



**American  
Red Cross**  
Heartland Chapter

# Introduction to the



# Heartland Chapter Disaster Action Team

American Red Cross, Heartland Chapter  
2912 S 80<sup>th</sup> Ave, Omaha, NE 68124

Main Chapter Telephone Number  
(402) 343 7700 (24 Hours)

Fax Number  
(402) 397 5916

Chapter Web Site  
[www.redcrossomaha.org](http://www.redcrossomaha.org)

Unit Code  
27186

# FUNDAMENTAL PRINCIPLES OF THE INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT

## Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to **prevent and alleviate human suffering** wherever it may be found. Its purpose is to **protect life and health and to ensure respect for the human being**. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

## Impartiality

It makes **no discrimination as to nationality, race, religious beliefs, class or political opinions**. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

## Neutrality

In order to continue to enjoy the confidence of all, the Movement may **not take sides in hostilities or engage at any time in controversies** of a political, racial, religious or ideological nature.

## Independence

The Movement is independent. The **National Societies**, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, **must always maintain their autonomy** so that they may be able at all times to act in accordance with the principles of the Movement.

## Voluntary Service

It is a voluntary relief movement **not prompted** in any manner **by desire for gain**.

## Unity

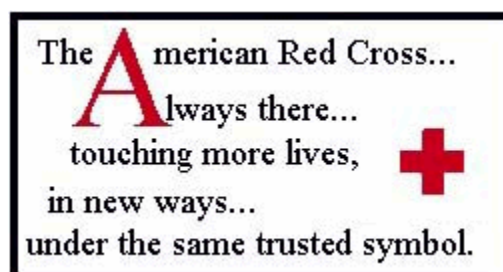
There can be **only one Red Cross or one Red Crescent Society in any one country**. It must be open to all. It must carry on its humanitarian work throughout its territory.

## Universality

The **International Red Cross and Red Crescent Movement**, in which all Societies have equal status and share equal responsibilities and duties in helping each other, **is worldwide**.

# OUR MISSION STATEMENT

**The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies.**



## MISSION OF DISASTER SERVICES

**In keeping with the mission of the American Red Cross, Disaster Services will provide, nationwide, timely, innovative and effective planning, preparedness, and relief, that enhances the ability of people to anticipate, survive and recover from disasters.**

### SERVICE DELIVERY PRIORITIES

The American Red Cross divides service delivery into three delivery priorities. They are: **MUST, SHOULD** and **MAY** services.

#### **Chapters shall provide the following MUST products and services:**

- a. Disaster planning, preparedness, community preparedness, community disaster education, and mitigation.
- b. Prompt relief to victims of major disasters.

#### **Chapters shall provide the following SHOULD products and services:**

Prompt relief to victims of single-family disasters.

SHOULD products and services represent a corporate commitment to make such products and services widely available to people in the United States. Each Chapter shall strive to be the leading provider of SHOULD products and services in its jurisdiction.

Each Chapter is expected to deliver as many of such products and services as possible.

#### **Chapters MAY provide other services:**

Chapters may provide services which meet community needs. May services are optional services a chapter may provide once it has assured that all MUST and a minimum of two SHOULD services are being provided in its service delivery area.

## **CHAPTER CHARTER REQUIREMENTS**

As stated by the Board of Governors of the American National Red Cross, the following Chapter Charter requirements shall take effect July 1, 1998, and shall remain continuously in effect thereafter, until such time as the Board of Governors may change these Chapter Charter requirements. The Chapter requirements shall be as follows:

### **MUST Services**

1. Chapter maintains an approved disaster plan.
2. Chapter demonstrates its disaster response capability.
3. Chapter recruits, trains, and enrolls volunteer or paid staff and mobilizes staff for disaster response.
4. Chapter responds to Level II-V disasters, within two hours of notification.
5. Chapter disseminates community disaster education information throughout its jurisdiction.

### **SHOULD Services**

Chapter ensures the provision of food, shelter, and clothing in response to single-family disasters in its jurisdiction.

### **May Services**

MAY services meet urgent needs within a chapter's jurisdiction. An example of a MAY service would include programs such as an emergency pantry program or an energy assistance program.

### **Financial Resources**

Chapter maintains an approved disaster fund raising action plan.

## **DEFINING DISASTERS**

The American Red Cross has adopted the following definition of a disaster:

*"A disaster is a threatening or occurring event of such destructive magnitude and force as to dislocate people, separate family members, damage or destroy homes and injure or kill people. A disaster produces a range and level of immediate suffering and basic human needs that cannot be promptly or adequately addressed by the affected people, and impedes them from initiating and proceeding with their recovery efforts. Natural disasters include floods, tornadoes, hurricanes, typhoons, winter storms, tsunamis, hail storms, wildfires, windstorms, epidemics and earthquakes. Human-caused disasters, whether intentional or unintentional, include residential fires, building collapses, transportation accidents, hazardous materials releases, explosions and domestic acts of terrorism."*

A disaster occurs somewhere in the United States once every 11 minutes.

## WHAT IS D.A.T.

A disaster action team (DAT) is a team of trained Red Cross paid and/or volunteer staff sent to the scene of a disaster to provide immediate disaster relief to those affected by disaster and to emergency workers responding to the incident, as required. American Red Cross has organized disaster action teams (DATs) to ensure that trained Red Cross volunteers can respond within two hours of being notified of a disaster event. Disaster action teams provide immediate, identifiable emergency services to those affected by disaster. In addition to initiating Red Cross disaster relief, DATs determine the need for mobilizing additional chapter resources that may be needed.

The Heartland Chapter's Disaster Action Team was formed in 1986. DAT volunteers are on call 24 hours per day; seven days a week and are ready to serve the Washington, Sarpy, Douglas, Cass, Dodge and Saunders county areas whenever the need arises.

## HOW DO I BECOME A DAT TEAM MEMBER

You may have already taken the first steps in becoming a Red Cross volunteer. If not they are

- Attending a Red Cross volunteer orientation class held by the Office of Volunteers
- Successfully completing a background check
- Successfully completing a DMV check

After completing these three initial steps and indicating to the Office of Volunteers that you are interested in becoming a disaster volunteer and or a DAT team member, your name will be referred to the Emergency Services department. You will be requested to come in for an interview with an Emergency Services representative, at which time you will be given more detailed information about becoming a disaster volunteer. After successfully completing your interview you will be asked to complete a DAT application and a DSHR (Disaster Services Human Resource) system application.

### DSHR

As a result of 9/11 and Hurricane Katrina, all "registered disaster volunteers" must be enrolled in the DSHR system. This is a computer database maintained by the American National Red



Cross. Upon enrolling in the DSHR system, you have the option of serving as a local disaster volunteer, or if your situation will permit, as a national disaster volunteer. As a national disaster volunteer you have the opportunity of responding to major disasters anywhere in the United States for a period of two to three weeks if your situation permits.

After completing your interview, your application will be held in the department until you have successfully completed the ***Heartland Chapter's Orientation to the Disaster Action Team*** (HODAT) workshop. After completing HODAT you will be invited to secure a chapter photo ID badge and personal security code number. Once you have both of those items in hand, you are ready for DAT team membership. Your e-mail address will be added to the DAT team e-mail group and will be asked to sign yourself up for a minimum of three days a month when you will be available for "DAT duty".

## **PERSONAL CONDUCT**

Disaster action team members shall read and sign the Red Cross Code of Conduct, and they shall abide by the Fundamental Principles of the Red Cross stated at the beginning of this document. Prior to beginning work, a background check is required of all employees and volunteers.

American Red Cross name badges and apparel should be removed when a disaster action team member is not on-duty and should never be worn while engaging in any activity that may reflect adversely on the American Red Cross, including, but not limited to, engaging in illegal activity or in political activities. Red Cross disaster workers are considered on-duty at any time they are engaged in official activities on behalf of a Red Cross disaster response. This on-duty definition applies exclusively to attire and identification standards. It does not create or negate other statutory or corporate definition of on-duty with respect to eligibility for worker's compensation, benefits and/or liability coverage for activities.

The possession of weapons (guns, knives, clubs, explosive devices, etc.) is strictly prohibited in the workplace, including any Red Cross-identified vehicle or building.

## **WHAT DO DATs DO**

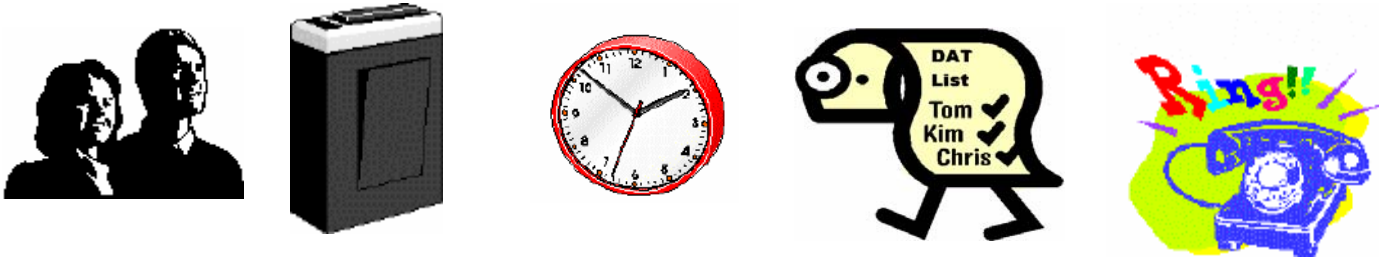
The disaster action team is an integral part of a chapter's response. The number of members composing a Red Cross Disaster Action Team responding to an incident may vary from jurisdiction to jurisdiction, depending on local needs and resources. Normally, a disaster response will consist of two to six DAT members. At a minimum, each member must be able to perform the key DAT functions of Damage Assessment, Family Service, and Mass Care and respond appropriately to media inquiries when a Public Affairs representative is not on the scene. Each must have completed the required training to qualify as a team member.

The Disaster Action Team will —

- Contact the incident commander and other appropriate authorities at the disaster scene to coordinate Red Cross actions.
- Make a rapid appraisal of the total situation, compile a damage assessment survey, and immediately transmits this information to the chapter's designated contact by the quickest means (i.e., by telephone, cell phones, fax, or messenger, etc.).
- Determine the immediate need for Red Cross services and support beyond the team's capability, including Disaster Health Services, Disaster Mental Health Services and Public Affairs, and relays this information to the chapter's designated contact.
- Within the scope of its authority, meets the immediate needs of victims for basic human needs such as food, clothing, shelter, and emergency mental health and health services including first aid. The team may open a temporary shelter, using existing facilities operated by another organization, or house those affected by disaster in available hotels and motels if no housing is available with family or friends. (If some of those affected by disaster have already left the scene, team members should make every effort to arrange for follow-up contact.)
- Make sure that all Red Cross workers, facilities, and equipment are properly identified.
- Will follow regulations concerning transportation of victims.

# How Do D.A.T.'s Do It?

What follows is a graphic representation of how the DAT Team does what it does.



Supervisors > Monitor Pagers > 24 Hours per Day > Team Roster > Recruitment Calls



DAT Volunteers > Go to Red Cross > Go Into DAT Room > Get Supplies



The Disaster Action Team > Goes to the > Disaster Scene

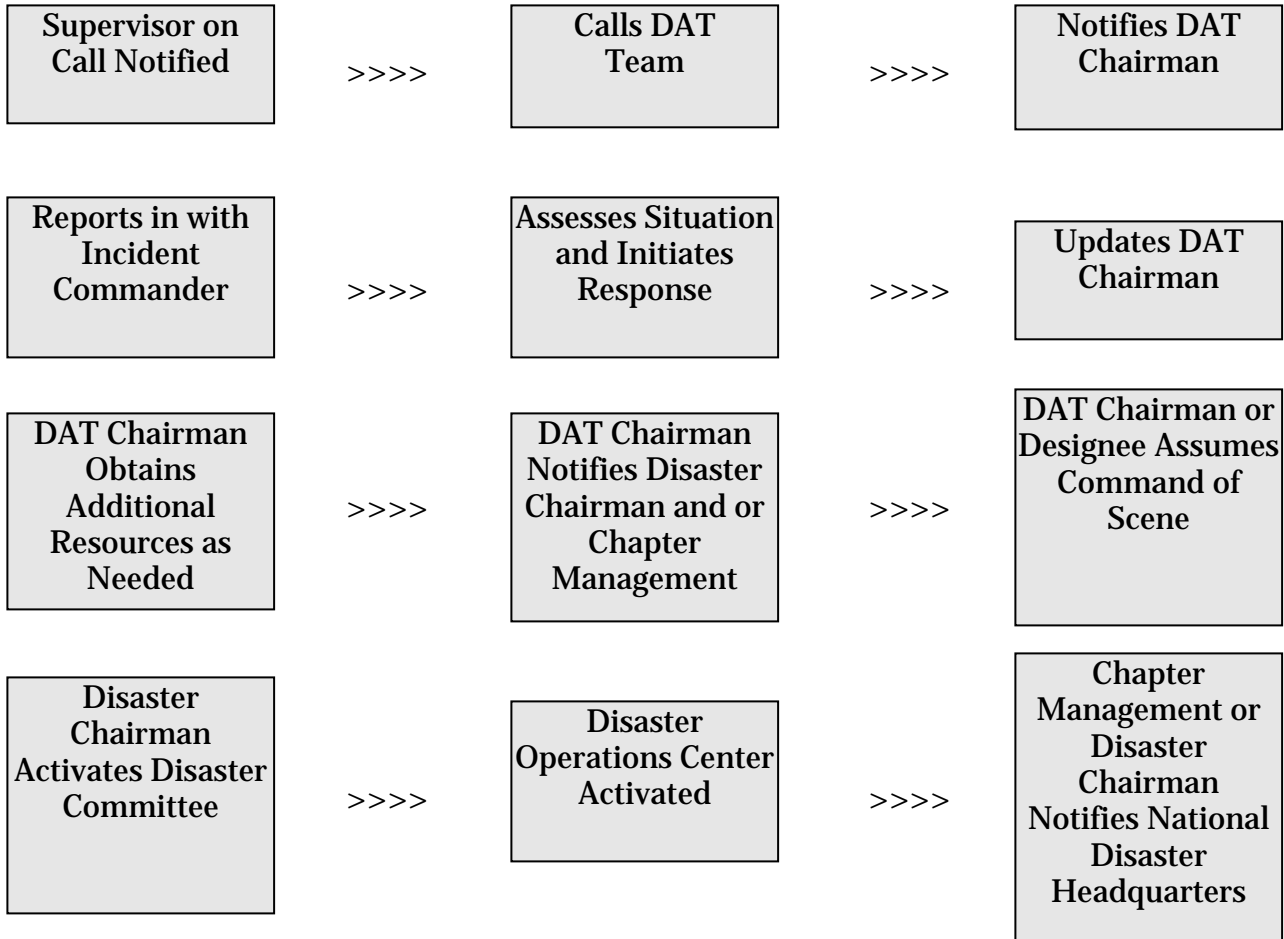


Appraise Situation > Interview Clients > Determine Needs > Meet Needs



Return to Red Cross > Complete Forms > Go Home!

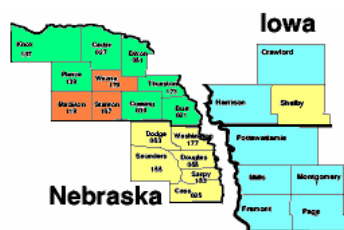
## MAJOR EVENT FLOW CHART



Chain of Command: DAT Team Member > DAT Supervisor > DAT Vice Chairman > DAT Chairman > Disaster Committee Chairman > Disaster Services Manager > Director of Emergency Services > Chief Programs Officer > Executive Director Heartland Chapter

## STATE AND NATIONAL INFORMATION

### Regional and Community Chapters



The American National Red Cross has established a regional structure concept with larger chapters being designated as Regional Chapters. Smaller chapters within a region have been designated as Community Chapters. The Heartland Chapter serves as a Regional Chapter for northeast Nebraska and a portion of western Iowa, and as such is responsible for supporting Community Chapters within our assigned regional territory. Community Chapters report up through Regional

Chapters and Regional Chapters report to National Headquarters as it relates to disaster events within the region. Regional and Community Chapters are expected to be able to respond to level 2 disaster relief operations (that is an operation not exceeding \$50,000) through the use of chapter and regional resources.

### HOW DAT WORKS

#### SUPERVISOR



Disaster Action Team Supervisors are selected from the ranks of our DAT members. As team members they have shown outstanding leadership and organizational skills. The Supervisor serves as the resource person for team members while in the field. He or she will usually be notified of disaster situations by area 911 dispatch centers through a digital pager, but may learn of the emergency via the media, calls from the public, or calls from the disaster victims. Once they receive the call they then go to the DAT Roster and begin to contact members that have volunteered to respond. The Supervisor will make the initial contact with emergency personnel at the scene such as the Fire Chief and then brief the team as to the situation and the potential needs of the clients.

#### TEAM MEMBER



Team Members are volunteers who have made a commitment to be on call a minimum of 3 times per month. Team Members also commit to taking the full range of Red Cross disaster training with a minimum requirement of: Introduction to Disaster and HODAT (Heartland Chapter's Orientation to the Disaster Action Team) required to join the team. There after, team members will take a minimum of one class per training quarter to include:

- Fulfilling our Mission
- Disaster Assessment
- Mass Care: An Overview
- Shelter Operations
- Shelter Simulations
- Client Services: Providing Emergency Assistance
- First Aid
- Client Assistance Cards: Caseworkers

When called, Team Members report to the Red Cross headquarters or other designated location and meet with the Supervisor and other members of the team. Team Members are professionals so it is essential that they be dressed in durable clothing that is appropriate for the weather that reflects a positive image of the Red Cross and provides a degree of protection while in the affected area. Each Team Member must be properly identified by wearing an appropriate uniform which consists of a Red Cross safety “bump” hat and Red Cross vest. Team members will visually display their photo ID cards when on assignment. Photo ID cards will be issued to Team Members by upon successful completion of the orientation process. While wearing Red Cross identification, Team Members are representatives of the organization and must conduct themselves accordingly. The carrying or consumption of alcoholic beverages is forbidden. Team members who have consumed alcohol prior to the receipt of recruitment call, or are in any other way physically or mentally impaired, should decline the call.

The Fundamental Principals of the Red Cross Movement prohibit Red Cross personnel from carrying fire arms of any sort.

Team Members should not take it upon themselves to respond to the site of an incident without having an assignment because this may cause confusion to the persons in charge and the victims.

## THE CALL



When the Team Supervisor is notified of an incident, he or she will begin recruiting a DAT team. They will call those Team Members who committed their availability and are scheduled for that particular day. It is desirable for the entire team to respond as a group, and from an official Red Cross location such as the Chapter or a branch location. You will be instructed by the supervisor if the response location is other than the Chapter building located at 2912 South 80<sup>th</sup> Avenue, Omaha, NE. Upon being called by the Team

Supervisor, a team member - having committed their availability - will immediately report to the designated reporting location. Team Members will obtain the address of the disaster location from their Supervisor. A large metro area map on the wall in the DAT Room will enable the team to locate the affected area and plan the best travel route to the scene. A computer in the DAT Room also provides access to Mapquest or GoogleMaps to aid in locating the event

## SUPPLIES



Beverage containers (called CAMBROS or VACUTAINERS) are available in the Disaster Action Team office, garage and warehouse. They can be filled with coffee and water. If you utilize the containers you **MUST** rinse out the containers completely at the end of the call. Coffee can be made in the ERV (Emergency Response Vehicle), so check with your supervisor on which method will best suit the current situation. Coolers are to be stocked with fruit juices, Gateraid and bottled water, when available. It is ***essential*** that

when restocking these items, they be rotated with the new stock placed on the bottom and the oldest items on the top. Cocoa, cups, first aid kits, flashlights, blankets and comfort kits containing toiletry articles are located in the disaster van and the ERV. Vests and bump hats are located in the DAT Room. An assistance briefcase is maintained in the DAT Room and contains the emergency assistance forms and documents that you will need in order to provide the affected family with assistance on the scene. This briefcase contains:

- Disaster Registration and Case Record form (901)
- Disbursing Orders
- Disbursing Order Charge out Record
- Referral Forms
- Standard Assistance Price List
- Home Visit Noted
- Necessary office supplies
- Area Resource book (listing hotels, grocery store, etc.)

***It is important that you safeguard all Red Cross equipment at all times. Please do not leave the briefcase, or other Red Cross equipment, unattended at any time during a disaster call. All team members are responsible for assuring that Red Cross equipment and supplies are accounted for before leaving the disaster scene.***

## THE VEHICLE



Disaster Action Team is assigned a chapter vehicle for its exclusive use. It also has access to a National Red Cross disaster vehicle known as an ERV (Emergency Response Vehicle) when it is not out on national assignment. The keys for these vehicles are located in the DAT Room in their respective 3-ring binders on the bookshelf behind the DAT desk. Vehicle driver's must have a valid driver's license and be current in First Aid and CPR training. Red Cross policy requires the use of seat belts and

prohibits smoking in Red Cross vehicles at all times. All traffic laws MUST be obeyed. Speeding, reckless driving, running red lights and other traffic violations are strictly prohibited! ***Any tickets issued are issued to the driver, not the Red Cross, and the driver is solely responsible for them.*** In times of emergency, accidents are much more likely to occur; look twice and drive defensively. If an accident or any damage to the vehicle occurs, it must be reported to local law enforcement officials and to the Supervisor. An accident reporting kit is located in each vehicle to assist in obtaining the information required.

***\*\* Please ensure that all Red Cross vehicles are kept locked at all times when they are not attended. If a vehicle is left running then a member of the team must remain with the vehicle.***

## AT THE DISASTER SCENE



The DAT Supervisor will make the initial contact with emergency personnel at the disaster scene. Upon making this connection they will determine the nature and extent of the emergency and brief the team on what actions are to be taken. The supervisor will also determine from the emergency personnel on scene who the affected individuals are and will advise them that we need to visit with these individuals as soon as they can be made available.

## The Damage Assessment

A detailed damage assessment needs to be completed by a Team Member. This is done by doing a walk through of the damaged structure while completing the **Damage Assessment Worksheet**. Fire officials request, for safety and to protect possible evidence, that DAT Members do not enter or disturb the disaster scene unless accompanied by a representative of the Fire Department. If the fire department has departed the scene, the family **MUST** accompany the DAT member on the inspection.

**Under no circumstances will a DAT member enter a dwelling unless accompanied by a fire official or an owner/occupant of the dwelling.** If none of these persons are available, the DAT will make a visual assessment of the damage from the exterior of the building, making certain to remain on the public right of way.

Damaged buildings inherently present many safety hazards and DAT Members have the primary responsibility for their personal safety. Common sense will go a long way to prevent accident or injury. Appropriate clothing, including sturdy shoes that offer a degree of foot protection from broken glass, nails and other debris, is highly recommended. DAT Members **MUST** wear Red Cross safety helmets and vests at all times in damaged buildings. If you question the safety of a structure, an area or a situation, **DO NOT** proceed further. Gather what information you can in the safest possible environment and report back.

***\*\* Safety is the most important factor at all times. DO NOT enter an area or a situation where the safety of any and all team members may be in question.***

## ASSISTING THE FAMILY



When the emergency officials have made the family available to the Red Cross, a Team Member will meet with the family in a quiet, out-of-the-way area (the disaster vehicle is ideal) and attend to the family's needs. In a disaster situation, people are under a lot of stress and may react in different ways. Team Members should make every effort to be understanding, calm, friendly, supportive and helpful. The **Disaster Registration and Case Record, (ARC form 901)**, is the basic document on which the needed data about the disaster client is recorded. The 901 serves as a case file and becomes the permanent record for the client. Detailed instructions on completing the 901 for chapter funded disaster operations will be found near the end of this document. The 901 must be filled out completely and concisely so that other workers who review the case will have a concise record of previous contacts and assistance

provided to the family. The interviewer should check the 901 to be certain all needed information is recorded. The “Brief Statement” section should show where the family was at the time of the disaster, what kind of disaster occurred, date and time of disaster, cause (if known), if everyone got out safely, what was lost, what assistance was provided at the scene, and, in the case of renters, the amount of rent they were paying.. It is also helpful to obtain the name and phone number of the landlord. It is critical for every member of the team to understand the importance of the narrative statement on the 901. This narrative, accompanied by the Damage Assessment form, **MUST** paint a complete picture of the disaster to enable those making follow-up contacts with the family, whom they have never met, to have the ability to make accurate decisions in providing further recovery assistance. This assistance may include items such as rent and security deposits, essential household furnishings and other recovery needs. This assistance is usually provided by a volunteer caseworker or a chapter staff member located at the chapter headquarters or one of the branch offices.

Any medical information pertaining to the case should be noted on a 1475 Client Assistance Memorandum. Due to HIPPA regulations the “Medical Information” portion of the 901 should not be utilized. The 1475 should include any disaster related medical needs such as prescriptions that are needed, the pharmacy, the physician, or if hospitalized, what hospital and the diagnosis. Also include any health insurance information if available.

The “Family Recovery Plans” should include the immediate and long-range plans of the client. Record any rental or homeowners insurance information that may be available.

In the “Home Visit” section write down what you did to meet the family’s emergency needs. Also include the damage assessment team’s description of the structure i.e. how many stories, brick, wood frame etc., and the location and extent of damage that they observed

If the family has already left the scene, Team Members should make every effort to contact them or to arrange for a follow-up visit with the family via the **Home Visit Note** printed on the back page of the **Picking up the Pieces** booklet and/or business card left on the family’s door. If the victims have been taken to the hospital, then the Supervisor should attempt to contact them there. Explain to medical personnel what the role of the Red Cross is and ask if it would be possible to meet with the family. Team Members should always explain to the victims that all Red Cross disaster assistance is a gift, not a loan. If anyone offers monetary donations, Team Members should graciously thank the donor and refer them to the Heartland Chapter. Never accept donations in the field because this can be misconstrued as charging for service.

## **MEETING THE NEEDS**



The chapter delegates appropriate financial authority to DAT Members to enable them to issue the necessary client assistance cards and disbursing orders to meet the victims’ immediate needs. Having determined the immediate needs of the disaster victim, the DAT Members will meet these needs by use of the Red Cross **Client Assistance Cards** and **Disbursing Order**.

A Client Assistance Card is a MasterCard® that can be loaded with a specific dollar amount. The client can use the Client Assistance Card at any merchant that accepts MasterCard®. Client Assistance Cards should be used for items such as food, clothing, shelter, emergency health and transportation needs. The Client Assistance Card is a Master Card credit card and MUST be safe guarded like you would any of your own personal credit cards

A Disbursing Order is paper voucher that can be filled out and used as a check at a specific vendor for a specific dollar amount. They are most often provided when a hotel/motel stay is needed. The *Disbursing Order* is a four-part form that is used to provide individual assistance to disaster victims. The D.O. is similar to a blank check and each one MUST be accounted for by the DAT Team. Never destroy a D.O. if a mistake was made. Write "VOID" in big letters across the face of the D.O. Record it "void" on the charge-out sheet and put it in the D.O folder in the briefcase or in the case file.

DAT Members should check the Client Assistance Authorization form and or the D.O. to be sure they are completed correctly, and that nothing has been forgotten. Record the date, check the math and be sure the necessary signatures have been obtained. The client will receive the white copy of the Client Assistance Authorization form and the white and green copies of the D.O. The white copy of the Client Assistance Authorization form is given to the client for the clients records. The white and green copy of the Disbursing Order is given to the client who must give it to the merchant in order to obtain the service authorized by the DO. Advise the client that instructions for the merchant are on the back of the white copy of the DO. The yellow and pink copies of the Client Assistance Authorization form and the DO are to be placed in the case file.

## **BACK AT THE RED CROSS**



Upon returning to the Red Cross, the van/ERV driver should check the gas gauge. If it reads below half a tank, the vehicle should be filled with fuel. Supervisors have a WebEx card that permits them to fuel the vehicles on a reduced cost bases. You will find a gas card maintained in each vehicle book for each vehicle. Work with your Supervisor to get the vehicle gassed. The receipt must be put into that vehicle's book and logged on the Driver's Log Sheet.

Check for personal items in the van/ERV and in the pockets of the vests you have been using. Remove all trash, paper cups, gum wrappers, used paper, etc. from the van/ERV so that it is clean and ready for the next DAT emergency. Return the keys to their proper location and review the paperwork for completeness and accuracy. The Supervisor will conduct an initial debriefing and review the 901 form with you. Advise the Supervisor if there are any supplies that are low and assist him or her in restocking the items.

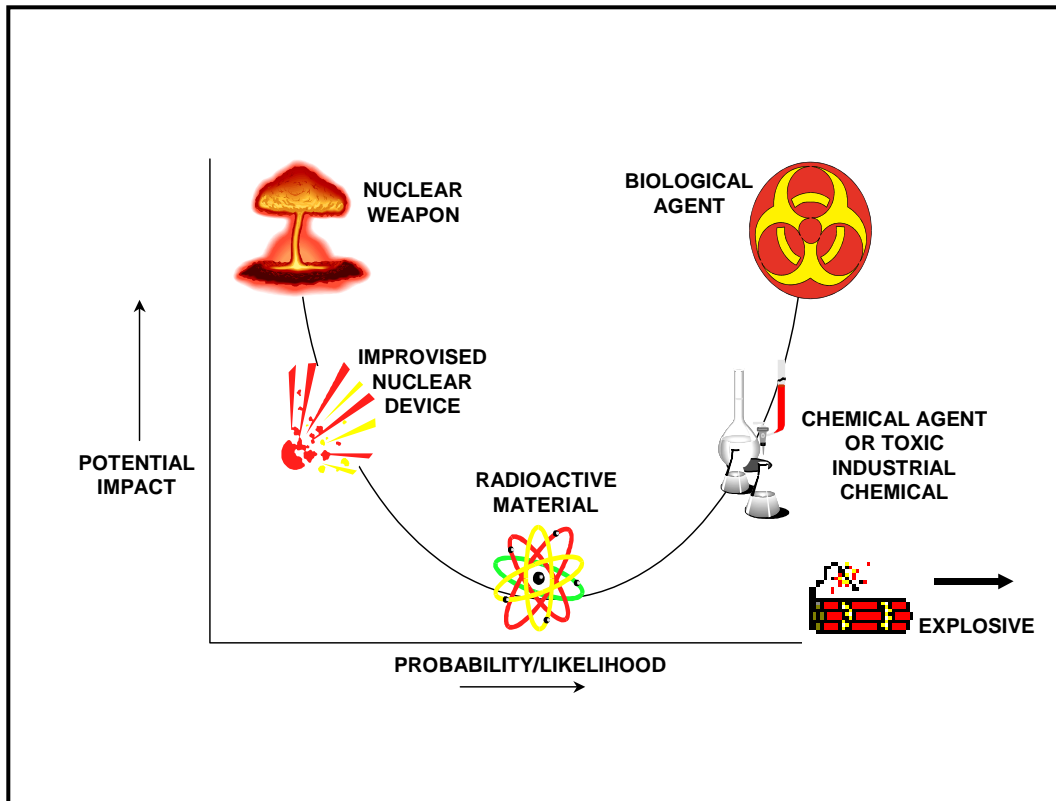
## **GOING HOME**



THANK YOU Team! Time to go home and gather your great feelings and pride about helping others! You are a vital part of helping people survive a disaster!

## SPECIAL CONSIDERATIONS

### Response to Incidents Involving Weapons of Mass Destruction and Terrorism *Remember! These disasters are different!!!*



### AMERICAN RED CROSS POLICIES REGARDING RESPONSE TO WMD/T INCIDENTS

#### “First Responders”

Red Cross members are not “first responders”. Red Cross regular and volunteer staff members are not technical experts or “first responders.” **In all cases, the policy is to err on the side of safety and to not send Red Cross people in harm’s way.** Before attempting to respond, first receive confirmation that the Incident Commander or the local emergency management agency has identified a safe area for service delivery and obtain information regarding personal safety and safe routes to reach the identified area.

#### Self-Deployment

Red Cross regular and volunteer staff will not self-activate or deploy without specific direction and guidance from the Chapter. In other words, no one should automatically report in person to the site of the incident, the Chapter building or another Red Cross facility until specifically told to do so.

**Crime Scenes**

Use of a weapon of mass destruction and acts of terrorism are crimes and will involve law enforcement at local, state, and federal levels. This may lead to limitations and/or restrictions affecting the way the Red Cross delivers its disaster response services. Because the disaster area will be considered a crime scene, law enforcement agencies will impose strict identification standards. Red Cross workers must adhere to all identification requirements

**Contaminated or Hazardous Areas**

Red Cross personnel will not enter into zones of known hazards or quarantine areas.

**Volunteers**

As a result of 9/11 and Hurricane Katrina, all “registered disaster volunteers” must be enrolled in the DSHR system. DSHR stands for Disaster Services Human Resource system, and is a computer database maintained by the American National Red Cross. All personnel entered into the DSHR system have successfully completed a background check. The local chapter may not assign spontaneous volunteers to restricted areas without the direct consent of the American National Red Cross Disaster Operations Center (DOC).