



September 11th Volunteer Documentation Request Process

1. Agents will select **Other Red Cross services**.
2. Agents will select **Information Provided – Closed** for the **Assistance Request Status**.
3. The agent will inform the caller “I have everything I need to escalate your request. Thank you for your time and patience as the Red Cross processes this request.”
4. Document that the call was escalated to National Dispatch via email for action in the **Dispatcher notes**.
5. Notify your supervisor of the call.