



DOVES
(Disaster Operations Volunteer Escapes)

User's Guide

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Document Overview

Intended Audience

This document is intended for use by DOVE members and prospective DOVE members. It can be useful as a tutorial for new DOVEs as well as a reference guide for all DOVEs to be referred to at any time questions arise. New DOVEs and prospective DOVEs should start at the beginning; experienced DOVEs should familiarize themselves with the *How to Be an Effective DOVE* and *Assisting with a Disaster Operation* chapters.

Document Links & Cross Reference

The digital version of this document contains links to external files when mentioned throughout. Clicking the link will take you to the document on the web, if available. Most of these documents exist in *The Exchange* but will only be accessible to you if you are logged in to Volunteer Connection (see *Using Volunteer Connection*).

If you are reading a printed version of this document, most external documents can be found by searching for the title on *The Exchange*.

The digital version also contains cross-reference links to other sections of the document when they are mentioned. Clicking (or Ctrl-Clicking, depending your reader) on the reference will take you directly to that section.

Printing

This document is best viewed in digital format due to the ability to use external document and cross-reference links as well as searching. But it may also be printed. Although in places the document takes advantage of color for styling, it may also be used effectively when printed in black and white. It is suggested the printed pages be placed in a three-ring binder to facilitate replacement of affected pages when updates are published.

Updates

Policies and procedures of the American Red Cross change frequently. Every effort will be made to keep this guide in compliance with the current practices and procedures of the Red Cross; however, where there is a conflict, the information published by the Red Cross takes precedence.

Legal

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Information in this document as well as guidelines on which it is based are subject to change without notice. DOVE assumes no legal responsibility for any inaccuracies that may be contained in this guide. Please report errors to president@dovebof.org.

Who are the DOVES?

History

Some of the Red Cross volunteers helping out at the World Trade Center site after 9/11 had come by RV and they met other RV owners who were there not in their RVs. During their discussions they thought it would be nice to have the option of bringing their RV to any disaster, and maybe even to get reimbursed for gas and campground expenses. So, a group started to form and, in 2003, a Memorandum of Understanding (see Appendix A: Memorandum of Understanding) was signed with the American Red Cross that establishes guidelines for getting reimbursed when deploying to a disaster in an RV.

DOVES Defined

Disaster Operations Volunteer Escapees (DOVE) is a group of RV enthusiasts who are interested in volunteering with the American Red Cross.

DOVE is a “birds of a feather” (BOF) special interest group of the Escapees RV Club. DOVE is established as a non-profit organization in the state of Texas and has a Federal Tax ID. Tax filing is provided by Escapees Social Network.

Through a Memorandum of Understanding (MOU) with the American Red Cross, DOVE is an official partner of the American Red Cross.

Note: Red Cross paid staff may also become members of DOVE; however, for simplicity, the word “volunteer” is used throughout this document to refer to individuals associated with the American Red Cross.

Officers and Meetings

DOVEs has a board of directors elected each year by the membership. The executive board consists of the president, vice president, secretary, and treasurer. Additional roles and committees are established by the board and/or president and currently include webmaster, newsletter editor, deployment coordinator, and membership coordinator.

An annual meeting and election of the board of directors is held each year during the Escapees Escapade rally.

How to Become a DOVE

Joining the DOVES

There are two required steps to become a DOVE:

1. Become a member of the Escapees RV Club.
2. Become a member of the DOVES BOF.

Note: Although not required, DOVEs are also expected to become volunteers with the American Red Cross (see “Becoming a Red Cross Volunteer”).

Becoming a member of the Escapees RV Club

To become a member of the Escapees, go to <https://www.escapees.com/> on the web and click the Join link. Or, call 936-327-8873. Membership is currently (as of 2019) \$39.95 per year for U.S. members.

Besides giving you the ability to join the DOVEs, Escapees provides the following benefits with membership:

- Campground discounts (15-50% off at over 800 RV parks)
- Escapees magazine
- Local chapters and rallies
- Special interest groups and online communities
- RVer Job Exchange
- Vendor discounts for insurance, parts, etc.

Escapees also provides additional benefits for additional fees:

- Mail forwarding service
- Roadside assistance
- Health insurance
- HOP (head out program): special group tours

Escapees have a national rally each year that includes several days of instructional seminars, vendor exhibits, and entertainment. DOVEs holds its annual meeting at these rallies.

Becoming a member of the DOVEs BOF

After you have become a member of Escapees, join the DOVEs birds of a feather (BOF) by going to <http://dovebof.org/joinus.cgi> on the web. You will need to enter your Escapees SKP number to begin the process. Dues are \$10 per calendar year and paid online by PayPal. Dues for new members are not prorated but if you join in October through December, your first dues payment includes the following year.

If you have any questions or issues with your membership application or dues payment, contact our treasurer at treasurer@dovebof.org.

Becoming a Red Cross Volunteer

As a DOVE, you are also expected to be a Red Cross volunteer. If you are already a Red Cross volunteer, congratulations, and welcome to the DOVES. If you are not yet a Red Cross volunteer, the process is fairly easy and DOVES can help if you have any questions or snags as you move through the process.

Signing up to be a volunteer

The easiest way to start the process of becoming a Red Cross volunteer is to go to <http://redcross.org> on the web and click the button/link for Volunteering. You will be asked a few things such as name, email address, and your ZIP code. Completion of this form will create an account on the Red Cross' Volunteer Connection site, which is the portal for managing your participation as a volunteer.

Choosing a home chapter

The ZIP code you specify during the application process will initially determine the home chapter to which you're assigned. You will typically use your "sticks and bricks" address or your domicile address on the application. But you may wish to use the ZIP code where you spend most of your time. Note: after you become a volunteer, you can associate with additional chapters (see *Getting Involved While Traveling Frequently*).

Selecting your interests

During the application process at your Red Cross Chapter, you will be asked to choose roles in the Red Cross that interest you. If you wish to assist with disasters, be sure to select positions that indicate that. Your selected interests help route your application to the appropriate personnel in the region to assist you with obtaining the necessary training.

What to expect with the volunteer application process

Each Red Cross region handles volunteer applications separately. The speed of that process can vary depending on the region, their personnel, and current needs and demand for volunteers, but typically you should receive a response from the Red Cross within a few days.

The volunteer application process requires a basic background check that happens automatically and at no cost to you. Some states may require additional, more comprehensive background checks, again at no cost to you, but that may require additional permission from you and may require additional time to process.

Once the application process and background check is completed, you will be contacted by your regional Red Cross Volunteer Services Coordinator who will provide you with some initial orientation and answer any questions you have. If you indicated an interest in helping with disasters, you will also be contacted by the Disaster Program Manager for your associated chapter. The Disaster Program Manager (DPM) will typically set up an appointment with you at the local chapter to give you an orientation to Disaster Cycle Services and discuss the training requirements. If you indicate an interest in deploying to regional or national disasters, you will discuss choosing your specific area(s) of interest, called Group/Activity/Position (GAP, see *Choosing your Group/Activity/Position*). Choosing your GAP may be done with your regional Staff Services Specialist rather than your DPM. If you are traveling away from your home chapter, explain this to the Red Cross personnel and they may be able to conduct the orientation tasks via phone and email.

During orientation or soon after, you will also typically be provided with a Red Cross ID badge and red vest.

Using Volunteer Connection

Volunteer Connection is the web application used to manage your experience as a Red Cross volunteer. It can be accessed at <https://volunteerconnection.redcross.org>. You created an account on Volunteer

Connection as part of the initial application process, and information was added once that process was completed. You will continue to login to Volunteer Connection to view your Red Cross volunteer profile, see updates from your home chapter and region, report your hours, and view your training transcript.

The top right of every page in Volunteer Connection contains two important links:

- [Connect to EDGE](#) takes you to the Red Cross training system where you can access online courses and sign up for instructor-led and virtual classes.
- [Connect to The Exchange](#) takes you to the Red Cross intranet where you can access a wealth of information about the various aspects of the Red Cross.

Associating as a DOVE in Volunteer Connection

To facilitate management and reporting of DOVES members' profile and activity, it is beneficial for DOVES to be identified as such in Volunteer Connection. This is done by linking your profile with the DOVES global group. To make this happen, contact your regional Volunteer Services Coordinator and tell you them are a DOVE and want to be associated with the DOVES global group in Volunteer Connection. Instructions are provided in [Appendix C: DOVES Administration Guide for Regional Volunteer Services Personnel](#), which you may freely distribute to them.

Basic Red Cross Training

Your first training as a Red Cross volunteer is initial orientation. This will typically be in person at your local chapter with either the Volunteer Services Coordinator, Disaster Program Manager, or Staff Services Specialist. See [What to expect with the volunteer application process](#) above for more information.

During orientation, you may be presented with the [Red Cross Volunteer Handbook](#). If not, it is available online in The Exchange. This guide provides a lot of useful information about the background and operation of the Red Cross as well as what to expect as a Red Cross volunteer.

Overview of Red Cross Training


Most Red Cross classes are now available online, to be taken at your convenience. The Red Cross training system is called EDGE and can be accessed from the [Connect to EDGE](#) link at the top right of the page in Volunteer Connection.

As an active Red Cross volunteer, all classes are provided at no cost to you. Online classes typically take about an hour to complete but may vary. Instructor-led classes are typically 4-8 hours in length. Courses may be offered in various formats:

- Web-based Training (WBT): Online training completed in EDGE.
- Instructor-led Training (ILT): In-person training conducted by a Red Cross Disaster instructor. Register for ILTs in EDGE, taking care to check the course location.
- Virtual Instructor-led Training (VILT): Live training conducted by a Red Cross Disaster instructor through a shared online conferencing tool, such as WebEx, Zoom, or Skype for Business, to support learners across multiple locations.
- Simulations (SIM): A formal setting that allows participants to practically apply the concepts learned in their courses via tabletop, practicum, role play, or other activities

As part of your orientation, classes may have been assigned to you. If so, you'll see them by clicking the *My Transcript* button at the top right of the page in EDGE. Your transcript lists classes you've signed up for or have already completed.

Click the *Browse for Training* button on the right side of the page in EDGE to view a list of all available classes. Then click the link for *Disaster Cycle Services* in the subject list to narrow the list down to disaster-related courses. This list can still be quite daunting (as of this writing it lists 270 items), so it can

be helpful to start by browsing curriculums. To list curriculums, click the curriculum button () in the *Type* list on the left side of the page. Curriculums contain courses related to a particular subject area or goal.

Required Courses

Training requirements vary depending on your selected GAP(s) (see GAP-Specific Training). Specific courses required for each GAP are listed in the [Disaster Responder Training Requirements Job Tool](#) on The Exchange. Note that the training requirements increase with each increase in position level (SA, SV, MN, etc.). Generally, you'll find a corresponding curriculum in EDGE for each GAP.

Each Red Cross region may set requirements that all disaster volunteers in the region are expected to take within a certain time after orientation and keep up to date to remain an active volunteer. There are certain basic courses that are required for most GAPs and should be considered strongly recommended for all new disaster volunteers. Make it a point to take these classes as soon as you can after becoming a volunteer (all available as web-based training):

- **Disaster Cycle Services: An Overview.** Provides an overview of how DCS fulfills the Red Cross mission and describes the whole cycle process of helping individuals, families and communities to prepare for, respond to and recover from disasters. The course also reviews the role of community and government partners and describes opportunities for volunteers in Disaster Cycle Services. Course formats: WBT (1 hour), ILT (2 hours).
- **Everyone is Welcome.** Informs the learner about the Red Cross commitment to excellent service delivery to individuals with access and functional needs, including those with disabilities by inclusion and integration of their varied needs before, during and after disasters. Course formats: WBT (45 minutes), ILT (1 hour), VILT (1 hour).
- **Psychological First Aid: Helping Others in Times of Stress.** Provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. The course introduces the principles of psychological first aid and guidelines for when to refer to a Disaster Mental Health worker. Course formats: WBT (90 minutes), ILT (4½ hours), VILT (3 hours).
- **Shelter Fundamentals.** Introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster. Referencing shelter checklists, participants will work on a case study that takes them through four of the six phases of the Sheltering Process: Resourcing, Opening, Operating and Closing. Course formats: WBT (2½ hours), ILT (4 hours).
- **Concept of Operations Basics.** Provides a basic overview of key ideas and practices from the Concept of Operations. Course formats: WBT (30 minutes), ILT (1 hour).
- **Recovery Services: An Overview.** Lays a solid foundation building from the Recovery Framework and Recovery Program Essentials from which Red Cross recovery workers can confidently act,

whether providing recovery services, measuring recovery program effectiveness or informing continuous improvement of client recovery services. Course format: WBT (45 minutes).

Training While Traveling

Web-based courses can be taken through EDGE any time as long as you have decent internet service. Although all basic courses are available as web-based training, some GAPs will require training that is offered only via instructor-led classes. If you change locations frequently, this can present an additional challenge as you try to coordinate your travel with course availability in a particular location.

To locate instructor-led courses offered in a certain location, click the Event button (calendar icon) in the *Type* list on the left side of the page in EDGE. Then type your location in the Location search box. You may need to select a specific results from the dropdown list that appears. Optionally, put dates in the Date Range boxes (or leave them blank to include all courses offered in the future). This will then list courses offered in that location.

Alternatively, you can click on a specific ILT course (either from a search or a curriculum page) and then view sessions offered on its details page. However, you may need to advance the page multiple times to locate an offering in your region.

Understanding Disaster Cycle Services Doctrine

One of the largest challenges for any new Red Cross volunteer is trying to make sense of the seemingly confusing structure and overwhelming amount of information. Rest-assured, there is a method to the madness, but even seasoned volunteers (and even staff) often don't understand it all since it changes frequently.

The good news is that as a volunteer, lots of information is available to you, and given time and patience, you'll have the ability to understand all the little details as well as see the big picture. That information is available on The Exchange. A good starting point is the page [About Disaster Cycle Services](#), which provides links to introductory documents and pages that lead to further details.

For example, the page explains that Disaster Cycle Services consists of the three core processes: prepare, respond, and recover and is supported by five pillar processes:

- Engage Volunteers and Employees
- Information Management and Situational Awareness
- Deploy Material, Workers, and Technology
- Align with Government
- Mobilize the Community

Every function within Disaster Cycle Services relates to one or more of those core and/or pillar processes. Doctrine has been developed for each of the core and pillar processes that defines the guidelines for activities within each process. A "toolkit" has been developed for many of the core and pillar processes as well as subprocesses within them. These toolkits are a great starting point for understanding each process and the activities within it and typically provide links to supporting doctrine, training requirements, forms, and other guidelines. As an example, take a look at the [Sheltering Toolkit](#).

You will see reference to “Job Tools.” Job Tools are packages of tactical doctrine on The Exchange that provide guidelines or tools for performing specific tasks. For example the [Operating a Shelter Job Tool](#) details all the steps for opening, operating, and closing a shelter.

Quite a bit of useful information can be obtained by reading the *Concept of Operations* guide on The Exchange.

Choosing your Group/Activity/Position

Roles on a disaster relief operation are divided into major **groups**:

- Operations Management (OM)
- Mass Care (MC)
- Individual Disaster Care (IDC)
- Recovery (REC)
- Logistics (LOG)
- Information & Planning (IP)
- External Relations (ER)
- Finance (FIN)

Within each group, various **activities** are defined, each corresponding to a set of job tasks. For example, the Mass Care group contains these activities:

- Feeding (FF)
- Sheltering (SH)
- Distribution of Emergency Supplies (DES)
- Reunification (REU)

When you are assigned an activity on a disaster operation, you will also be assigned a position, which generally indicates your level of experience and responsibility:

- Service Associate (SA)
- Supervisor (SV)
- Manager (MN)
- Chief (CH)

Most GAPS are open to any individual provided you are physically able to perform its associated tasks and are willing to obtain the necessary training. However, some GAPS, such as those under Disaster Health Services (DHS) and Disaster Mental Health (DMH), require additional qualifications such as an active professional license in the related field.

You generally must gain experience in a particular activity as an SA on several deployments before being promoted as an SV.

The combination of your group, activity, and position on a DRO defines your Group/Activity/Position (GAP) and is signified using the abbreviations for each part of the GAP, such as MC/FF/SV for Mass Care Feeding Supervisor.

As a new volunteer interested in deploying to disasters, you will need to choose which GAP(s) you are interested in. You can change your mind later; you may find after deploying in one GAP that you'd rather try something different the next time.

You will need to discuss your preferred GAP(s) with your regional Volunteer Engagement Specialist, who will then assign that/those GAP(s) to you in Volunteer Connection. You can view your assigned GAPs in Volunteer Connection by scrolling down to the *Group/Activity/Position* area in the *Qualifications* section of your profile page. If you have been assigned more than one GAP, you can click the Edit button to set the priority of each of your GAPs.

The GAP chart current as of the printing of this manual is included in [Appendix E: American Red Cross Group/Activity/Position Chart](#). Note: This is subject to change; search The Exchange to insure you have the most up-to-date version.

GAP-Specific Training

Once you've been assigned one or more GAPs in Volunteer Connection, you must complete the required training for each GAP in order to be ready for deployment. The training requirements for each GAP are listed in the [Disaster Responder Training Requirements Job Tool](#) on The Exchange.

In addition to the training courses, you should familiarize yourself with the doctrine, toolkits, and job tools associated with your GAP(s) on The Exchange.

Health Status Record

If you have indicated a desire to deploy to a regional or national disaster operation, you will also be required to complete a [Health Status Record](#). The information you provide on the form is used to determine your suitability for deployment in various GAPs and environments. The completed form is sent confidentially to your region's Disaster Health Services Program Lead and kept confidential.

If your health status changes, it is important you provide an updated form to your Disaster Program Manager or DHS Program Lead. Your regional DHS Lead will review your Health Status Record with you prior to each deployment.

Getting Help

Although at first the process of becoming a Red Cross volunteer may seem daunting, most people find it's actually not so tough. And the good news is there's plenty of help available if you find yourself confused or struggling. Here are some options:

- Explore The Exchange. The Red Cross has developed a wealth of information documenting the "hows" and "whys" of what we do in times of disaster and otherwise.
- Contact membership@dovebof.org. The DOVES membership coordinator can help answer many questions about becoming a DOVE and navigating the process of becoming a Red Cross volunteer.
- Contact your local Red Cross Disaster Program Manager or regional Red Cross Volunteer Services Coordinator.

How to Be an Effective DOVE

Once you've become a DOVE and a Red Cross volunteer, you should make an effort to maintain your readiness to assist the Red Cross and participate actively in the DOVE community.

Keep Membership Current

To remain a DOVE, you must:

- Pay the annual dues for the Escapees RV Club and for the DOVE BOF. Dues reminders are sent out by email in the month your membership expires.

Make sure you keep your personal information current with the Red Cross and DOVE. If your mailing address, phone number, or email address changes, update that information in Volunteer Connection and send an email with the updated information to membership@dovebof.org.

Be Prepared to Deploy to a Disaster

- Stay current with Red Cross training. New courses are added frequently and existing courses are updated. The best way to keep apprised of training updates is by browsing the [Disaster Cycle Services Training Hub](#) on The Exchange or by contacting your local Disaster Program Manager or training supervisor.
- Select a GAP(s) and keep your GAP-specific training up-to-date.
- Read the DOVE deployment request emails to seek deployment opportunities.

Participate in the DOVE Community

Part of the value of DOVE is having a community of people who are interested in RVing as well as Red Cross. The strength of our community is determined by the level of participation of our members. Consider the ways you can be active in the DOVEs community:

- Attend Escapades.
- Join the [DOVEs Facebook page](#).
- Join the DOVE group on RVillage, found [here](#).
- Contribute to the newsletter by sending your story or information to the newsletter editor (newsletter@dovebof.org) or any board member.
- Consider participating in a board position, appointed position, or on a committee. Besides executive board positions, possibilities include membership coordinator, deployment coordinator, newsletter editor/staff, and webmaster.

Recording and Tracking Your Volunteer Hours

To demonstrate the impressive amount of effort put forth by its volunteers, the Red Cross attempts to track the hours each volunteer spends performing tasks for the Red Cross. For major Disaster Relief Operations (DROs), this is done automatically for you, assuming you check-in each day on the daily log for your work location.

However, it is your responsibility to track other work you perform for the Red Cross outside of a DRO. This includes work at your local chapter, DAT calls, training (including WBT), and phone calls you have with Red Cross personnel. It also includes any work you perform for the DOVEs including attending meetings & calls or work you do as part of a committee.

Hours are recorded in Volunteer Connection. There is a button for submitting hours on the home page of VC after you log in. Click that button and add an entry each time you perform work for the Red Cross. Put a description of the work you performed in the *Activity Name* field. For *Position*, choose the position for which the work applies (such as *DAT Member* for work done on a DAT call).

To record work you've done for the DOVEs, if you have a DOVE position listed in the Position dropdown, use that. Most regions don't define DOVE positions, so you'll often have to choose a different position. Choose the one most closely related to your DOVE work and write a clear description of the work in the *Activity Name* field.

Remember, your work done on a DRO is automatically entered for you, so don't enter those hours yourself. Those hours are tracked differently and won't appear on your hours calendar.

Assisting with a Disaster Operation

Setting Your Availability

To make the Red Cross aware of your interest and availability to participate in disaster operations, you must mark your availability in Volunteer Connection. Here are the steps to setting your availability:

1. Log into your account on Volunteer Connection.
2. Click the *Profile* link in the top menu bar.
3. Click the *Disaster Responder* link on the left side of the page.
4. Near the top of the page, you will see a section named *Disaster Responder Availability*. Click the *Edit* button at the top right of that section.
5. A pop-up dialog will appear where you may specify up to four date ranges of availability. For each, specify the starting date, ending date, and the scope of your availability: regional, state, and national means you are willing to deploy within your region, state, or nationally, respectively. Virtual means you are willing to help remotely via phone **and** internet from wherever you are located. Date ranges may only be up to three months in length but you can add up to four ranges (in effect covering up to a year or more).
6. Click *Save Changes* to save your settings.

Note: The specific locations of these options may have changed since this was printed. Look around for them in your Volunteer Connection profile, and if you still can't find them, contact the DOVES membership coordinator. It is possible you do not have access to these functions if your account has not been properly configured by your home chapter.

Identifying Deployment Opportunities

When a disaster occurs in which you're interested in assisting, contact your home chapter's Disaster Program Manager to let him/her know of your interest and availability. Your DPM will monitor the list of available positions and let you know if one matching your GAP becomes available. Make sure your availability is set correctly in Volunteer Connection (see [Setting Your Availability](#)).

When there are active requests, the DOVE deployment coordinator sends out emails to DOVE members listing the open requests. Monitor those lists and contact your DPM if you find a position that matches your qualifications.

Understanding DRO levels and deployment scope

When a Disaster Relief Operation (DRO) is established, it is given a level generally corresponding to the expected cost of the operation. Levels range from 1 (less than \$10,000) to 7 (more than \$10 million). The level generally determines what regional unit of the Red Cross is managing the operation:

- Levels 1-2: Region
- Levels 3-4: Division
- Levels 5-7: National

The level of a DRO may increase as the operation develops.

When staffing an operation, the Red Cross prefers to utilize personnel within the scope designated by the level. For example, for a level 3 flood, open positions would first be offered to those located within the affected division.

However, if those requests remain unmet, the permitted scope for filling those requests will increase. So, for example, if no Mass Care Manager can be found within the division, the request will be made nationally.

Staffing requests will include a scope designation. When applying to deploy, it is important you make sure that in addition to having a matching GAP, you must be located within the specific geographic scope. For example, if a hurricane occurred in the Texas Gulf Coast Region (TGCR) and the staff request is scoped as regional, make sure you're in the TGCR. If the scope is division, make sure you're in the Southwest and Rocky Mountain Division region (SWARM), of which the TGCR is a part. Note: when traveling, this refers to your **physical location**, not the location of your home chapter.

Hardship codes

Each requested position will have an associated set of hardship codes, which define certain special requirements or obstacles for the position. Some common ones are:

- C4: Extreme heat and/or humidity
- C6: Housing shortages
- C9: Extreme emotional stress
- C11: Transportation limitations
- C12: Air quality

The full list appears in the [Disaster Responder Information Guide](#) and are detailed in [Disaster Responder Hardship Codes](#), both on The Exchange. When considering applying for deployment, make sure you can physically and mentally handle the conditions associated with the hardship codes. This will be discussed with your regional Disaster Health Services Program Lead before you are assigned to the operation.

The hardship codes may change as conditions change during the operation.

Time commitment

Along with the specific positions requested, DROs will ask for a time commitment for DRO assignments. Typically, you are asked to participate for a term of 14 consecutive days (with 1 day off). However, depending on the location and severity of the DRO, this may vary. Make sure you are prepared to participate for the full expected term.

How to Be Deployed to a Disaster Operation

You are not permitted to just show up at a disaster operation without being authorized to participate. If you do show up to a DRO without authorization, you will typically be turned away and this reflects poorly on the DOVES.

As a DOVE, there are several ways to obtain authorization to deploy. They are listed in the next sections in order of preference.

Deployment by your local chapter

The preferred deployment method is through your local chapter, typically handled by your Disaster Program Manager. Your DPM may contact you with an opportunity or you may contact him/her with one you found on the DOVE deployment request list. Before contacting your DPM, make sure you are physically located within the scope of the DRO (see [Understanding DRO levels and deployment scope](#)).

Decide if you will be deploying traditionally (by plane) or by RV (see [Choosing Whether to go by Plane or RV](#)). If you want to deploy by RV, make sure your DPM is aware you are a DOVE and that you wish to go by RV. If you are deploying traditionally, you will be given instructions for arranging your flight to the DRO.

Before deploying, you will need to meet with the DPM to obtain a Mission Card, which is a debit card you will use to pay for your expenses while deployed. Also, your regional DHS Program Lead will review your health status record with you and make sure you are not currently in conflict with the DRO's hardship codes (see [Hardship codes](#)).

Generally, you are expected to report to the DRO within 48 hours of being assigned. If you are traveling by RV and aren't sure you'll be able to arrive in time, request additional time from your DPM; however, there is no guarantee this will be provided, and your deployment may be declined.

Note that Red Cross staff handling deployments are often hesitant to deploy volunteers in RVs and/or if the home chapter is located outside the current scope of the DRO request area (see [Understanding DRO levels and deployment scope](#)). In this case, provide a copy of [Appendix C: DOVES Administration Guide for Regional Volunteer Services Personnel](#) and [Appendix D: DOVES Deployment Guide for Staff Services on a DRO](#) if they want additional information about deploying a DOVE. Have them contact the DOVE deployment coordinator or president if they still have questions. If they remain resistant, consider deploying using the traditional means and continue to educate and persuade them when you return.

Deployment directly by the DRO (Disaster Relief Operation)

If you are unable to get deployed by your local chapter, you may try getting deployed directly by the DRO. This tends to be a viable option only when you have a contact with either Staff Services personnel on the DRO or a DRO manager requesting a position you are qualified for. In this case, you may make your contact aware of your interest in deploying and see if they can obtain permission and get you an assignment.

In this case, you will usually obtain your Mission Card directly from the Staff Services on the DRO when you arrive.

Deployment by a secondary chapter

If either of the above deployment methods fail, you might consider contacting a Red Cross chapter in the affected region and seeing if they are willing to give you a secondary affiliation with their chapter. If so, you would then be deployed by them as if they are your home chapter (see [Deployment by your local chapter](#)). This method is more likely to succeed if you had already established a relationship with this chapter and already have it designated as a secondary chapter (see [...]). One caution with this method: some Red Cross personnel are not familiar with how to set up secondary chapter affiliations and you may end up with your home chapter switched to this chapter, which can be later reversed, but it's a hassle.

Deployment by DOVE/RM&S

If you are unable to get deployed by either your local chapter or directly by the DRO, contact the DOVE deployment coordinator and explain the challenges you've encountered. The deployment coordinator or other DOVE staff may be able to work with your region and/or the DRO staff to resolve the issues.

If roadblocks remain and yet it is agreed you are suitable for deployment, DOVE staff may contact Resource Mobilization & Support at Red Cross National Headquarters to request special permission to have you deployed.

Deployment as an event-based volunteer

If you have exhausted all options to get deployed and you still want to help, you may consider participating as an event-based volunteer (EBV) on the DRO. EBVs are people from the affected area that come to the DRO to volunteer after the disaster strikes. If you relocate to the affected area, you can show up to the DRO as an EBV and see how they can use you.

If you participate as an EBV, do not identify yourself as a DOVE; you will be treated as though you are a resident of the local area. The funds provided on your Mission Card will be more limited than if you had been deployed by other means and may not be enough to cover your parking and food expenses.

Choosing Whether to go by Plane or RV

Just because you are a DOVE, you don't have to deploy in an RV. In fact, in many cases, it will not be appropriate. It is important to understand that by deploying in an RV you are taking on a big additional responsibility: managing your own housing. When you deploy traditionally, Staff Services arranges all your housing for you; in an RV, it's all your responsibility.

When deciding whether to deploy in your RV, keep these factors in mind:

- **Arrival and Parking Conditions.** Not all DROs are suitable for RVs, and this may change throughout the life of the DRO. Consider whether there are any campgrounds open and even whether there are passable roads to get to the work site. Generally, the longer the DRO has been in operation, the better the chances an RV can be accommodated.
- **Changing Conditions/Work Location.** You may need to relocate multiple times during the deployment based on changing conditions, work location, and site availability. In contrast to deploying traditionally, where housing is arranged for you, with an RV you must make your own arrangements and do this all while meeting your scheduled shift assignments.
- **Boondocking.** In many cases you may have to park somewhere where no hookups are available. Are you prepared to handle the full term of your assignment without a chance to refill/dump tanks?
- **Lack of Connectivity.** If you are parked away from Red Cross-managed facilities, there may not be working cell or internet service.
- **Your DRO Experience.** Generally, first-time deployments should be done by the traditional method; that is, by flying rather than RV. This will give you the opportunity to become acquainted with the many challenges deployment offers.
- **Added Responsibility.** Realize that having to locate parking and manage your RV adds several more responsibilities to an already stressful situation. Can you handle this in addition to everything else going on?

If other DOVES have already deployed to the DRO, they may be able to help you get a sense of the suitability for an RV.

Deploying When Away From Your Home Chapter

As a DOVE, you will likely encounter the situation where you are traveling away from your home chapter when a disaster occurs near where you are located. If you wish to assist with disaster recovery in this case, you should attempt to be deployed using the normal procedures, starting with your home chapter (see *How to Be Deployed to a Disaster Operation*). Explain to your DPM that although your home chapter may not be located within the DRO scope (see Understanding DRO levels and deployment scope), you are currently near the DRO.

In this case, your health status record will be reviewed over the phone and your Mission Card will be issued to you by Staff Services at the DRO when you arrive.

What to Expect on Deployment

To get a good idea of what to expect during your deployment, read the [Disaster Responder Information Guide](#) on The Exchange.

Once you've been assigned to a DRO, you'll begin receiving notices by email and phone from the Disaster Responder Information System (DRIS) with instructions on where to go once you arrive. If you are traveling by RV rather than plane, you may need to adjust the instructions accordingly.

The most important skills when deployed are flexibility and a positive attitude. Don't expect your job tasks to be limited to those for which you were deployed. In fact, you may find your assigned GAP changes throughout your deployment. Do your best to "get to yes" with clients while assisting your fellow responders. But know your limitations and don't be afraid to admit when need a break.

Additional Considerations When Deploying in an RV

Being a DOVE and being able to deploy in an RV is a privilege and should be treated as such. Remember that you are responsible for your own housing arrangements. Do not burden with Staff Services or other DRO staff with additional work because you are deployed as a DOVE. Of course if you find yourself in an unsafe situation and need help resolving it, don't hesitate to reach out.

What's a DOVE?!

Staff working on the DRO may not be familiar with the DOVEs, so you may need to explain it to them. In most cases, people are fascinated by the idea when they hear about it, but in some cases they may be frustrated by it. If staff needs additional information about DOVE, provide them with [Appendix D: DOVES Deployment Guide for Staff Services on a DRO](#).

You'll often find your coworkers interested in your RV deployment. You may even find yourself feeling guilty when at the end of a long day you go back to your comfortable RV while your coworkers are stuck in an unpleasant staff shelter. Use this opportunity to recruit volunteers who RV as DOVEs. Refer them to our web page.

Transportation

If you are deployed in your RV, you are responsible for finding transportation to/from your work location. Here are some transportation options when deployed in an RV:

- **Park at the work site.** Parking your RV at your work location is the ultimate in convenience. This is sometimes a possibility when your work location is a shelter, kitchen, or bulk distribution site.
- **Use your tow vehicle.** If you came in a fifth wheel or have a tow vehicle, you can probably use it for transportation. However, this is technically permitted only for event-based volunteers, so it's a gray area in the rules, and try to keep it "on the sly". You may not transport other Red Cross workers or clients in your personal vehicle while on the DRO.
- **Request a rental car.** You may be able to request a rental car from the Red Cross. Again, don't abusive your privilege as a DOVE.
- **Request a Red Cross shuttle.** Many DROs organize a shuttle service for getting workers between shelters, HQ, and other work sites. This may be an option if you are nearby a standard shuttle stop, especially if there are other DOVEs parked where you are.
- **Call a cab/uber/Lyft.** You can request a cab or Uber/Lyft and charge the expenses to your Mission Card.

Financial Reimbursement

Deployment as a DOVE typically save the Red Cross money compared to traditional deployment due to savings on flight and housing costs. You are generally entitled to use your Mission Card to cover any reasonable expenses needed to support your activities on the DRO. These include:

- Fuel and tolls to/from/between DRO locations
- Parking/campground (including utilities)
- Propane
- Dumping
- Food/Restaurants
- Laundry

However, note that your fuel expenses should not exceed those of a corresponding round-trip plane ticket to/from the DRO. If they do, you should consider paying for the overage out of your own pocket.

Keep receipts for all expenses.

DOVEs often find the amount of funds initially loaded to the Mission Card (currently \$450) do not fully cover their expenses. If funds are running low, you may make a request for additional funds to your DRO supervisor. On the request, identify yourself as a DOVE and explain your expenses that are not typical for a traditionally-deployed volunteer, such as fuel and campground. Remember that deploying in an RV is a privilege and your request for additional funds may be denied. **Don't assume you'll be able to receive more than \$450 reimbursement for any deployment.**

Note that if you deployed as an event-based volunteer (see [Deployment as an event-based volunteer](#)), your Mission Card will be loaded with a smaller amount and requests for additional funds will likely be denied.

Couples

When a DOVE deploys in an RV with a mate who is not deployed, this can alleviate some of the challenges of RV deployment, especially if both can drive the RV. However, the non-Red Cross mate must be prepared for many of the same hardships such as boondocking. Be aware of expenses, since the

Mission Card only covers the expenses of the person deployed. Do not request additional funds to cover expenses of a non-deployed mate.

When both members of a couple are assigned to the DRO and deploy in an RV, this can present some additional challenges. It is quite possible that each person will be assigned a different work location, and then finding a parking spot convenient to both can be difficult. In this case, one member of the couple should be prepared to eschew use of the RV and revert to using standard housing on the DRO.

Deploying Virtually

If wish to help with the disaster operation but are not near its location or not able to physically deploy for some reason, you may be able to assist from wherever you are with something known as “virtual deployment.”

With virtual deployment, you perform your job tasks using your phone and computer from anywhere. You must have reliable cell and internet service for a virtual deployment. You will be asked to be available to perform your tasks during certain shifts.

You indicate your willingness to participate virtually by selecting the Virtual checkbox on the Availability page in Volunteer Connection (see [Setting Your Availability](#)). Then, when a disaster strikes, make sure your DPM is aware of your interest in a virtual assignment.

Some examples of virtual assignments include:

- **Fiscal review.** Reviewing daily expenses, order requests, and Mission Card reload requests performing approval/denials.
- **Client recovery assistance.** Calling clients to determine their status and helping them determine a path forward.
- **Call center.** Taking calls from clients and volunteers with various requests and providing answers or routing their requests appropriately.

Other Ways to Help as a DOVE

Steady-State Positions Locally

When not involved in a major disaster operation, unaffected Red Cross chapters are working in “steady-state” mode and still require work on a lot of day-to-day activities. It is very useful for you to get involved in some of those activities. Make yourself known to the staff at your home chapter and inquire about how you can get involved.

You can also seek opportunities in Volunteer Connection by clicking the Opportunities tab in the main menu. This will list open positions in your home region and you can even apply right from within Volunteer Connection. Some of the popular options are detailed in the sections that follow.

Disaster Action Team (DAT)

On average, every eight minutes, someone is displaced from their home by a fire. Local Red Cross Disaster Action Teams (DAT) respond to these incidents and assist the affected client(s) with their immediate needs of shelter, food, and clothing and help get them on a path to recovery.

Through your home chapter, you can participate on a DAT to be ready to respond when a fire strikes. You will be asked to sign up for shifts when you are available and then be ready when called.

DATs are a great way to get to know the local staff and volunteers and to keep certain skills current. To find out more about DATs, view the [Disaster Action Team Toolkit](#) on The Exchange and take the online training [DAT Basics](#). Your local chapter will provide additional orientation.

Client Casework

As part of the recovery process after a fire or other disaster, casework is done to insure those affected on a path to recovery. This job involves working with clients (usually over phone or email but sometimes at a chapter office) and maintaining their case records in CAS.

Training

Do you feel like you have the knowledge and experience to teach others? Become a certified disaster instructor in your region. A day-long instructor-led class leads to certification as a basic instructor. Additional training required to teach advanced classes.

Other Red Cross Services

In addition to Disaster Cycle Services, the Red Cross has other core services with which you may wish to get involved:

- **Service to the Armed Forces.** Through its worldwide network, the American Red Cross Service to the Armed Forces provides 24-hour support to members of the military, veterans and their families – in war zones, military hospitals and on military installations around the world.
- **Preparedness and Health and Safety.** People turn to Red Cross Preparedness and Health and Safety Services to learn lifesaving skills. Each year, more than 5.9 million people receive Red Cross training and information in first aid, water safety and other skills that help save lives.
- **Biomedical Services.** The Red Cross helps millions of people in their battle back to good health every year through its Blood Services program. Last year the American Red Cross collected approximately 4.8 million units of blood from roughly 2.8 million volunteer donors. These donations were then processed into nearly 7 million blood products for transfusion to meet the needs of patients at approximately 2,600 hospitals across the country.
- **International Services.** The American Red Cross, through its International Services, is one of 187 Red Cross and Red Crescent societies around the world that help millions of people outside the U.S. each year through disaster management and disease prevention activities. With more than 17 million volunteers, the global Red Cross and Red Crescent network responds to disasters and helps countries build resiliency to future disasters, helps families search for loved ones missing as a result of war, natural disaster or civil unrest, and works to prevent the spread of infectious diseases in communities around the world.
- **Volunteer Services.** The Red Cross is able to accomplish its lifesaving mission through the work of the hundreds of thousands of volunteers who serve all 3,239 counties in the United States. Nearly 314,000 volunteers serve the American Red Cross, helping staff blood drives, volunteering at veterans' hospitals, teaching people lifesaving skills such as First Aid and CPR, responding to home fires in the middle of the night and so much more.
- **Home Fire Campaign.** Every day, home fires kill more people than all natural disasters combined, most in homes that lack working smoke alarms. The Red Cross launched its Home Fire Campaign in 2014 to reduce the number of people in this country injured or killed in home fires. A critical part of the campaign is a series of installation and fire safety events across the country. Red Cross volunteers, along with fire departments and other partners, canvass high-risk neighborhoods, installing free smoke alarms, replacing batteries in existing alarms and helping families create escape plans. Working smoke alarms in a home cut the risk of death by half, and having an escape plan further improves the odds of survival. Since 2014, the Red Cross Home Fire Campaign is responsible for saving hundreds of lives. Hundreds of thousands of smoke alarms have been installed in more than 9,400 cities and towns across the United States.

Getting Involved While Traveling Frequently

You'll probably find it difficult to get heavily involved at your chapter if you frequently travel. However, there may be certain tasks you can perform for them virtually such as call center dispatch, client casework, and fiscal review. Discuss options with your DPM.

If are a "snowbird" and tend to travel between the same two locations depending on the season, you can establish a secondary chapter. Once the staff at your secondary location marks that chapter as your

secondary chapter, you'll see it in Volunteer Connection and have all the necessary access to information for that region and can then apply for positions in either chapter.

Frequently Asked Questions

This section contains questions and answers that are frequently asked by DOVEs or Red Cross volunteers. If you have a question that's not listed, please submit it to DOVEs staff to be added to the next edition.

I travel full-time and don't have a home Red Cross chapter. What should I do?

When you apply to become a volunteer in Volunteer Connection, you will specify your permanent address, which will determine your initial home chapter. See [Choosing a home chapter](#).

I can't seem to get the training I need. What should I do?

Understand that all basic training is available as web-based training, so as long as you have internet service, you can take the class when it's convenient to you. If you need to take an instructor-led class, contact your DPM and inquire about upcoming class offerings. Search in EDGE for the class(es) you need and see if it is being offered near a location where you'll be. If you're still having trouble locating a class, contact DOVEs staff for additional assistance.

How can I find out if I'm qualified for a GAP in Disaster Health Services or Disaster Mental Health?

DHS: Read the guidelines in the [Disaster Health Services GAP and Licensure Job Tool](#) on The Exchange.

DMH: Read the guidelines in the Disaster Mental Health Eligibility Criteria and Training section of [Disaster Mental Health Standards and Procedures](#) on The Exchange.

For further clarification, contact your Disaster Program Manager or regional DHS/DMH Lead.

I'm in the same state where a disaster just happened. Can I deploy?

You must determine if your qualifications match any open positions and then determine if your current location falls within the geographic scope of the request (see Understanding DRO levels and deployment scope). In all cases, if possible, you should work with your local chapter to be deployed (see [How to Be Deployed to a Disaster Operation](#)).

I want to deploy but my local chapter won't let me. What should I do?

The answer depends on why they won't deploy you. If you are denied because your qualifications don't match any open positions or if you have health restrictions that conflict with the DRO's hardship codes, the denial is appropriate and you should continue to wait for a suitable opportunity. If your chapter won't deploy you because you want to go in your RV, educate the personnel about the benefits of DOVE deployment (give them a copy of [Appendix C: DOVES Administration Guide for Regional Volunteer Services Personnel](#)) and insure them you understand you are fully responsible for finding your own accommodations and insuring your own safety. If they continue to resist, consider deploying traditionally (by plane).

If there are other reasons your local chapter won't deploy you, consider other deployment methods (see [How to Be Deployed to a Disaster Operation](#)).

I deployed in my RV but am finding it too difficult to manage. What should I do?

You basically have two options:

1. Try to find a safe place to park your RV for the duration of the deployment and ask Staffing Services at the DRO to provide standard staff housing for you. When you are released from the DRO, go pick up your RV.
2. Leave the DRO prematurely. This reflects poorly on you and the DOVES, but safety must come first.

You can always contact DOVES staff or post in the DOVE Facebook group for advice. But consider the experience valuable when determining whether to deploy in your RV the next time.

Should I record my DOVES hours, and if so, where?

Your hours while on a major deployment will be recorded for you automatically. But any hours you spend on activities for the Red Cross or DOVES outside of a DRO should be recorded under your profile in Volunteer Connection. See [Recording and Tracking Your Volunteer Hours](#).

I no longer wish to volunteer with the Red Cross. Do I need to end my DOVE membership?

You may remain a DOVE as long as you pay your annual Escapees and DOVE dues. “Retired” DOVES often continue as members simply to keep in touch with the DOVES community. You may also participate as a DOVE officer or committee member even if you no longer volunteer with the Red Cross.

Acronyms & Glossary

This section defines common Red Cross acronyms and terms. See also this site for additional Red Cross acronyms: <http://www.cadresv.org/wp-content/uploads/2012/10/Red-Cross-ARCronyms.pdf>.

- CAC.** Client Assistance Card. A debit card given by a Red Cross caseworker to a disaster client containing funds to be used for disaster recovery needs such as food, shelter, clothing.
- CAS.** Client Assistance System. The web application used to manage disaster client casework.
- CH.** Chief. The highest level in the DRO position hierarchy, above Manager (MN).
- DA.** Disaster Assessment. Determining the extent of damage after a disaster. Usually refers to the Information & Planning/Disaster Assessment (IP/DA) activity on a DRO.
- DAT.** Disaster Action Team. A local team of volunteers who assist clients displaced by a residential fire or other minor disaster.
- DCS.** Disaster Cycle Services. The core Red Cross service that assists those affected by disasters.
- DHS.** Disaster Health Services. Personnel who are responsible for insuring the health of Red Cross staff and clients.
- DMH.** Disaster Mental Health. Personnel who are responsible for insuring the mental health of Red Cross staff and clients.
- DPM:** Disaster Program Manager. The Red Cross officer (usually paid staff) managing the disaster program at a chapter or region.
- DPS.** Disaster Program Specialist. The Red Cross officer (usually paid staff) managing or assisting with the disaster program at a chapter. Reports to the DPM of the chapter or region.
- DR Number.** A number assigned to each major DRO (typically level 3 and above). The number consists of a three digit number followed by a dash followed by the last two digits of the fiscal year in which the DRO was initiated. The three digit number is increased sequentially with each DRO opened in that year.
- DRIS.** Disaster Responder Information System. An automated phone system that provides arrival information for those recently deployed to an operation.
- DRO.** Disaster Relief Operation.
- DSARS.** Disaster Services Automated Reporting System. The system used to manage accounting and produce reports for a DRO.
- DSHR #.** Disaster Services Human Resources ID Number. Obsolete. This referred to a volunteer's ID number under the previous volunteer management system. Now, typically refers to a volunteer's ID number in Volunteer Connection (and on their badge).
- DOCC.** Disaster Operations Coordination Center. The command center (and its personnel) at Red Cross Headquarters that oversees a national-level DRO.

DST. Disaster Services Technology. A group of activities (under Logistics) that issue and manage computers, printers, networks, and phones on a DRO.

EBV. Event-Based Volunteer. Previously called “spontaneous volunteer”. People from the affected community that show up at the DRO or chapter wanting to assist.

EDGE. The Red Cross training system (stands for “Engagement. Development. Growth. Education.”). EDGE contains online classes and also facilitates signing up for instructor-led and virtual classes.

ERV. Emergency Response Vehicle. The familiar Red Cross vans that deliver food and other support throughout the affected community.

Exchange, The. The main site of the Red Cross intranet that contains documentation about all aspects of the American Red Cross.

Form 5266. Official name: Disaster Operations Control. An important form used to track the utilization and expenses of a DRO. Form available here:

Form 6409. Official name: Disaster Requisition. An important form used to request equipment, supplies, or personnel on a DRO.

GAP. Group/Activity/Position. Defines a position on a DRO. See [Choosing your Group/Activity/Position](#).

IAP. Incident Action Plan. A detailed report about the current status of the DRO that is distributed daily to all actively-deployed members of the DRO.

IIR. Initial Incident Report. A report that describes initial incident information and details immediate Red Cross actions.

MARC. Multi-agency Resource Center. A DRO site where multiple aid agencies provide assistance.

MC. Mass Care. The DRO group that provides assistance to groups of affected clients, such as with sheltering, feeding, and reunification.

Mission Card. A debit card that is provided to deployed personnel to be used to cover expenses while deployed.

MN. Manager. The position third up in the hierarchy (above Service Associate and Supervisor). Typically has a good deal of responsibility on a DRO. Reports to a CH (Chief) or other MN.

MOU. Memorandum of Understanding. An agreement between partners. DOVE has established an MOU with the American Red Cross. See [Appendix A: Memorandum of Understanding](#).

Next-Gen. Usually refers to a “next-generation” Emergency Response Vehicle (ERV). The older box-style ERVs are being replaced with new sleeker models.

NSS. National Shelter System. The online system used to manage information about shelters and possible shelter sites.

P-Card. Procurement card. A debit card issued to certain personnel to make purchases for Red Cross operations.

RC Collect. An online system and app to collect various items of information on a DRO such as for disaster assessment.

RC View. An online system used to report and analyze various aspects of Red Cross operations.

RDO. Regional Disaster Officer. The executive managing a Red Cross region's disaster program.

SA. Service Associate. The lowest position level. Reports to an SV (supervisor).

SitRep. Situational Report. A DRO daily report that records:

1. Operational actions completed during the day,
2. Sustainable, local capacity building activities that have occurred during the day,
3. Concerns, and
4. Suggestions.

The report is completed by each of the functional groups of an operation.

SV. Supervisor. The second level in the hierarchy of positions (above Service Associate); usually manages SAs. Typically reports to an MN.

VC. Volunteer Connection. The online system for managing Red Cross volunteers.

Appendix

The pages that follow contain official DOVES documents and other supporting information.

[Appendix A: Memorandum of Understanding](#)

The following fourteen pages contain the Memorandum of Understanding between the American Red Cross and DOVE. The document was last revised in 2015. Although the document establishes the formal rules between the Red Cross and DOVE, any conflicting information found in the body of this manual generally supersedes what appears in the MOU.

[Insert MOU here. Available here: <http://dovebof.org/wp/wp-content/uploads/2017/06/2015-MOU.pdf>.]

Appendix B: DOVES By-laws and Standing Rules

The following five pages contain the official by-laws and guidelines for the DOVE organization. They may be updated by a majority vote of the DOVE board of directors and were last revised in 2016.

DOVE By-Laws and Standing Rules

Disaster Operations Volunteer Escapees, Revised 7/27/16

ARTICLE I: NAME, LOCATION, AND RECORDS

Section 1. The name of the BOF shall be Disaster Operations Volunteer Escapees, abbreviated Doves.

Section 2. The area of interest is loosely defined as providing for the recruitment, training and utilization of Escapee RV Volunteers in Disaster Relief Operations.

Section 3. The BOF records shall be kept in duplicate, with one copy in the possession of the treasurer or membership chairperson, and one copy sent to the Certified BOF Directors of the Escapees RV Club.

ARTICLE II: PURPOSE

This BOF was certified in October of 2001 for the purpose of providing a framework for members of the Escapees RV Club to train for and participate in disaster relief efforts and to make new friends through organized rallies and other announced social activities.

ARTICLE III: MEMBERSHIP

Membership in this BOF is open to all current members of the Escapees RV Club. Additional requirements for membership may be defined in the standing rules.

ARTICLE IV: OFFICERS AND DUTIES

Section 1. A minimum of four elected officers of this BOF shall be a president, vice president, secretary, treasurer, or other officers that may be specified in the standing rules. These officers shall constitute the executive board.

Section 2. The term of office for each elected officer shall be from one Escapade until the next. Officers may serve more than one term.

Section 3. Duties of officers are described in the BOF Officers Handbook from national headquarters.

ARTICLE V: MEETINGS

Section 1. Conducting the business of this BOF shall be in accordance with Robert's Rules of Order when such rules are not in conflict with the bylaws or specific directives from the Escapees Club.

Section 2. A quorum of 10 members, including one elected officer, shall be required for conducting the business of the BOF at meetings. A majority vote of members present is required.

Section 3. A meeting should be held at least once a year with a quorum present; however, with current Escapades' ½ scheduling, some flexibility may be necessary. Additional official meetings may be called. All members shall be notified in writing as to date, place, and time of all meetings. Such notification requirement will be satisfied by any mailing (hard or e-mail version) at least 30 days prior to the event, including, but not limited to, the DOVE Website or DOVE Forum and/or the Escapees magazine.

Section 4. Accurate minutes must be kept of business conducted at all meetings. Minutes will be the only legal record of all meetings. Votes at all meetings will be recorded and at the board meetings votes are to be recorded by name. Voting may also be allowed by electronic means.

ARTICLE VI: ELECTIONS

Section 1. The officers shall be elected at the Annual Escapade meeting.

Section 2. Nominations: A nominating committee shall be appointed by the president at least 2 months prior to the month of the election. The nominating committee shall obtain at least one nominee for each office. Other members may mail or e-mail in nominations for any office. All nominees must give written or verbal consent to be considered. Exception: Additional nominations, with verbal consent, may be taken from the floor of a regular meeting.

Section 3. Voting shall be by electronic or written ballot, show of hand or acclamation. A majority of votes cast is required to elect each officer. Each member family shall have one vote.

Section 4. The new officers will assume their respective duties following the election and will assist past officers completing necessary forms and reports connected with the current Escapade and the DOVE meeting.

ARTICLE VII: DUES

The BOF dues will be no more than \$20.00 annually and will be due on the first of January each year. Any member whose dues are not paid by February shall be dropped from the BOF rolls. DOVE BOF Members must also be members of Escapees. One Escapee number family membership equals one dues and one vote. The amount of dues shall be set forth in the standing rules.

ARTICLE VIII: EMERGENCY ACTION

In the event that any required action cannot be completed as set forth in these bylaws, the executive board may take emergency action for the benefit of the BOF. Such emergency action must then be submitted to the membership at the next BOF business meeting for ratification.

ARTICLE IX: AMENDMENTS TO BYLAWS

Proposed amendments and/or revisions must be approved in writing by an appropriate Escapees RV Club representative prior to being submitted for membership vote. All members must be notified of any proposed amendment/s and furnished with a ballot to be returned. Approval of two-thirds of the ballots received is required for an amendment to carry.

ARTICLE X: STANDING RULES

The BOF may adopt a set of standing rules to cover activities and/or situations not specified in the bylaws. These standing rules may not be in conflict with, or supercede, the bylaws. These standing rules may be adopted, amended, revised, or repealed at any publicized meeting upon approval of two thirds of the members present.

ARTICLE XI: INDEMNIFICATION

Each officer and committee member, while serving as such, shall be indemnified against any and all claims and liabilities to which he or she may be subjected because of service, or by reason of any act or omission alleged to have been committed by such officer or committee member, unless such act is the result of a willful or grossly negligent act or omission on the part of said officer or committee member.

ARTICLE XII: FISCAL RESPONSIBILITY

Any Officer, rally host, committee member, member, or guest who is handling any type of funds for the BOF shall keep an accurate account of such funds, with a written balance accounting to the treasurer in an expeditious manner.

ARTICLE XIII: DISSOLUTION

In the event of the dissolution of this BOF, all obligations shall be paid and any remaining assets shall be sent to the Escapees RV Club. Escapees, Inc shall not be liable for any debts incurred by the BOF.

Standing Rules

Disaster Operations Volunteer Escapees BOF, 4/10/03

1. The elected officers of the DOVE BOF shall be the President, Vice President, Secretary, and Treasurer. These four positions plus the immediate Past President (or other such person appointed by the elected officers should the immediate Past President not be available to

serve,) shall constitute the Board of Directors. Other necessary appointed officers/chairpersons may include but not be limited to Membership Chairperson, Training Director, Deployment Director, Communications Director, Webmaster, Voice Mail Box Coordinator, Amateur Radio Coordinator, Wagonmaster, Rally Host, Newsletter Editor, Historian, and others as deemed appropriate.

2. All elected officers shall serve in the position for which elected until the next election. Other appointed officers and chairpersons serve at the pleasure of the executive board. Officer elections may be held at another event, such as a training rally, provided that the membership is notified in advance according to the bylaws. There shall be no more than one elected officer from an Escapee number family, with the exception that both members can jointly hold one elected officer position.

3. The duties of the President, Vice President, Secretary, and Treasurer and Membership Chairperson shall be as specified in the current BOF officer's handbooks supplied by the Escapee Certified BOF Directors. The President will also be responsible for communications with the American Red Cross for all policy and plans coordination. The ½Fiscal Year½ for the BOF shall be from January 1 through December 31. (Revised by membership vote 8/2014)

4. No BOF rally shall be scheduled to conflict with any National function such as the Escapade, if such function is within 1000 air miles of the National event.

5. While membership in the BOF is limited to Escapees, some outsiders may take part in the training due to the nature of the ARC sponsored training events.

6. Dues shall be \$10 per year for one Escapee member number. Multiple year renewals are acceptable. Only currently paid members are eligible to vote or hold office.

7. An Historian may be appointed by the President and shall maintain a picture album and other such records as appropriate.

8. A Wagon Master /Rally Host(s) may be appointed by the Vice President and shall perform the tasks listed in the Wagon Master Handbook.

9. No smoking shall be permitted inside any room used for a BOF function.

10. The official logo(s) of the BOF shall be as approved by the Executive Board. Such logo(s) may be used on an item offered for resale only with the prior approval of the Executive Board.

11. Miscellaneous:

a. The President shall make all reasonable efforts to have a BOF member attend each

National Event as a representative of the BOF for parking on “The Row”. The elected officers are encouraged to volunteer for this position.

b. The treasurer shall reimburse the BOF representative for the National Event registration fee in an amount to be designated by the executive board.

c. The treasurer shall advance the actual cost of favors and/or refreshments for distribution by BOF representatives at the events except that this may not exceed \$50.00 per event.

d. Funding for this shall be made available by the treasurer and approved by the President from the BOF Treasury.

e. When insurance is needed for a rally/event, contact Angie Carr at National Headquarters in Livingston, TX phone [\(888\) 757-2582](tel:8887572582)

12. Voted on and accepted by vote of the members on May 27, 2009. Various changes to the Bylaws and Standing Rules voted on and accepted by a vote of the members on July 27, 2016.

Appendix C: DOVES Administration Guide for Regional Volunteer Services Personnel

The following three pages contain instructions for Red Cross regional volunteer services personnel about DOVE including a brief explanation of our organization, how to associate DOVE members with the DOVE group in Volunteer Connection, and guidelines for assisting DOVEs with deployment to a disaster in an RV.

The pages of this section may be removed and freely distributed to your regional volunteer services coordinator.

Guide to DOVEs for American Red Cross Volunteer Services Personnel

Purpose

The purpose of this guide is to describe the DOVE organization and provide instructions for Red Cross Volunteer Services Personnel (and other Red Cross personnel managing DOVE-affiliated members) on how to properly manage, configure, and deploy DOVEs.

Who Are the DOVEs?

Disaster Operations Volunteer Escapees (DOVE) is a group of RV enthusiasts who are interested in volunteering with the American Red Cross.

DOVE is a “birds of a feather” (BOF) special interest group of the Escapees RV Club. DOVE is established as a non-profit organization in the state of Texas and has a Federal Tax ID.

Through a Memorandum of Understanding (MOU) with the American Red Cross, **DOVE is an official partner of the American Red Cross**. The MOU establishes guidelines for qualified DOVE members to deploy to a disaster operation in a personally-owned recreational vehicle (RV).



Home Chapter Selection

As with all Red Cross volunteers, DOVEs must choose a home chapter to manage their volunteer experience. For DOVEs who travel frequently or full-time, choosing a home chapter can be a challenging decision. But we provide guidelines on how to do so, typically recommending they choose one where they spend most of their time.

Understand that many DOVEs are away from their home chapter for extended periods of time. You may need to communicate mostly via email and/or phone. They may not be able to participate in activities and training in the region. However, we assist members in finding training wherever they happen to be traveling.

Secondary Chapters

Members who travel frequently may wish to establish an association with multiple chapters. This is particularly useful if they wish to participate on DAT teams or other local positions in multiple chapters or regions.

To facilitate this, the secondary chapter should configure the member with a secondary chapter affiliation in Volunteer Connection. Note: It is important to do this as a secondary chapter affiliation; if a chapter transfer is done instead, the member loses any established privileges at their primary chapter!

DOVE Configuration in Volunteer Connection

To facilitate management, communication, and reporting of DOVE members, a global group has been established for DOVEs in Volunteer Connection. If a volunteer identifies him/herself as a DOVE, please configure them as such in Volunteer Connection. Add this affiliation to their profile in Volunteer Connection:

Affiliation: DOVES

Parent Affiliation: Disaster Operations Volunteer Escapees

Status: Active

If this has been completed successfully, the member will see “Disaster Operations Volunteer Escapees” in the Global Groups section of the My Groups menu dropdown.

DOVE Deployment

DOVEs must meet the same training and health requirements as all volunteers to be deployed to a disaster operation. The only difference with a DOVE is having the option to deploy in a recreational vehicle instead of flying.

It is not always suitable to deploy in an RV. Our MOU with the Red Cross and other guidelines established within DOVE suggests all the following requirements must be met to deploy in an RV:

1. The member must currently be physically located within the scope of the position request. For example, if the request is for the regional level, the member must currently be located within the affected region.
2. The member must be able to check-in at the operation within 48 hours of being deployed unless special permission is granted otherwise.
3. The cost of fuel to and from the operation must not exceed the cost of an equivalent air fare.
4. Conditions must be suitable for traveling to and around the affected area and parking an RV. It is up to the DOVE member to make this determination (with possible help from DOVE management and the DRO).
5. The DOVE member understands arranging lodging (parking) is their responsibility and that Staff Services may not be able or willing to assist.

Note for items 1 and 2 above, this means that the member may not normally qualify to deploy from their home chapter but does because they happen to be traveling near the disaster. We provide a list of deployment opportunities to our members to help them identify possible deployments they wouldn't otherwise know about from their home chapter.

We generally discourage DOVEs from traveling to their first deployment in an RV. That way, for subsequent deployments, they have a better perspective for making the decision whether to deploy in an RV.

If the above conditions are met and the DOVE wishes to deploy by RV, mark their travel method as personally-owned vehicle (POV). If they are currently located near the chapter, instruct them to stop by to obtain a mission card. If they are not nearby, instruct them to obtain a mission card from Staff

Services when they arrive at the DRO. Similarly, the health status interview may be conducted at the chapter or by phone, whichever is more convenient.

Local Positions

We encourage DOVE members to get involved in steady-state operations at their home chapter or in other regions while traveling. Positions such as DAT, casework, fiscal review, Sound the Alarm, reception, and other office work are often well-suited to DOVEs.

Virtual Deployment

DOVEs are also encouraged to participate in operations virtually when they are not qualified or interested in deploying physically. As long as the DOVE member has reliable phone and internet service, consider them for virtual deployment opportunities.

DOVE Recruitment

If volunteers in your region express an interest in deploying in an RV, please refer them to the DOVEs. Information is available on the DOVE web site at <http://dovebof.org> or by emailing membership@dovebof.org.

Contact Information

If you have questions regarding the information contained in this document or other issues related to DOVE, please contact us at president@dovebof.org.

Appendix D: DOVES Deployment Guide for Staff Services on a DRO

The following two pages contain instructions for Staff Services personnel on a DRO about special considerations of a DOVE deploying in an RV. It is intended to be given to Staff Services upon arrival on a DRO to which you've deployed in your RV, especially if questions or issues arise.

DOVES Deployment Guide for Staff Services on a DRO

Purpose

The purpose of this guide is to describe the DOVE organization and provide instructions for Staff Services on a DRO of special considerations for volunteers who have deployed in an RV.

Who Are the DOVEs?

Disaster Operations Volunteer Escapees (DOVE) is a group of RV enthusiasts who are interested in volunteering with the American Red Cross.

DOVE is a “birds of a feather” (BOF) special interest group of the Escapees RV Club. DOVE is established as a non-profit organization in the state of Texas and has a Federal Tax ID. Through a Memorandum of Understanding (MOU) with the American Red Cross, **DOVE is an official partner of the American Red Cross**. The MOU establishes guidelines for qualified DOVE members to deploy to a disaster operation in a personally-owned recreational vehicle (RV).



Checking-In a DOVE

DOVEs arriving at a DRO with their RV should be treated like other volunteers, except for the following differences:

1. They do not need to be provided lodging. DOVEs are aware they are solely responsible for finding their own parking.
2. They may need to be given a mission card. DOVEs who deploy when away from their home chapter will arrive without a mission card.

DOVEs who have been deployed by their home chapter or another region should be treated as any other deployed volunteer and be given a mission card loaded with the MDA amount. If a DOVE arrives without having been deployed, it is at the discretion of the DRO whether to utilize the member and whether to issue a mission card (or to treat them as an EBV). DOVEs are strongly advised against self-deployment.

You may find it useful to have the DOVE report their parking location(s) so it can be added to Volunteer Connection as a lodging resource. This allows you to mark the location of the DOVE as well as provide this potential parking location to other DOVEs arriving on scene.

Mission Card Reloads

Based on the MOU between DOVE and the Red Cross, while assigned to a DRO, DOVEs are to be reimbursed for:

- Fuel and tolls to and from the operation, provided it does not exceed the equivalent cost of a flight.

- Meals
- Camping/parking fees
- Fuel to and from the work site(s)
- Laundry
- Propane refills
- Dumping fees

A DOVE volunteer's request for a reload should be granted if it is justified based on those items.

When a DOVE couple is deployed together, they are instructed to have one member of the couple request all reloads to avoid double reimbursement.

DOVE Recruitment

If volunteers on the DRO express an interest in deploying in an RV, please refer them to the DOVEs. Information is available on the DOVE web site at <http://dovebof.org> or by emailing membership@dovebof.org.

Contact Information

If you have questions regarding the information contained in this document or other issues related to DOVE, please contact us at president@dovebof.org.

Appendix E: American Red Cross Group/Activity/Position Chart

The following page shows the current Red Cross chart of Group/Activity/Positions for response operations.

[Insert GAP chart here. Available here:

https://intranet.redcross.org/content/dam/redcross/documents/our_services/DisasterCycleServices/core-and-pillar-processes/engage-volunteers-and-employees/ResponseOpsGroupActivityPositionChart.pdf.]