

ARMED FORCES EMERGENCY SERVICES

Welcome to our Red Cross team. Armed Forces Emergency Services, also known as AFES, is a 24-hour, seven days a week Red Cross emergency communications service that serves as a link between family members in Chelan, Douglas, and Grant counties and their family members in the military.

A volunteer provides casework services via telephone and documents each case according to Red Cross procedures. The caseworker must have effective verbal and written communication skills and maintain client confidentiality.

A volunteer after-hours caseworker is asked to be on duty at least one weekend per month (or as your schedule permits) to transmit messages and verify information. The caseworker volunteers out of their own home. If you have a cell phone, you are free to go to the store or visit friends as long as you are available by phone.

Apple Valley Chapter will provide a training course for you at no cost. You will be provided all necessary manuals and resource guides, as well as support from paid staff and other volunteer caseworkers. No previous experience with Red Cross is required.