



# The DIS & DAT News

April 2009

By Joe Phillips, Disaster Services Manager

## **DAT TEAM'S FIRST MEETING OF THE YEAR**

Nearly 35 Heartland Chapter Disaster Action Team members attended the team meeting held at the chapter house on Monday, March 2<sup>nd</sup>. The guest speaker at the first all DAT meeting of the new year was the Safety Education Officer for the Omaha Fire Department, Captain Jim Gentile. Captain Gentile shared information with the team about the smoke detector program currently being run by the Omaha Fire Department. OFD has installed 1,500 detectors between August and the end of last year and up to the 21<sup>st</sup> of February had put in another 105 detectors.



The current model of smoke detector also includes a carbon monoxide detector as well. On average, the Omaha Fire Department responds to 1,200 carbon monoxide incidents in a year with four of those being emergency calls. Captain Gentile indicated that smoke detectors have a life expectancy of about 10 years after which they

should be replaced.

Other safety issues Capt. Gentile touched on included holiday safety, open flames and electrical cords under carpets.

Capt. Gentile also shared with the group the standard operating procedures the department uses when responding to a house fire. A normal dispatch includes one truck company and three engine companies. The truck company is responsible for rescue and the engine companies focus primarily on fighting the fire. The first engine company arriving drops off a fire fighter at the nearest fire hydrant. He grabs a hose off the back of the pumper and is responsible for connecting it to the hydrant as the fire engine proceeds to the scene. Upon arrival, the driver dismounts and man's the engines water pumps, while the captain does a quick assessment to see where the fire may be coming from. Once the fire captain has completed his quick assessment, he and the remaining fire fighters manhandle the charged house into the structure and begin attacking the fire.

Captain Gentile then opened up his presentation to questions and comments, a number of which focused on the recent fire at 26<sup>th</sup> and Parker at which 5 children were rescued and taken to the hospital.

## ***ERV HEADS NORTH***

The Emergency Response Vehicle stationed in Omaha has been deployed to North Dakota for disaster duty along the Red River. Manning the ERV were Steve Gentle and Dolan Collins. They will provide Mass Care services such as mobile feeding, distribution of clean up kits, and delivery of cots and blankets to the shelters opened in the Fargo area.



## ***DISASTER ACTION TEAM PROJECT UPDATE***



The Emergency Services staff has been working with the leadership of the Disaster Action Team to update some of the procedures utilized by the DAT in how the program functions. One of the elements of this update process is the revision of the job descriptions for both the DAT team member and the DAT supervisors. Suzane Winkler, the chapter's new Senior Director for Human Resources has reviewed the current job descriptions, bringing them into conformance with the newly

established format the chapter has adopted for job descriptions and clarifying some of the duties and responsibilities of both team members and team supervisors.

In addition to the job descriptions, one of the issues addressed by the ad-hoc committee working on this project, which included DAT Team Chairman Phylis Andrews, Verlan Rumbaugh, Bill Dreyfus and Jen Oumarou, was the development of a check list for use by perspective and new members of the DAT. The checklist developed by the ad-hoc group will be included in the soon to be revised DAT team manual along with the revised job description. The ad-hoc group is also looking at a major revision to the Disaster Action Team Orientation class that we have been using for new DAT members.

A more formalized training process has been developed for potential DAT Supervisors as well. A minimum criteria has been agreed to which includes membership on the DAT team for a minimum of 60 consecutive days and having responded as a team member to a minimum of 10 DAT calls. Potential supervisors will be asked to participate in a Disaster Action Team Supervisor Training program which consists in part, of a series of scenarios being presented to the potential supervisor who is then asked how they would respond to or resolve the situation. The potential supervisor will then be asked to go out on four DAT calls as a Supervisor mentoree. The mentoring supervisor will complete an evaluation form with the supervisor trainee and provide a written recommendation to the DAT team leadership regarding the potential supervisor's qualifications to serve.

It is hoped that this process will be seen as grooming the new supervisor for success and give a little more confidence to team members with leadership potential by assuring them that there is a structure in place to help them assume that leadership role.

## ***DOC RENOVATION GETS UNDERWAY***

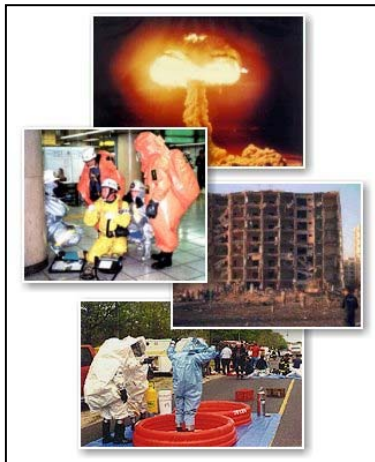


Renovation of the Heartland Chapter's Disaster Operation Center and Classroom has finally begun. The first step of the project was to move out all of the old furnishings and strip out all of the old carpeting. This is pictured here in this photo of the "gutted" Disaster Operations Center. Not as visible in this picture is much of the work being done on the electrical system in the room. The electrician has been working on the existing conduit in the ceiling (note the missing ceiling tiles). Alterations to the electrical system in the room will allow for the bare cement

wall that has "graced" the DOC since the chapter building was opened in 1996 to be covered with sheetrock and painted to give the room a more finished appearance.

We hope to share photos of further DOC renovations with our readers as the project moves along. For the time being the biggest inconvenience (outside of the noise) is shuffling disaster classes and meetings into other rooms in the chapter building. Much of this prep work is being done by our volunteers from Material Support Services, including F.J Richter, Jim Johnston, Noel Macek, Dolan Collins, Jim Brentlinger and Johnny Hampton.

## ***NEW ON LINE COURSE ROLLED OUT BY NATIONAL***



***CBRNE – Ready, Respond*** is a new online training course rolled out by our national organization in March. This course introduces chapter leadership to its role in preparing for and responding to Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) events. The on line course consists of approximately 1.5 hours of instruction.

The purpose of the training is to prepare chapter executives, emergency services program managers and their volunteer leadership counterparts to use the new CBRNE Handbook and Annex in planning for and responding to a CBRNE event. Upon completion of this course, participants will be able to:

- Describe the role of the chapter executive in a CBRNE event.
- Describe the role of the emergency services program manager in a CBRNE event.
- Instruct workers how to respond to a CBRNE event.
- Identify the leadership actions to respond to a CBRNE event.
- Explain the planning effort for a CBRNE response.

There are no prerequisites for this on line course.

## **CONGRATULATIONS GRANDMA!**



The Heartland Chapter's CEO Tina Labellarte Price announced on Monday, March 9<sup>th</sup>, that she is the proud grandmother of Kale Thomas Heinz who was born March 6<sup>th</sup> at 10:55 pm. Kale was a month early but despite being a bit premature weighed in at 7lb 2oz. Kale's mom and dad are Ken and Nichole. Mom and dad are doing fine. Kale, as you can see by the picture, hasn't got a clue what all the fuss is about.

Our best wishes to mom and dad and to a proud grandma. We have reserved a disaster vest for Kale to grow into.

## **DSHR DEPLOYMENT**



We have deployed three volunteers to work on the Red River Floods (Johnny Hampton to work in a shelter and Dolan Collins and Steve Gentle for feeding), so this seems like a good time to talk about preparedness for people on the national disaster response team.

All disaster responders, whether they deploy out of our area or not, are entered into the national DSHR (Disaster Services Human Resource) database, and that is where we track the training, availability, and deployment preferences of our responders. All information, including training information, needs to be entered manually into the database. We are not informed of any classes taken online or outside Heartland Chapter's jurisdiction, so it is crucial that we get a copy of the certificate – by e-mail for online classes or in hard-copy form for classes taken in other jurisdictions.

DSHR Members may view their profile and update their availability using DSHR Self-Serve (for access information e-mail [oumarouj@usa.redcross.org](mailto:oumarouj@usa.redcross.org)).

It is very important that a member's availability to deploy be accurate in the DSHR database. When we know a disaster operation is likely, we try to give all our members a heads-up and to contact everyone we have in the system for our chapter who is listed as available. We get requests to deploy people based on their availability listed in the DSHR database, so having many people listed as available when they are not creates bottlenecks, slows down our response and gives us and national an inaccurate picture of the human resources available for assignment to meet the needs of a disaster relief operation.

**There has been a recent change in the guidance on availability dates:** The dates listed should be the dates that you could leave, not the dates that you could be gone. For example, if you could be out of town for three weeks any time in April or May, you would mark yourself as available April 1 – May 10. If you could accept an assignment for a two-week deployment - **only** - if you left in the next three days, you would indicate your availability for only those three days. For those of you who are also on the DAT, it is the same as we do it on the DAT schedule: you list the latest time you could be called, not the latest time you could be gone from your home or job.

## ***DEPLOYMENT – CONT***

If there is an active disaster operation and you are listed as available, make all the arrangements as if you were leaving: pack your bags, make sure you have at least a 30-day supply of all needed medicines, and make sure you have contingency plans for any commitments you have over the next two to three weeks. If we get a request to deploy a member who is listed as available, we can not say “yes” unless that member is able to come in to the chapter that day to do the pre-deployment paperwork and able to leave the next day, preferably in the morning. If you do not make plans for potential deployment before we call to say you are needed, you may miss the opportunity to deploy.



In a similar vein, if someone waits until there is an active disaster operation to pursue the required training for deployment; it will likely be too late. Through DSHR Self-Serve or by asking Jennifer Oumarou at [oumarouj@usa.redcross.org](mailto:oumarouj@usa.redcross.org) or Sandy Matthys at [matthyss@usa.redcross.org](mailto:matthyss@usa.redcross.org), volunteers can find out what training is required and when it is being offered. We are available for questions and always happy to help. We greatly appreciate our responders – it takes a lot of heart to willingly brave the hardships of a disaster operation. It is our hope that sharing information about how recruitment and deployment works we will make the process easier for everyone concerned!



## ***HELP NEEDED WITH COMMUNITY DISASTER EDUCATION***

We are seeking volunteers to help manage and implement the Community Disaster Education program. Community Disaster Education includes:



- Providing presentations about general disaster preparedness, fire safety, and specific weather hazards
- Gathering materials and participating in safety events, parades and other community events
- Helping to train and mentor other presenters

If you are interested in helping with this program, please consider taking the Community Disaster Education Presenter’s Workshop on Saturday, May 30 from 9 AM. The workshop will run until about 4 PM. For any questions, contact Jennifer Oumarou at [oumarouj@usa.redcross.org](mailto:oumarouj@usa.redcross.org).

## ***DISASTER TRAINING AVAILABLE IN APRIL***

The following disaster classes are being offered at the Heartland Chapter in April. If you would like to sign up for a class, please call 343-7708.

<b>April 2009</b>				
<b>Course Registration Number</b>	<b>Day/Date/Location</b>	<b>Title</b>	<b>Requirements</b>	<b>Time</b>
1970785	Sat/Apr 4 – Chpt HQ	ERV Ready Set Roll	Mass Care (Community Services) an Overview, Valid driver's license, Satisfactory DMV Report, Defensive Driving Course Certificate, Logistics and Overview (Recommended)	Blended Learning 9A – 1P
1970804	Sat/Apr 18 and Sun/Apr 19 –Chpt HQ	Disaster Instructor Specialty Training	<b>Required:</b> <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, Rev. 09/07), <i>Community Services Overview</i> (ARC 3068-6, Rev. 09/05) or <i>Mass Care Overview</i> (DSMCC200A, Rev. 04/07), <i>Fundamentals of Instruction and Facilitation</i> (ARC 3090-1, Rev. 10/98) Three other basic level disaster training courses, to include the one the candidate intends to teach Sufficient operations knowledge and experience to be able to convey accurately the concepts, principles and procedures contained in the course the candidate intends to teach and to be able to answer participants' questions.	8:30 A – 4:30P Each Day
1983781	Thu/Apr 23 –Chpt HQ	Heartland Chapter's Disaster Action Team Orientation	Orientation to Red Cross, Interview with Disaster Services	6P – 10P
1970819	Sat/Apr 25 – Chpt HQ	Fulfilling Our Mission: Translating Your Compassion Into Community Action	Introduction to Disaster (recommended)	9A - Noon
	Sat/Apr 25 – ARC-F	Mass Casualty Disaster	Fulfilling Our Mission: Translating Your Compassion Into Community Action	8:30A – 4:30 P

2912 South 80<sup>th</sup> Ave Omaha NE 69124

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## **VOLUNTEER SPOTLIGHT**



### **MEET MIKE CLARK**



Inspired by the 2005 hurricane season, Mike Clark started his volunteer work in the Chapter's Response Call Center assisting Katrina survivors. He worked in the Call Center for four months and persisted though the very last day that the Center was activated. Some of the calls coming into the center were very stressful and emotionally moving including calls from residents of New Orleans who were trapped in their attics and were trying to arrange rescue.

Enjoying the national scope of this type of work, Mike has continued his affiliation with the call center and has recently accepted the volunteer position of Coordinator of the Heartland Chapter's Call Center. The call center here in the Omaha Chapter is one of 29 call centers located in chapters throughout the country. He's responsible for training and staffing volunteer call agents, staying updated on national disaster events, and in general, keeping the Call Center in working order. Each chapter call center has to be brought on line once a month to keep the equipment functioning properly and to keep the volunteer call agents engaged and their skill levels high.

Mike's passion and dedication carries over to his other disaster volunteer work at the Red Cross. Mike trained to become a Disaster Action Team (DAT) member soon after the end of '05 hurricane season. Mike also works with the Mass Care committee and is the volunteer lead in maintaining and operating the chapter's portion of the National Shelter System which was set up by the National Red Cross and the Federal Emergency Management Agency shortly after Hurricane Katrina. He also served on a national deployment assignment when Hurricane Ernesto hit Florida in August 2006.

Mike's passion for service is not limited to his work with the Red Cross. He is also a member of the U.S. Coast Guard Auxiliary, and has served as a vessel examiner and has participated in patrol cruises on the Missouri River. Within 6 months of joining the Coast Guard Auxiliary, Mike was elected to the position of Vice Flotilla Commander. As such, he was responsible for the staff officers of the flotilla. After a year of service as the Vice Flotilla Commander, Mike was elected to Flotilla Commander and Flotilla Staff officer of Public Affairs. After his 2-year term as Flotilla Commander, Mike continued on as the Public Affairs Officer for his Flotilla.

Always the promoter, Mike asked that we close his spot light article with the following.

**"FOR INFORMATION ABOUT VOLUNTEERING FOR THE CHAPTER'S CALL CENTER, CONTACT MIKE CLARK, CALL CENTER COORDINATOR  
402-343-7700"**

**GREETINGS TO OUR NEW VOLUNTEERS**

**Johnny Hampton**

Welcome to our newest Disaster Action Team volunteer Johnny Hampton. Johnny is recently retired from the Air Force after 27 years of service as a planner with the Air Force. He has 3 children, two who live in California and one who lives in Alabama. Back in 2005, Johnny was sent to Offutt for a TDY assignment. He and his wife liked the area and they ended up retiring here. Last year in July, Johnny lost his wife. Johnny felt a real need to get involved and give back to the community following his wife's death. The Red Cross seemed to give him the perfect opportunity to accomplish this goal. While new to the DAT team, Johnny has been a member of the DSHR (Disaster Services Human Resource) system and has made himself available to accept national disaster assignments, just recently accepting an assignment on the Red River floods in North Dakota.

**R. Kevin McGuire**

Welcome to Kevin McGuire, who took the Heartland Chapter's Orientation to the Disaster Action Team (HODAT) in March. Kevin has had a wide and varied background, including running a soup kitchen for many years. Coordinating volunteers at the soup kitchen helped to build his management skills and taught him a lot about human nature and cultural differences. Responding to disputes in the kitchen helped him to be more observant and react quickly when the situation warrants it. Kevin enjoys carpentry and reading to relax.

<b>VOLUNTEER RESPONSES IN FEBRUARY 2009</b>	<b>TOTAL VOLUNTEER HOURS GIVEN IN FEBRUARY 2009</b>
<b><u>61</u></b>	<b><u>183</u></b>

<b>THE BOX SCORE February 2009</b>	
<p><b>RESPONDED TO:</b> ❖ 19 INCIDENTS</p> <p><b>INITIATED:</b> ❖ 22 CASES</p> <p><b>SERVED:</b> ❖ 75 PEOPLE</p>	<p><b>FINANCIALLY ASSISTED</b> ❖ 11 FAMILIES</p> <p><b>COMMITTED DOLLARS OF RELIEF</b> ❖ \$9,379.00 IN DIRECT DISASTER RELIEF</p>

## APRIL DIS & DAT CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																
<b>MEDIA CONTACTS</b> *BARB ACKLEY #305-6460 *LIZ CLAUSEN #510-4656 *DANALLE S. #689-3683	If you are unable to volunteer for the day you signed up for or would like to volunteer extra days please page the supervisor on duty.		<b>1</b> Mike Clark Verlan R Michael B. Kim Burns Joan Bowden Amy Burns Ed Schwartz Bill Dreyfus Michael Dijak Kim Burns Collen Kavan  Supervisors Bill Dreyfus	<b>2</b> Verlan R Michael B Karen Saunders Mike Clark Amy Burns Ed Schwartz Sue Severin Cindy Ritzman Bill Dreyfus Jeanie P Barb Ackley  Supervisors Ane Tillotson	<b>3</b> Mike Clark Michael B Verlan R Wendel Aanerud Ed Schwartz Amy Burns Rosemarie Lee Sue SEverin Therese Vavra  Supervisors Phylis Andrews	<b>4</b> Issa Oumarou Michael B Wendel Aanerud Mike Clark Ed Schwartz Amy Burns Verlan R Sue SEverin Jeanie P  Supervisors Jen Oumarou																
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Peter McDonald</td> <td style="width: 50%;">444-2021</td> </tr> <tr> <td>Phyllis Andrews</td> <td>444-2574</td> </tr> <tr> <td>Ane Tillotson</td> <td>444-2579</td> </tr> <tr> <td>Jennie Hovey</td> <td>977-1926</td> </tr> <tr> <td>Daniel Edwards</td> <td>271-1197</td> </tr> <tr> <td>Jennifer Oumarou</td> <td>271-8988</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>		Peter McDonald	444-2021	Phyllis Andrews	444-2574	Ane Tillotson	444-2579	Jennie Hovey	977-1926	Daniel Edwards	271-1197	Jennifer Oumarou	271-8988								
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## APRIL DIS & DAT CALENDAR - cont

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p style="text-align: center;">19</p> <p>Mike Clark Cindy Ritzman Michael B Natalie Perkins Ed Schwartz Verlan R Wendel Aanerud Kim Burns Bill Dreyfus Sue Severin Amy Burns</p> <p style="text-align: center;">Supervisors Phylis Andrews</p>	<p style="text-align: center;">20</p> <p>Ed Schwartz Michael B Matt Allaire Mike Clark Wendel Aanerud Verlan R Kim Burns Amy Burns Bill Dreyfus Sue SEverin Michael Dijak Joan Bowden</p> <p style="text-align: center;">Supervisors Phylis Andrews</p>	<p style="text-align: center;">21</p> <p>Michael B Ed Schwartz Cindy Ritzman Mike Clark Wendel Aanerud Amy Burns Verlan R Joan Bowden Terri Stiles Bill Dreyfus Colleen Kavan Barb Ackley</p> <p style="text-align: center;">Supervisors Pete McDonald</p>	<p style="text-align: center;">22</p> <p>Michael B Ed Schwartz Amy Burns Michael Dijak Mike Clark Verlan R Colleen Kavan Bill Dreyfus Terri Stiles</p> <p style="text-align: center;">Supervisors Jennie Hovey</p>	<p style="text-align: center;">23</p> <p>Michael Dijak Karen S Michael B Cindy Ritzman Verlan R Mike Clark Ed Schwartz Amy Burns Joan Bowden Bill Dreyfus Sue Severin Barb Ackley</p> <p style="text-align: center;">Supervisors Ane Tillotson</p>	<p style="text-align: center;">24</p> <p>Mike Clark Michael B Natalie Perkins Ed Schwartz Amy Burns Sue Severin Verlan R</p> <p style="text-align: center;">Supervisors Phylis Andrews</p>	<p style="text-align: center;">25</p> <p>Michael B Ed Schwartz Mike Clark Amy Burns Verlan R Michael Dijak</p> <p style="text-align: center;">Supervisors Jen Oumarou</p>
<p style="text-align: center;">26</p> <p>Mike Clark Ed Schwartz Cindy Ritzman Michael B Wendel Aanerud Michael Dijak Verlan R Amy Burns Lea Blake</p> <p style="text-align: center;">Supervisor Phylis Andrews</p>	<p style="text-align: center;">27</p> <p>Mike Clark Ed Schwartz Michael B Wendel A Michael Dijak Verlan R Amy Burns Joan Bowden Bill Dreyfus</p> <p style="text-align: center;">Supervisor Jennie/Phylis</p>	<p style="text-align: center;">28</p> <p>Mike Clark Ed Schwartz Cindy Ritzman Michael B Wendel Aanerud Michael Dijak Verlan R Amy Burns Joan Bowden Terri Stiles Liz Clausen Colleen Kavan Bill Dreyfus Barb Ackley</p> <p style="text-align: center;">Supervisor Peter McDonald</p>	<p style="text-align: center;">29</p> <p>Michael B Michael Dijak Terri Stiles Bill Dreyfus Verlan R Mike Clark Ed Schwartz Kim Burns Amy Burns</p> <p style="text-align: center;">Supervisors Jennie Hovey</p>	<p style="text-align: center;">30</p> <p>Cindy Ritzman Michael B Michael Dijak Bill Dreyfus Verlan R Mike Clark Ed Schwartz Kim Burns Amy Burns Barb Ackley</p> <p style="text-align: center;">Supervisors Ane Tillotson</p>		

