

AI EZ Reference Call Handling Guide 2.18.26

Nature of Call - **Canteening**

Call Type

Canteening

Description

A 911 or emergency agency is asking for help to provide food and drinks to first responders at an incident scene.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

N/A

Dispatcher Notes

Write 2–3 sentences to explain who is calling, what they need, and where the help is needed.

Agent Action

Dispatch the call.

Nature of Call - **DRO (Disaster Relief Operation- National)**

Call Type

Clean Up / Muck Out Assistance

Description

If a caller has been affected by a disaster, they may ask for help cleaning their yard or home.

Assistance Type

Financial Assistance

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

For DRO-related calls, share these resources with the caller:

- 1-800-451-1954 or 844-965-1386
- www.crisiscleanup.org

Dispatcher Note

Write 2–3 sentences that explain the disaster, what the caller needs, and which resources were given.

Agent Action

No dispatch is needed. N/A

Nature of Call - **DRO (Disaster Relief Operation- National)**

Call Type

Complaint

Description

Callers may have complaints about the American Red Cross. Let the caller know you are listening and that you care about their concerns.

Assistance Type

Red Cross Complaint

Assistance Request Status

Follow-Up Needed – Open

Resources & Script Adjustment

Tell the caller:

“We will have a local Red Cross representative contact you to find the best way to help. The call may come from a private or unknown number, so please answer all calls until the Red Cross reaches you.”

Dispatcher Note

Write 2–3 sentences that explain the caller’s complaint.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Cooling Center / Evacuation Center / Warming Center

Description

Callers may be calling from an area with very hot or very cold weather, power outages, or an evacuation order. They may need a safe place to stay.

Assistance Type

Sheltering

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Use the WIKI to share shelter information.

Check ARC Shelters and Resources for open shelters.

You may also give these resources:

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

Dispatcher Note

Write 2–3 sentences explaining why the caller needs shelter and what resources were shared. List the shelters given, if any.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Crisis Call

Description

These calls involve serious safety concerns, such as a caller who may be thinking about harming themselves or others, or who is in danger.

Assistance Type

Disaster Mental Health

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

If the caller is very upset or in danger, offer to transfer them to one of these resources:

- **988 Suicide & Crisis Lifeline:** Call or text 988
- **National Domestic Violence Hotline:** 1-800-799-SAFE (7233)
- **211 (or 311)** for local help

Dispatcher Note

Write 2–3 sentences explaining the caller’s situation and which resources were shared.

Agent Action

Notify your supervisor about the call so they are aware. A wellness check may be requested through the local non-emergency office if needed.

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Disability Integration

Description

If a caller says they have a disability, ask if they need any help related to their condition. Focus only on what help they need.

Assistance Type

Disability Integration

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Use the WIKI to share shelter information.

Check ARC Shelters and Resources for open shelters.

You may also give these resources:

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

Dispatcher Note

Write 2–3 sentences explaining what help the caller needs and what resources were given. List shelters if shared. **Do not include any details about the caller’s disability.**

Agent Action

N/A

Nature of Call - **DRO** (Disaster Relief Operation- National)

Call Type

Disaster Health Services

Description

Callers may need health-related help after a disaster. How you respond depends on how serious the need is.

- **Critical need:** If the caller has an emergency and would normally call 9-1-1, ask them to hang up and dial 9-1-1 right away.
- **Urgent need:** If the caller has lost needed medicine or medical equipment and cannot replace it, give shelter information. Tell them to call 9-1-1 if their situation becomes an emergency.
- **Not urgent:** If the need is not urgent, refer the caller to the nearest shelter for help.

Assistance Type

Disaster Health Services

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Use the WIKI to share shelter information.

Check ARC Shelters and Resources for open shelters.

You may also give these resources:

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

For help with eyeglasses, you may suggest:

- Lions Club
- Goodwill
- Centers for Independent Living

Dispatcher Note

Write 2–3 sentences explaining what help the caller asked for and what resources were shared. List shelters if given. **Do not include any medical details about the caller.**

Agent Action

N/A

Nature of Call - **DRO** (Disaster Relief Operation- National)

Call Type

Disaster Spiritual Care

Description

Callers are asking for spiritual or emotional support after a disaster.

Assistance Type

Disaster Spiritual Care

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Use the WIKI to share shelter information.

Check ARC Shelters and Resources for open shelters.

You may also give these resources:

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

Dispatcher Note

Write 2–3 sentences explaining why the caller contacted us and what support or resources were shared. List shelters if provided.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Donation (Bulk)

Description

Callers may want to donate large amounts of items or services to the American Red Cross. These donations often come from businesses or groups and may include things like water, food, clothing, or places to stay.

Assistance Type

Donation

Assistance Request Status

Follow-Up Needed – Open

Resources & Script Adjustment

N/A

Dispatcher Note

Write 2–3 sentences explaining who is calling and what they want to donate. Include the type and amount of the donation, such as pallets of water, pallets of tarps, bulk new clothing, first aid kits, hotel or motel rooms, or housing offers.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Donation – Financial

Description

Callers may want to give money to the American Red Cross. They may have questions about donating online or by mail.

Assistance Type

Donation

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Transfer the caller using **Quick Connect → Donate Money (Option 2)**

OR

Give the website: **redcross.org/donate**

Dispatcher Note

Write 2–3 sentences explaining why the caller contacted us and what help was given. Include the note: *Caller was transferred to the Donation line* (if applicable).

Agent Action

A cold transfer is acceptable.

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Donation – Unsolicited Material

Description

Callers may want to donate items from a local drive or things they have at home. **The Red Cross does not accept clothing of any kind** (socks, shirts, shoes, pants, jackets, hats, undergarments, or sweatshirts).

Assistance Type

Donation

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Say to the caller:

"Since the Red Cross would have to redirect resources to sort, clean, and store donated items, the best way to help disaster victims is with a financial donation. If you like, I can transfer you to our donation center, or I can give you the website to donate."

Depending on the caller's answer:

- Provide the donation website: **redcross.org/donate**
- **OR** Transfer the caller using Quick Connect → Donate Money (Option 2). Say: *I'm placing you in the call queue for the next available agent.*
- **OR** Give 211 (or 311) or **resources@redcross.org**

Dispatcher Note

Write 2–3 sentences explaining the caller's request and what resources were given.

Agent Action

A cold transfer is acceptable.

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Evacuated Callers

Description

Callers who have left their home state because of a disaster may call for help. Chapters have instructions on how to assist them.

Assistance Type

Financial Assistance

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

If the caller is still in the disaster area, do **not** refer them to their local chapter. This can create an endless loop.

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 and what resources were provided. Include:

Caller lives in ___ and has evacuated to [current address].

Agent Action

Notify your supervisor immediately so they can inform the National Dispatch Team.

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

FEMA Assistance

Description

Callers may want financial help from FEMA and call the Red Cross to ask for information.

Assistance Type

Financial Assistance

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Give the caller FEMA's national phone number: **1-800-621-3362**

Provide the website: **www.disasterassistance.gov**

Dispatcher Note

Write 2–3 sentences summarizing why the caller called and what resources were provided.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Financial Assistance (DRO – After a Disaster)

Description

Callers may request financial 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.

Assistance Type

Financial Assistance

Assistance Request Status

Information Provided – Closed

Resources & 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 shared. Include the note: *Completed disaster assistance webform for the caller (if applicable).*

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Government Inquiry

Description

Callers from government offices may want to speak with a local Red Cross volunteer or staff member to learn about Red Cross operations.

Assistance Type

Government

Assistance Request Status

Follow-Up Needed – Open

Resources & Script Adjustment

Tell the caller:

"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.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Media Inquiry

Description

Callers from news outlets may want to speak with a local Red Cross volunteer or staff member to learn about Red Cross operations.

Assistance Type

Media

Assistance Request Status

Follow-Up Needed – Open

Resources & Script Adjustment

Tell the caller:

"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.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Missing Person (International)

Description

A caller in the U.S. is looking for someone who is overseas.

Assistance Type

Looking for Someone (International Missing Person) – Reunification

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

- If the person they are looking for is **not a U.S. citizen**, refer the caller to their local American Red Cross **Restoring Family Links (RFL)** caseworker.
- If the person they are looking for is **a U.S. citizen**, refer the caller to the **U.S. Department of State – Bureau of Consular Affairs, Overseas Citizens Services**:
 - Phone: **1-888-407-4747**
 - Website: <https://travel.state.gov/content/travel/en/internationaltravel/emergencies.html>
- If a U.S. citizen is unsuccessful with the Department of State, they may also contact their **local Red Cross RFL caseworker**. Callers should ask for a **Restoring Family Links caseworker** or the **SAF/IS Regional Director or Manager**.

Dispatcher Note

Write 2–3 sentences summarizing the caller's request and the resources provided. Include:

Caller seeking missing international person – referred to U.S. Department of State Bureau of Consular Affairs.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Missing Person – Domestic

Description

The caller is outside the U.S. or its territories and is looking for a family member in the U.S. affected by a disaster.

Assistance Type

Reunification

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

- Tell the caller they need to contact the **Red Cross or Red Crescent National Society** in the country where they are located.
- 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: <https://familylinks.icrc.org/>

Dispatcher Note

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

Caller is outside of the U.S. and is looking for a family member in the U.S. affected by a disaster.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Missing Person – Minor (17 and under)

Description

The caller is reporting a missing minor who may have been affected by a disaster. **Do not add the minor's name or age to the call record.**

Assistance Type

Reunification

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

- Complete the **DRO-specific Reunification Request form** and share the link with the caller.
- Refer the caller to the **National Center for Missing & Exploited Children (NCMEC)**:
 - Website: missingkids.org
 - Phone: **1-800-THE-LOST (800-873-5678)**
- Advise the caller to **contact their local law enforcement agency**.

Dispatcher Note

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

Caller seeking minor person – referred to NCMEC.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Missing Person – Disaster Related

Description

The caller is looking for information about a missing person after a disaster. **Note:** Add one Reunification Assistance type for each missing family member. You can add more family members by clicking the Assistance Type again.

Assistance Type

Reunification

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

- Complete the **DRO-specific Reunification Request form** if applicable or redcross.org/get-help and share the link with the caller.
- You may also give:
 - **211 (or 311)**
 - **resources.redcross.org**

Dispatcher Note

Write 2–3 sentences summarizing the caller’s request and the resources provided.

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Offering to Volunteer

Description

The caller wants to volunteer to help during disasters.

Assistance Type

Volunteer

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

Tell the caller to visit **redcross.org/volunteer** to complete the volunteer application.

Dispatcher Note

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

Agent Action

N/A

Nature of Call - DRO (Disaster Relief Operation- National)

Call Type

Sheltering – DRO (Disaster Relief Operations)

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.

Assistance Type

Short-term Sheltering

Assistance Request Status

Information Provided – Closed

Resources & Script Adjustment

- Use the **WIKI** to provide shelter information.
- Check **ARC Shelters and Resources** for open shelters.
- Other resources:
 - **211 (or 311)**
 - **resources.redcross.org**

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided. List shelters if applicable.

Agent Action

N/A

Nature of Call - Follow up on event with no RC Care Case

Call Type

Follow-Up on Event with No RC Care Case

Description

A caller or 911/Emergency Agency is calling to follow up, but there is **no Red Cross Care Case** for this event.

Assistance Type

Follow-Up Call Without an RC Care Case (DO NOT USE FOR DRO)

Assistance Request Status

N/A

Resources & Script Adjustment

When a caller contacts 800-REDCROSS with new information on a previous call:

1. Ask if they have received Red Cross assistance.
 - If **no**, this is a "Follow-Up on Event with No RC Care Case."
 - If **yes**, transfer them to an RC Care Agent.
2. 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 information was provided.

Agent Action

Notify your supervisor that a caller has not been assisted and has called back.

Nature of Call - Follow up on event with no RC Care Case

Call Type

Agency or Caller Cancels Service Request

Description

An agency or caller is calling 800-RED-CROSS to cancel a service request they made earlier.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & 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

Document the reason the caller gave for canceling on **both call records**.

Agent Action

Create a new call record for the cancellation.

Nature of Call - Offering help – services, volunteer, donations

Call Type

Offering Help – Services, Volunteer, Donations

Description

The caller, 911, or an emergency agency wants to help by offering services, volunteering, or making donations for disasters or events.

Assistance Type

Donation – Financial

Assistance Request Status

N/A

Resources & Script Adjustment

- Provide the 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."
- A cold transfer is acceptable.

Dispatcher Note

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

Caller was transferred to Donation Line (if applicable).

Agent Action

N/A

Nature of Call - Offering help – services, volunteer, donations

Call Type

Donation – Unsolicited Material

Description

Callers 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.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

Say to the caller:

"Since the Red Cross would have to spend resources to sort, clean, and store donated items, the best way to help disaster victims is with a financial donation. If you like, I can transfer you to our donation center, or I can give you the donation website."

Depending on the caller's choice:

Provide website: redcross.org/donate

OR transfer the caller using **quick connect Donate Money, option 2**, and tell them:

"I am going to place you in the call queue for the next available agent."

OR provide **211 (or 311)** and resources@redcross.org

Dispatcher Note

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

Caller was transferred to Donation Line (if applicable).

Agent Action

A cold transfer is acceptable.

Nature of Call - Offering help – services, volunteer, donations

Call Type

New Supplier Request

Description

Callers may want to know if their organization is a supplier for the Red Cross. If not, they can register to become a supplier.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- 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."
- Provide website: redcross.supplierone.co/#
- Or provide email: supplymanagement@redcross.org

Dispatcher Note

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

Agent Action

N/A

Nature of Call - Offering help – services, volunteer, donations

Call Type

Offering to Volunteer

Description

The caller wants to volunteer to help during disasters.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- Tell the caller to visit Redcross.org/volunteer to fill out the volunteer application.

Dispatcher Note

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

Agent Action

N/A

Nature of Call – Other Red Cross services

Call Type

Donation – Blood

Description

The caller wants information about donating blood.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & 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:

Provide website: **redcrossblood.org**

OR transfer the caller using **quick connect 1-800-RED-CROSS, 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 resources provided. Include:

Call was transferred to 1-800-RED-CROSS, option 1 (if applicable).

Agent Action

Cold transfer the caller using Quick Connect 1-800-RED-CROSS, option 1.

Nature of Call – Other Red Cross services

Call Type

Military Needs – Hero Care Network (HCN)

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.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

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

Dispatcher Note

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

Call was transferred to the Hero Care Network (if applicable).

Agent Action

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

Nature of Call – Other Red Cross services

Call Type

Smoke Alarm Installations

Description

The Red Cross and its partners can install a limited number of free smoke alarms for people who cannot afford them or cannot install them on their own. Callers may ask how to get these free smoke alarms.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- Provide the website: **redcross.org/sound-the-alarm**

Dispatcher Note

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

Provided the caller the Sound the Alarm website.

Agent Action

N/A

Nature of Call – Other Red Cross services

Call Type

Training / Preparedness Certification

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.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- Provide the website: [redcross.org/take-a-class](https://www.redcross.org/take-a-class)
- OR transfer the caller using **Quick Connect 1-800-RED-CROSS, option 3**

Dispatcher Note

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

Caller was transferred to the Training line (if applicable).

Agent Action

Transfer the caller using Quick Connect 1-800-RED-CROSS, option 3

Nature of Call – Other Red Cross services

Call Type

9/11 Volunteer Documentation

Description

Callers may want documentation of the volunteer work they did during the 9/11 recovery efforts.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & 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.

Agent Action

Notify your supervisor about the call.

Nature of Call - Reporting a new disaster event-client needs help

Call Type

Reporting a New Disaster Event – Client Needs Help

Description

Callers or 911/Emergency Agencies call to report a new disaster event and ask for help.

Assistance Type

Greater New York Vacate/Eviction

Assistance Request Status

N/A

Resources & 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."
- If the address is **outside Greater New York**, follow the Non-DRO instructions for callers seeking help without being affected by a disaster.

Dispatcher Note

Write 2–3 sentences summarizing the call.

Agent Action

Dispatch the call.

Nature of Call - Reporting a new disaster event-client needs help

Call Type

Reporting a New Disaster Event – Client Needs Help

Description

Callers, 911, or Emergency Agencies call to report 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.

Assistance Type

Special living situations: homeless encampment, recreational vehicle (RV), tent, car, or business where the caller lives.

Assistance Request Status

N/A

Resources & 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."
- If an agency calls to cancel a service request, follow the instructions for **"Follow Up on Event with no RC Care Case."**

Dispatcher Note

Write 2–3 sentences summarizing the call.

Agent Action

Dispatch the call.

Nature of Call - Reporting a past event-happened more than 30 days ago

Call Type

Reporting a Past Event – Happened More Than 30 Days Ago

Description

Callers, 911, or Emergency Agencies call to report a disaster or event that happened more than 30 days ago.

Assistance Type

Reporting a Past Event (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.

Assistance Request Status

N/A

Resources & Script Adjustment

Provide the following resources:

211 (or 311)

resources.redcross.org

Dispatcher Note

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

Agent Action

N/A

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Request Help – Landlord, Rent, Utilities, Transport, Referral

Description

Callers, 911, or Emergency Agencies call to ask for help with things not directly provided by the Red Cross, like landlord support, rent, utilities, transportation, or referrals to other services.

Assistance Type

Bridge – Financial Assistance

Note: If the caller experienced a natural disaster and has a case number or invitation number, they may be eligible for bridge assistance.

Assistance Request Status

N/A

Resources & Script Adjustment

N/A

Dispatcher Note

Include the statement: *The caller was warm transferred to an RC Care agent.*

Agent Action

Transfer the caller to an RC Care agent using **Quick Connect**.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Border Crossing Information – Public Inquiry

Description

Callers ask for information about people crossing the border. The Red Cross works with partners and organizations that help migrants who are moved by bus or other ways. The type of help they need can be different each time.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

Provide resources:

211 (or 311)

resources.redcross.org

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources you gave.

Agent Action

N/A

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Clean-Up / Muck Out Assistance (Non-DRO)

Description

Callers ask for help cleaning or fixing damage caused by a disaster in their home or yard.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- Provide resources:
 - **211 (or 311)**
 - **resources.redcross.org**

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources you gave.

Agent Action

N/A

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Complaint (Not Related to a DRO Disaster Event)

Description

Callers may have complaints or concerns about the American Red Cross. Let the caller know you understand and care about what they are saying.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & 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.”

Dispatcher Note

Write 2–3 sentences summarizing the call and what was said.

Agent Action

Notify your supervisor about the call.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Cooling Center / Evacuation Center / Warming Center

Description

Callers 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.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- Use **WIKI** to provide shelter information.
- Check **ARC Shelters and Resources** for open shelters.
- Other resources: **211 (or 311)**, **resources.redcross.org**

Dispatcher Note

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

Include a list of shelters if applicable.

Agent Action

N/A

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Crisis Call (Mental Health, Domestic Violence) – Not Related to a Disaster

Description

Callers may be feeling very upset, unsafe, or in danger. This includes callers who are thinking about suicide, hurting themselves or others, or are in an unsafe domestic situation.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- If the caller is in serious emotional distress, offer to transfer them to the **Disaster Distress Helpline**.
- Provide resources if needed:
 - **988 Suicide & Crisis Lifeline** – 988
 - **National Domestic Violence Hotline** – 1-800-799-SAFE (7233)
 - **211 (or 311)**

Dispatcher Note

Write 2–3 sentences summarizing the call and the resources provided. Include the statement: *Transferred the caller to the Distress Helpline (if applicable)*.

Agent Action

Notify your supervisor so a wellness check can be requested through the local non-emergency office.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Disaster Health Services (Not Related to a Disaster)

Description

Callers may need help with health-related items, like medications, medical equipment, or eyeglasses.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- If the situation is **critical** (caller needs immediate help), tell them to **hang up and call 9-1-1**.
- If the situation is **urgent** (e.g., lost medication or medical equipment), provide shelter information and remind them that if it becomes critical, they should **call 9-1-1**.
- If the situation is **not urgent**, refer them to the nearest shelter for help.
- For eyeglasses, suggest: **Lions' Club, Goodwill, or Centers for Independent Living**.
- General resources: **211 (or 311)** and **resources.redcross.org**.

Dispatcher Note

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

Agent Action

- Do **not** include any medical details about the caller.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Disaster Spiritual Care (Not Related to a Disaster)

Description

Callers may be asking for spiritual care or emotional support.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & Script Adjustment

- Provide general resources: **211 (or 311)** and **resources.redcross.org**.

Dispatcher Note

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

Agent Action

- Provide the resources.
- No additional follow-up is needed unless instructed.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Request Help – Landlord, Rent, Utilities, Transport, Referral

Description

Callers may need help with things like rent, utilities, transportation, or landlord issues. These calls are for problems **not caused by a disaster**.

Assistance Type

Financial Assistance (Non-Disaster)

Assistance Request Status

N/A

Resources & Script Adjustment

- Provide general resources: **211 (or 311)** and **resources.redcross.org**.

Dispatcher Note

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

Agent Action

- Give the caller the resources listed above.
- No follow-up is needed unless told otherwise.

Examples of Issues Callers Might Have

- Bed bugs, burst pipes, carbon monoxide, gas leak
- Food, shelter, utilities, rent, or landlord problems
- Mold, sewage backup, vehicle repair
- Fires in non-living spaces (like garages, cars, or second homes)

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Government Inquiry (not related to a disaster)

Description

Callers from government offices may want to talk to a local Red Cross volunteer or staff member about Red Cross work.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & 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.”

Dispatcher Note

Write 2–3 sentences summarizing the call and the information you gave.

Agent Action

Notify your supervisor so they can send an email to National Dispatch.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Media Inquiry

Description

Callers from TV, radio, or newspapers may want to talk to a local Red Cross volunteer or staff member about Red Cross work.

Assistance Type

N/A

Assistance Request Status

N/A

Resources & 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.”

Dispatcher Note

Write 2–3 sentences summarizing the call and the information you gave.

Agent Action

- Notify your supervisor so they can send an email to National Dispatch.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Request Help – Landlord, Rent, Utilities, Transport, Referral

Description

The caller is asking for help with things that the Red Cross does not usually handle, like landlord problems, rent, utilities, or transportation.

Assistance Type

Missing Person (Non-Disaster Related) – Adult (18+)

Assistance Request Status

N/A

Resources & Script Adjustment

- Tell the caller:

“For a missing adult who is not part of a disaster, you should file a report with your local police or law enforcement.”

- You can also give: 211 or 311 and [resources.redcross.org](https://www.redcross.org)

Dispatcher Note

- Write 2–3 sentences summarizing the call and the resources shared.
- Include: “Caller seeking adult person – referred to local law enforcement and [resources.redcross.org](https://www.redcross.org)”
- Do **not** include any personal or medical information about the missing person.

Agent Action

- Provide the referral information.

No further action is needed.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Missing Person – International

Description

The caller is looking for someone who is outside the U.S.

Assistance Type

Looking for Someone (International Missing Person)

Assistance Request Status

N/A

Resources & Script Adjustment

- Tell the caller:

“For a missing person outside the U.S., please contact the U.S. Department of State Bureau of Consular Affairs.”

- Phone: 1-888-407-4747
- Website: <https://travel.state.gov/content/travel/en/internationaltravel/emergencies.html>

Dispatcher Note

- Write 2–3 sentences summarizing the call and the resources provided.
- Include: “Caller seeking missing international person – referred to U.S. Department of State Bureau of Consular Affairs.”

Agent Action

- Provide the phone number and website.

No further action is needed.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Missing Person – Minor (17 and under)

Description

The caller is reporting a missing child or teen who is not related to a disaster.

Important Note

If the caller gives the minor’s name or age, **do NOT add it to the call record.**

Assistance Type

Looking for Someone – Minor

Assistance Request Status

N/A

Resources & Script Adjustment

- Tell the caller:

“For a missing child or teen, please contact the National Center for Missing & Exploited Children (NCMEC).”

- Website: missingkids.org
- Phone: 1-800-THE-LOST (1-800-873-5678)
- They should also contact their **local law enforcement agency**.

Dispatcher Note

- Write 2–3 sentences summarizing the call and the resources given.
- Include: “Caller seeking minor person – referred to NCMEC.”

Agent Action

- Give the website and phone number for NCMEC.
- Advise the caller to contact local police.
- No further action is needed.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Request Help – Pets in Shelter

Description

The 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.

Assistance Type

Pets in Shelter

Assistance Request Status

N/A

Resources & 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.”

- Use the **ARC Shelters and Resources Map (WIKI)** to find open shelters.
- Callers can also check: 211 (or 311) or email: resources@redcross.org

Dispatcher Note

- Write 2–3 sentences summarizing the call and the information given.
- Include: “Shelter information provided from the ARC Shelters and Resources Map (list the shelter(s) if applicable).”

Agent Action

- Give shelter information and pet guidelines.
- Provide WIKI, 211/311, or email resources if needed.
- No further action is needed.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Red Cross Worker

Description

A Red Cross worker is calling to ask about work assignments, deployments, or entering facilities.

Assistance Type

Worker Information

Assistance Request Status

N/A

Resources & 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 resources shared.

Agent Action

- Give instructions to contact their supervisor and use the app.
- Notify your supervisor so National Dispatch can be informed.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Missing Person – Disaster Related

Description

The caller is looking for information about a family member missing after a disaster.

Assistance Type

Reunification

Assistance Request Status

Closed

Resources & Script Adjustment

- Tell the caller:

“For Reunification requests, please go to [Redcross.org/find](https://redcross.org/find) and fill out the form. If you need help, I can fill it out for you.”

Dispatcher Note

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

Agent Action

- Complete the Reunification Assistance Request form if the caller can’t.
- Dispatch the call to the local Red Cross.

Nature of Call - Request help-landlord, rent, utilities, transport, referral

Call Type

Request Help – Sheltering

Description

The caller is asking about Red Cross shelters. Everyone is welcome at Red Cross shelters. People do not have to pay and the Red Cross helps anyone in need, even if they just need resources and not a place to sleep.

Assistance Type

Sheltering

Assistance Request Status

N/A

Resources & Script Adjustment

- Use WIKI to find shelter information.
- Check ARC Shelters and Resources for open shelters.
- You can also give: 211 (or 311) or resources.redcross.org

Dispatcher Note

- Write 2–3 sentences summarizing the call and the resources given.
- List the shelters if applicable.

Agent Action

- Provide shelter information to the caller.
- Include the shelters in the dispatcher note.

Nature of Call - Requesting follow up on existing case

Call Type

Requesting Follow-Up on Existing Case

Description

The caller, 911, or another emergency agency wants an update or help with a case that already exists with the Red Cross (RC Care Case).

Assistance Type

Follow-Up on RC Care Case

Assistance Request Status

N/A

Resources & Script Adjustment

- If the caller already got help for a fire or disaster, they may ask for more support, like financial help, health services, mental health, spiritual care, or disability services.
- If the call is about payments (like EFT or CAC issues), transfer to an RC Care Agent.

Dispatcher Note

- Write 2–3 sentences summarizing the call and the resources provided.
- Include: “Caller transferred to an RC Care Agent.”

Agent Action

- Warm transfer the caller to an RC Care Agent using Quick Connect RC Care Agent.

Nature of Call - Wrong number or hung up

Call Type

Wrong Number or Hung Up

Description

The caller either called the wrong number, hung up, or unable to hear caller.

Assistance Type

Wrong Number / Dropped Call

Assistance Request Status

N/A

Resources & Script Adjustment

- Sometimes calls drop because of technology problems, ghost calls, or dead air.

Dispatcher Note

- Write 2–3 sentences summarizing the call.

Agent Action

- Notify your supervisor if you had any technology issues.