

Purpose:

The Nature of Call-Call Handling Guide provides 1-800-RedCross agents with guidance to deliver superior customer experience to assist Callers in their time of need. Our agents are the first point of contact and represent the American Red Cross brand nationwide, hence it is particularly important to present a professional, empathetic and helpful Contact Center response.

General Call Script: *This call script is a general call flow guide to help Agents receive, process, and dispatch calls coming into 1-800 RED-CROSS. Follow this script as it aligns to the RC Respond record of information call flow. By doing this you will help the Red Cross better serve clients in their time of need on many levels. Call scripts may vary slightly depending on the Nature of Call.

- **Agent: “American Red Cross, this is [your first name]. May I please have your first and last name along with your ten-digit phone number so I can reach you in case we are disconnected?”**
 - Caller: “Yes, this is ____.” (**Agent: complete caller first name, last name & phone number fields**)
- **Agent: “Your return phone number is [repeat phone number back to caller].”**
 - Caller: “Yes [or corrects phone number if an error].” (**Agent: correct error if necessary**)
- **Agent: “Thank you. How may I assist you today?”**
 - Caller: “[provides reason for phone call].” (**Agent: begin dispatcher note taking 2-3 sentences & select Nature of Call**)
- **Agent: “Thank you, may I please have the address including the zip code of where the event occurred?”**
 - Caller: “[provides address and zip code]” (**Agent: verifies & completes Event Address Field, Unit Number & Duplicate Check**)
- **Agent: Follow specific NATURE OF CALL guidance below for remaining call flow**
- **Agent: “Thank you, [client name]. I have the information I need. [use appropriate dialogue for dispatched & non-dispatched call examples below or variations provided in specific Nature of Call Resources column]. Do you have any additional questions [wait for response]? Thank you for calling the American Red Cross.” [wait for caller to disconnect]**
 - **DISPATCHED CALL:** “I will dispatch this to your local Red Cross Representative. You will hear back from your local Red Cross Representative within 2 hours. Please be sure to answer all calls as the incoming call may come from an unknown or blocked number.”
 - **NON-DISPATCHED:** “I hope that the resources I’ve provided you today can assist during this difficult time.”

Nature of Call Table of contents: The following are general references to Caller's needs. Left click the identified Nature of Call below and click on the bookmark to take you to the event options used to support the Caller. Example: Select "Reporting a new disaster event – client needs help" for a Caller reporting a new Single/Multi Family Fire.

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Logging a Call *High focus on empathy and professionalism

1. Greeting asks and verifies callers' phone number
2. Ask caller's first and last name (Dispatcher # if Agency)
3. Active Listening: ask pertinent questions to identify issue/reason for call
4. Ask, locate event address and verify address
5. Address Duplicate check
6. Select correct Nature of Call
 - a. Event Type
 - b. Date & time
 - c. Correct DRO selected for Grey Skies
7. If applicable obtain client information
 - a. Client(s) first & last name
 - b. Client(s) phone number
8. Select correct Assistance Type requested
 - a. Blue Skies – N/A
 - b. Grey Skies – DRO (Assistance Type Requested MUST be selected for DRO (NATIONAL) calls)**
9. Complete Dispatcher Notes
 - a. At least 2-3 sentences summarizing the call and resources included if necessary

Nature of call-Calling Handling Guide



Canteening

CALL TYPE ■ Canteening	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTES	AGENT ACTION
Canteening	911/Emergency Agency is requesting help with providing food to first responders.					
Canteening	The caller (911/ Emergency agency) is requesting Canteen services	N/A	N/A	N/A	2-3 sentences summarizing the call.	Dispatch Call



DRO

CALL TYPE ■ DRO	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Clean Up/Muck out Assistance	Calls related to a NATIONAL DRO					
Clean Up/Muck out Assistance	If a Caller has experienced a disaster, they may call for assistance in cleaning their yard/home	Financial Assistance	Information Provided-Closed	DRO Related Calls: 1-800-451-1954 or 844-965-1386 www.crisiscleanup.org	2-3 Sentences summarizing the call and the resources provided.	N/A
Complaint	Callers may have complaints about the American Red Cross. Let the Caller know that you hear and care about their concerns.	Red Cross Complaint	Follow-Up Needed-Open	"We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross"	2-3 Sentences summarizing the call.	N/A

Cooling Center/Evacuation Center/Warming Center	Callers may be calling from an area that is experiencing extreme temperatures (hot or cold), power outages due to weather/ brown/black outs, etc., been required to evacuate the area.	Sheltering	Information Provided-Closed	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) Resources.redcross.org	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note list the shelters (if applicable)	N/A
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CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Crisis Call	Crisis Call Resources (suicidal, homicidal, endangered Caller). If the Caller expresses significant emotional distress, offer to transfer the Caller to the 988 Suicide & Crisis Lifeline.	Disaster Mental Health	Information Provided- Closed	Provide the caller the 988 Suicide & Crisis Lifeline Phone number: 988 OR National Domestic Violence Hotline 1-800-799-SAFE (7233) OR 211 (or 311)	2-3 Sentences summarizing the call and the resources provided.	Notify your supervisor of the call for their awareness so a wellness check can be requested via the Non- Emergency Local official office number
Disability Integration	If the Caller states that they have a disability, ask if they have any needs directly related to their specific condition.	Disability Integration	Information Provided- Closed	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) Resources.redcross.org	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note list the shelters (if applicable) DO NOT INCLUDE ANY INFORMATION REGARDING THE CALLERS' DISABILITY.	N/A
Disaster Health Services	If the need is critical (a situation where the Caller would call 9-1-1): Ask the Caller to please hang up and dial 9-1-1. If the need is urgent (loss of medications or medical equipment that they need regularly and for which they have no means to replace it): Provide shelter information to the Caller and state if their condition changes to become critical, they should dial 9-1-1. If the need is not urgent Refer the Caller to the nearest shelter for services.	Disaster Health Services	Information Provided- Closed	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) resources.redcross.org For eyeglasses Lions' Club, Goodwill, Centers for independent living	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note list the shelters (if applicable) DO NOT INCLUDE ANY INFORMATION REGARDING THE CALLERS' MEDICAL CONDITION.	N/A

CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Disaster Spiritual Care	Callers are asking for Spiritual Care Support.	Disaster Spiritual Care	Information Provided- Closed	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided Included in the dispatcher note list the shelters (if applicable)	N/A
Donation (BULK) Housing/Hote l/Motel Rooms, Water, New Clothing, Restaurants (Food), Tarps, Masks, First Aid Kits	Callers may want to donate to the American Red Cross bulk (large) in-kind donation from a business, group, etc. (pallets of water, pallets of tarps, bulk first aid kits, bulk insect repellant, bulk new clothing items (gloves, shirts, socks, or pants) donations of discounted/ hotel/motel rental rates, offers of free apartments and other residences etc.)	Donation	Follow-Up Needed- Open	N/A	2-3 Sentences summarizing the call Included in the dispatcher note is the type and amount of the donation. <i>(pallets of water, pallets of tarps, bulk new clothing, bulk first aid kits, discounted/ hotel/motel rental rates, offers of free apartments and other residences etc.)</i>	N/A
Donation – Financial	Callers may want to donate to the American Red Cross (via mail-in-check or online) and may have questions related to financial donations.	Donation	Information Provided- Closed	Transfer the Caller using the quick connect Donate Money select option 2 OR Provide website Redcross.org/donate	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Caller was transferred to Donation line (if applicable).	A cold transfer is acceptable

CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Donation – Unsolicited Material	<p>Callers may want to donate material goods obtained through a local community food/supply drive or material goods such as clothing that they have in their home.</p> <p>WE DO NOT ACCEPT CLOTHING OF ANY KIND, INCLUDING SOCKS, SHIRTS, SHOES, PANTS, JACKETS, HATS, UNDERGARMENTS, OR SWEATSHIRTS.</p>	Donation	Information Provided-Closed	<p>“Since the Red Cross would have to redirect resources to sort, clean and store donated items, the best way to support disaster victims is with a financial donation. If you have a few moments, I can transfer you to our donation center, or I can provide the donation website.”</p> <p>Depending on the Caller’s Answer Provide donation website redcross.org/donate OR Transfer the caller using the quick connect Donate Money and select option 2- Tell the caller I am going to place you in the call queue for the next available Agent. OR 211 (or 311) resources@redcross.org</p>	2-3 Sentences summarizing the call and the resources provided.	A cold transfer is acceptable
Evacuated Callers	<p>Callers who have evacuated out-of-state from where the disaster occurred and in need of assistance may call the chapter nearest to them. The chapters have instructions on how to assist these Callers.</p>	Financial Assistance	Information Provided-Closed	<p>Callers in disaster affected areas should not be referred to their local chapters as those chapters are forwarded to 1-800-RED-CROSS and will cause an endless loop for the caller. If the Caller has evacuated to a non-disaster area (i.e. caller is in Tennessee after evacuating from Alabama due to a hurricane), please tell them “We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross.”</p>	<p>2-3 Sentences summarizing the call and the resources provided.</p> <p>Included in dispatcher note is the statement: Caller lives in ____ and has evacuated to [enter address caller is currently located].</p>	Notify your supervisor immediately so they can inform the National Dispatch Team.

CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
FEMA Assistance	Callers may seek financial assistance from the Federal Emergency Management Agency (FEMA) and call the Red Cross for more information.	Financial Assistance	Information Provided-Closed	FEMA's National Phone Number 1-800-621-3362 Provide the website www.disasterassistance.gov	2-3 Sentences summarizing the call and the resources provided.	N/A
Financial Assistance (DRO - Seeking Assistance after being Affected by a Disaster)	Callers call to request financial assistance for a variety of reasons after a disaster. In some cases, Financial Assistance is not offered at the time of the Caller's call, but since we now have a record of their call, they may be contacted if they are eligible for assistance.	Financial Assistance	Information Provided-Closed	211 (or 311) resources.redcross.org provide website: redcross.org/get-help to complete disaster assistance form (if applicable)	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Completed disaster assistance webform for the caller (if applicable).	N/A
Government Inquiry	Callers from government offices may want to get in touch with a local American Red Cross volunteer or staff member to discuss American Red Cross operations.	Government	Follow-Up Needed- Open	"We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross."	2-3 Sentences summarizing the call.	N/A
Media Inquiry	Callers from media outlets may want to contact a local American Red Cross volunteer or staff member to discuss American Red Cross operations.	Media	Follow- Up Needed- Open	"We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross."	2-3 Sentences summarizing the call.	N/A

CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Missing Person (International) A state side caller is looking for someone overseas Disaster Related	Looking for Someone (International Missing Person)	Reunification	Information Provided-Closed	<p>Sought person is not a US Citizen: refer the caller to their local American Red Cross Restoring Family Links caseworker to discuss their request.</p> <p>Sought person is a US Citizen: Refer the Caller to the U.S. Department of State Bureau of Consular Affairs Overseas Citizens Services office 1-888-407-4747 Provide Website (updated link) https://travel.state.gov/content/travel/en/internationaltravel/emergencies.html US Citizen may be advised to contact their local American Red Cross if unsuccessful with Department of State. For the local RFL caseworker, a caller should contact the region and ask for either a Restoring Family Links caseworker or the SAF/IS Regional Director or Manager.</p>	<p>2-3 Sentences summarizing the call and the resources provided.</p> <p>Included in the dispatcher note is the statement: Caller seeking missing international person- referred to U.S. Department of State Bureau of Consular Affairs</p>	N/A
Missing Person, Domestic caller is outside the US or its territories looking for a US family member	International callers are looking for families in the US affected by a disaster	Reunification	Information Provided-Closed	<p>The Caller will need to contact the Red Cross or Red Crescent National Society in the country where they are located and ask to speak to a Restoring Family Links representative. Their national society will collect the information needed to open a case, but the request must come to the American Red Cross through their national society.</p> <p>Provide website to find contact information for their country's RFL program: https://familylinks.icrc.org/</p>	<p>2-3 Sentences summarizing the call and the resources provided.</p> <p>Include in the dispatcher note: Caller is outside of the US and is looking for a family member in the US affected by a disaster.</p>	N/A
CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION

Missing Person Caller Seeking a Minor Person (17 and under) Disaster Related	Caller reporting a missing minor Note: should the Caller provide you with a minor's name/age please do NOT add to the call record.	Reunification	Information Provided- Closed	Refer to: National center for Missing & Exploited Children (NCMEC) via the website: missingkids.org 1-800-THE-LOST (800-873-5678) Contact Local Law Enforcement agency	2-3 Sentences summarizing the call and the resources provided. Include in the dispatcher note: Caller seeking minor person- referred to NCMEC	N/A
Missing Person Disaster Related NOTE: ONE REUNIFICATION ASSISTANCE TYPE FOR EACH MISSING FAMILY MEMBER. YOU CAN ADD ADDITIONAL FAMILY MEMBERS BY CLICKING ON THE ASSISTANCE TYPE.	The caller is seeking information about a missing person.	Reunification Sought Person's First and Last Name, Phone Number and Address must be completed	Follow-Up Needed- Open	"We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross." 211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided.	N/A

CALL TYPE ■ DRO	DESCRIPTION Calls related to a NATIONAL DRO	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Offering To Volunteer	The Caller wants to volunteer for disasters.	Volunteer	Information Provided-Closed	Refer the Caller to Redcross.org/volunteer to complete the volunteer application.	2-3 Sentences summarizing the call and the resources provided.	N/A
Sheltering DRO (Disaster Relief Operations)	Everyone is welcome at Red Cross shelters. The Red Cross does not discriminate based on nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, or gender identity. Those in need can also access these services even if they don't require a place to sleep. Anyone with a disaster-related need can visit the shelter to be directed to the appropriate resources	Short- term sheltering	Information Provided-Closed	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided Included in the dispatcher note list the shelters (if applicable)	N/A



Follow up on event with no RC Care case


CALL TYPE ■ Follow up on event with no RC Care case	DESCRIPTION Client 911/Emergency Agency is requesting follow up and they do NOT have a case (RC Care Case)	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Follow Up Call Without an RC Care Case (DO NOT USE FOR DRO)	When a Caller (or 911/FD) calls 800REDCROSS back with new information on a previously dispatched call, the dispatcher should: Ask if the Caller has received Red Cross assistance: If Caller response is no , “Follow up on event with no RC Care case” if yes, transfer to an RC Care Agent	N/A	N/A	“I have everything I need to dispatch this information to your local Red Cross. Please know that it may take up to two hours for a representative to contact you. The call you receive may come from a private or unknown phone number, be sure to answer all calls until you receive a call from the Red Cross. I have escalated this to a supervisor for further follow-up.”	2-3 Sentences summarizing the call.	Notify your supervisor that a Caller has not been assisted and has called back.

■ Offering help – services, volunteer, donations


CALL TYPE ■ Offering help – services, volunteer, donations	DESCRIPTION Client/911/Emergency Agency offering help with services, volunteering and/or donations for disasters/events.	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Donation – Financial	Callers may want to donate to the American Red Cross (via mail-in-check or online) and may have questions related to financial donations.	N/A	N/A	Provide website Redcross.org/donate OR Transfer the caller using the quick connect Donate Money and select option 2- Tell the Caller “I am going to place you in the call queue for the next available Agent.”	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Caller was transferred to Donation Line (if applicable).	A cold transfer is acceptable
Donation – Unsolicited Material	Callers may want to donate material goods obtained through a local community food/supply drive or material goods they have in their home. WE DO NOT ACCEPT CLOTHING OF ANY KIND INCLUDING SOCKS, SHIRTS, SHOES, PANTS, JACKETS, HATS OR UNDERGARMENTS	N/A	N/A	“Since the Red Cross would have to redirect resources to sort, clean and store donated items, the best way to support disaster victims is with a financial donation. If you have a few moments, I can transfer you to our donation center, or I can provide the donation website.” Depending on the Caller’s Answer Provide donation website redcross.org/donate OR Transfer the caller using the quick connect Donate Money and select option 2- Tell the caller I am going to place you in the call queue for the next available Agent. OR 211 (or 311) resources@redcross.org	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Caller was transferred to Donation line (if applicable).	A cold transfer is acceptable
New Supplier Request	Callers may want to see if their organization is a supplier for the Red Cross. If not, they can register to become suppliers.	N/A	N/A	“We have a supplier portal where prospective suppliers can submit their company information. The Red Cross will reach out to approved suppliers as a need arises.” redcross.supplierone.co/# OR supplymanagement@redcross.org	2-3 Sentences summarizing the call and the resources provided.	N/A
Offering To Volunteer	The Caller wants to volunteer for disasters.	N/A	N/A	Refer the Caller to Redcross.org/volunteer to complete the volunteer application.	2-3 Sentences summarizing the call and the resources provided.	N/A



Other Red Cross services


CALL TYPE	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
 Other Red Cross services	The American Red Cross provides disaster relief, blood services, training, and support for the military and their families					

Donation – Blood	Callers wanting information on blood donation	N/A	N/A	<p>“I have all the information I need. If you have a few moments, I can transfer you to our blood donation center, or I can provide the donation website so you can make an appointment.”</p> <p>Depending on the Caller’s Answer Provide blood donation website redcrossblood.org OR Transfer Caller using quick connect 1800 RC and select option 1- Tell the Caller “I am going to place you in the call queue for the next available agent.”</p>	2-3 Sentences summarizing the call and the resources provided Included in the dispatcher note: Call was transferred to 1800RC option 1 (if applicable).	Cold transfer the caller using the Quick Connect 1800RC option 1
Military Needs Hero Care Network (HCN)	The HCN works in partnership with military aid societies to provide quality, reliable financial assistance to eligible applicants 24/7/365 as well as information referrals: Assistance can include funds for emergency travel, burial of a loved one, emergency food and shelter, etc. as well as referrals to counseling (e.g., financial, legal, mental health), respite care for caregivers and other resources that meet the unique needs of service members, and their families.	N/A	N/A	Warm transfer Caller to the Hero Care Network using the Quick Connect Military Calls	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher notes: Call was transferred to the Hero Care Network (if applicable).	Warm transfer the caller to the Hero Care Network using Quick Connect Military Calls.

CALL TYPE	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
 Other Red Cross services	The American Red Cross provides disaster relief, blood services, training, and support for the military and their families					
Smoke Alarm Installations	The Red Cross and its partners will install a limited number of free smoke alarms for those who cannot afford to purchase smoke alarms or for those who are physically unable to install a smoke alarm. Callers may ask how to obtain free smoke alarms.	N/A	N/A	redcross.org/sound-the-alarm	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Provided the Caller sound the alarm website.	N/A
Training/Preparedness Certification	The Red Cross provides life-saving courses available to the public. Callers may have questions about a training course (i.e. CPR class or First Aid Training).	N/A	N/A	Provide the website: Redcross.org/take-a-class Or Transfer the Caller using the quick connect 1800 RC and select option 3.	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Caller was transferred to the Training line (If applicable)	Transfer the caller using quick connect 1800 RC to option 3


Reporting a fire fatality – no client support requested- **DO NOT USE**


Reporting a new disaster event – client needs help

CALL TYPE	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
 Reporting a new disaster event – client needs help	Client/911/Emergency Agency called to report a new disaster event.					

Greater New York Vacate/Eviction	Callers may call the 1-800 number stating that they have received a Vacate or Eviction order and are asking for our assistance due to their situation. If the Caller gives an address outside of the Greater New York Region, follow the Non-DRO: Seeking Assistance without having been Affected by a Disaster instructions	N/A	N/A	“I have everything I need to dispatch this information to your local Red Cross. Please know that it may take up to two hours for a representative to contact you. The call you receive may come from a private or unknown phone number, be sure to answer all calls until you receive a call from the Red Cross.”		2-3 Sentences summarizing the call.	Dispatch the call.
CALL TYPE ■ Reporting a new disaster event – client needs help		DESCRIPTION Client/911/Emergency Agency called to report a new disaster event.	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Missing Person Disaster Related NOTE: ONE REUNIFICATION ASSISTANCE TYPE FOR EACH MISSING FAMILY MEMBER. YOU CAN ADD ADDITIONAL FAMILY MEMBERS BY CLICKING ON THE ASSISTANCE TYPE.		Caller is seeking information about a missing person	Reunification Sought Person’s First and Last Name, Phone Number and Address must be completed	Information Provided-Closed	“I have everything I need to dispatch this information to your local Red Cross. Please know that it may take up to two hours for a representative to contact you. The call you receive may come from a private or unknown phone number, be sure to answer all calls until you receive a call from the Red Cross.”	2-3 Sentences summarizing the call.	Dispatch the call.
Reporting a Natural Disaster (SFF, MFF, Hurricane, Tornado, Earthquake, Flood, Wind Event, Car into Home, etc.) (DO NOT USE FOR DRO) Special Living circumstances/Homeless Encampment/Recreational Vehicle (RV)/Tent/Car If the event is a special circumstance: the Caller lives in a homeless encampment, recreational vehicle (RV), or car; the Caller lives in their business; the Caller lives in a tent and their belongings have been lost in the disaster		Caller/Client/911/City, County, or State Emergency Management Agency called to report a new disaster event	N/A	N/A	“I have everything I need to dispatch this information to your local Red Cross. Please know that it may take up to two hours for a representative to contact you. The call you receive may come from a private or unknown phone number, be sure to answer all calls until you receive a call from the Red Cross.”	2-3 Sentences summarizing the call.	Dispatch the call.



Reporting a past event – happened more than 30 days ago

CALL TYPE ■ Reporting a past event – happened more than 30 days ago	DESCRIPTION Client/911/Emergency Agency called to report a past event (which happened more than 30 days ago)	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Reporting a Past Event (more than 30 days ago) *If a Caller was deployed or hospitalized due to the fire this is an exception, please follow Reporting a New Disaster (Dispatch)	Client/911/Emergency Agency called to report a past event (which happened more than 30 days ago).	N/A	N/A	211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided.	N/A



Request help – landlord, rent, utilities, transport, referral

CALL TYPE ■ Request help – landlord, rent, utilities, transport, referral	DESCRIPTION Client/911/Emergency Agency requesting help for non-ARC services such as landlord support, rent utilities, transport referrals, etc.	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Bridge – Financial Assistance	If a Caller has experienced a natural disaster and has received notification, they are eligible for bridge assistance, they may provide a case number and/or invitation number	N/A	N/A	N/A	Include in the dispatcher's note the statement: The Caller was warm transferred to an RC Care agent	Transfer the caller to an RC Care agent using Quick Connect
Border Crossing Information for Public Inquiry	The American Red Cross supports partners and organizations who work with migrants that are bussed or moved. The level and type of need can vary.	N/A	N/A	211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided.	N/A
Clean-Up Muck Out Assistance (non-DRO)	Callers may ask for assistance cleaning or repairing disaster caused issues in their home/yard.	N/A	N/A	211 (or 311) resources.redcross.org	2-3 sentences summarizing the call, and the resources provided	N/A

Complaint (not related to a DRO Disaster event)	Callers may have complaints about the American Red Cross. Let the caller know that you hear and care about their concern.	N/A	N/A	"We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross."	2-3 Sentences summarizing the call and the resources provided.	NOTIFY YOUR SUPERVISOR
Cooling Center/Evacuation Center/Warming Center	Callers who have been required to evacuate due to extreme weather or power outage events may need evacuation information (shelters, evacuation centers locations).	N/A	N/A	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) Resources.redcross.org	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note list the shelters (if applicable)	N/A

CALL TYPE	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
<p>Request help – landlord, rent, utilities, transport, referral</p>	<p>Client/911/Emergency Agency requesting help for non-ARC services such as landlord support, rent utilities, transport referrals, etc.</p>					

Crisis Call (Mental health, Domestic violence) (not related to a Disaster event)	Crisis Call Resources (suicidal, homicidal, endangered caller). If the Caller expresses significant emotional distress, offer to transfer the caller to the Disaster Distress Helpline.	N/A	N/A	Transfer the Caller using the Distress Helpline quick connect OR Provide the 988 Suicide & Crisis Lifeline Phone number: 988 National Domestic Violence Hotline 1-800-799-SAFE (7233) OR 211 (or 311)	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Transferred the Caller to the Distress Helpline (if applicable)	Notify your supervisor of the call so a wellness check can be requested via the Non-Emergency Local official office number
Disaster Health Services (not related to a Disaster event)	If the need is critical (a situation where the Caller would call 9-1-1): Ask the caller to please hang up and dial 9-1-1. If the need is urgent (loss of medications or medical equipment that they need regularly and for which they have no means to replace it): Provide shelter information to the Caller and state if their condition changes to become critical, they should dial 9-1-1. If the need is not urgent Refer the Caller to the nearest shelter for services.	N/A	N/A	211 (or 311) resources.redcross.org For eyeglasses Lions' Club, Goodwill, Centers for independent living	2-3 Sentences summarizing the call and the resources provided. DO NOT INCLUDE ANY INFORMATION REGARDING THE CALLERS' MEDICAL CONDITION.	N/A
Disaster Spiritual Care (not related to a Disaster event)	Callers are asking for Spirit Care Support.	N/A	N/A	211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided	N/A

CALL TYPE ■ Request help – landlord, rent, utilities, transport, referral	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Financial Assistance (Non-DRO: Seeking Assistance without having been Affected by a Disaster)	Client/911/Emergency Agency requesting help for non-ARC services such as landlord support, rent utilities, transport referrals, etc. Callers may seek assistance from the American Red Cross, but they have not experienced a disaster. This happens often as Callers know the American Red Cross “helps people” but may not know the scope of the American Red Cross mission. Bed bugs, burst pipes, Food, Landlord related issues, Mold, Other fires in non-living spaces (business, car, garage, out building, second home, etc.) Rent, Sewage back-up, Shelter, Utilities, or Vehicle Repair.	N/A	N/A	211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided.	N/A
Government Inquiry (not related to a DRO Disaster event)	Callers from government offices may want to get in touch with a local American Red Cross volunteer or staff member to discuss American Red Cross operations.	N/A	N/A	“We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross.”	2-3 Sentences summarizing the call and the resources provided.	Notify your supervisor so an email can be sent to National Dispatch
Media Inquiry	Callers from media outlets may want to contact a local American Red Cross volunteer or staff member to discuss American Red Cross operations.	N/A	N/A	“We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call you receive may come from a private or unknown number, so be sure to answer all calls until you have been contacted by the Red Cross.”	2-3 Sentences summarizing the call and the resources provided.	Notify your supervisor so an email can be sent to National Dispatch

CALL TYPE ■ Request help – landlord, rent, utilities, transport, referral	DESCRIPTION	ASSISTANC E TYPE	ASSISTANC E REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Missing Person Non-disaster related	Client/911/Emergency Agency requesting help for non-ARC services such as landlord support, rent utilities, transport referrals, etc.	N/A	N/A	Refer Caller to file a missing person report with local law enforcement. 211/311 resources.redcross.org	2-3 Sentences summarizing the call and the resources provided. Do not include personal medical information about missing persons. Include in the dispatcher note: Caller seeking adult person- referred to local law enforcement and resources.redcross.org	N/A


Missing Person (International)	Looking for Someone (International Missing Person).	N/A	N/A	Refer the caller to the U.S. Department of State Bureau of Consular Affairs 1-888-407-4747 Provide Website https://travel.state.gov/content/travel/en/internationaltravel/emergencies.html	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Caller seeking missing international person- referred to U.S. Department of State Bureau of Consular Affairs	N/A
Missing Person Caller Seeking a Minor Person (17 and under) Non-disaster related	Caller reporting a missing minor Note: should the Caller provide you with a minor's name/age please do NOT add to the call record.	N/A	N/A	Refer to: National Center for Missing & Exploited Children (NCMEC) via the website: missingkids.org 1-800-THE-LOST (800-873-5678) Contact Local Law Enforcement Agency	2-3 Sentences summarizing the call and the resources provided. Include in the dispatcher note: Caller seeking minor person- referred to NCMEC	N/A
Pets in Shelter	The American Red Cross supports the delivery of services for household pets of shelter residents. The caller is seeking information about pets in shelters. Household Pets/Pet Companion animals typically housed inside homes. These include cats, dogs, hamsters, guinea pigs, caged birds, rats, and fish, amphibians, and reptiles such as lizards and non-venomous snakes housed in enclosures. Service dogs are always welcome. Owners should bring all items needed for daily care of the animal, such as leashes, crates, food, bowls, and any medications	N/A	N/A	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (311) resources@redcross.org	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: Shelter information provided from the ARC Shelters and Resources Map (list the shelters/s)	N/A

CALL TYPE ■ Request help – landlord, rent, utilities, transport, referral	Client/911/Emergency Agency requesting help for non-ARC services such as landlord support, rent utilities, transport referrals, etc.	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
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Red Cross Worker	Any Red Cross worker that calls requesting information about work assignments, deployments, entering facilities	N/A	N/A	Workers should contact their supervisor. Refer worker for assignments/deployments to the Volunteer Connection Mobile App	2-3 Sentences summarizing the call and the resources provided.	Notify your supervisor so an email can be sent to National Dispatch
Sheltering	Everyone is welcome at Red Cross shelters. The Red Cross does not discriminate based on nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, or gender identity. Those in need can also access these services even if they don't require a place to sleep. Anyone with a disaster-related need can visit the shelter to be directed to the appropriate resources	N/A	N/A	Use WIKI to provide shelter information Review ARC Shelters and Resources for open shelters 211 (or 311) resources.redcross.org	2-3 Sentences summarizing the call and the resources provided Included in the dispatcher note list the shelters (if applicable)	N/A



Requesting follow up on existing case

CALL TYPE  Requesting follow up on existing case	DESCRIPTION	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Follow up call on an existing RC Care Case (DO NOT USE FOR DRO)	If a Caller has experienced a fire or natural disaster, and has already received assistance from the Red Cross, they may call for further assistance. Casework calls include, but are not limited to, requests for additional financial assistance, disaster health services, disaster mental health, disaster spiritual care, and/or disability integration services Note: If the Caller is calling about payment-related issues (e.g. CAC, EFT issues), please warm transfer to an RC Care agent	N/A	N/A	Transfer caller using Quick Connect RC Care Agent.	2-3 Sentences summarizing the call and the resources provided. Included in the dispatcher note is the statement: "Caller transferred to an RC Care Agent"	Warm transfer the caller to an RC Care Agent using Quick Connect RC Care Agent.



Responded to Disaster Event- **DO NOT USE**. This is used by the region when using back-end data entry to enter calls.



Wrong number or hung up

CALL TYPE Wrong number or hung up	DESCRIPTION Wrong number or hung up	ASSISTANCE TYPE	ASSISTANCE REQUEST STATUS	RESOURCES & SCRIPT ADJUSTMENT	DISPATCHER NOTE	AGENT ACTION
Wrong Number, Hung Up, or Dropped Call	Ghost calls, connectivity/technology issues. dead air, unable to hear caller, dropped call.	N/A	N/A	N/A	<p>Included in the dispatcher note is the statement: “Will attempt to contact caller.” (If applicable).</p> <p>2-3 Sentences summarizing the call and the resources provided</p>	<p><i>Notify your supervisor if you (the agent) have experienced any technology issues</i></p> <p><i>If the caller is disconnected after obtaining the phone number initiate a call back to the caller</i></p>