

10/21/24

### C4C Crisis Response Local Chapter Opportunities

Crisis Response (CR) in the life of a Local Chapter is completely voluntary. If a Local Chapter desires to participate, as in all C4C ministries, CR is an individual ministry. The difference is, for any member to represent our Lord and C4C in an organized manner while ministering on a crisis, mandatory training and experience requirements are necessary.

We do not establish or maintain prearranged CR teams for use in this ministry. Members who have taken the training and have participated in crisis events are catalogued to be contacted if a crisis occurs in their home area.

The word “team” within C4C has a specific standing meaning: One human and one dog partnership, (H/DP). That is the same definition used in CR. With that said more than 1 H/DP may end up or be assigned to a given crisis. If this happens, it is encouraged that they work together, leverage their unique capabilities, and select an on-site lead (Chief-of-Party). It is for this same positive benefit we build Local Chapters where multiple members live and serve.

For the CR program to work most effectively three things are evident.

1. The CR Program Director cannot be aware of all crisis opportunities that God presents individual C4C members across the country and then contact them in a timely manner.
2. All C4C members, whether trained to participate or not, should get in a habit of contacting some form of C4C leadership to give us a chance to share the Love of God through our dogs in the member’s local area.
  - a. For Local Chapter members, call the Local Chapter lead or the member designated within the Chapter for CR activities or call Fred Wetzel, CR Program Director.
3. Local Chapters can choose to add this opportunity to the portfolio of member service activities.

Number 3 above is the focus of this addendum to the CR training.

### **How can the CR Program and Local Chapters benefit from managing a Crisis at the local level?**

Local management can be implemented quicker and more strategically.

Not all Local Chapter members need to participate in CR for the Local Chapter to manage local opportunities.

(Refer to the guidelines posted on the C4C website for complete guidance).

Most of the time, the Local Chapter will be managing CRO#1 (Spur of the Moment or, in other words, Local Crisis). When a requesting/supporting Agency requires or desires the same C4C member to return or stay on site for 2 or more days, which is a CRO#2, (Short Term

Opportunity), the CR Program Director should be consulted before committing to the assignment. Otherwise, the Local Chapter can continue sending multiple members or the same member back on non-consecutive days as long as the need exists.

The Local Chapter lead or the designated Local Chapter CR representative, does not need to be a participating CR volunteer, but they must take the training and attest to doing so by sending the preloaded email found on the training website, to the CR Program Director. This is required for three reasons: 1. So, the Local Chapter and C4C can ensure that dispatching and overall guidelines are known and will be followed on each opportunity. 2. So, an active database of trained members can be maintained within C4C and a Local Chapter for future reference. 3. Documentation for insurance purposes.

The Local Chapter leadership will ensure that all local chapter C4C members who participate in the CR program wear and prominently display the C4C colors and ID on themselves and their dog/s.

Photos and posts cannot be sent until after the member's assignment is over. Go through your Local Chapter lead for approval and cleared with the Agency the member was working with. Please use the photo release form when photographing children and responders in uniform.

CRO#1 From a Local Chapter's Perspective:

**Remember the most dangerous activity members will engage in is driving, so manage in such a way as to limit the miles and utilize, when possible, a designated driver (friend, spouse, non-handler) on a long trip, or when returning late at night or after long shifts. The member and their dog will be very tired after even after a two- or three-hour shift. This is not just another trip to a nursing home or hospital.**

CR is open to all Local Chapter members who have taken the required training activities and who believe they and their dog are physically fit to take on the assignment. Review dog visit requirements in the guidelines.

The designated person in the Local Chapter would handle both the dispatch and tracking of activities. Local dispatch/assignment does not require gathering as much information as longer duration assignments, but the more information you gather, the smoother the dispatch and follow-up will be. Gathering the following information helps keep you safe.

Information that should be captured before deployment or as soon as possible:

- a. Name and location of crisis or event.
- b. Requesting or managing organization.
- c. Name and cell phone # of your onsite contact.
- d. Your travel arrangements (things like when you are leaving, how long it will take, will you be returning home each night).

The Local Chapter will ensure that no freelancing on any crisis occurs by any Local Chapter member. What does freelancing mean with regards to CR? It simply means that you cannot represent C4C at a crisis site, in any capacity, unless you have permission to be on site. In most CRO#1 cases, either the member or the Local Chapter lead will contact the organization in charge of managing the crisis or assisting with the care and support to get permission to go on site and help. It may also occur that the Program Director of CR will notify the Local Chapter contact person or, because of the lack of updated contact information, notify a local C4C member of an opportunity.

All trained C4C members can self-deploy only if one of the three following cases apply:

- a. You are called and requested by a known local emergency contact.
- b. You see the opportunity and BEFORE you begin to help, you seek out the person or organization in charge and ask them if you can be of assistance.
- c. You see the opportunity and BEFORE you begin to help you contact your Local Chapter lead for assistance in coordinating permission.

Remember make sure your Local Chapter knows what you are doing. They can stand with you in prayer and lend support if needed.

What are ways the Local Chapter can use CR as part of enhanced Local Chapter activities?

- a. Encourage members to become trained CR members.
- b. It will give members another service type.
- c. Hold a chapter training event. CR Program Director will hold a Zoom training if requested.
- d. Create a Local Chapter catalog of trained members who can respond to all types of requests on the spur of the moment in the future.
- e. Designate a CR lead inside the Local Chapter.
- f. Encourage members to contact local first responders, Salvation Army, and the Red Cross, so these organizations know and trust the Local Chapter to quickly support future crisis activities.
- g. Create a list of local agencies and their contact information for quick reference.

The CR Program Director, the Local Chapter Program Director, and the C4C's Board will support local chapters desiring to participate. The guidelines posted on the C4C website explain the CR program and general member participation in detail. As a Local Chapter administers local CRO#1 response activities, it is imperative that the Handbook, Guidelines, and Photo Release Forms for members' use, are on hand for every member and they are followed on every dispatch.

If a Local Chapter wants to learn more, call the CR Program Director, Chaplain Fred Wetzel at 208-830-3002.