



Mega-Shelter Assistance Team (MAT) Application Processes and Guidelines

Overview - Mega-Shelter Application and Processing Steps

1. Interested professional completes IAAM application and submits to IAAM
2. IAAM Life Safety Council screens applications, interviews potential candidates, and selects team members
3. When selected by IAAM for the MAT program, the individual:
 - a. Complete the on-line criminal background check
 - b. Register American Red Cross Disaster Service Human Resource System – 5 forms to complete
4. When Red Cross forms are processed – individual will be listed as active on the MAT Roster
5. Individual to complete American Red Cross training
 - a. Online *Orientation of the American Red Cross*
 - b. Online *Introduction to Disaster Services*
6. Individual to keep IAAM and Red Cross informed of contact information and MAT Roster availability status.

Guidelines for Completing Application with American Red Cross

The International Association of Assembly Managers (IAAM) has now recommended you as a MAT participant. Thank you for interest in the MAT program. Contact Harold Hansen at IAAM for questions regarding selection, status, and assignments.

Harold.Hansen@iaam.org

773-973-2049

Please follow these step instructions to finalize your application so that you may be placed on the MAT roster:

Step 3.a

- 1) Complete the on-line criminal background check.

An American Red Cross background check is required of all candidates over the age of 18 wishing to volunteer on a Red Cross Disaster Relief Operation. A successful Red Cross background check must be completed and received by the Red Cross before inclusion in the MAT roster may occur.

The criminal background check is performed by Mybackgroundcheck.com, the independent vendor contracted by the Red Cross. You enter the identifying information directly into the background check website, so no confidential information is shared with the Red Cross. The Red Cross pays for the background check. The background check includes a match for social security number, sex crimes, criminal acts and criminal behavior, violent crimes, financial crimes, and drug crimes within the past seven years. This background check does not include a credit check.

Once completed, the background check vendor notifies the Red Cross that the check was completed successfully or provides the results regarding any adverse findings. In the event that the results are unsuccessful, the Red Cross will notify you as quickly as possible by telephone. Unfortunately, if you receive notification of adverse results, you will not be able to volunteer with the Red Cross until the adverse results are cleared successfully through the vendor. Red Cross workers cannot provide or discuss details of why the background check was returned as unsuccessful. To obtain these details, you must contact the vendor directly. The vendor will send you a letter advising you of any adverse results.

- 2) Procedures to complete your required criminal background check.

Follow these steps:

- A. Log on to the vendor's website at: <http://www.mybackgroundcheck.com/ArcVts/>
- B. When asked for your Red Cross Unit of Affiliation, click on "National Headquarters."
- C. When asked for your Red Cross unit, click on "National Headquarters Employees & Volunteers."
- D. When asked what your Red Cross role is, click on "I am a candidate to volunteer."
- E. Read with care your rights and provide your consent to the background check.
- F. Enter personal information as requested, which includes your name, date of birth, social security number, and driver's license number.
- G. Results are returned within 2-3 days.
- H. Print the certificate provided when the background check is successfully completed.

Step 3.b

Once your background check has cleared, register in the Red Cross Disaster Services Human Resource (DSHR) System. The DSHR System enables the American Red Cross to provide prompt and efficient disaster relief services with an integrated and consistent approach to managing the workforce over the long term.

Register by completing the following Red Cross forms:

- A. DSHR System Member/Applicant Data Record
- B. DSHR System Enrollment Application
- C. Health Status Record
- D. American Red Cross Code of Business Ethics and Conduct
- E. Confidential Information and Intellectual Property Agreement

Contact Anne Palmer at the American Red Cross to get copies of all forms, submit completed forms, and for any questions.

PalmerAn@usa.redcross.org
(202)303-5419

Step 4

Once all of these forms have been processed, you will be entered into the American Red Cross DSHR System as a National Headquarters volunteer affiliated with IAAM on the MAT roster. You will receive an email with a user ID and password from the American Red Cross so that you can keep your personal information and availability updated in the DSHR System.

Step 5

As a member of the MAT roster, you will be expected to:

- A. Complete the 70 minute online *Orientation of the American Red Cross* available at www.redcross.org. Click on Volunteer; click on Online Orientation.
- B. Complete the on-line *Introduction to Disaster Services* 30 minute training available on www.redcross.org. Click on Volunteer; click on Introduction to Disaster Services.

Step 6

- 1) Keep your personal information and availability updated in the American Red Cross DSHR System.
- 2) Notify IAAM of changes to your MAT status.

If you are selected for a MAT assignment:

- 1) You will be contacted by IAAM to confirm your availability.
- 2) IAAM will then share this team's information with the Red Cross.
- 3) The Red Cross will notify you of the specific deployment details such as how to travel, where to report, and lodging accommodations.
- 4) You will then make travel arrangements through the Red Cross' designated DSHR travel agent.
- 5) Report to the Disaster Relief Operation (DRO).
- 6) Keep IAAM informed of the status of your deployment.
- 7) At the end of the assignment, out-process as required by Red Cross Staff Services at the DRO.

Expectations for Disaster Relief Operation Members Assigned to Red Cross Disaster Relief Operations (DRO)

Preparing our work force to meet the challenges of disaster relief operation work is a key goal of Red Cross units at all levels. This information is prepared with you in mind. Take a few minutes to read through the information and become familiar with that which you will experience working in a disaster environment. We are glad you have joined our team! Welcome!

Preparation is the key...

Really, really, really prepare yourself for what to expect of your recruitment, travel, and assignment.

We guarantee things often will not go as planned, after all, it is a disaster—that's why you are needed. Make sure you can be flexible—with travel plans changing at the last minute, waits, chaos and personal inconvenience—all will be present from your recruitment call to the end of your assignment. Be prepared for it-- be flexible, stay calm and be nice. Expect the unexpected!

If a member of a partner/group/agency/company, they will provide additional information before you leave home. Make sure you have access to email or a way to receive the information before you need it!

Have appropriate and required identification and licenses ready to go. Your ID *must* match your *proper* name *and* your ticket.

Airlines, folks on the disaster relief operation and some communities, depending on the affects of the disaster, will need to see them, be prepared! For Caribbean and Western Pacific island assignments a passport is essential. Make sure you have one. Your airline ticket and photo ID must match. *Bring any and all license(s) with you.*

Getting Ready...

The following information must be completed before your assignment.

DRO Member Pre-Assignment Health Questionnaire

This easy, non-medical questionnaire is designed to ensure only a healthy work force travels to the disaster relief operation.

If taking prescribed medications, make sure you have enough medication to cover a few days longer than your expected assignment and a method to re-supply medications if needed.

Do not accept assignments if you cannot be sure of your medicine supply.

Hardship Codes

Red Cross associates hardship codes with disaster relief operations so our staff know what they may expect.

Know how the codes will affect YOU when you get to the disaster relief operation. If the area doesn't have drinking water...YOU won't have drinking water. If the area is hot and humid and no electricity...YOU will be hot, humid, and will not have air conditioning! Be prepared and ready! Hardship codes are associated with disaster relief operations to protect YOU, our valued relief worker. Take advantage of knowing and understanding what they mean to you *before* you arrive! Be prepared to not go at the very beginning if the hardship code associated with the disaster affects you negatively. Wait, and go on the next round when infrastructure and services are restored. Don't take it personally; we really need you safe, healthy and able to work!

Disaster Relief Operation dress and identification

Know what clothes and supplies may be needed, this will be provided by your agency/company before you leave. Dress is basically casual and safe. No open toed shoes. No short shorts, revealing or inappropriate comments on T shirts, tube tops, tank tops, flip flops, etc. You can wear your agency/company clothing as long as you include your Red Cross identification and follow your agency/company dress rules. Include a flashlight and batteries, all weather gear, appropriate and acceptable clothing, pack and plan ahead. Most airlines now charge \$25+ for baggage over 50 pounds. Over weight limit baggage charges are your responsibility and not reimbursable through Red Cross. Know how much you're carrying ahead of time so you are prepared and within weight limits. A good rule is to pack only what you personally can carry.

Red Cross Requirements

Complete and review the following forms required of all Red Cross staff. These forms and the information are available from your agency/company.

DRO Member Registration form provides information for you to register as a DRO worker, emergency contact information and skill/knowledge/life experience information to enable us to place you in a job on the DRO. Be sure to read the back which includes the Fundamental Principles of the Red Cross movement and the Disaster Code of Conduct.

Red Cross Code of Conduct provides information about behavior expectations in working as a Red Cross volunteer.

Confidential Information and Intellectual Property Agreement provides information about Red Cross ownership of specific information obtained while on your assignment and your responsibility and guidance in dealing with said information.

DRO Member Pre-Assignment Health Questionnaire discussed earlier, to ensure you are safe, healthy and able to work! If you become ill or injured while you're on your assignment, contact Staff Health (available 24/7) for help in finding local medical assistance. You are responsible for costs associated with any medical treatment received, regardless of the cause.

Red Cross background check information about how to process your background check which is required prior to your assignment and travel.

Disaster Relief Operation Accommodations and Travel Assistance

There are different agreements made between the Red Cross and your agency/company about who will be responsible for your travel and accommodations. Be sure to check with your agency/company to obtain the information and procedures. If and only if Red Cross is providing accommodations and travel assistance, the following directions apply. Do not follow the directions if your agency/company is providing the assistance.

Travel to the DRO area: Information provided through your agency/company
Lodging while on the DRO: Specific information provided when you arrive on the DRO.

Daily maintenance: Red Cross may pay for meals and provide funds for laundry, calls home and other incidentals. You may receive a Disaster Staff Card when you arrive on the relief operation. The Disaster Staff Card is a value stored card that you will use for authorized expenses. Be sure to read the accompanying Disaster Staff Card Information brochure.

Arriving...

When you arrive at the disaster destination city, you will go to the Red Cross DRO Headquarters to in process.

At Headquarters, you will meet with Staff Services to receive Orientation to the DRO, any needed training, and your specific work assignment and location. If ARC is providing your lodging, you will also receive the information here. Once you receive your work assignment, you will be provided with a Group/Activity Induction and your DRO Assignment Description which will tell you the expectations and tasks associated with your job.

Then you will report to your assignment work site!

DRO Structure

The DRO is formed to provide support and services to people in a community affected by a disaster. The local Red Cross Chapter is the first to provide services, often before the disaster strikes. The local Red Cross Chapter continues providing service through the DRO structure, and will continue follow up and service provision after the DRO structure closes. The DRO will have an Operations Director who is responsible for the activities and services provided on the DRO, and coordinating those activities and services with the local affected Red Cross Chapters.

DRO structure includes similar areas of client service provision and support, called Groups. There are seven Groups: Individual Client Services, Community Services, Partner Services, Material Support Services, Staff Services, Information Management Support Services, and Organization Support Services. Within each Group there are multiple activities.

Individual Client Services and Community Services are the groups directly assisting individuals and families affected by the disaster. Included in this area are Health Services, Interviewers, Mental Health Services, Sheltering, Kitchens, mobile and fixed site Feeding, and Distribution of goods.

The five remaining groups are support groups. These services include human resource support, staff health, training (Staff Services); logistics, inventory, warehousing, transportation, communications, networking (Material Support); Voluntary agencies, labor and government relations (Partner Services); Public Affairs, Fundraising and Community Relations (Organization Support); and Information dissemination, disaster assessment and reporting (Information Management Services).

**A few more new things to expect...
You will work hard and long hours!**

You will meet great people—from within the affected area and visiting staff supporting the local Red Cross chapter. A part of your job is to make everyone feel welcome, a valued member of the team, wanted and useful! Include everyone, don't exclude anyone! Embrace the team to which you are assigned.

Treat your team members, co-workers and the community with respect and dignity at all times--like you want to be treated.

Remember, regardless of your affiliation, you are representing Red Cross. Find the correct information and follow up—help people with

the full array of the services we provide as we are ONE Red Cross, make us proud!

Remember your support systems... use them before a crisis erupts, they are there for you!

Your supervisor...provides guidance, answers and "how tos"
Your site manager...is a resource
Staff health services...if you become ill or injured
Staff relations...for personnel issues that you can't resolve
Staff support...for lodging, maintenance, information
Training...skill updates

Your lodging: Expect staff shelters. Expect sharing a room. Expect commutes. Expect camps. Do not expect having a room to yourself with room service next to your work site.

Do not expect a vehicle to yourself on your day off. Do not expect your own vehicle. Expect to share a ride. ***You are required to be able to drive...night and day, anywhere, anytime. Expect it.***
Remember... Expect the unexpected! Be prepared for it-- be flexible, stay calm and be nice.

Upholding the values and integrity of the Red Cross is *everyone's* job.

If you suspect or observe theft, fraud, discrimination, harassment, misconduct or any action that would violate the Red Cross Code of Conduct, report it to your Direct Supervisor immediately. If after allowing your Direct Supervisor time to address the issue you feel attempts to resolve the suspected inappropriateness are unsuccessful, call the confidential Concern Connection Line at 888-309-9679, available 24/7.

Know that theft, fraud, discrimination, harassment, misconduct or any action that violates the Red Cross Code of Conduct will not be tolerated and will be investigated thoroughly. Founded violations may result in termination of your assignment and/or criminal prosecution.

Going home.....Out processing

Obtain a Staff Release/Transfer form, complete it and drop it off on your way out—from the closest work site. Complete your Exit Interviews at your work site location. Complete a Staff Survey, we want your feedback!

What do the affected community and Red Cross expect of you on a disaster relief operation assignment?

Preparation-You are prepared to personally care for yourself, to perform your assigned work, to be flexible and to uphold the mission and Code of Conduct of the Red Cross and support your co-workers and the directions of disaster relief operation management.

Flexibility-You are prepared to personally and appropriately handle abrupt and unforeseen changes and chaos calmly and professionally—completing any assignment as requested.

Professionalism-You are prepared to professionally, positively, and appropriately represent the Red Cross in all your actions. Both on and off the relief operation. You must hold yourself to high standards of behavior.

Accountability- For yourself and all Red Cross assets and resources.

Mission driven- You are there 100% in support of the mission and our disaster constituents-clients, community, partners, donors and staff.

What you can expect from your coworkers on the disaster relief operation:

Respect- for you as a person, your knowledge, your contribution to the DRO team; being treated with dignity at all times, like you want to be treated.

Friendliness and inclusion as a valued member of the DRO team.

Timely feedback from your supervisor-good comments, and comments about what you can do better.

Correct and timely information- that will help you do your job and answer your questions.

Zero Tolerance- for misbehavior towards you and **fair treatment and prompt resolution** of issues that may arise.

Thank you for joining the Red Cross DRO team.

Insurance Coverage for American Red Cross Disaster Services Volunteers

From time to time, Disaster Services volunteers express concern about the personal liability they risk in rendering Red Cross service to others. Volunteers also wonder whether they can receive insurance benefits if they are injured or suffer a work related illness while volunteering for the Red Cross.

I. Insurance if Volunteers Are Personally Sued As a Result of Their Red Cross Service:

Volunteers may be concerned about their personal liability because they have been told they can be sued for damages if someone is injured as a result of their volunteer work. While injured people might sue Red Cross volunteers, in the experience of the Red Cross they are far more likely to sue the Red Cross. Nonetheless, if a volunteer is sued in the performance of official Red Cross duties, the Red Cross provides various types of insurance to help protect the volunteer.

A. The Red Cross maintains **Commercial General Liability insurance** that covers the Red Cross for its institutional liability as an organization and covers individual volunteers for personal liability they may incur while acting as agents of the Red Cross. A person is an agent of the Red Cross when he or she is acting under the direct control and supervision of the Red Cross and within the scope of his or her Red Cross duties. In general, this insurance covers the Red Cross or a volunteer if the Red Cross or a volunteer is obligated to pay for damage or loss that a member of the public or that a third party has suffered. The damage or loss may be either an injury to a person or damage to a person's property.

B. The Red Cross also maintains **Professional Liability** (Errors & Omissions and Medical Malpractice) insurance to cover volunteers who render professional services to Red Cross clients as part of their Red Cross service. This includes:

- **Malpractice suits for medical professional volunteers** who have either given medical services or failed to give necessary medical services as part of a Red Cross activity, such as the Health Services function of Disaster Services. This coverage is limited to medical care that is within the appropriate Red Cross Disaster Services medical protocols and provided under the supervision and control of the Red Cross. Another example is Disaster Mental Health volunteers who are mental health professionals rendering mental health services in accordance with appropriate Red Cross Mental Health Services protocols and under the supervision and control of the Red Cross.
- **Professional liability for volunteers who have either given professional services or failed to give necessary professional services** as part of a Red Cross activity. An example would be client counseling and referral services provided by Disaster Services volunteer counselors and social workers.

C. The Red Cross maintains **Directors and Officers Liability Insurance** (also known as 'D&O' insurance) to cover certain wrongful acts that volunteers may be accused of committing. This insurance is not limited to 'directors and officers' and protects Red Cross volunteer workers at all levels, and the organization itself for covered wrongful acts by the insured person while performing his or her official duties on behalf of the Red Cross. This insurance is provided in addition to the Commercial General Liability protection described above. In fact, this insurance may only cover part of a claim not already covered by some other insurance such as commercial general liability insurance.

Wrongful acts covered by this insurance include those that are proven and those of which a covered person is accused. These acts include the following:

- Employment practices allegations;
- Any breach of duty, error, misstatement, or misleading statement by any insured.

This insurance will not pay the cost of civil or criminal fines, penalties, or punitive or exemplary damages imposed on a person or on the Red Cross by law. It also will not cover matters that the law says are uninsurable.

Coverage Amount: For both Commercial General Liability and Professional Liability insurance the Red Cross maintains a primary \$5 million policy supplemented by excess policy limits. The primary Directors & Officers policy limit is \$1 million supplemented by excess policy limits.

II. Insurance if Volunteers Are Injured Or Suffer An Illness As a Result of Their Red Cross Service:

The Red Cross provides some insurance to volunteers who are injured in accidents while they are in Red Cross facilities. Red Cross facilities include extended premises such as a disaster operations site, a first aid station or a mobile blood donor station. Red Cross also provides some insurance for volunteers who become ill. Such illness must be related to their Red Cross service.

Volunteers are encouraged to use their own insurance if they have it. As the Red Cross is a charity, it is fiscally prudent for volunteers who have such insurance to use it to offset these medical costs. However, depending on the circumstances, the Red Cross has medical expense insurance to cover some of the volunteer's costs. As an example, if the volunteer has medical insurance, the Red Cross insurance may reimburse the volunteer for their deductibles and co-payments.

If a volunteer's own insurance does not provide full coverage (or the volunteer does not have such coverage), the Red Cross premises medical insurance may respond. This insurance is limited to payment of up to \$10,000 for the reasonable **medical** bills that are incurred within one year from the date of injury that a covered person incurs as a result of bodily injury or illness. (There is no coverage for lost wages or other consequential loss.) The insurance will provide this coverage, regardless of who is liable for the accident and will include reasonable expenses for:

1. first aid administered at the time of an accident,
2. necessary medical, surgical, and dental services, and
3. necessary ambulance, hospital, professional nursing and funeral services.

If a volunteer is providing volunteer services to the Red Cross through their employer under a corporate sponsored volunteer arrangement, the employer's workers compensation insurance may be required to respond in lieu of the Red Cross medical payments insurance. The Red Cross does not extend its workers compensation insurance to its volunteers.

III. Auto Insurance for Volunteers:

When the Red Cross assigns a volunteer to drive a vehicle that the Red Cross either owns, leases, or rents, Red Cross motor vehicle liability insurance would protect the volunteer.

When volunteers drive their own or family-owned vehicles, Red Cross auto physical damage insurance does not apply to loss, damage or destruction of the volunteer's personal vehicle. Volunteers driving personal vehicles on Red Cross business must be covered by their own auto liability insurance meeting the state's minimum insurance requirement. Red Cross does not provide primary auto liability insurance to volunteers driving their personal vehicles on Red Cross business, **however**, if a volunteer's own liability insurance is not sufficient to cover an entire claim, Red Cross insurance will provide the volunteer with **excess auto liability insurance** to protect the volunteer's personal assets. This excess insurance will pay amounts above the limits of the volunteer's own auto liability insurance. It will not cover deductibles the volunteer may have to pay.

If a volunteer is injured in an auto accident in a Red Cross vehicle while conducting Red Cross business similar **Medical Payments** insurance that is provided by the Commercial General Liability policy may apply. This insurance is limited to payment of up to \$10,000 for the reasonable **medical** bills that are

incurred within one year from the date of injury. There is no coverage for lost wages or other consequential loss.

Coverage Amount: The Red Cross maintains a primary \$5 million auto liability policy supplemented by excess policy limits.

IV. Cost of Insurance:

All the above insurance coverages are provided by the Red Cross at no cost to the volunteers.

NOTE: Like all insurance policies there are exclusions in coverage. The above general insurance information does not change any of the provisions of the actual insurance policies. If there are any differences between the coverage described above and the insurance policy, the policy will be considered the correct document.

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