The Call Handling Guide provides DCS Contact Center agents with guidance to deliver superior customer experience while assisting callers in their time of need. As the first point of contact, our agents represent the American Red Cross nationwide. It is essential that every interaction reflects a professional, empathetic, and response that upholds the Red Cross mission.

General Call Script: This call script is a general call flow guide to help Agents receive, process, and dispatch incoming calls. 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. Call scripts may vary slightly depending on the Nature of Call.

Call Opening:

- **Agent: "American Red Cross, this is [**your first name**]. I will need to collect some information so I can assist you. 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?"**
  - *Complete caller first name, last name & phone number fields*
- **Agent: "Your return phone number is [**repeat phone number back to caller**]."**
  - *Correct error if necessary*
- **Agent: "Thank you, may I please have the address including the zip code of where the event occurred?"**
  - *Verify & complete Event Address Field, Unit Number & Duplicate Check (if applicable)*
- **Agent: "Thank you. How may I assist you today?"**
  - *Begin dispatcher note, taking 2-3 sentences & select Nature of Call*
- **Agent:** Follow the Call Handling Guide for remaining call flow and script adjustments.

Call Closing:

- **Agent: "Thank you,** [client name]. **I have the information I need. Do you have any additional questions** [wait for response]**? Thank you for calling the American Red Cross."** [wait 10 seconds for caller to disconnect]

To search this document using Call Description:

- Select **Ctrl + F** on Windows or **Command + F** on a Mac to open the Navigation search box.
- Type the word or phrase you want to find according to the Caller's needs.
- Select **Enter** to jump to each place where the word appears.
- Use the arrows in the search box to move to the next or previous result.
- You can also choose options to match capital letters or whole words if needed.

- When you are done, close the search box to go back to your document or webpage.

Blood Donation

Call Description
A caller wants information about donating blood
Nature of Call (NOC)
Select **Other RedCross services**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment
- Say to the caller: "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 give you the website so you can make an appointment."
- Depending on the caller's choice:
  - redcrossblood.org
  - Transfer the caller using **quick connect 1-800-RC, select option 1** and tell them: "I am going to place you in the call queue for the next available agent." **A cold transfer is acceptable.**

Dispatcher Note
Write 2–3 sentences summarizing the call and the resource provided. **Include statement "Caller was transferred to 1-800-RC, option 1 (if applicable)."**
Agent Action
Transfer the caller.

Canteening

Call Description
A First Responder Agency (fire department/police department, Emergency Management, 911 or Emergency Communication Center) is asking for help to provide food and drinks to first responders at an incident scene.
Nature of Call (NOC)
Select **Canteening**
How to determine NOC
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment
- Say to the caller: *"I have everything I need to send this information to your local Red Cross. The call may come from a private or unknown number, so please answer all calls until you hear from the Red Cross."*

Dispatcher Notes
Write 2–3 sentences to explain who is calling, what they need, and where the help is needed.
Agent Action
Monitor that the call is acknowledged (if not acknowledged, notify your supervisor).

Clean-Up / Muck Out Assistance

Call Description
A Caller asks for help cleaning or fixing damage caused by a disaster in their home or yard.
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Financial Assistance
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
Provide these resources to the caller:

- www.crisiscleanup.org **(DRO ONLY)**
- 211 (or 311)
- resources.redcross.org

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources you provided.
Additional Agent Action
N/A

Complaint

Call Description
A Caller may have complaints/concerns about the American Red Cross or asks to speak to a supervisor.
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Red Cross Complaint
Assistance Request Status
Select Follow Up Needed - Open
Resources to Offer & Script Adjustment

- Say to the caller: "We will have a local Red Cross representative reach out to you to see how they can help. The call you receive may come from a private or unknown number, so please answer all calls until the Red Cross contacts you."

Dispatcher Note
Write 2–3 sentences summarizing the call and what was said. **Include statement "Supervisor notified."**
Additional Agent Action
Notify your supervisor about the call.

Cooling Center / Evacuation Center / Warming Center

Call Description
A Caller may need help finding a place to go because of extreme heat, cold, or power outages. They might need information about shelters or evacuation centers in their area.
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Short Term Sheltering
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
Provide these resources to the caller:

- Under the Dispatcher WIKI tab, select ARC Shelters and Resources to check the Open Shelters and Disaster Relief Services map. Provide shelter information to the caller.
- 211 (or 311)
- resources.redcross.org

Dispatcher Note
Write 2–3 sentences summarizing the call and resources provided. **Include a list of shelters if applicable.**
Additional Agent Action
N/A

Crisis Call (Mental Health, Domestic Violence)

Call Description
A Caller may be feeling upset, unsafe, or in danger. This includes callers who are thinking about hurting themselves/others, or in an unsafe domestic situation.
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Disaster Mental Health
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
If the caller is in serious emotional distress, offer to transfer the caller using **Quick Connect 988 Crisis Lifeline.** Say to the caller: "I am going to place you in the call queue for the next available agent." **A cold transfer is acceptable.**
Provide these resources to the caller (if applicable):

- 988 Crisis Lifeline – 988
- National Domestic Violence Hotline – 1-800-799-SAFE (7233)
- 211 (or 311)
- resources.redcross.org

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources provided. **Include statement "Transferred caller to 988 Crisis Lifeline** or **National Domestic Violence Hotline** (if applicable)". **Include statement "Supervisor notified."**
Additional Agent Action
Notify your supervisor.

Disabled Caller

Call Description
A caller may state they have a disability and are asking for assistance due to their disability. (i.e., wheelchair, walker, ramp)
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Disability Integration
Assistance Request Status
Select Information Provided – Closed
Resources to Offer & Script Adjustment
Provide these resources to the caller:

- **DRO Only-** Under the Dispatcher WIKI tab, select ARC Shelters and Resources to check the Open Shelters and Disaster Relief Services map. Provide shelter information to the caller.
- 211 (or 311)
- resources.redcross.org

Dispatcher Note
Write 2–3 sentences summarizing the caller's needs related to their disability and resources provided. **Include a list of shelters if applicable. Do NOT include any details about the caller's disability.**
Additional Agent Action
N/A

Disaster Health Services

Call Description
A caller needs help with health-related items, like medications, medical equipment, or eyeglasses.
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Disaster Health Services
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
If the caller needs immediate help, tell them to **hang up and call 9-1-1**.
Provide these resources to the caller:

- 211 (or 311)
- resources.redcross.org
- **DRO ONLY (if applicable) -** Refer them to the nearest shelter for help. Under the Dispatcher WIKI tab, select ARC Shelters and Resources to check the Open Shelters and Disaster Relief Services map. Provide shelter information to the caller.

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources provided. **Include a list of shelters if applicable. Do NOT include any medical details about the caller.**
Additional Agent Action
N/A

Disaster Spiritual Care

Call Description

A Caller is asking for spiritual care or emotional support.

Nature of Call (NOC)

Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**

NOC Determination

Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.

Assistance Type

Select Spiritual Care

Assistance Request Status

Select Information Provided - Closed

Resources to Offer & Script Adjustment

Provide these resources to the caller:

- 211 (or 311)
- resources.redcross.org
- **DRO ONLY (if applicable)-** Under the Dispatcher WIKI tab, select ARC Shelters and Resources to check the Open Shelters and Disaster Relief Services map. Provide shelter information to the caller.

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided. **DRO ONLY - Include a list of shelters if applicable.**

Agent Action

N/A

Donation

Call Description

Donation Call Types:

- **Bulk-** 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.)
- **Financial-** The caller may want to donate to the American Red Cross (via mail-in-check or online) and may have questions related to financial donations.
- **Unsolicited Material-** The caller may want to donate material goods from a local food/supply drive or from their home. **Note: The Red Cross does not accept clothing of any kind, including socks, shirts, shoes, pants, jackets, hats, or undergarments.**

Nature of Call (NOC)

Select **DRO OR Offering help – services, volunteer, donations**

NOC Determination

Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate **National DRO**, and if the address is not within the area, select **Offering help – services, volunteer, donations**.

Assistance Type

Select Donation

Assistance Request Status

When selecting **Offering help – services, volunteer, donations** then select Information Provided – Closed

When selecting **DRO** then Follow-up needed- open

Resources to Offer & Script Adjustment

Provide these resources to the caller:

- **Bulk-**
  - Say to the caller: "We will have a local Red Cross representative reach out to you to see how they can help. The call you receive may come from a private or unknown number, so please answer all calls until you are contacted by the Red Cross." (**This assistance request status will be Follow-up Needed-Open)**
- **Financial-**
  - Give the website: redcross.org/donate
  - Transfer the caller using **quick connect Financial Donation.** Say to the caller: "I am going to place you in the call queue for the next available agent." **A cold transfer is acceptable.**
- **Unsolicited Materials-**
- Say to the caller: "The Red Cross must redirect resources to sort, clean, and store donated items, so the most effective way to support disaster survivors is through a financial donation. If you'd like, I can transfer you directly to our Donation Center or provide the website to donate online."
- Depending on the caller's choice:
  - Give the website: redcross.org/donate.
  - Provide 211 (or 311) and resources@redcross.org
  - Transfer the caller using **quick connect Financial Donation.** Say to the caller: "I am going to place you in the call queue for the next available agent." **A cold transfer is acceptable.**

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided. **Include statement "Caller was transferred to the Financial Donation Line (if applicable)."**

Agent Action

Transfer the caller.

Dropped Call

Call Description
The call randomly drops during conversation between Caller and Agent, and Caller phone number was collected.
Nature of Call (NOC)
Select the appropriate NOC following normal call guidance upon completing a successful return call to the caller.
NOC Determination
Determined by Call Description
Assistance Type
Determined by Caller's need
Assistance Request Status
Determined by Assistance Type
Resources to Offer & Script Adjustment
Determined by Call Description
Dispatcher Note
Write 2–3 sentences summarizing the call. **Include statement "Call dropped, successfully returned call." or "Call dropped, could not make contact with caller."**
Agent Action
The Agent attempts to return the call if the caller's 10-digit phone number is collected. **(Do not create a new RC Respond Call Form, complete the original Call Form).**

Evacuated Caller

Call Description
A Caller has left their home state because of a disaster and calls for help.
Nature of Call (NOC)
Select **DRO**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to select the appropriate **National DRO** it falls within**.**
Assistance Type
Select Financial Assistance and Short-term Sheltering
Assistance Request Status
Select Information Provided – Closed
Resources to Offer & Script Adjustment

- If the caller has evacuated to a non-disaster area (for example, they left Alabama for Tennessee), say: *"We will have a local Red Cross representative reach out to you to determine the best way they can assist you. The call may come from a private or unknown number, so please answer all calls until the Red Cross contacts you."*

Dispatcher Note
Write 2–3 sentences summarizing the call. **Include statement "Caller lives in ___ and has evacuated to [current address]." Include statement "Supervisor notified."**
Agent Action
Notify your supervisor.

Existing case

Call Description
A Caller has already received help for a fire or disaster; they may ask for more support, like financial assistance or have issues related to their Client Assistance Card (CAC) or Electronic Funds Transfer (EFT (Walmart or Zelle)).
Nature of Call (NOC)
Select **DRO** **OR** **Requesting follow up on existing case**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Requesting follow up on existing case**.
COMPLETE DUPLICATE CHECK
Assistance Type
Select Financial Assistance
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
- **NOTE:** All calls will be warm transferred to an RC Care Agent. Provide the RC Care Agent with the client's name, case number (if applicable), and why they are calling.

Dispatcher Note
Write 2–3 sentences summarizing the call. **Include statement "Caller transferred to an RC Care Agent."**
Agent Action
Warm transfer the call.

FEMA Assistance

Call Description
A Caller wants financial help from FEMA and calls the Red Cross to ask for information.
Nature of Call (NOC)
Select **DRO**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to select the appropriate **National DRO** it falls within**.**
Assistance Type
Select Financial Assistance
Assistance Request Status
Select Information Provided – Closed
Resources to Offer & Script Adjustment
Provide these resources to the caller:
- redcross.org/get-help to complete the disaster assistance form (if applicable)
- FEMA's national phone number: 1-800-621-3362
- FEMA's website: disasterassistance.gov

Dispatcher Note
Write 2–3 sentences summarizing why the caller called and what resources were provided
Agent Action
Complete Disaster Assistance Webform (if applicable).

Financial Assistance – Seeking Assistance after being Affected by a Disaster

Call Description
A Caller is requesting help after a disaster for different needs. Sometimes, help is not available right away, but we keep a record of the call and may contact the caller later if they are eligible.
Nature of Call (NOC)
Select **DRO**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to select the appropriate **National DRO** it falls within**.**
Assistance Type
Select Financial Assistance
Assistance Request Status
Select Information Provided – Closed
Resources to Offer & Script Adjustment
Provide these resources to the caller:

- 211 (or 311)
- resources.redcross.org
- redcross.org/get-help to complete the disaster assistance form (if applicable)

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources provided.
Agent Action
Complete Disaster Assistance Webform (if applicable).

Government Inquiry

Call Description
A Caller from a government office would like to talk to a local volunteer or staff member about Red Cross work.
Nature of Call (NOC)
Select **DRO** **OR** **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Government Inquiry
Assistance Request Status
Select Follow Up Needed - Open
Resources to Offer & Script Adjustment

- Say to the caller: "We will have a local Red Cross representative reach out to you to see how they can help. The call you receive may come from a private or unknown number, so please answer all calls until you are contacted by the Red Cross."
- **NO RESOURCES TO BE GIVEN.**

Dispatcher Note
Write 2–3 sentences summarizing the call and the information you gave. **Include statement "Supervisor notified."**
Agent Action
Notify your supervisor.

Greater New York Vacate/Eviction

Call Description
A Caller **(ONLY GREATER NEW YORK)** states they have received a Vacate or Eviction order and are asking for our assistance due to their situation.
Nature of Call (NOC)
Select **Reporting a new disaster event-client needs help**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment

- Say to the caller: *"I have everything I need to send this information to your local Red Cross. Please know 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, so be sure to answer all calls until you hear from the Red Cross."*

Dispatcher Note
Write 2–3 sentences summarizing the call.
Agent Action
Monitor that the call is acknowledged (if not acknowledged, notify your supervisor).

Media Inquiry

Call Description
A caller from a TV, radio, or newspapers wants to talk to a local volunteer or staff member about Red Cross work.
Nature of Call (NOC)
Select **DRO OR Request help-landlord, rent, utilities, transport, referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Media Inquiry
Assistance Request Status
Select Follow Up Needed - Open

- **Resources to Offer & Script Adjustment**
  Say to the caller: "We will have a local Red Cross representative reach out to you to see how they can help. The call you receive may come from a private or unknown number, so please answer all calls until the Red Cross contacts you."
- **NO RESOURCES TO BE GIVEN.**

Dispatcher Note
Write 2–3 sentences summarizing the call and the information you gave. **Include statement "Supervisor notified."**
Agent Action
Notify your supervisor.

Military Needs – Hero Care Network (HCN)

Call Description

The Hero Care Network works with military aid groups to give service members and their families help 24/7. Assistance can include money for emergency travel, food, shelter, burial, or other urgent needs. They also provide referrals for counseling, legal help, financial guidance, caregiver support, and other services for military families.

Nature of Call (NOC)

Select **Other Red Cross services**

NOC Determination

N/A

Assistance Type

N/A

Assistance Request Status

N/A

Resources to Offer & Script Adjustment

- Warm transfer the caller to the **Hero Care Network** using **Quick Connect Military Calls/Hero Care Network**.

Dispatcher Note

Write 2–3 sentences summarizing the call. **Include statement "Caller was transferred to the Hero Care Network (if applicable)."**

Agent Action

Warm transfer the caller.

Missing Person

Call Description

Missing Person Call Types:

- **Adult.** The caller is reporting a missing adult (18 and older).
- **Minor.** The caller is reporting a missing minor (17 and under).
- **Domestic.** The caller is outside the U.S. or its territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands) and is looking for a family member in the U.S. affected by a disaster.
- **International. NOC Request help-landlord, rent, utilities, transport, referral ONLY-** The caller is looking for someone who is outside the U.S and its territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands).

Nature of Call (NOC)

Select **DRO OR Request help-landlord, rent, utilities, transport, referral**

NOC Determination

Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.

Assistance Type

Select Reunification

Assistance Request Status

Select Information Provided - Closed

Resources to Offer & Script Adjustment

- **Adult- DRO Only**
  - Share the link **redcross.org/get-help** with the caller to complete the webform or complete the **DRO-specific Reunification Request form** if applicable.
- **Adult- Non-DRO - Request help-landlord, rent, utilities, transport, referral ONLY-**
  - Refer caller to file a missing person report with local law enforcement
  - 211 (or 311)
  - resources.redcross.org
- **Minor- DRO or Request help-landlord, rent, utilities, transport, referral-**
  - Refer caller to file a missing person report with local law enforcement
  - National center for Missing & Exploited Children (NCMEC) via the website: missingkids.org
  - 1-800-THE-LOST (800-873-5678)
- **Domestic- DRO ONLY-**
  - Tell the caller they need to contact the International Committee of the Red Cross in the country where they are located and ask for a Restoring Family Links (RFL) representative. Their national society will collect the information to open a case, and the request will be sent to the American Red Cross through that society.
  - Provide the website to find contact information for their country's RFL program: familylinks.icrc.org
- **International- Request help-landlord, rent, utilities, transport, referral ONLY-**
  - Tell the caller: "For a missing person outside the U.S., please contact the U.S. Department of State, the Bureau of Consular Affairs."
  - Phone: From U.S. and Canada1-888-407-4747, From all other locations 1-202-501-4444
  - Website: travel.state.gov/en.html

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided for the appropriate Missing Person Call Type. Add the following information for each call type.

- **Adult- DRO ONLY- Include Statement "Provided redcross.org/get-help or completed Reunification Request form (if applicable)."**
- **Adult- Non-DRO- Include Statement "Referred caller to local law enforcement, provided 211 (or 311) and resources.redcross.org."**
- **Minor- Include statement "Referred caller to local law enforcement, missingkids.org and 1-800-THE-LOST (800-873-5678)."**
- **Domestic- DRO ONLY- Include statement "Referred caller to International Committee of the Red Cross and provided familylinks.icrc.org."**
- **International- Include statement "Provided U.S. and Canada 1-888-407-4747 or all other locations 202-501-4444 (U.S. Department of State, the Bureau of Consular Affairs) and travel.state.gov/en.html."**

Agent Action

Completed Reunification Request form (if applicable)

New Disaster Event

Call Description

A Caller or a First Responder Agency (fire department/police department, Emergency Management, 911 or Emergency communication Center), is reporting a new disaster like home fires (SFF) and multifamily fires (MFF). This can include natural disasters like hurricanes, tornadoes, earthquakes, floods, wind events, or accidents like a car hitting a home. Special living situations may also be reported, including incidents involving homeless encampments, recreational vehicles (RVs), tents, cars, or businesses where the caller resides.

Nature of Call (NOC)

Select **Reporting a new disaster event-client needs help**

NOC Determination

N/A

Assistance Type

N/A

Assistance Request Status

N/A

Resources to Offer & Script Adjustment

- Say to the caller: *"I have everything I need to send this information to your local Red Cross. 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, so please answer all calls until you hear from the Red Cross."*

Dispatcher Note

Write 2–3 sentences summarizing the call.

Agent Action

Monitor that the call is acknowledged (if not acknowledged, notify your supervisor).

New Supplier Request

Call Description

A Caller wants to register or has questions on how to become a supplier (has a formal contract with the Red Cross to provide their services).

Nature of Call (NOC)

Select **Offering help – services, volunteer, donations**

NOC Determination

N/A

Assistance Type

N/A

Assistance Request Status

N/A

Resources to Offer & Script Adjustment

Provide these resources to the caller:

- Tell the caller: *"We have a supplier portal where prospective suppliers can submit their company information. The Red Cross will reach out to approved suppliers as the need arises."*
- redcross.org/supplierpartnership
- supplymanagement@redcross.org

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided.

Agent Action

N/A

Non-Disaster Request

Call Description

A Caller needs help with things like rent, utilities, transportation, or landlord issues. These calls are for problems **not caused by a disaster**. **Examples of Issues Callers Might Have** Bed bugs, bug infestation, burst pipes, carbon monoxide, gas leak, food, shelter, utilities, rent, or landlord problems, mold, sewage backup, vehicle repair and/or fires in non-living spaces (like garages, cars, or second homes).

Nature of Call (NOC)

Select **Request help-landlord, rent, utilities, transport, referral**

NOC Determination

N/A

Assistance Type

Select Financial Assistance, Short-term Sheltering

Assistance Request Status

Select Information Provided - Closed

Resources to Offer & Script Adjustment

Provide these resources to the caller:

- 211 (or 311)
- resources.redcross.org

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided.

Agent Action

N/A

Pets in Shelter

Call Description

A Caller wants information about bringing household pets to Red Cross shelters. This includes cats, dogs, hamsters, guinea pigs, caged birds, rats, fish, and non-venomous reptiles like lizards. Service dogs are always welcome.

Nature of Call (NOC)

Select **Request help-landlord, rent, utilities, transport, referral**

NOC Determination

N/A

Assistance Type

N/A

Assistance Request Status

N/A

Resources to Offer & Script Adjustment

- Tell the caller: “Household pets are welcome at shelters, and owners should bring all items their pets need, like leashes, crates, food, bowls, and any medications.”

Dispatcher Note

Write 2–3 sentences summarizing the call and the information provided.

Agent Action

N/A

Red Cross Volunteer/Worker

Call Description
A Red Cross worker is calling to ask about work assignments, deployments, or entering facilities.
Nature of Call (NOC)
Select **Request help-landlord, rent, utilities, transport, referral**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment

- Tell the worker: "Please contact your supervisor for assignment details. You can also use the Volunteer Connection Mobile App to check your assignments or deployments."

Dispatcher Note
Write 2–3 sentences summarizing the call and the information provided. **Include statement "Supervisor notified."**
Agent Action
Notify your supervisor.

Repeat Caller without an RC Care Case

Call Description
A caller or a First Responder Agency (fire department/police department, Emergency Management, 911 or Emergency Communication Center) is calling to follow up, but there is **no RC Care Case** for this event.
Nature of Call (NOC)
Select **Follow up on event without an RC Care Case**
NOC Determination
N/A
COMPLETE DUPLICATE CHECK
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment

- Say to the caller: *"I have everything I need to send this information to your local Red Cross. It may take up to two hours for a representative to contact you. The call may come from a private or unknown number, so please answer all calls until you hear from the Red Cross. I have escalated this to a supervisor for follow-up."*

Dispatcher Note
Write 2–3 sentences summarizing the call and what new information was provided. **Include statement "Supervisor notified."**
Agent Action
Notify your supervisor that a caller has not been assisted and has called back. Monitor that the call is acknowledged (if not acknowledged, notify your supervisor).

Reporting Past Event

Call Description
A Caller or a First Responder Agency (fire department/police department, Emergency Management, 911 or Emergency communication Center) is calling to report a disaster or event that happened more than 30 days ago. Exception: If a caller was deployed or hospitalized because of a fire, follow the Reporting a New Disaster (Dispatch) instructions.

Nature of Call (NOC)
Select **Reporting a past event-happened more than 30 days ago**

NOC Determination
N/A

Assistance Type
N/A

Assistance Request Status
N/A

Resources to Offer & Script Adjustment
Provide these resources to the caller:

- 211 (or 311)
- resources.redcross.org

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources provided.

Agent Action
N/A

Service Request Cancelation

Call Description
A caller or a First Responder Agency (fire department/police department, Emergency Management, 911 or Emergency communication Center) is requesting to cancel a service request they made earlier.

Nature of Call (NOC)
Select **Follow up on event with no RC Care Case**

NOC Determination
N/A

COMPLETE DUPLICATE CHECK

Assistance Type
N/A

Assistance Request Status
N/A

Resources to Offer & Script Adjustment

- Say to the caller: *"Thank you for your request to cancel services. Can you tell me the reason for canceling? I will make sure the local Red Cross knows. Thank you for calling the Red Cross."*

Dispatcher Note
Write 2–3 sentences summarizing the call. **Include statement "Why service request is being cancelled."**

Agent Action
Monitor that the call is acknowledged (if not acknowledged, notify your supervisor).

Shelter

Call Description
Everyone is welcome at Red Cross shelters. The Red Cross does not discriminate based on nationality, race, religion, class, disability, political views, sexual orientation, or gender identity. People in need can visit shelters even if they don't need a place to sleep. Anyone with a disaster-related need can go to a shelter to get help and be directed to the right resources.
Nature of Call (NOC)
Select **DRO** or **Request Help- Landlord, Rent, Utilities, Transport, or Referral**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Request Help-Landlord, Rent, Utilities, Transport, or Referral**.
Assistance Type
Select Short-term Sheltering
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
Provide these resources to the caller:

- Under the Dispatcher WIKI tab, select ARC Shelters and Resources to check the Open Shelters and Disaster Relief Services map. Provide shelter information to the caller.
- 211 (or 311)
- resources.redcross.org

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources provided. **Include a list of shelters if applicable.**
Agent Action
N/A

Smoke Alarm Installations

Call Description
The Red Cross and its partners can install smoke alarms for callers. Callers may ask how to get these free smoke alarms.
Nature of Call (NOC)
Select **Other Red Cross services**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment
Provide the following resource to the caller:

- redcross.org/sound-the-alarm

Dispatcher Note
Write 2–3 sentences summarizing the call. **Include statement *"Provided the caller the Sound the Alarm website."***
Agent Action
N/A

Training/Certification

Call Description
The Red Cross offers life-saving courses to the public. Callers may have questions about classes like CPR, First Aid, or other training courses.
Nature of Call (NOC)
Select **Other Red Cross services**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment
Provide the following resource to the caller:

- redcross.org/take-a-class
- Transfer the caller using **Quick Connect 1-800-RC, option 3. A cold transfer is acceptable.**

Dispatcher Note
Write 2–3 sentences summarizing the call and the resources provided. **Include statement "Caller was transferred to 1-800-RC, option 3 (if applicable)."**
Agent Action
Transfer the caller.

Volunteer

Call Description
A caller is offering to volunteer.
Nature of Call (NOC)
Select **DRO** or **Offering help – services, volunteer, donations**
NOC Determination
Use the **Enhanced Map** feature to enter and locate the caller's address to determine if it falls within a **National DRO**; if the address is within the area, select **DRO** and choose the appropriate National DRO, and if the address is not within the area, select **Offering help – services, volunteer, donations.**
Assistance Type
Select Offer to Volunteer
Assistance Request Status
Select Information Provided - Closed
Resources to Offer & Script Adjustment
Provide the following resource to the caller:

- redcross.org/volunteer

Dispatcher Note
Write 2–3 sentences summarizing the call and the resource provided.
Agent Action
N/A

Wrong number or Connection Disconnect

Call Description
A caller either called the wrong number, hung up, or the Agent is unable to hear the caller.
Nature of Call (NOC)
Select **Wrong number or hung up**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment
N/A
Dispatcher Note
Write 2–3 sentences summarizing the call. **Include statement "Technology issues/No response to greeting (if applicable)."**
Agent Action
Notify your supervisor of any technology issues (if applicable).

9/11 Volunteer Documentation

Call Description
A Callers wants documentation of the volunteer work they did during the 9/11 recovery efforts.
Nature of Call (NOC)
Select **Other RedCross services**
NOC Determination
N/A
Assistance Type
N/A
Assistance Request Status
N/A
Resources to Offer & Script Adjustment
- Say to 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."*

Dispatcher Note
Document that the call was escalated to **National Dispatch via email** for action. **Include statement "Supervisor notified."**
Agent Action
Notify your supervisor.