

Dispatcher Notes for RC Respond

Disaster Cycle Services Job Tools Contact Call Center/National Headquarters

INTRODUCTION

When a call comes into 1-800-REDCROSS, call agents accept the call and process the caller's request by completing the call form in RC Respond. The intent of this job tool is to provide basic guidance as to what the Dispatcher Notes should contain to effectively assist the region with handling the call.

Below are examples of the Dispatcher Notes based on the various Nature of Calls. The Dispatcher Notes should remain 2-3 sentences summarizing the call and resources provided.

DISPATCHER NOTES EXAMPLES

Blue Skies – Reporting a new Disaster Event

Scenario #1: Agency calls to report a single-family fire impacting client.

- Dispatcher note: Local FD reporting SFF. Client is on the scene and needs emergency shelter. No information about the client was given.

Scenario #2: Caller reporting a fire event.

- Dispatcher note: Client states home is completely gone with fatalities (spouse and pet). Per client request, warm transferred to the disaster distress line.

Blue Skies – Follow up on event with no RC Care Case

Scenario #1: Agency needs to provide updated information regarding a previously dispatched event.

- Dispatcher note: Agency contact reported update to client name, phone number. Call form updated with this information.

Scenario #2: Caller has experienced a dispatchable event, has not been contacted by region it has been more than 2 hours and/or has additional information.

- Dispatcher note: Client awaiting call from ARC for longer than 2 hours. Provided alternate phone number for ARC to contact the caller. Call form updated with new information.

Blue Skies – Canteening

Scenario #1: Agency requesting snacks/water for 75 firefighters due to a multi-family Fire (MFF).

- Dispatcher note: Agency requesting canteening services for 75 firefighters.

Blue Skies – Follow up on Existing Case

Scenario #1: Caller is requesting additional support on existing RC Care case.

- Dispatcher note: Client has RC Care case and needs additional support on RC Care case (rental assistance). Transferred to RC Care agent.

Scenario #2: Caller received a Red Cross debit card (Client Assistance Card – CAC) which is not working.

- Dispatcher note: Client states debit card is not working. Warm transferred to RC Care agent.

Grey Skies – DRO

Scenario #1: Caller was affected by Hurricane ABC and is requesting local resources.

- Dispatcher note: Client's needing food/water/shelter. Provided 123 Main Street Anywhere USA shelter location, 211/311 and resources.redcross.org. Informed client food/water is available at shelter.

Scenario #2: Caller was affected by Typhoon XYZ and request for transportation, hotel, electricity for medical equipment.

- Dispatcher note: Client needs transportation, shelter and medical equipment. Provided 211/311, resources.redcross.org for transportation. Provided shelter location at 111 Anywhere, Blank USA. Informed client electricity/DHS is available at local shelter location provided.

Blue Skies – Request help – landlord, rent, utilities, transportation, referrals

Scenario #1: Caller requesting clean up assistance due to fallen tree on car

- Dispatcher note: Client needs clean up referrals to remove fallen tree from car. Provided 211/311, resources.redcross.org and Tree Removal service.

Scenario #2: Caller is requesting rent assistance due to eviction notice

- Dispatcher note: Client received eviction notice and requested rental assistance. Provided 211/311, resources.redcross.org and All are Welcome Church.

Blue Skies – Offering help – services, volunteer, donations

Scenario #1: Caller would like to volunteer for a local disaster.

- Dispatcher note: Caller would like to volunteer for local disaster. Provided [redcross.org/get-help](https://www.redcross.org/get-help) website.

Scenario #2: Caller would like to donate water for Typhoon X

- Dispatcher note: Caller wants to donate a pallet of water. Escalated request to supervisor for further processing.

Blue Skies – Other Red Cross Services

Scenario #1: Caller requesting to reach a service member due to family member's passing.

- Dispatcher note: Caller needs to reach son who is in Army to share passing of family member. Warm transferred to Hero Care Network.

Scenario #2: Caller would like to obtain information on scheduling a CPR class for company employees.

- Dispatcher note: Caller interested in scheduling CPR training for employees. Transferred to Training.

Blue Skies – Reporting a past event-happened more than 30 days ago

Scenario #1: Caller reporting a single-family fire happened November 1st, 2023

- Dispatcher note: Client's home was impacted by a fire. No fatalities/hospitalization reported. Provided 211/311, [resources.redcross.org](https://www.resources.redcross.org) and Family Success Network.

Blue Skies – Wrong number or hung up

Scenario #1: Dead air call

- Dispatcher note: Repeated greeting – no response. Agent disconnected call.