LOGGING NEW CALLS INTO RC RESPOND

Getting Started

1. Log in to RC Respond: https://ops-rcview-redcross.nogginapp.io/
2. Enter the email and password provided for you
3. Ensure you are on the "DRO Dispatcher Home" screen to start
4. Click the "New Call" button
5. Complete the fields and described below

Call Information Tab

Note: When filling out this call form some fields are required and must be completed to save the record. Some fields are dynamic in nature, meaning when selected, additional fields will display for competition.

Call Information

- Date and Time of Call – this field auto populates to the date/time you open the call form. Adjust as needed.
- Call Taken By – this field auto populates with your name.
- Event Address – this field is critical and must be entered correctly. This is the address the event occurred at. If caller is not reporting an event this can be left blank
  1) Click on the event address field
  2) Begin to type in the address in the "address" search bar at the top of the screen
  3) A drop down of standardized event addresses will appear
  4) Select the appropriate address from the drop down
     a. You MUST select an address. Do not simply type in the address without selecting an option from the drop down
     b. Do not add any additional information to the standardized address I.e. apartment number, trailer number etc.
  5) Click "done" when complete
- Caller First Name – name of the person you are speaking with
- Client Last Name – name of the person you are speaking with
- Caller Phone Number – confirm the phone number of the person you are speaking with
  - Note: this should be a number that the agent can contact the caller back on if they get disconnected

- Caller Primary Language – defaults to “English”. Update as needed.
- Type of Caller
  - Client – someone impacted by a disaster event or is calling in on their own behalf
  - Family/Friend of Client – someone calling on the behalf of someone impacted by a disaster event
  - Agency – may include police, fire, dispatch agency, EMS
  - Landlord – owner of property impacted by disaster but is not an impacted client
  - Other – when none of the above options apply
- Nature of Call – indicates why the person is calling in. **This is CRITICAL to select correctly**
  - Reporting a New Disaster Event – Client Needs Help (Do **NOT** select for DRO calls)
    - Select this when the caller is reporting that they have been impacted by a disaster and need assistance.
    - Requires Duty Officer notification and assignment
  - Follow up on event with no RC Care case
    - Select this when the caller calls again with additional information and/or Red Cross assistance has not yet been provided
    - Requires Duty Officer notification and assignment
  - Reporting a past event – happened more than 30 days ago
    - Select this someone is reporting an event that happened more than 30 days ago
    - This moves the event status to CLOSED. No notifications occur.
  - Requesting follow up on existing case
    - Ask client if they have an existing case with the Red Cross
    - Work with a supervisor to search for case number in RC Care.
    - If case is identified in RC Care, use this “Nature of Call” type. A notification will be sent out to a Recovery Distribution list in the region to follow up with the client.
    - Transfer call to RC Care agent
  - DRO
    - Use when there is a call associated with a DRO (National).
  - Reporting a fire fatality
    - Select this when someone is calling to report a fire with a fatality, but no assistance has been requested.
  - Request help – landlord, rent, utilities, transport, referral

        - Select this when someone is looking for assistance outside of the Red Cross scope of work.
        - E.g. Power outages, burst pipes, stranded travelers, eviction, mold, bugs investigations, broken heat/cooling, general maintenance, robberies
        - No notifications are sent for this call type
    - Offering Help – services, volunteer, donations
        - Select this when the caller is offering something (donations, to volunteer etc.)
        - No notifications are sent for this call type
    - Other Red Cross Services
        - Select this when the caller is looking for information on another Red Cross service such blood donations, financial donation or CPR training
        - No notifications are sent for this call type
    - Wrong Number or Hung Up
        - No notifications are sent for this call type
    - For Back Data Entry Only
        - **Do not select this option**
    - Canteening
        - Select this option when a caller is requesting canteening support for an event response. This call type will often come directly from an agency.
        - Canteen services are provided to first responders and refers to the provision of snacks, beverages and instant meals.
        - Requires Duty Officer notification and assignment

Assistance Requested

- Assistance Requested – Use this field to indicate what services the client initially indicated they need
    - Assistance Requested Status
        - Information provided- Closed
        - Follow-up Needed- Open

- Duplicate Check – very important. Be sure to check for duplicate calls already entered for an address. See *Duplicate Check Job Tool* for more details
- Dispatcher Notes – enter 2-3 sentences summarizing the call and the resources provided

Event Information

Note: this will only have fields displayed for some "Nature of Call" types

- Event Type – select the appropriate event type
- Event Date and Time – select the date and time the event occurred

Saving a New Call

1. Verify that all the information entered in the call record is complete and accurate
2. Click "save" in the top right corner to create a new record
3. If your "Nature of Call" was:
    a. Reporting a New Disaster Event – Client Needs Help
    b. Follow up on event with no RC Care case
    c. Canteening

    then additional action will need to be taken to ensure a Duty Officer is notified of the event. Proceed to next section "Assigning a Duty Officer to an event.
4. If your "nature of call" was requesting follow up on an existing case", keep an eye out for a pop-up that indicates a recovery distribution list does not exist. If that that pop-up appears, provide the caller with the contact information for their local chapter who can follow up with the client.
5. If your "nature of call" was any of the other selections no additional work needs to be done. You are finished with this call.

How to Assign a Duty Officer to an Event

1. Once the call record is saved a new dashboard with all the event information will appear.
    a. It may take several seconds for the dashboard to fully updates
2. Note the tile "Duty Officer Schedule Notification Type". This will determine what you must do next with this call
    a. If it says "Automatic" proceed to the section title "Automatic Notifications"
        i. If it says "Manual" proceed to the section titled "Manual Notifications"
3. A pop-up message will also display briefly to indicate if the schedule is automatic or manual

Automatic

When a Duty Officer schedule is set to automatic, typically no additional intervention is needed by you as a Dispatcher *unless* there are no resources available for that event.

For automatic schedules, the Duty Officer Notification log will populate with all the current on-call Duty Officers for that geography and the system will begin to automatically contact those listed according to their notification preferences.

No additional action is required from you at this time. You can move on to the next call.

If no resources are available for that event and indicator will appear in the Duty Officer Notification log that a manual process is required. When this occurs escalate to your supervisor who will contact the RDO.

Manual

When a Duty Officers schedule is set to manual such as Greater New York region, you as the dispatcher must attempt to make manual contact with the regions Duty Officers. Refer to your call script when making contact.

You will be working in the “Duty Officer Notification Logs” to contact and assign Duty Officers. Start with the person listed in the 01 Duty Officer position, then move along accordingly. Once you have assigned a Duty Officer to that event you are done with that call and can move on to the next one.

1. Click on the 01 Duty Officer position.
    a. This will display that person’s contact information.
2. Dial their phone number and follow the call script.
    a. If you make positive contact with the individual AND they accept the assignment, update the “assign duty officer” field to “yes”, set the time you contacted them and click “save”. Ensure to provide the person with all the details needed about the event response. Next assign the Duty Officer to the event by:
        i. Going to the “overview” tab in the event, click the pencil icon next to “call details”
        ii. Click the “Assigned Duty Officer” tab
        iii. Click the “assigned to” field
        iv. Search for the name of the Duty Officer
        v. Select their name
        vi. Click “save”
        vii. Validate that the Event Status changes to ACKNOWLEDGED and the “Assigned Duty Officer” field is populated with the correct persons name.
    b. If you make positive contact with the person and they reject the assignment OR you are not able to get a hold of that person, set “assign duty officer” to “no” and set the “Manual Attempt 1” timestamp
        i. Move to the next position and repeat process
        ii. Be aware that a regions Duty Officer may come into the event and manually assign themselves as the Duty Officer to the call. You will see this when the “Event Status” changes to ACKNOWLEDGED and the “Assigned Duty Officer” field is populated with a name. If you notice this, you do not need to proceed with further calls as the region is now managing the event.
        iii. If you get all the way through the list and have made no positive contact start over again with position 01 and repeat.
        iv. If no positive contact with any resources after second attempt move on to step 3

3. If you get all the way through the notification log have not made positive contact escalate to your supervisor who will attempt to contact the RDO.