

*Memorandum of Understanding*

*between*

*The American National Red Cross*

*and*

*The Disaster Operations Volunteer Escapees (DOVE)*

**DRAFT**



**American Red Cross**

## **I. Purpose**

The purpose of the Memorandum of Understanding (MOU) is to document the relationship between the American National Red Cross (the “Red Cross”) and the Disaster Operations Volunteer Escapees (DOVE). This MOU provides a broad framework for cooperation between the two organizations in providing emergency preparedness and response services.

## **II. Independence of Operations**

Each party to this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and financing its own activities.

## **III. Organization Descriptions**

The American Red Cross, founded in 1881, is dedicated to helping people in need throughout the United States and, in association with other Red Cross networks, throughout the world. Through its mission, the Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The Red Cross provides services to those in need regardless of citizenship, race, religion, age, sex, national origin, disability, sexual orientation, veteran status or political affiliation.

The Disaster Operations Volunteer Escapees (DOVE) is a special interest group, known as a certified Birds of a Feather (BOF) group, of the national Escapees RV (Recreational Vehicle) Club, founded in 1978 and incorporated in 1985 as a Texas corporation. The Escapees RV Club, with an active membership of 105,000, includes 51 chapters, 41 special interest groups and 19 RV parks located throughout the United States, Canada and Mexico. The membership of DOVE consists of RV enthusiasts, many of whom are living full time in RVs and so have no singular fixed residence. The DOVE is thus not organized by geographical regions.

The DOVE was formed by Escapees RV Club members previously involved with Red Cross disaster relief efforts. Escapees RV Club members offer a group of responsible adults with specific unique advantages for disaster relief efforts. The mission of the DOVE is to:

- Recruit Escapee RV Club members for Red Cross Disaster Services.
- Assist DOVE members in obtaining training as Red Cross disaster operations volunteers.
- Provide DOVE members with timely information about Red Cross disaster relief operations.
- Provide volunteer assistance to the Red Cross whenever and wherever practical.

Additional DOVE information can be found in *Appendix D: Additional DOVE Information*.

## **IV. Methods of Cooperation**

The Red Cross and the DOVEs desire to expand their mutually-beneficial relationship to

enhance community disaster preparedness and coordinate disaster planning and response activities as follows:

**1. Communication between Organizations**

Representatives of the DOVEs and the Red Cross will maintain open communication. Both parties will encourage their respective chapters and members to maintain open communication at the state and local levels. Each party will share current data regarding disasters (except for client information which may be confidential or privileged, unless disclosure has been expressly authorized by the client), disaster situational and operational reports, changes in policy or personnel relating to this MOU, and any additional information pertinent to disaster preparedness, response and recovery, see *Attachment A: Organization Contact Information and Attachment E – Peer to Peer Network*.

**2. Engagement at the Local Level**

One component of the mission of the DOVEs is to support Red Cross Disaster Cycle Services by recruiting and training new DOVEs to serve as Red Cross disaster responders and to assist Red Cross chapters locally.

- DOVEs will affiliate and engage with Red Cross chapters through Volunteer Connection. More information on affiliation can be found in *Attachment C – Volunteer Participation and Disaster Activation Requirements*.

**3. Supporting Disaster Preparedness and Response**

DOVE members and Red Cross chapters may collaborate on the following activities:

- a. DOVE members as Red Cross volunteers provide disaster relief activities, see *Attachment C – Volunteer Participation and Disaster Activation Requirements*.
- b. Engage in pre-disaster planning.
- c. Participate in joint disaster exercises and drills.
- d. DOVE members as disaster instructors can provide disaster training to new DOVEs and chapter volunteers.

**4. Supporting Community Blood Drives**

- a. The Red Cross and the DOVEs will identify opportunities in their local communities to organize successful blood drives.
- b. DOVE members can reach out individually to 1-800-GIVE-LIFE to schedule a blood donation or go to [www.redcrossblood.org](http://www.redcrossblood.org) to find donation opportunities, schedule an appointment, and get information about giving blood.

**5. Non-disaster Activities**

DOVE members are encouraged to become involved in Red Cross non-disaster activities such as engaging in Health & Safety training and Youth programs or Services to the Armed Forces.

- 6. Other cooperative actions:** The Red Cross and the DOVEs will actively seek to identify other areas within their respective organizations where cooperation and support will be mutually beneficial.

**V. General**

- a. Both parties agree not to use or display any trademarks of the other without first receiving the express written permission to do so. If either party desires to use the intellectual property of the other, the “requesting party” should submit the proposed promotional/marketing materials, press releases, website displays or otherwise proposed use of the trademarks to the “owning party” for review in advance of dissemination or publication.
- b. Both parties will keep the public informed of their cooperative efforts.
- c. Both parties will widely distribute this MOU within the respective departments and administrative offices of each organization and urge full cooperation.
- d. Both parties will allocate responsibility for any shared expenses in writing in advance of any commitment.
- e. The DOVEs agrees to adhere to *Attachment B - the Principles of Conduct for the International Red Cross and Red Crescent Movement and NGO's in Disaster Response Programs* as it applies to disaster-caused situations in the USA.

**VI. Periodic Review and Analysis**

Representatives of the Red Cross and the DOVEs will jointly evaluate their progress in implementing this MOU every two years and revise and develop new plans or goals as appropriate.

**VII. Term and Termination**

This MOU is effective as of the date of the last signature below and expires five years from the signature date. The participants may extend this MOU for additional periods not exceeding five years each time, and if so should confirm this in writing. This MOU may be terminated at any time upon written notice from either participant to the other.

**VIII. Miscellaneous**

Neither party to this MOU has the authority to act on behalf of the other party or bind the other party to any obligation. This MOU is not intended to be enforceable in any court of law or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

**IX. Signatures**

<b>American National Red Cross</b>		<b>Disaster Operations Volunteers Escapees</b>	
<b>By:</b>	_____	<b>By:</b>	_____
	Signature		Signature
<b>Name:</b>	Richard Reed	<b>Name:</b>	Mahlon Stacy
	_____		_____
	Print Name		Print Name
<b>Title:</b>	Senior Vice President, Disaster Cycle Services	<b>Title:</b>	President
	_____		_____
	Print Title		Print Title
<b>Date:</b>	_____	<b>Date:</b>	_____

## ATTACHMENT A – Organization Contact Information

### Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

**NOTE:** When any attachment is updated, the revised attachment is inserted in the MOU. The MOU *does not* need to be signed again.

### Relationship Manager\*

American National Red Cross		DOVEs	
<b>Contact</b>	Mary DeWitt-Dia	<b>Contact</b>	Mahlon Stacy
<b>Title</b>	Senior Associate, Community Mobilization and Partnerships	<b>Title</b>	President
<b>Office phone</b>	202-303-7501	<b>Office phone</b>	
<b>Mobile</b>	202-412-4401	<b>Mobile</b>	605-310-7886
<b>e-mail</b>	<a href="mailto:Mary.dewitt-dia@redcross.org">Mary.dewitt-dia@redcross.org</a>	<b>e-mail</b>	<a href="mailto:president@dovebof.org">president@dovebof.org</a>

\*The Relationship Manager is the person that works with the partner organization in developing and executing the MOU.

### Organization Information

American Red Cross		DOVEs	
<b>Department</b>	Community Mobilization and Partnerships	<b>Department</b>	Disaster Operation Volunteer Escapees
<b>Address</b>	2025 E Street, NW Washington, DC 20006	<b>Address</b>	256 Rainbow Drive #15638 Livingston, TX 77399-2056
<b>e-mail</b>	<a href="mailto:ngopartners@redcross.org">ngopartners@redcross.org</a>	<b>e-mail</b>	<a href="mailto:president@dovebof.org">president@dovebof.org</a>
<b>Website</b>	<a href="http://www.redcross.org/">http://www.redcross.org/</a>	<b>Website</b>	<a href="http://www.dovebof.org">www.dovebof.org</a>

**ATTACHMENT B**

**Principles of Conduct for  
The International Red Cross and Red Crescent Movement and  
NGOs in Disaster Response Programs**

**Principle Commitments:**

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

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More information about the code of conduct can be found at <http://www.ifrc.org/en/publications-and-reports/code-of-conduct>

**The Code Register**

The International Federation keeps a public record of all the humanitarian organizations that become [signatories of the code](#). The contact details of each organization are verified.

Humanitarian organizations wishing to become a signatory to the code should download and complete the [registration form](#).

## ATTACHMENT C – Volunteer Participation and Disaster Activation Requirements

### A. DOVE Affiliation

1. Requirements and processes laid out in the Memorandum of Understanding (MOU) apply to DOVE members; defined as current members in good standing of the Escapees RV Club and the DOVES BOF.

### B. Red Cross Primary Chapter Affiliation

1. DOVE members who wish to participate in Red Cross activities are required to independently register as Red Cross volunteers at their local chapter.
2. As numerous DOVE members are full time RVers, and as such have no fixed singular residence, DOVE members shall be free to associate with any Red Cross chapter that will endorse them and with whom they can participate on a regular basis in accordance with Red Cross written policies.
  - For the purposes of this partnership, the chapter that endorses a DOVE as a volunteer will be designated the DOVEs “*primary chapter*” within Volunteer Connection.
3. For DOVE members, there shall be no domicile requirement except that their mailing address, phone number, e-mail address and declared state of residence must be on file. The declared state of residence is the state and zip code listed on the DOVEs driver’s license.

**NOTE:** The DOVEs domicile on file may not be the same as their affiliated chapter.

4. Upon successful completion of training and required documentation, DOVE volunteers are Red Cross volunteers and are entitled to all the responsibilities and privileges of Red Cross volunteers in accordance with all Red Cross standards and regulations including being in good standing with their affiliated chapter(s).
5. The DOVE will be provided with identifying apparel and badges to wear in Red Cross activities as required.

### C. Red Cross Other Chapter Engagement

1. A DOVE may offer to volunteer at other chapters during their travels. The acceptance of the offer is at the sole discretion of the chapter’s management (Volunteer Services and/or Disaster Services) and will be based on the chapter’s needs, and the DOVEs skills, competency and availability. In making the offer, the DOVE should provide to the visiting chapter’s management all of their pertinent experience, history and availability as required.
2. To allow for adequate planning, it is recommended that the DOVE volunteer submit his/her offer at least 2 weeks in advance of their availability to the chapter.
  - a. The volunteer should notify his/her primary chapter of all volunteer requests and acceptances.
  - b. If the volunteer’s offer cannot be accepted, the chapter’s management will notify the



- DOVE volunteer at the earliest possible date after a decision is made.
3. Another option for a DOVE is they may choose to affiliate with another chapter through Volunteer Connection called a “*secondary chapter*”. This will provide the DOVE access to that chapter's opportunities and communications and in turn, the chapter staff and volunteers will have access to the DOVEs information.

#### **D. Deployment to Disaster Relief Operations**

##### **1. Approval to deploy when the DOVEs primary chapter is within the deployment proximity range**

- a. In order to be eligible to deploy during a local or national disaster, DOVE volunteers must be affiliated with their primary chapter, have current Group/Activity/Position (G/A/P) designations, and have their *dates of availability updated in Volunteer Connection*. The deployment opportunity for which they wish to participate must fall within the range of their stated dates of availability.
- b. DOVE volunteers will be notified by their primary chapter about local and national deployment opportunities.
  - i. The notification will include a list of open requests categorized by Group/Activity/Position (“G/A/P”) and Disaster Relief Operation (DRO).
  - ii. The deployment opportunity is dependent upon the primary chapter’s proximity to the disaster as set in Volunteer Connection by the Volunteer Mobilization and Support Unit.
  - iii. The deployment opportunity is dependent upon the open request matching a Group/Activity/Position currently held by the DOVE volunteer.

##### **2. Non-proximity deployment criteria**

- a. There may be instances when a DOVE volunteer is traveling and find themselves near a disaster that is outside of their primary chapter’s proximity range.
- b. In these cases and if the DOVE is available to respond, the volunteer can e-mail the DOVE Deployment Coordinator or designee with the following information:
  - Name
  - Current physical location (City, State, Zip Code) and distance to the disaster
  - Volunteer Connection member number
  - Requested deployment G/A/P which must be in the volunteers profile and match the G/A/Ps requested by the DRO.
  - Name of primary chapter
  - Willingness to be deployed in RV or not in RV
  - Confirmation of acknowledgement of 2 week commitment
- c. The DOVE Deployment Coordinator will email this information to Resource Mobilization and Support (RMS) Associate at [disasterstaffingcenter@redcross.org](mailto:disasterstaffingcenter@redcross.org).

### 3. Approval to travel to disasters

The determination of approved deployment to disasters is based upon several factors, only some of which are listed here.

- a. DOVE volunteers should under no circumstance self-deploy.
- b. The approval of the request to deploy is at the sole discretion of the RMS Associate and will be based on need, skills, competency and availability.
- c. The RMS Associate will notify the following groups whether the deployment has been approved or denied.
  - the DOVE Deployment Coordinator
  - the DOVE volunteer's primary chapter
- d. A key factor in consideration of these approvals to deploy is the length of travel needed to reach the disaster location. Travel may not always be conducive via RV for DOVE volunteers. In cases where travel by RV is not authorized, another mode of transportation for the assignment may be recommended and provided by the Red Cross.
- e. If the approval is granted, the DOVE volunteer will follow Red Cross standard procedures for deployment.
- f. If the approval is *not* granted, the Red Cross *will not* reimburse for any expenses.

### 4. If RV travel is approved

- a. The DOVE volunteer should plan for at least a 2 week deployment and drive their RV to a pre-determined location (RV campground, park or other). The Red Cross DRO management has the responsibility for identifying the location. This responsibility may be delegated to the DOVE volunteer with a requirement for pre-approval.
- b. The location should have the required sustaining utility hook-ups/parking spaces for their RV as it is expected that it will remain parked there for the duration of the disaster relief operation (DRO).
- c. Any change in location must be approved by the DRO Staffing team. This includes moving the RV to another pre-approved location, as well as moving the DOVE to alternate lodging (lodging other than the DOVEs RV).
- d. Once the RV is parked, consistent with DRO protocols, the DOVE volunteer may *not* use their RV for travel related to the operation and will *not* be reimbursed for additional RV travel without prior authorization. The DRO management will provide transportation for the DOVE volunteer while on the approved assignment.

### 5. Mileage reimbursement

- a. When travel is approved by the Red Cross for a DOVE volunteer, driving mileage traveling to and from a Disaster Relief Operation (DRO) shall be calculated as follows:
  - i. The driving distance to and from the volunteer's current location to the DRO at the time of activation.

- ii. The mileage reimbursement shall *not* exceed the equivalent round trip air fare from the volunteer's location identified (in subsection "D.5.a.i" above) to the DRO at the time of activation.
- b. Mileage reimbursement is paid for the primary vehicle regardless of the number of DOVE volunteers or additional vehicles being towed. *For example*, a team of two or more individuals in an RV and towing a car will only receive one mileage reimbursement.
- c. If receipts are provided, a DOVE shall be reimbursed for actual fuel costs, per IRS guidelines. If receipts are not provided, then the reimbursement shall be the standard IRS rate for charitable use of a passenger car (currently 14 cents per mile). In either case, the maximum reimbursement shall be limited by the provision in section D.5.a.ii that reimbursement will not exceed the cost of a round trip plane ticket.
- d. At the time of recruitment and authorization to drive the RV to the DRO.
  - i. The approving Red Cross authority in section 3 above, will notify the DOVE volunteer of the maximum allowable travel expense reimbursement for travel to the disaster relief operation.
  - ii. The approving Red Cross authority will notify the disaster relief operation (Staff Services) of the maximum allowable travel expense reimbursement for the DOVE volunteer.

## 6. Privately Owned Vehicles (POVs)

- a. DOVE members who are trained as Red Cross volunteers for disaster relief efforts and subsequently travel to the disaster relief location in privately owned RVs, are required to comply with Red Cross regulations pertaining to the usage of privately owned vehicles. Red Cross may at its option, request assignments or travel to locations incompatible with the use of RVs and in such cases, normal Red Cross travel procedures will be utilized.
- b. DOVE members shall not use private vehicles to travel from the RV location to their assigned work location once on the disaster relief operation. Mileage reimbursement *will not* be provided for such personal vehicle usage. Red Cross will arrange transportation from the RV parking location to the work site.

## 7. Travel Reimbursement

- a. DOVE members assigned to a disaster relief operation will receive a Mission Card (formerly known as a Disaster Staff Card) either from their primary chapter or from the disaster relief operation. All approved guidelines for staff card usage must be followed.
- b. The DOVE can use Mission Card to pay the campground fees or pay with cash withdrawn from the Mission Card. Campground fees normally include hookups such as water, electric and dump. If the DOVE is dry camping (camping without city utility connections), and these fees are not included in the campground fee, the cost shall be reimbursed by the Red Cross along with the fuel required to run generators. The DOVE can also use personal funds and receive reimbursement with cash

withdrawn from the Mission Card. Original receipts are required.

- c. If the DOVE members work site changes and their lodging needs to be moved closer to the work site, the Red Cross may choose to put them in another lodging accommodation or move their RV to another parking spot. If the Red Cross agrees to move the RV to another location on the DRO, then the Red Cross will reimburse per section D.5.c. If the member chooses to move the vehicle without approval of the Red Cross, then the member will be responsible for the associated expenses.
- d. If the Mission Card does not have enough funds to cover appropriate reimbursable campground and/or mileage reimbursement expenses, a request for additional funds may be completed and submitted according to the directions on the *Mission Card Request for Additional Funds Form*.
- e. Red Cross may, when applicable and possible, endeavor to secure campground RV parking spaces for DOVE member's RVs through an in-kind donation or at reduced cost.

***NOTE:*** *Exceptions to these requirements, and unique situations not specifically stated in these requirements, will be approved by the Assistant Director for Logistics on the DRO.*

## 8. Vehicle Requirements

- a. DOVE members shall maintain auto liability insurance insuring the DOVE members RV (and any other DOVE member vehicle used in connection with this Agreement) and at a minimum meeting the statutory liability insurance requirements of the state in which the DOVE member's RV or other vehicle is registered, and ensure that such insurance is kept current while volunteering for the Red Cross.
- b. No vehicle under this Agreement may be equipped with emergency lights, sirens or other similar devices to indicate it is an official emergency vehicle.
- c. DOVE members RVs parked near a disaster site shall comply with the applicable provision of the Escapees code of camping etiquette including such items as practicing safety precautions, leaving an area cleaner than originally found, parking the RV away from the normal flow of traffic where possible, not using leveling jacks on asphalt without ground pads, and not leaving personal items outside an RV.

## 9. Miscellaneous

- a. Should DOVE members wish to volunteer to help with a disaster relief effort as a Red Cross volunteer without being activated through the Volunteer Connection system, such DOVE members will then be considered a Red Cross Local Volunteer by the local chapter. The DOVE will be assigned to provide Red Cross volunteer services by the local chapter based on the needs of the disaster relief effort.

***NOTE:*** mileage and/or travel reimbursement ***will not*** be provided for members not activated and deployed through the Volunteer Connection system.

- b. The Red Cross does not require the use of private RVs for transportation to and from disaster relief operations. DOVE members who decide to travel to a disaster relief

effort in RVs do so of their own volition and at their sole risk. Accordingly, any damages, destruction or liability resulting from the use of such RV, and any maintenance or repair, are the sole responsibility of the DOVE member and not the Red Cross; and it is understood that the Red Cross shall not be liable, under any circumstance, for any such damages, destruction, liability, maintenance or repair.

## ATTACHMENT D – Additional DOVE Information

The benefits of DOVE participation on disaster relief operations include volunteers that:

- Can participate on disaster assignments because a majority of DOVES are disaster responders.
- Possess a variety of life skills and experiences.
- Hold national RV rallies that are events for volunteer recruitment and training.
- May respond to a disaster with their own transportation.
- May respond to a disaster with their own housing.
- May respond to a disaster and be self sufficient for several days.
- Are traveling throughout the U.S. in their RV's and may be able to rapidly respond to a disaster.
- May have mobile communication equipment such as mobile satellite internet connections or short wave radios.
- Are mature adults accustomed to working and living independently, while functioning within the larger organizational framework of the Escapees RV Club.

The mission of the DOVE is to:

- Recruit Escapee RV Club members for Red Cross Disaster Services.
- Assist DOVE members in obtaining training as Red Cross disaster operations volunteers.
- Provide DOVE members with timely information about Red Cross disaster relief operations.
- Provide volunteer assistance to the Red Cross whenever and wherever practical.

To ensure compliance with this mission, the following specific programs are provided by the DOVE on an ongoing basis:

- At designated times each year during national RV rallies, Red Cross disaster volunteers can be recruited.
- At designated times each year, the DOVEs host training institutes **in collaboration with a Red Cross region** and disaster classes are taught by Red Cross certified disaster instructors.
- The DOVEs maintain a network of member information. The members can be contacted quickly about the need for Red Cross disaster relief workers anywhere in the continental US. Members near that location may then offer to help.
- As DOVE members travel throughout the country, they are encouraged to contact local Red Cross chapters and volunteer their help. Such help is forthcoming in numerous states and on virtually any day of the year.
- As Red Cross volunteers, DOVE members agree to support the principles of the International Red Cross movement and the mission of the American Red Cross.