

Purpose

This job tool provides guidance for supporting Disaster Mental Health (DMH) services for disaster-affected clients staying in non-congregate settings during the COVID-19 pandemic.

Audience

- Disaster Mental Health responders
- HQ Sheltering Managers
- Non-Congregate Shelter Site Managers
- DRO leadership team (suggested)

Supporting All Disaster Mental Health Clients Virtually

- The Disaster Mental Health workforce makes client contacts virtually. If a Red Cross responder does not have access to a Red Cross-issued phone, then the responder may use their personal phone: Dialing *67 before the number will restrict display of the responder's personal phone number.
- Track and report Disaster Mental Health client contacts following standard procedures from the *Disaster Mental Health Standards & Procedures*.

Disaster Mental Health for Level 1-2 Operations

Disaster Mental Health follows standard procedures provided in the [Disaster Mental Health Standards & Procedures](#) to support referrals made by Disaster Action Teams responding to Level 1-2 events. Provide all Disaster Mental Health support virtually.

Disaster Mental Health for Level 2-4 Operations

- HQ Disaster Mental Health Manager obtains a list from the HQ Sheltering Manager of all clients staying in non-congregate shelters (including hotels, dormitories, campgrounds) with name, shelter location, and contact information.
 - Coordinate with Disaster Health Services (DHS) to develop a plan for client contact.
- HQ Disaster Mental Health Manager develops a contact roster for virtual Disaster Mental Health workers, including name, email address, phone number, and licensure verification.
- Disaster Mental Health shares the roster of Disaster Mental Health workers with the HQ Sheltering Manager and requests that the following DRO-specific information be shared with clients:
 - Disaster Mental Health 24/7 support phone number
 - Disaster Mental Health email address

- Disaster Mental Health workers on the virtual team respond to any clients that reach out via phone or email and determine whether any clients need ongoing Disaster Mental Health support.
 - A Disaster Mental Health worker assesses the needs of individual clients and families using the “3Rs:”
 - 1) Reactions to the stress of the event;
 - 2) Risk factors of the individual;
 - 3) Resilience of the individual.
 - **A client or responder who is a risk to him/herself or others *always* requires immediate attention from a Disaster Mental Health worker. If risk is imminent, call 911 and notify the Disaster Mental Health supervisor and Shelter Manager.**

Disaster Mental Health Workforce Support

- HQ Disaster Mental Health Manager obtains a disaster relief operation (DRO) staff roster with the location and contact information for each worker.
 - Disaster Mental Health workers contact all staff members to check in and provide any necessary/requested support.
 - Red Cross workforce may also contact the Disaster Staff Support Hotline at 571-353-1661. The hotline is available from 7:00 a.m.-11:00 p.m. ET.