Claremont Chapter
2065 N Indian Hill Blvd.
Claremont, CA 91711
(909) 624-0074

E. San Fernando Valley District Office
731 N. Hollywood Way
Burbank, CA 91505
(818) 842-5295

Glendale-Crescenta Valley Chapter
1501 S. Brand Blvd.
Glendale, CA 91204
(818) 243-3121

Koreatown/Wilshire District Office
501 Shatto Place
Los Angeles, CA 90020
(213) 351-6765

San Gabriel Pomona Valley Chapter
430 Madeline Dr.
Pasadena, CA 91105
(626) 799-0841

Santa Clarita Valley District Office
23838 Valencia Blvd.
Santa Clarita, CA 91355
(661) 259-1805

Santa Monica Chapter
1450 11th St.
Santa Monica, CA 90401
(310) 394-3773

South Bay District Office
1995 W. 190th St.
Torrance, CA 90504
(310) 225-2900

South East District Office
9800 S. La Cienega Blvd.
Inglewood, CA 90301
(310) 642-0230

W. San Fernando Valley District Office
6800 Owensmouth Ave.
Canoga Park, CA 91303
(818) 593-3500

West District Office
11355 Ohio Ave.
Los Angeles, CA 90025
(310) 445-9900