**Volunteer with Other COMPANY Employees**

Please customize the highlighted information (and delete this box) before furnishing to your employees!

**on a Major Disaster Relief Operation**

When disaster strikes, the American Red Cross responds immediately — sending trained staff and volunteers to provide food, shelter, relief supplies, emotional support, recovery planning and other assistance to those affected.

Big disaster operations that last for weeks or even months may need the help of thousands of volunteers over time to deliver critical services. As an annual donor to the Red Cross, COMPANY will be among the first organizations asked to help provide additional volunteer support to address those longer-term needs — and we are pleased to invite you to become part of a cadre of employees that could deploy alongside other COMPANY employees to provide that volunteer support if requested.

Active disaster relief operations truly bring the Red Cross mission to life, alleviating human suffering in the face of disaster. Operations are often challenging and exhausting, requiring patience, stamina and a willingness to listen and support your colleagues and disaster survivors. While it’s not easy work, it’s enormously rewarding and will provide you with the opportunity to make an important difference during times of great need. Most likely, we will ask you to serve as a shelter services volunteer. The safety of volunteers and people served remains a top priority for the Red Cross, and protocols are in place to help keep everyone safe in this environment — following CDC guidance and working closely with local health officials.

If you feel this is work you would like to do to help others, here are the minimum requirements:

* At least 18 years old.
* In good health and able to work in stressful conditions.
* Commit to travel for 7-days minimum/14-days maximum full-time support (average daily shift is 10 hours).
* Willing to register as a volunteer in the American Red Cross Volunteer Connection System.
* Complete minimum disaster volunteer training requirements. There are 5 required online training courses totaling 3 hours 35 minutes, and 1 recommended online training that is 90 minutes.
* Customize how employees will take the time to deploy (i.e. personal time off or company will provide)

There is no cost to you to participate and COMPANY will help facilitate your participation. To join us, review this document in full and complete **the GET STARTED steps** below.

**GET STARTED**

1. Speak with your manager about the opportunity.
2. **Let your disaster deployment volunteer coordinator NAME/EMAIL know of your interest by DATE**
3. Register as a volunteer in Volunteer Connection ***[INSERT YOUR unique entry point link PROVIDED BY YOUR RELATIONSHIP MANAGER]***.
4. Provide your member number to your volunteer coordinator.
5. Take required disaster volunteer trainings (found in Volunteer Connection, see descriptions on page 6).
6. Notify your volunteer coordinator when you have completed the trainings.
7. If your help is needed on a future major operation, your volunteer coordinator will reach out!

**Working on a Disaster Relief Operation**

What you need to know before and during your volunteer service on a disaster relief operation.

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| **General Safety Information** | * Wear proper personal protective equipment (PPE). * Avoid debris and hazardous areas. Do not proceed into any blocked off area that you feel may not be safe. * If you encounter a flooded road, turn around, don’t drown. * Be aware of road closures and potential for flash flooding. * **Red Cross workers must have proper identification and badges visible at all times.** |

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| **Be Accountable** | * Be accountable for yourself and all Red Cross assets and resources in your care. |

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| **Be Flexible** | * Travel plans can change at the last minute; long waits and personal inconvenience are likely to happen from recruitment to the end of your assignment. * Unforeseen, abrupt changes and chaos will occur while you are on a disaster assignment. * Flexibility is needed to deal with changes in a calm and professional manner. |

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| **Be Professional** | * Always hold yourself to high standards of behavior. * Represent the Red Cross in all of your actions, including travel to and from the relief operation and both during and after work hours while on operation. * Help people with the full array of the services we provide — we are one Red Cross. Make us proud. |

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| **Red Cross Mission and Fundamental Principles** | * 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. ​ * Be 100 percent in support of the mission and our disaster constituents: clients, community, partners, donors and staff. * Review the [Fundamental Principles of the American Red Cross](https://www.redcross.org/about-us/who-we-are/mission-and-values.html). |

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| **IMPORTANT****Pre-Assignment Health Questionnaire and Wellness Agreement** | When you have been “assigned to the disaster relief operation”, you will receive two documents to complete:   1. A Pre-Assignment Health Questionnaire, often called a PAHQ. This document lets the Red Cross know your current health status when you deploy. You are to complete questions 1 – 10 only in the second box.    * **NOTE** – replying YES to any of the questions, does NOT mean you will not deploy. A nurse will call you to get further information. 2. A Wellness Agreement for you to read and sign. The agreement includes questions about COVID-19 status.   Both of these documents will be returned to the Red Cross and kept confidential. |

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| **Deployment Travel** | Travel to the operation will be coordinated with our Resource Management System team (RMS). They will work with the volunteer on travel reservations. Working with our travel teams will be different than your typical travel experiences. Patience, flexibility and communication are the key to successful travel & deployment.  Volunteer must have completed their profile in Volunteer Connection and submitted the information to your coordinator to complete the Deployment Roster.  **Airline travel:**  Provide the closest airport for your departure on the Deployment Roster  Airline reservation confirmations will be provided to you directly from a team member of RMS between **24-48 hours of your arrival to the operation**.  Based on the time of the deployment you may receive your departure information at the same time as your arrival or closer to your departure date.  **Car rentals:**  The disaster operation will provide the logistics for you and your teams car rental. During disasters car rentals can be a limited resource we will provide rental cars to your team and not individually.  If you are traveling to the disaster operation by car you will be provided a rental car. No personal cars are allowed to travel to the operation. |

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| **Lodging** | Lodging assignments will be provided to you once you are on site at the operation. A variety of possible lodging options may be available to your team. Each is outlined below and you will know your specific lodging option prior to deployment.   * **Commercial Lodging**: A hotel or motel room that may be shared by two to three people. * **Dormitories:** Rooms with one to four beds and one to four roommates. * **Staff Shelters:** Congregate living with large groups of people in the same area. Congregate living often involves sleeping on cots or pads placed on the floor.   The primary focus of the Red Cross will be to work with local partners to provide hotels or dormitories for individual sheltering for disaster volunteers. In cases where that may not be an option, we have put additional safety protocols in place following the guidance of public health officials and the CDC for operating staff shelters.  Regardless of the accommodations, be prepared for the following:   * Shared or separate areas for males and females. * Separate or shared (co-ed) shower and bathroom facilities.   Items like TVs, irons, clocks and phones will be shared if available for common use.  It is not recommended to obtain and pay for your own room while on a relief operation. If you choose to do so, you will not be reimbursed. |

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| **What to Bring** | When you receive your volunteer assignment, you may also receive information about job-specific attire. A good rule of thumb is to pack layered clothing that will keep you comfortable in a variety of temperatures and settings. You should also plan to bring necessities like medications and toiletries. You may not have easy access to a convenience store if you forget something critical.  *See pages 8 and 9 for a suggested DRO Packing List and Personal First Aid Kit.* |

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| **Arriving on the Operation** | Once you’ve arrived at your DRO site, present your personal and Red Cross identification and attend an orientation to get the most current information about disaster relief efforts. |

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| **Code of Conduct** | * Your site supervisor(s) and many of the individuals you will be working with and taking direction from--will be other volunteers. Volunteers come from a wide array of personal and professional experiences with the Red Cross and with disaster relief. * While you are interacting with Red Cross volunteers, clients, and other disaster responders, you will be required to adhere to the follow code of conduct:   **Zero Tolerance of Abusive Behavior**   * The Red Cross has “zero tolerance” regarding any abusive behavior. * Verbal threats or degrading language is considered abusive behavior. * Unwanted touch or conversation may constitute sexual harassment. * Such behavior may be illegal and may put the organization at risk. * Red Cross follows an issue resolution and progressive discipline process according to the Volunteer Handbook when a volunteer is involved and the Human Resources Policies and Procedures Manual when an employee is involved. * On a DRO, incidents should be reported to your supervisor or Staffing immediately. * If the issue cannot be resolved on the operation, call the Concern Connection Line: 888-309-9679. |

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| **Meals, Incidentals, and Other Expenses** | * The Red Cross provides volunteers with a Mission card, which is loaded with funds to cover transportation expenses, meals, and other incidental expenses on the disaster operation. |

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| **Typical Volunteer Positions and Physical Capacity Requirements** | Most likely, you will be asked to serve as shelter services worker. Additional volunteer jobs may be available. We cannot guarantee a particular job assignment.  **Shelter Service Workers:**   * **Job description**: Shelter workers support families staying in a Red Cross or partner-managed shelter. Responsibilities may include checking in new arrivals; answering questions; providing food, beverages and other necessities; or supporting other services like childcare, custodial services, or healthcare. * **Physical requirements:**   + Lift / carry 20 lb multiple times/shift   + Stand for 2-hour periods   + Sit for 2-hour periods   + Bend or stoop multiple times a shift   + Work in extreme heat and/or humidity   + Climb two or more flights of stairs   + Drive in day time and at night |

**Required and Recommended Online Trainings**

The following page includes instructions for how to find and take these trainings.

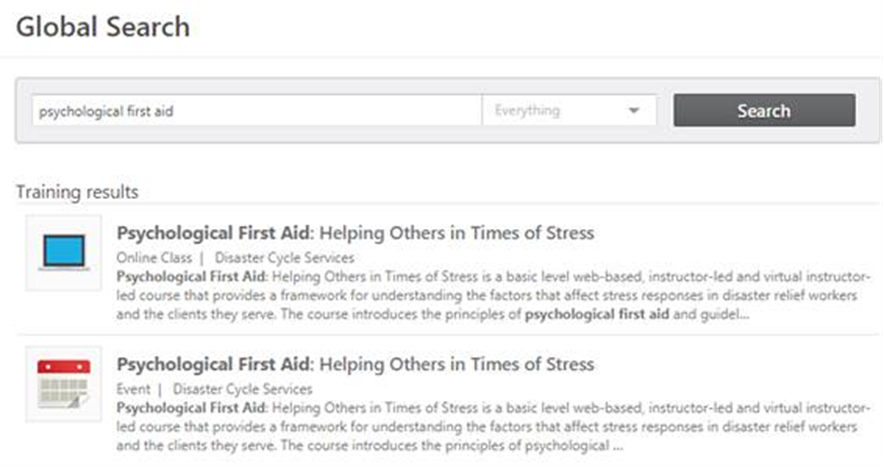
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| **Training Courses** | **Description** | **Length** |
| **Disaster Cycle Services:**  **An Overview**  **(Required)** | This course is the first in the Disaster Cycle Services course curriculum. It provides an overview of how DCS fulfills the Red Cross mission and describes the whole cycle process of helping individuals, families and communities to prepare for, respond to and recover from disasters. The course also reviews the role of community and government partners and describes opportunities for disaster volunteers. | 60 min. |
| **Deployment Fundamentals for Responders Traveling Away from Home**  **(Required)** | Introduces responders to the expectations and responsibilities of being a responder and prepares them for what to expect before, during and after a disaster assignment. | 30 min. |
| **Everyone is**  **Welcome**  **(Required)** | A basic level course about the Red Cross commitment to excellent service delivery to individuals with access and functional needs, including those with disabilities by inclusion and integration of their varied needs before, during and after disasters. This course also provides tips for providing services to individuals with access and functional needs, including those with disabilities. | 45 min. |
| **Shelter Fundamentals v2** | A basic level course that introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster. | 60 min. |
| **Mission Cards – Card Holder Overview** | A basic level course that describes the proper use of Mission Cards on disaster related events. A Mission Card is a credit/debit card provided to disaster workers, used to cover approved expenses while traveling to, working on, and traveling home from a disaster relief operation. | 14 min. |
| **Psychological**  **First Aid**  **(Recommended)** | A basic level course that provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. The course introduces the principles of psychological first aid and guidelines for when to refer to a Disaster Mental Health worker. Participants engage in practice exercises and a review of the course content. | 60 min. |

**Accessing Red Cross Online Training**

1. Login to your Volunteer Connection Account
2. On the main page, you will see **EDGE.** This is the link to the Red Cross Learning Management System. Click on this link.



1. Type in the class you are looking for in the search field. If you have choices, ensure that you choose the “ONLINE CLASS”. Click on the “Online” class and follow the instructions to launch.



**General Packing List for Your Disaster Deployment**

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| **Personal Items to Pack** | **Optional Items**  **(dependent on type of deployment)** |
| □ Red Cross ID | □ Pillow/Sleeping bag/Bedding |
| □ Driver’s license | □ Towel/Wash cloth |
| □ Health insurance card(s) | □ Roll of toilet paper |
| □ COVID-19 Vaccination Card | □ Sleep mask/Earplugs |
| □ Personal hygiene items | □ Large plastic trash bags (2) |
| □ Sturdy shoes/boots (**nothing open toe/heel**) | □ 15’ parachute cord (clothesline) |
| □ Sun protection, ie. sunscreen, lip balm and a hat | □ Work gloves |
| □ Appropriate clothing and sleeping garments | □ Professional licenses or certifications (laminated/waterproofed) |
| □ Insect repellant | □ Stethoscope and blood pressure cuff (for  health care providers only) |
| □ Emergency contact info, list of current medications and doctor’s name/contact (in wallet) |  |
| □ Extra glasses and sunglasses | **Cold/Snow/Wet – Weather** |
| □ Pen (black), small notebook | □ Polypropylene underwear/Sock liners |
| □ Plastic folder (9”x12”) to carry personal papers | □ Watch cap/Face mask /Ear protection |
| □ A book or magazine | □ Fleece and cotton layers |
| □ Tissues, wet wipes (flushable) | □ Gore-Tex or similar for outerwear |
| □ Water bottle | □ Hat, gloves/mittens |
| □ Maps of the area and/or GPS | □ Rain gear–coat/poncho, umbrella, waterproof boots |
| □ Cell phone and charger |  |
| □ Flash Light LED Type/Extra Batteries |  |

**First Aid Packing List for Your Disaster Deployment**

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| **Items to pack in personal first aid kit** | **Reasons** |
| □ 6 First aid gloves (non latex) | To protect against body fluids if providing first aid |
| □ Acetaminophen (Tylenol) or Aspirin | Aches, pain, fever, colds |
| □ Antacid tablets (Tums) | Nausea, heartburn |
| □ Antibiotic ointment | Skin infections minor cuts |
| □ Antiseptic Cleaning Pads | For cleaning minor cuts |
| □ Assortment of Band-Aids | For minor cuts or wounds |
| □ Cold medicine | To reduce the symptoms of a cold |
| □ Cough lozenges | Cold with a cough |
| □ Diphenhydramine (Benadryl) | Allergic reaction |
| □ Eye Wash/Eye Drops | Eye irritation without infection |
| □ Hydrocortisone creams | For rashes/minor skin infection |
| □ Ibuprofen | Muscle pains |
| □ Loperamide HCL (Imodium) | Anti-diarrheal |
| □ Nasal spray | To remove irritants from nasal/sinus cavities |
| □ Personal prescriptions (including vitamins) | Minimum 30-day supply |
| □ Sinus Decongestants (Sudafed) | Cold with nasal congestion |
| □ Small bottle of hand sanitizer | To wash hands before and after treating a wound |
| □ Small scissors | To cut Band-Aids |
| □ Sting relief | Insect bites and stings |
| □ Tweezers | To remove splinters |
| \*\*You must be able to carry everything you take with you to a DRO. Packing must be limited to one checked suitcase and the allotted number of carry-ons per your airline if flying. More than one checked bag is not reimbursable. This packing list is subject to change based on the conditions and location of the DR; this list should not be considered exhaustive. | |