



# American Red Cross CA Gold Country Region

## Red Cross Disaster Communications and the Amateur Radio Community





# American Red Cross Gold Country Region

What you can learn from this presentation:

- Who is the Red Cross.
- What the Red Cross does for disaster relief.
- Nature of Red Cross potential disaster message traffic.
- How you, as our Amateur Radio partners, can help us.





# American Red Cross Gold Country Region



**Jim Piper, RN & N6MED**

**Disaster Health Services**

**Disaster Services Technology:**

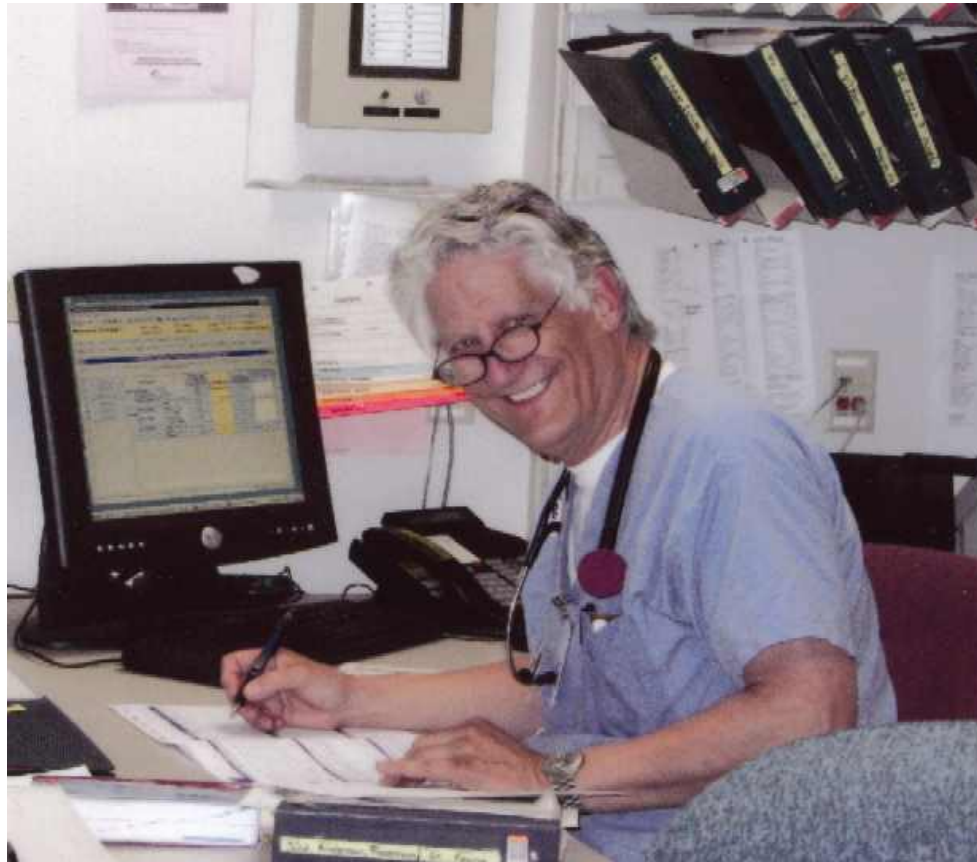
**Liaison to ARES / Amateur Radio**

- American Red Cross registered volunteer since 2014
- Amateur Radio interests: Disaster Communications & Public Service
- ARES 1994-2012
- DEC Santa Cruz County late '90s
- CERT Santa Cruz County 2002-2008
- NDMS Disaster Medical Assistance Team CA-11, Sac
- Beau coup FEMA and other disaster training courses





# American Red Cross Gold Country Region



**No, I'm not a doctor.  
But, I play one on tv!**



American Red Cross  
Gold Country Region

What is *your*  
perception of what the  
Red Cross does related  
to disaster relief?



## **American Red Cross Gold Country Region**

**The mission of the Red Cross is to prevent and alleviate human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.**



## For What Kind of Incident Does the Red Cross Activate?

### **“Small” localized incidents:**

- Family burned out of their home
- Residents burned out of an apartment building

### **Wide-area disasters:**

- Wild-land fire threatening occupied structures
- Earthquake (e.g., '89 Loma Prieta and '14 Napa quakes)
- Flood (Katrina, Matthew, Oroville Dam, etc.)
- Hurricane (Matthew, Irma, Maria, etc. (more to come))

 **American Red Cross  
Gold Country Region**

## **Potential Major Disaster Threats in NorCal/Coastal Areas?**

- ◆ **Wild-land fire (no kidding!)**
- ◆ **Flooding**
- ◆ **Major power outage (PG&E  
“Public Safety Power Shutoff”)**
- ◆ **Tsunami**
- ◆ **Transportation corridor incidents  
(e.g., hazmat shipped by rail)**





# American Red Cross Gold Country Region

**24 Counties**  
**4.8M Residents**  
**48,327 sq miles**

**Effective mid 2020:**  
**San Joaquin & Stanislaus**  
**Counties going away;**  
**gaining Del Norte,**  
**Humboldt, Mendocino,**  
**& Lake Counties**

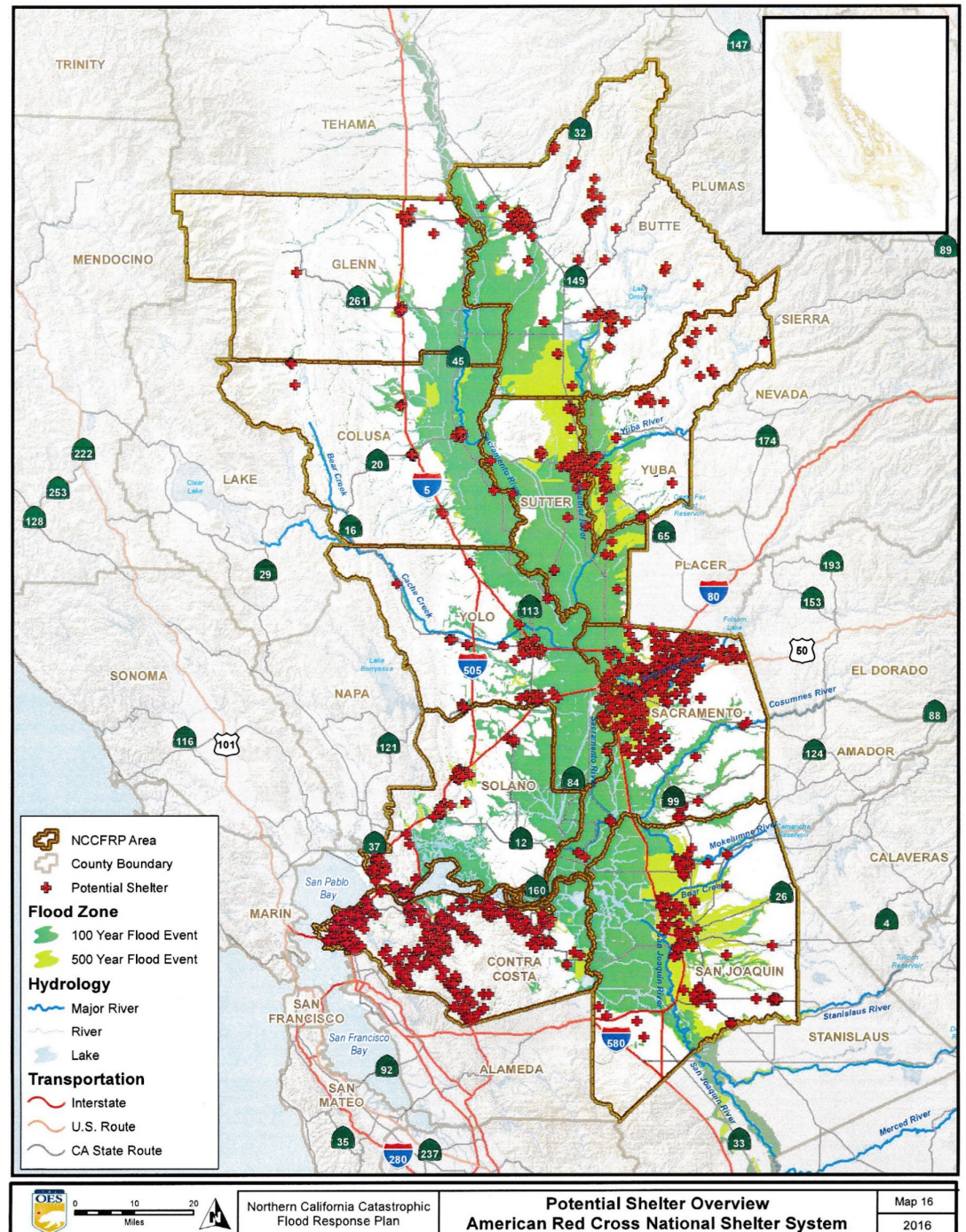


# American Red Cross Gold Country Region

## 100 Year Flood & Potential Shelters

Red dots are  
potential Red  
Cross shelters

County, state & Red  
Cross resources  
spread to the max!





# ***Disaster Response: How and By Whom is the Red Cross Activated?***

## **Depends on the incident**

**Small incident, by the Incident Commander on the scene. Call made to the Red Cross on-call Disaster Action Team**



## How is the Red Cross Activated ... (con't)?

### Red Cross On-call Disaster Action Team



\*\*Photo from the public domain



## **How is the Red Cross Activated ... (con't)?**

### **Disaster Action Team (DAT) for Small incidents**

**Responds to the scene to attend to the disaster victims for immediate needs:**

- Shelter**
- Clothing**
- Food**
- Unmet medical needs**





## **How is the Red Cross Activated ... (con't)?**

### **Disaster Action Team (DAT) for Small incidents**

**Responds to the scene to attend to the disaster victims for immediate needs:**

**Shelter**

**Clothing**

**Food**

**Unmet medical needs**



American Red Cross  
Gold Country Region

## How and By Whom is the Red Cross Activated?



**Large incident:**

**Request from EOC officials to the Red Cross for an evacuation center or shelter close to the affected area for an approximated number of affected individuals**



American Red Cross  
Gold Country Region

## ***Disaster Response: How and By Whom is the Red Cross Activated?***

**In all cases, the *county* is responsible for disaster response, including mass sheltering, feeding, and healthcare.**

**Civil agencies initiate opening shelters, might engage food providers, and activate county public health services.**

**Then county commonly engages the American Red Cross.**





American Red Cross  
Gold Country Region

## Red Cross Activation

A “mega” shelter

Hurricanes, earthquake, or major wild fire





## How is the Red Cross Activated ... (con't)?

**For a response to a large incident, ARC frequently takes over a shelter already opened by the affected county**

**Or...**

- **Open a new shelter**





## What Does the Red Cross Provide at a Shelter?

- **A safe place to sleep**
- **Meals, snacks and water**
- **Health services (for disaster-related conditions), such as first aid, refilling lost prescriptions, or replacing lost eyeglasses**
- **Emotional and spiritual support and mental health services**



American Red Cross  
Gold Country Region

## What Does the Red Cross Provide at a Shelter?

**More ...**

**Help reconnecting with loved ones (family reunification)**

**Information about and connecting with disaster-related resources in the community**

**Disaster victim advocacy**

***Anyone with a disaster-related need can visit the shelter to be directed to the appropriate resources.***



## **What Does the Red Cross Provide at a Shelter?**

**During some emergencies, we might also be able to provide other important services, such as:**

- Access to case workers to help with disaster recovery**
- Childcare**
- Laundry (through partners)**
- Direct access to services provided by our partners**

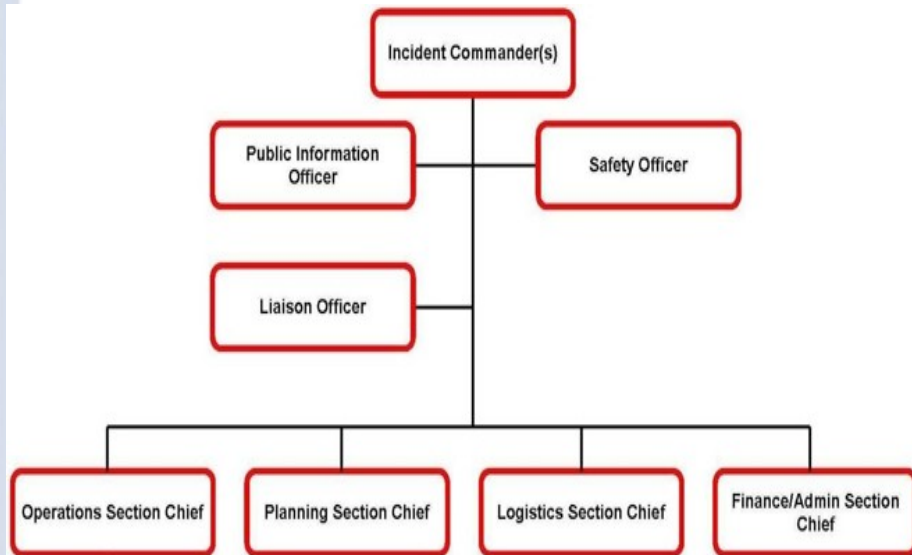


## **And the Red Cross Response Operation Begins ...**

- DPM via support from headquarters (Exposition Blvd., Sacramento) contacts Shelter Manager and other support staff**
- Ideally, Red Cross Operations Group contacts our amateur radio partners to request radio resources**
- Contacts other partners (e.g., Salvation Army or Southern Baptist Disaster Relief, Islamic Relief USA, SPCA, etc.)**
- Contacts Red Cross On-Call Nurse to assess client un-met medical needs**



# How Red Cross Operates in a Disaster Response



**Order of the Day:**

**ICS disaster management model as “Concept of Operations.”**

**Positions renamed as appropriate to Red Cross functions.**

Ref: National Incident Management System Incident Command System ICS Forms Booklet FEMA 502-2





American Red Cross  
Gold Country Region

## How Red Cross Operates in a Disaster Response

- Red Cross is the *only* ngo designated as *the* primary agency in the NIMS NRF as **Emergency Support Function 6: Mass Care, Emergency Assistance, Housing, and Human Services**
- Designated as a support agency for five other ESF's:
  - **#5 Information and Planning**
  - **#7 Logistics**
  - **#8 Public Health and Medical Services**
  - **#11 Agriculture and Natural Resources**
  - **#15 External Affairs**

Refer to: ICS 800 National Response Framework – An Introduction



American Red Cross  
Gold Country Region

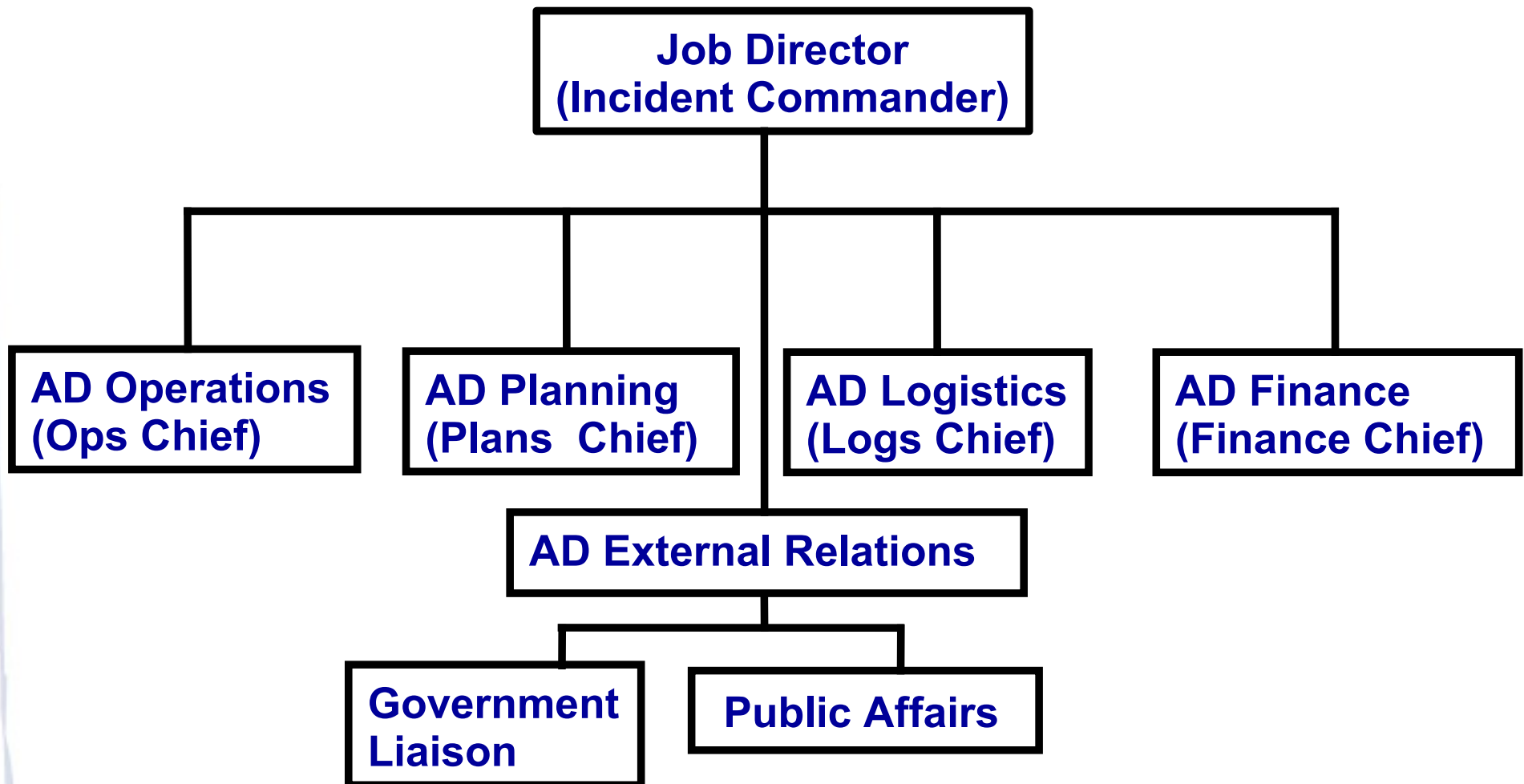
## Red Cross ICS Structure as “Concept of Operations:” Primary Job Titles

- **DRO or Job Director** = Incident Commander
- **AD, Operations (“ADO”)** = Operations Chief
- **AD, Information and Planning (“ADIP”)** = Planning Chief
- **AD, Logistics (“ADL”)** = Logistics Chief
- **AD, Finance (“ADF”)** = Finance Chief
- **AD, External Relations**

Refer to handout: Incident Action Plan

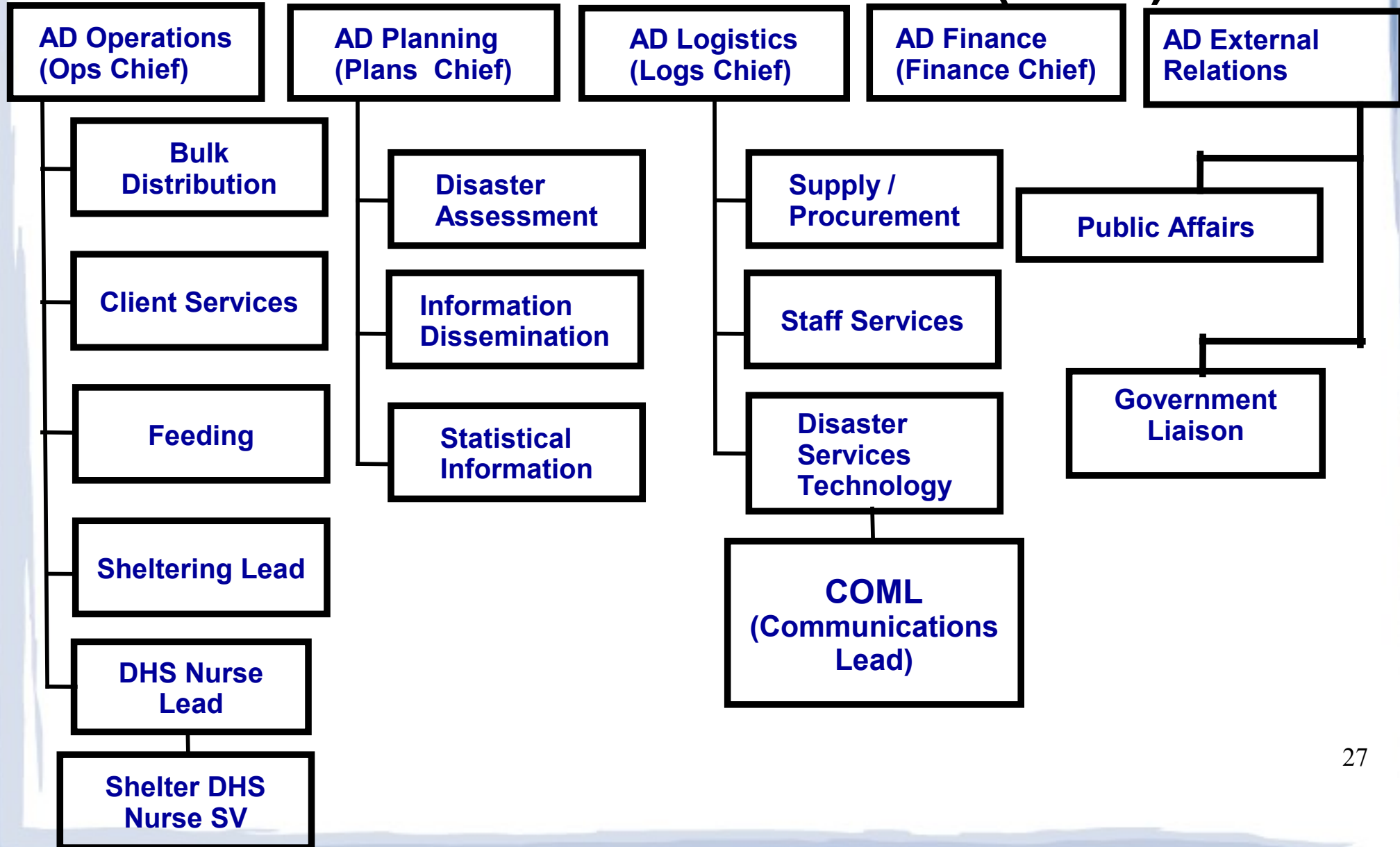


## Red Cross ICS Structure



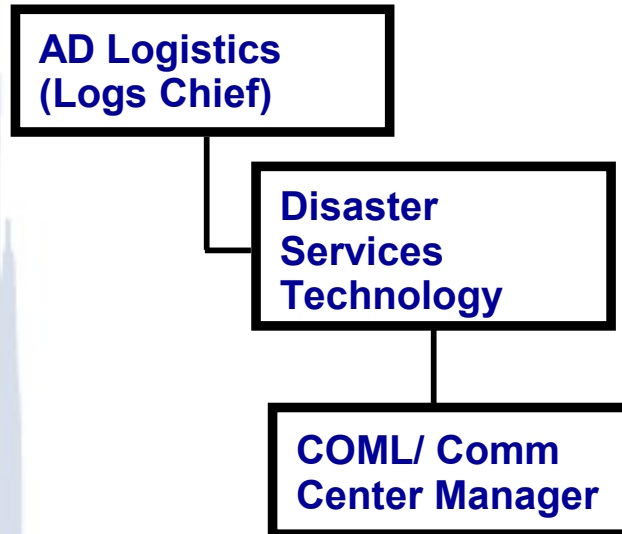


## Red Cross ICS Structure (con't)





## Red Cross ICS Structure & Radio Comms



- **DST sets up and manages telecom (cell phone) and datacom network at the DOC, issues cell phones to functions (e.g., Shelter Manager(s), Disaster Health Services, etc.)**
- **Incident Communications Center Manager “Red Cross” (tactical call) at HQ/DOC (aka “net control”)**





## Typical Disaster Response (DR) Communications

- **Heavy reliance on cell phone**
- **As response grows, DST brings in resources:**
  - **cell phones**
  - **server(s)**
  - **laptops, printers, and earth station.**
- **But for cell phones, DST equipment supports the local District Ops Center *only*, not the shelters**
- **Verizon and AT&T**



## Typical Disaster Response (DR) Communications

**As response grows, Red Cross Logs/ DST responds:**

- **Logs supplies resources; COML supplies comm resources, i.e., radio operators *to Operations.***
- ***Operations* decides where to use radio operators.**

**Current practice: assign a radio operator to shelters on their opening.**



# ARES Responds to Red Cross During Disaster Response (DR)

## *Ideal world:*

- ◆ DPM or designee contacts amateur radio in area affected (as noted previously)
- ◆ At the behest of the Ass't Director for Operations (ADO / Ops Chief), radio operators respond to areas of need.
- ◆ Radio operators respond ***self-contained*** with ***appropriate*** equipment and personal items.



American Red Cross  
Gold Country Region

# Telecommunications Infrastructure



**Disaster “event” can interrupt all**

**Mountain Ranch (Calaveras County) lost above ground public utilities during Butte Fire**

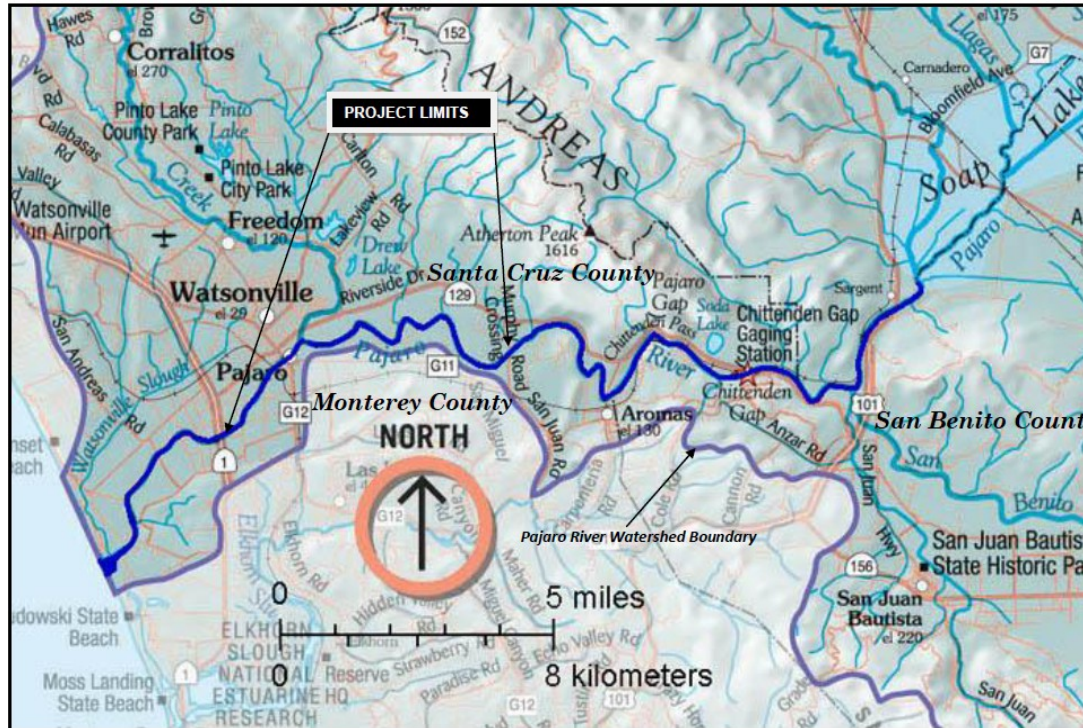
**Camp Fire, Verizon lost 1 of 17 cell sites in Paradise. <sup>32</sup>  
Backhaul was over fiber cable which was rapidly lost.**





American Red Cross  
Gold Country Region

# Telecommunications Infrastructure



Disaster “event” can interrupt all

'89 Loma Prieta Quake interrupted all utilities in Santa Cruz County (POTS d/t subscribers overloading system)

Fiber cut 2009 Santa Clara County interrupted all telecom & datacom traffic in Santa Cruz County

Puerto Rico now the prime, extreme example.



American Red Cross  
Gold Country Region

# Disaster Telecommunications Infrastructure, “last mile”

No “graceful degradation” (unfortunately the norm):

◆ Normal everyday:

- ◆ Dial-up POTS
- ◆ Cell phone
- ◆ High Speed Internet

◆ Crash, Boom, Ka-Pow!

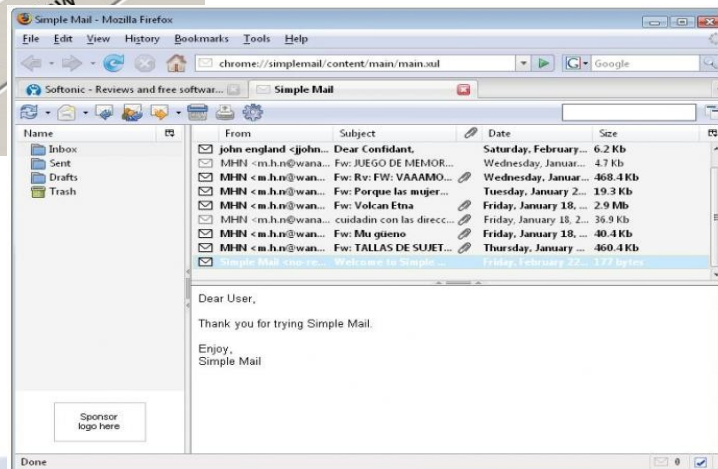
- ◆ Loss of Dial Up d/t copper and / or fiber connections to Central Office d/t poles down, fire burning out lines, etc.
- ◆ Loss of Cell phone d/t loss of tower (saturated cell sites, power utility failure, back-up power loss, cell towers physically down, etc.)
- ◆ Sneaker and Chevy nets are left intact





# Telecommunications Infrastructure

- ◆ “Normal” telecom infrastructure:
  - ◆ POTS
  - ◆ Cell phone
  - ◆ Internet
- ◆ Most carried by fiber back-haul





## Response Latency in a Major Disaster

- Time 0 – Disaster happens
- Time 0 + X hours – County agencies respond
- Time 0 + Y Hours – Support agencies (including NGOs) alerted with request to respond
- Time 0 + 2 hours – Red Cross responds to civil agency request.
- Time 0 + upwards to 72 hours – Shelters on their own but for local logistics support.  
**Telecommunications impacted.**





American Red Cross  
Gold Country Region

## Communications Infrastructure Impact in a Disaster

- Loss of Dial Up d/t copper and / or fiber connections to Central Office lost.
- Loss of Cell phone sites and/or back-haul to Mobile Telephone Switching Office (MTSO).
- Radio repeaters carrying both voice and data traffic (hardened & intact?)
- HF radio carrying both voice and data traffic intact.
- Verizon and AT&T (inherent response latency)
- Sneaker and Chevy Nets





# Disaster Communications

**That's the big picture.**

**Now,**

- 1. What is your interest level in helping with Red Cross disaster comms?**
- 2. Where do *you* fit?**



# Disaster Response (DR)

## Communications: Response

Consider this scenario: you are asked to report to the Alta Community Center Shelter. No comm equipment cached on the premises.

Task: establish comms with Red Cross Gold Country Region Disaster Operations Center (DOC).

- With what **equipment** are you prepared to respond?
- With what **communications modes** are you prepared to operate?
- Over what channels? (Refer to ICS205 handout)



# Disaster Communications Infrastructure

**Amateur Radio as an important ARC  
resource:**

**By carrying both voice and **data**  
traffic, can help keep the Red Cross  
disaster response, and later recovery  
effort, moving.**





# From ARRL Public Service and Emergency Communications Management for Radio Amateurs (EC-016) Course

## Topic 7: Digital Options in Message Handling

### Digital Communication: Pros and Cons: (continued)

Being a mostly analog communication service is not a bad thing. ...

However, many of the agencies we serve are already beginning to ask about our digital capabilities...

- “Can you transfer detailed printed supply lists or personnel assignments between sites?”
- “Can you get critical e-mails to the Internet if our connection goes down?”
- “Can you relay digital images of damage at specific locations?”
- “Can you track the locations of our personnel and display them on computer maps?”

When the agency you serve asks questions like these, you'll want to be able to reply with more than a blank stare!



# **Critical Mission Comm Requirements**

**Applies regardless the served agency:**

- What kind of information needs to be communicated?**
- In what form is that information best communicated?**
- What is its precedence?**
- Do delivery & understanding need to be acknowledged?**
- What is/are optimal route(s) for transmission?**
- Does anyone else need to know?**
- Does the info need to be protected or kept private?**
- Sender/receiver authentication needed?**
- What is impact to mission if info does not get delivered or is misinterpreted?**



# Disaster Communications

**In planning your response to help us, consider:**

- **Voice for short message traffic between shelters, Disaster Assessment Teams, and Emergency Response Vehicles (ERVs) and Disaster Operations**

- ***Datacomm* for all message traffic >25 words**



American Red Cross  
Gold Country Region

# Disaster Communications

*Datacomm?!?*

**Why can't I just use voice?**

**Consider passing a list of medications for  
DHS or a hospital:**

- **cefotetan**
- **Cefoxitin**
- **Cefazolin**

Refer to Handout: ICS213 (cover sheet: Disaster Messaging When the Phones Go Out) 44



# Cascadia Rising

## June 7-10, 2016 Message Traffic

- Initial 4 hours: 209 messages – declarations of emergency, sit reps, assistance reqs, tactical traffic
- Traffic passed over Amateur Radio circuits
  - Via voice channels: 17
  - **Via data channels: 524**
  - Mixed 150
- Even PACTOR 3 was slow for volume of traffic

Refs: QST Sept 2016;

<https://www.fema.gov/cascadia-rising-2016> Joint Multi-State AAR



# Puerto Rico Sept-Oct 2017 Message Traffic

- Initial requirement was for Radio operators to move Red Cross Safe and Well Excel spreadsheets
- Problem: how do you send an Excel spreadsheet of over 100kB?!?!?
- Think out of the box ...



American Red Cross  
Gold Country Region

# What is the Nature of Traffic During Red Cross Disaster Response (DR)?

Short, tactical messages for status reports, immediate matériel needed, emergencies/911

**Voice:** “To Mary Pearce, Solid Rock Shelter Manager, from Bob Jones, Logistics Lead: “ERV enroute with 50 cots.’ ”



American Red Cross  
Gold Country Region

# What is the Nature of Traffic During Red Cross Disaster Response (DR)?

**Data:** lengthy logistics requests, daily shelter manager and Disaster Health Services reports, personnel assignments, family reunification, etc.





American Red Cross  
Gold Country Region

# What Type of Traffic During Red Cross Disaster Response (DR)?

**Note:** Anticipate precedence of Routine (most typical), Immediate/Urgent (occasional) or Emergency (rarely). *Ask originator for precedence.*  
*(Do **not** presume, do **not** over or under state).*



## What About “Health and Welfare” Traffic?

- Now referred to as “Family Reunification”
- During shelter registration, Red Cross also helps register clients on the Safe & Well web site (on an Excel spreadsheet for the purpose).
- Radio operators might pass individual Safe & Well registration form to DOC from service sites.

<https://safeandwell.communityos.org/>



American Red Cross  
Gold Country Region

## What Does the Red Cross Need / Expect for Message Handling?



**“Radio operator, here is my message,  
please send to *recipient* (addressee)”**

# What Does the Red Cross Need / Expect for Message Handling?

Ham radio is our shipping department



It is up to the radio operator *how* to get the message from the near end to the far end *intact* and delivered in its *original* form.





# What Does the Red Cross Need / Expect for Mechanisms for Message Handling?

A utility that can pass data intact, without errors.

## Winlink

### *Advantages*

Direct to addressee email  
File attachments easy, similar to conventional email  
Built-in tracking  
Many VHF and HF gateways  
Built-in HF modems (Winmor, ARDOP, VARA etc.)

### *Disadvantages*

- Operator temptation to use built-in proprietary forms
- Requires practice to master



American Red Cross  
Gold Country Region

# What About HIPAA?





## What About Confidentiality and Health Information Privacy Accountability Act (HIPAA)?

- “ If the President declares an emergency or disaster and the Secretary (of Health and Human Services) declares a public health emergency, the Secretary may waive sanctions and penalties against a covered hospital that does not comply with certain provisions of the HIPAA Privacy Rule ...
- “ ... the HIPAA Privacy Rule permits disclosures for treatment purposes and certain disclosures to disaster relief organizations. For instance, the **Privacy Rule allows covered entities to share patient information with the American Red Cross** so it can notify family members of the patient’s location.” (45 CFR 164.510(b)(4).
- ***As a policy, Red Cross keeps confidential the names of its clients.***

## More Disaster Health Services Messages & HIPAA...

**Nurse** →



- Healthcare “civilians” (including ham radio operators) are *not* HHS/HIPAA “covered entities.”
- Red Cross nurses are well acquainted with HIPAA and are highly guarded with respect to client information. Though the Red Cross is specifically exempted from HIPAA, if DHS has a message regarding a client, confidentially will be maintained.



## More Disaster Health Services Messages & HIPAA...

**Except as allowed as described previously, radio operators can expect that they will not be asked to pass confidential DHS traffic.**







American Red Cross  
Gold Country Region

**What forms might Red Cross ask to be passed  
over a radio circuit?**

**Forms? Forms! Forms?!?**

**We diddy-dah!**

**We don't wanna deal wit' no stinkin' forms!**

**W-e-l-l, try diddy-dah'ing or speaking a  
message with more than 200 words. Stay  
tuned.**

**Refer to Handout: Disaster Messaging When the Phones Go Out)**



**American Red Cross  
Gold Country Region**

## **What Forms might Red Cross ask to be passed over a radio circuit?**

- **ARC ICS 213 General Message**
- **ARC ICS 204 Work Assignments**
- **Disaster Requisition 6409**
- **Staff Request**
- **Client Incident Report**
- **Staff Injury Report**
- **Unaccompanied Minor and Separated Child Report**
- **Emergency Welfare Inquiry**
- **Safe and Well Registration**



## Red Cross Forms

### **IMPORTANT:**

Noted previously, the Red Cross *Concept of Operations* follows the ICS disaster management model, *including* ICS forms, though modified specifically for Red Cross purposes.

- ICS imperative for a consistent form and function for “One Red Cross”
- Especially important as responders come from all across the country
- ICS prevents a “Tower of Babel”



## **ARRL EC-16, Topic 4a: ARES Management and Incident Command System: ARES Leadership**

**“... Always remember that when working within the confines of the ICS, we must use the type of forms that the served agency requires and not rely on just the ARRL message form which they may not accept unless there is specific health and welfare traffic and only other amateur operators will receive it.”**

**Reference: ARRL Public Service and Emergency Communications, Topic 4a: ARES Management and Incident Command System: ARES Leadership p.7 of 14**



American Red Cross  
Gold Country Region

## Red Cross Forms

- flmsg “custom” HTML forms
- Completed forms saved as an flmsg .k2s object file in a 'compact' size that facilitates efficient transfer over a data link. Compare:

ARC\_Unaccompanied\_Minor\_Form\_v\_1.0.html –  
**63kB**

DEMO\_Unacc\_Minor\_20170601-151607L-3.k2s –  
**2Kb**

*Nota bene* (as you already know): message transfer over a data path ensures maximum speed, efficiency, and integrity by way of minimum auto repeats, no transcription errors (when created by the message originator), with delivery precisely in the form sent.



## Regarding flmsg

**flmsg does NOT require  
the installation and/or  
use of fldigi. FULL STOP**

# Regarding flmsg & Winlink

**flmsg HTML forms do  
NOT open in Winlink.  
FULL STOP**



**American Red Cross  
Gold Country Region**

# Red Cross ICS 213 General Message

ARC 213 General Message		
DR #:	<input type="text"/>	Incident Name: <input type="text"/> Message #: <input type="text"/>
Precedence:	<input type="text" value="Routine"/> ▼	Do NOT use this form for an Emergency message!
To (Name/Position):	<input type="text"/>	
From (Name/Position):	<input type="text"/>	
Subject:	<input type="text"/>	Date: <input type="text"/> Time: <input type="text"/>
Original Message:		
<div style="border: 1px solid black; height: 150px; width: 100%;"></div>		
Approved by:	<input type="text"/>	Position/Title: <input type="text"/>
Reply:		
<div style="border: 1px solid black; height: 150px; width: 100%;"></div>		
Replied By (Names /Position):	<input type="text"/>	
Replied Date &Time:	<input type="text"/>	
ICS 213 General Message Form adapted For American Red Cross		Version 1.0 12/14/2016



# Red Cross ICS 213 General Message

218 words in  
message body

How efficiently  
can you pass  
*this* message via  
CW or phone?

ARC-213 V1.1 01.18.17

127.0.0.1:8080

American Red Cross

### ARC 213 General Message HTML Vers 1.1

DR #:  Incident Name:  Message #:

Precedence:  Do NOT use this form for an Emergency message!

To (Name/Position):

From (Name/Position):

Subject:  Date:  Time:

Original Message:

Telecommunications impacted: no cell, no wired phones, no internet avail.  
Shelter pop is 75 and anticipated to increase to 150 over next 6 hours.  
Have assigned Joan Smith, RN to reception to screen clients s/p registration  
11 medically fragile clients with following issues:  
One fragile diabetic w/enough insulin (Humalog) to last 2 days (self care)

Four geriatrics (2F, 1M) with mobility problems. M uses scooter and does not have battery charger. One F uses walker, other uses WC (has WC with her).

One 32 yo F bariatric client (>200kgs) w/significant mobility prob (has scooter). At risk for infection d/t reason surgery. Isolated w/husband & 2 small children from main dormitory.

One F w/ESKD. Requires dialysis 3x/week, M, W, F. Next scheduled Monday. Nearest dialysis facility in Rocky Mount, NC, 20 mi away. Transportation an issue as main highways flooded & impassable..

Remaining 4 have multiple co-morbidities and multiple medications requiring replacement ASAP. Each client evacuated from home with minimal or no RXs and no durable medical goods.

>> NO Rx available here. <<

Six of these clients require special needs beds. Only one bed in trailer. Need 5 more ASAP plus want 2 more for poss add'l need. Do you want a formal req completed for them or can the beds be dispatched with paperwork to follow later?

Approved by:  Position/Title:

Reply:



**American Red Cross  
Gold Country Region**

**Red Cross  
6409 Disaster  
Requisition  
Form**

**American Red Cross**

ARC Disaster Requisition - FORM 6409

HTML Vers .2d3

---

DR# (if applicable): 
DR Name: 
Date: 
Requisition # :

---

Requestor Name : 
Signature:

---

Title : 
Phone:

---

**Delivery Information**

Site POC Name : 
Phone: 
Email:

---

Address:

---

City: 
State: 
Zip:

---

**Description of product(s) and/or service(s)**

Stock No.	Quantity	Unit of measure (EA/PK/CS/BX)	Total QTY (each)	Description	Date needed
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

---

Special Instructions :

---

**The following information must be filled in by the APPROVER ONLY:**

*Approval includes verification of need; need consistent with Service Delivery Plan and budget.*

---

Approver Name : 
Signature:

---

Title : 
Phone:

---

**Procurement Method (This section is optional) :**

Account string to charge:

---

Procurement tool to use:  Donation  ReQuest  Concur Invoice  P-card  Transfer  Loan

---

Other: (Explain) :





American Red Cross  
Gold Country Region

# ARC Client Incident Report

“Challenging” to  
pass over a  
phone circuit.

ARC Client Incident Report

127.0.0.1:8080

American Red Cross **ARC Client Incident Report** HTML Vers 1.0

**CLIENT INFORMATION**

Name: Juliett Jefferson

Home Street Address: 1234 Main St.

City: Yuba City State: CA Zip: 95991

Home phone: 530-555-1212 Cell phone: 530-555-1213

Birthdate (mm/dd/yyyy): 03/15/1992 Occupation or N/A: N/A

Gender: Gender Marital Status : Martial Status

Name of person to Contact for Client in Emergency :  
Joan Jefferson

Emergency contact phone: 530-555-1214 Emergency contact Cell number:  
same

Client Health Insurance Carrier: CaliMedicaide

Client Insurance Carrier Address :  
Yuba County Public Health

Ins Policy Number : 987-654-1973

**INCIDENT INFORMATION**

Injury: Yes Fatality: No Local Law Enforcement notified (if necessary) Yes

Date of Injury/Fatality(mm/dd/yyyy): 10/24/2016 Time of Injury/Fatality:  
Broken R femur

Witness name: Jack Williams, ARC Volunteer @ Marysville Shelte Witness Phone (cell?):  
n/a

**Description of (1) Injury/Fatality** (type, part of body injured, what was the client doing, equipment involved, etc.) **and (2) Initial Response to the Incident by the Red Cross:**

Shelter client being interviewed by PD jumped on his bicycle and ran injured client down. Red Cross DHS RN at shelter called for help. RN attended to client while EMS called.

**Red Cross Internal Reporting – Reported to (mark all that apply):**

Service Area  NHQ  Health Services  Staff Health  
Life Safety and Asset Protection

**INCIDENT LOCATION INFORMATION**



# American Red Cross Gold Country Region

## Red Cross Safe & Well Registration Form

		<b>ARC Safe and Well Registration</b> HTML Vers 1.1	
<b>ARC Instructions for using Form</b>			
Use this form when there is no internet connectivity available and someone wishes to register on the Safe and Well website. Forms should be taken to the nearest location for data entry into the Safe and Well website. Treat the form as confidential information and shred it following data entry.			
<b>CLIENT INFORMATION</b>			
<b>First Name If Registering as A A./N Organization):</b>		<b>LAST NAME (or Organization) :</b>	
<input type="text"/>		<input type="text"/>	
<b>EMAIL ADDRESS (suggested):</b>		<b>DATE of BIRTH (suggested) :</b>	
<input type="text"/>		<input type="text"/>	
<b>PREDISASTER HOME INFORMATION</b>			
<b>PRIMARY PHONE</b>	<b>WORK PHONE (SUGGESTED)</b>	<b>OTHER PHONE (SUGGESTED) :</b>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<b>HOME ADDRESS:</b>	<b>CITY:</b>	<b>STATE:</b>	<b>ZIP:</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>BEST CURRENT CONTACT INFORMATION</b>			
<b>HOME ADDRESS:</b>	<b>CITY:</b>	<b>STATE:</b>	<b>ZIP:</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>SAFE AND WELL MESSAGES</b> (check boxes next to appropriate messages to make your selctions)			
<input type="checkbox"/> I am safe and well <input type="checkbox"/> Family and I are safe and well <input type="checkbox"/> Currently at shelter <input type="checkbox"/> Currently at home <input type="checkbox"/> Currently at family member/friends house <input type="checkbox"/> Currently at a hotel <input type="checkbox"/> I am safe and in the process of evacuting		<input type="checkbox"/> I am evacuating to a shelter <input type="checkbox"/> I am evacuating to the house of a family member/friend <input type="checkbox"/> I have evacuated and I am safe <input type="checkbox"/> I am currently/remaining at home <input type="checkbox"/> Will make phone calls when able <input type="checkbox"/> Will email when able <input type="checkbox"/> Will mail letter/postcard when able	
<b>CUSTOM MESSAGE</b>			
You may add your own custom short message, up to 255 characters. Please take care that your message is appropriate for the public, and do not include names or details if doing so could be harmful to you or others.			
<input type="text"/>			
<b>FOR ARC Use Only</b>			
<b>Date and time entered:</b>	<b>DRO Number / Location:</b>	<b>Name or Enter DSHR number:</b>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	




**American Red Cross  
Gold Country Region**

# Emergency Welfare Inquiry

<b>American Red Cross</b> <b>Emergency Welfare Inquiry Form</b>			
<b>Type of Action Requested</b>			
<input type="checkbox"/> <b>CREATE CASE</b>		<input type="checkbox"/> <b>CANCEL CASE</b> (detail reason in narrative)	
DRO #: <input style="width: 80px;" type="text"/>			
<b>3CS Required Fields</b>			
<b>American Red Cross Volunteer Contact Information</b>			
<b>Name:</b> <input style="width: 150px;" type="text"/>	<b>City:</b> <input style="width: 80px;" type="text"/>	<b>State</b> <input style="width: 40px;" type="text"/>	<b>Zip Code</b> <input style="width: 60px;" type="text"/>
<b>Caller Current Contact Information</b>			
<b>Last Name :</b> <input style="width: 150px;" type="text"/>	<b>First Name:</b> <input style="width: 150px;" type="text"/>	<b>Initial</b> <input style="width: 40px;" type="text"/>	
<b>Address:</b> <input style="width: 150px;" type="text"/>	<b>City:</b> <input style="width: 80px;" type="text"/>	<b>State</b> <input style="width: 40px;" type="text"/>	<b>Zip Code</b> <input style="width: 60px;" type="text"/>
<b>Country:</b> <input style="width: 150px;" type="text"/>	<b>Phone:</b> <input style="width: 80px;" type="text"/>	<b>Alternate Phone:</b> <input style="width: 100px;" type="text"/>	
<b>Email:</b> <input style="width: 150px;" type="text"/>	<b>Best time to Contact :</b> <input style="width: 150px;" type="text"/>		
<b>Person Sought Information</b>			
<b>Last Name :</b> <input style="width: 150px;" type="text"/>	<b>First Name:</b> <input style="width: 150px;" type="text"/>	<b>Initial</b> <input style="width: 40px;" type="text"/>	
<b>Address:</b> <input style="width: 150px;" type="text"/>	<b>City:</b> <input style="width: 80px;" type="text"/>	<b>State</b> <input style="width: 40px;" type="text"/>	<b>Zip Code</b> <input style="width: 60px;" type="text"/>
<b>Country:</b> <input style="width: 150px;" type="text"/>	<b>Phone:</b> <input style="width: 80px;" type="text"/>	<b>Alternate Phone:</b> <input style="width: 100px;" type="text"/>	
<b>Email :</b> <input style="width: 150px;" type="text"/>	<b>Date of Birth :</b> <input style="width: 100px;" type="text"/>	<b>Relationship to Caller:</b> <input style="width: 100px;" type="text"/>	
<b>Narrative - Reason For Request/Cancellation - to be Documented in Case Notes/History Section In 3Cs</b>			
Enter additional information that could help the Safe and Well Information Field Team locate the sought person.			
<b>For American Red Cross Use Only</b>			
<b>Name of ARC Interviewer</b> <input style="width: 150px;" type="text"/>	<b>Work phone no.</b> <input style="width: 80px;" type="text"/>	<b>Cell phone no.</b> <input style="width: 80px;" type="text"/>	<b>Date</b> <input style="width: 60px;" type="text"/>
<b>Name of ARC Person entering case</b> <input style="width: 150px;" type="text"/>	<b>Location</b> <input style="width: 100px;" type="text"/>	<b>3CS Case no.</b> <input style="width: 80px;" type="text"/>	<b>Date</b> <input style="width: 60px;" type="text"/>

# Unaccompanied Minor – Separated Child Report

(page 1 of a two page  
report)

 <b>American Red Cross</b>		
<b>Unaccompanied Minor and Separated Child Report</b>		
<b>Form</b>		
Date/time:	Incident/DR#:	
<input type="text"/>	<input type="text"/>	
* Shelter Name:	* Shelter phone number:	
<input type="text"/>	<input type="text"/>	
<b>Type of Child</b>		
<input type="checkbox"/> Unaccompanied Minor <input type="checkbox"/> Separated Child		
Name (Last, First, Nickname): <input type="text"/>		
* Date of birth (or approx. age): <input type="text"/>		Gender: <input type="text" value="Gender"/>
Home number:	Email address:	Is the minor non-verbal/unable to self-identify?: <input type="text" value="Select"/>
<input type="text"/>	<input type="text"/>	
Cell number:		
<input type="text"/>		
Home address:		
<input type="text"/>		
Primary language spoken: <input type="text"/>		Secondary language spoken: <input type="text"/>
* Location where minor was found or separated from parent/guardian:		
<input type="text"/>		
<b>Minors's Physical Description</b>		
Clothing:	Hair color:	Eye color:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Weight:	Height:	Build:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Race:	Complexion:	Hair Style:
<input type="text"/>	<input type="text"/>	<input type="text"/>



# Family Reunification / Safe and Well Mass Registration

Microsoft Excel - safe\_well\_helper.xls [Read-Only]

File Edit View Insert Format Tools Data Window Help

Verdana 10 B I U \$ % , +.0 - .00

A20 = Ollie

American Red Cross		Safe and Well Helper Tool v3			VisionLink		PEOPLE. TOOLS. CHANGE. COMMUNITY.		
<i>Instructions: Green columns with bold headers are required fields. Save in .xls format only. No spaces after Yes or No in any cell. Upload: send as email attachment to <a href="mailto:safe@redcross.org">safe@redcross.org</a>.</i>									
Personal Information									
First Name	Last Name /Organization Name	Registering as an Organization? <i>Yes / ( No or Blank)</i>	Email	Birthdate <i>MM-DD-YYYY</i>	Primary Phone <i>555-555-5555</i>	Work Phone <i>555-555-5555</i>	Other Phone <i>555-555-5555</i>	Home Country <i>e.g. United States</i>	
Amy	Aardvark	No		06-23-1999	555-555-0001			United States	
Barry	Baboon	No		02-16-1999	555-555-0002			United States	
Charlie	Cheetah	No		07-11-1999	555-555-0003			United States	
David	Donkey	No		11-04-1967	555-555-0004			United States	
Esther	Elephant	No		04-13-2001	555-555-0005			United States	
Fiona	Fox	No		09-23-1946	555-555-0006			United States	
Gina	Giraffe	No		06-23-2011	555-555-0007			United States	
Harvey	Hippo	No		11-02-1963	555-555-0008			United States	
Ivy	Iguana	No		05-28-1970	555-555-0009			United States	
Julie	Jackal	No		03-23-1984	555-555-0010			United States	
Katie	Kangaroo	No		05-23-1951	555-555-0011			United States	
Louie	Llama	No		10-24-1956	555-555-0012			United States	
Molly	Mouse	No		11-13-1923	555-555-0013			United States	
Nellie	Newt	No		12-18-2006	555-555-0014			United States	
Ollie	Opposum	No		12-20-2004	555-555-0015			United States	





**American Red Cross  
Gold Country Region**

**You've stepped up and accepted  
an assignment.**

**Now what?**



## Shelter Duty / Expectations: How to Check-In / To Whom to Report

- On reporting to a shelter
  - ◆ Sign-in on volunteer check-in sheet
  - ◆ Ask for and report to Shelter Manager
  - ◆ If 1<sup>st</sup> operator to shelter, ask where to set-up radio station
  - ◆ If shift relief, ask to be directed to radio station.
- Frequently first 24 hours of shelter operations tend to be a cluster f\*\*k
- Might need to suggest a place for setting up the radio position
- Be advised: Shelters are *noisy!*



# DOC Duty / Expectations: How to Check-In / To Whom to Report

- On reporting to Sac Disaster Operations Center (DOC)
  - ◆ Sign-in on volunteer check-in sheet
  - ◆ Ask for and report to COML
  - ◆ Radio station at back of DOC
- On reporting to district operations center
  - ◆ Sign-in on volunteer check-in sheet
  - ◆ Ask for and report to COML
  - ◆ If 1st operator to DOC, ask where to set-up radio station
  - ◆ If shift relief, ask to be directed to radio station
  - ◆ First 24 hours of operations tend to be a cluster f\*\*k



## Operating Structure

- Ham operators serve the Operations Group for the Disaster Response
- DOC COML, at the behest of the Ass't Director for Operations, would release.
- Advise if available for reassignment.
- If ARES, EC kept in the loop.
- DOC would be the NCS station for traffic management.



## Check-In,-Out Procedure

- **At the Disaster Operations Center (DOC) or a district DOC**
  - ◆ **ADO**
  - ◆ **Advise COML or DST Manager of being released and, if available, for reassignment**
- **At a Shelter**
  - ◆ **Shelter Manager**
  - ◆ **Advise COML or DST Manager of being released and, if available, for reassignment**





American Red Cross  
Gold Country Region

## What can ARES bring to the Party?

How many Radio Operators per shift\*? Well, it depends on the situation. Typical at start and as determined by COML:

- ◆ 2 max for the Sacramento DOC (radio room is *very* space limited).
- ◆ 2 for district ops center
- ◆ 1-2 at a shelter
- ◆ 1 in a vehicle (E.G., Damage Assessment Teams, outreach teams)
- ◆ 1 Community Outreach Center

**Nota bene:** Inadvisable to respond with more operators than requested.

\* Red Cross shelter staff works 12-hr shifts. Size of the DRO response, DOC might work same. Else 8-10 hour days.



## Regarding ARC “Event Based Volunteers” and ARES

- **ARES partners are not considered “Event Based Volunteers”**
- **ARRL MOU: no requirement for background check**
- **ARES ID / Vest good idea**
- **ARES personnel should not expect contact with Red Cross clients.**

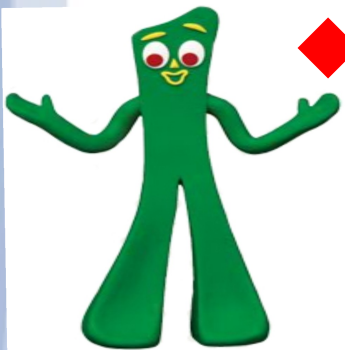
**Hurricane Maria and Puerto Rico exceptional situations.**



# What can YOU bring to a Disaster Response?

## Training / Experience as a radio communicator:

- ◆ Understand the greater Red Cross mission
- ◆ Understand the mission of the communicator / radio operator when serving the Red Cross
- ◆ Speak Red Cross language
- ◆ Can work in an ICS structure (helps to have completed ICS 100, 200, 700, 800)

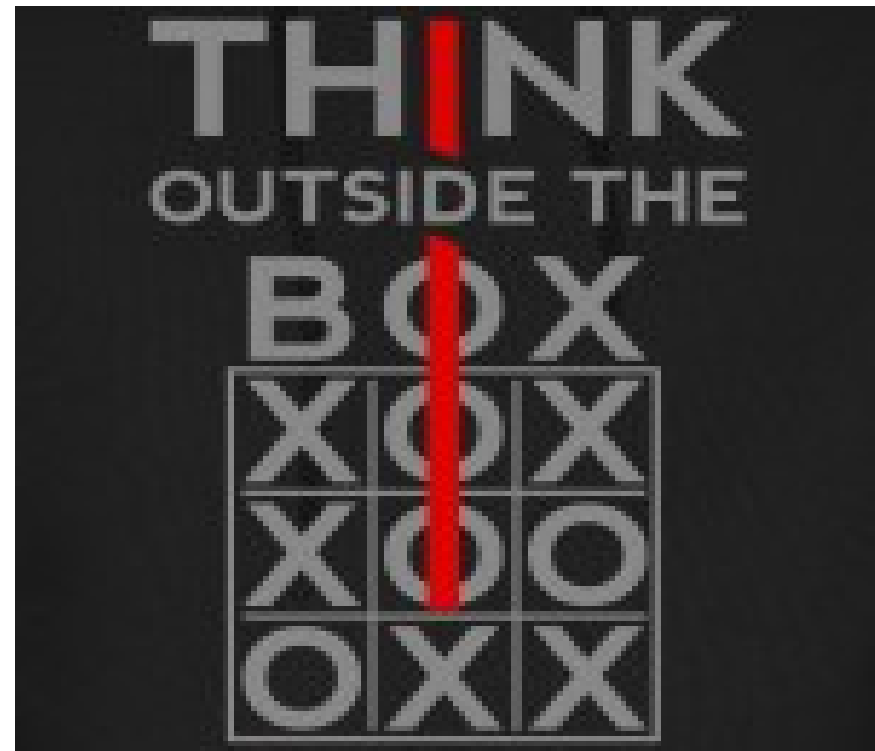


# What can YOU bring to a Disaster Response?

The ability to improvise, adapt, and overcome.



Semper Gumby





American Red Cross  
Gold Country Region

# Bring preparedness to a Disaster Response

## Self-contained

Depending on commitment, communications equipment, personal supplies, sleeping gear, etc. according to the assignment location.







American Red Cross  
Gold Country Region

# Disaster Communications

HF phone, Pactor, VHF/UHF phone, & AX.25  
Packet





## What Can YOU Bring to a Disaster Response (con't)?

- **Expertise**
- **Most Red Cross volunteers (other than DST personnel) have no understanding of radio and depend on Radio operators to get the job done**
- **ARRL ARES task book (demonstrates *certified* task & skill-set proficiencies)**
- **Need no supervision. Shelter & DOC staff have too much on their plates to supervise supporting partners.**



## What Can ARES Bring?

### Equipment – Special Considerations

#### Service sites:

- No radio equipment available.
- Radio operators need to be completely self contained.
- Headphones & *noise-canceling* mic advisable.

#### Vehicles – consider:

- Mag-mount antenna
- Cig power connector
- Using an HT? >> *2M amplifier*
- ERVs have fiberglass roofs



American Red Cross  
Gold Country Region

**Most Important ...**

**Semper Gumby**



**Willingness to be  
flexible. After all, it's  
a  
*DISASTER!***



# Training: A Continuous Work in Progress

In-house training on-going for Red Cross  
volunteers & staff:

- What ham radio can do for us during a disaster
- How to use a radio operator at HQ and in a shelter
- What do we need to provide for the radio operator
- Forms use
- **Most Important:** *when* to request ham radio support (“I’ll call ‘em when I need ‘em” is a tad late ...)





## **We Can Train Together**

**Gold Country Region periodically has shelter exercises based on some kind of disaster event.**

**Ham radio support would be requested via normal channels:**

- Call(s) from Disaster Program Manager(s) or designee(s)**
- Call(s) from DST / COML at Red Cross DOC**



**American Red Cross  
Gold Country Region**

## **We Can Train Together**

**Integrate with ARC exercises that are based on some kind of disaster event.  
Contact your local ARC to coordinate.**



## We Can Train Together

- **Work together to create scenarios.**
- **Opportunity to practice supporting a “served agency”**
- **Practice with Red Cross-specific traffic**
- **Opportunity to familiarize with Red Cross operations and equipment**



## Red Cross Free Disaster Training

Red Cross offers numerous *free* training courses to its volunteers.

Highly useful disaster basics classes to help understand Red Cross operations:

- Disaster Cycle Services: An Overview (web-based)
- Disaster Relief Operation Orientation for Event-Based Volunteers (YouTube)
- Concept of Operations Basics (YouTube)
- Operational Training for Shelter Workers (YouTube)

If you take nothing else:

**CPR / AED / Basic First Aid**



# American Red Cross Gold Country Region

## Red Cross Disaster Communications and the Amateur Radio Community

**Now that you know our  
disaster comm needs,  
*what can you do to help  
us?***





# American Red Cross Gold Country Region

## Red Cross Disaster Communications and the Amateur Radio Community

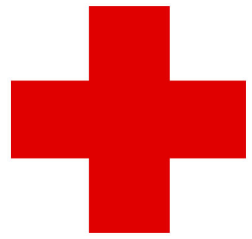
**Now that you know our  
disaster comm needs, perhaps  
you will join us as a *volunteer  
radio operator?***



# **American Red Cross Gold Country Region**

## **Red Cross Disaster Communications and the Amateur Radio Community**

# **Questions?**



# American Red Cross Gold Country Region



**Thank you!**



# American Red Cross Gold Country Region

## Recommended Resources and references:

- QST Public Service column Aug 2015 Interfacing with Local Emergency Officials

- QST Mar 2016 Education – Foundation of Preparation (re ICS 100, 200, 700, 800)

- ARRL/ARC MoU (Search ARRL web site)

- American Red Cross training

[www.redcross.org/take-a-class/disaster-training](http://www.redcross.org/take-a-class/disaster-training)

- <https://www.fema.gov/cascadia-rising-2016>

- USGS ArkStorm

<http://geography.wr.usgs.gov/science/mhdp/arkstorm.html>

- This is ArkStorm <https://vimeo.com/19012969>