



American Red Cross
Central & South Texas Region

Central Texas Chapter

2218 Pershing Drive

Austin, TX, 78723

Tel (512) 928-4271

Fax (877) 813-6811

www.redcross.org

HOME FIRE RESPONSE GUIDE TO WORKING WITH THE RED CROSS

For Red Cross Assistance 24/7/365, please call 833-583-3111

Call the Red Cross for *any* of the following:

- When a family is displaced, needs food, clothing, lost eyeglasses/medical equipment, and/or medication due to loss from a house or apartment fire.
- When there is a need for mental health or spiritual support.
- When someone dies in a fire.

Red Cross services can be helpful for anyone who has experienced a home fire; The home doesn't have to be a complete loss. We will quickly respond to assess their immediate needs and provide help. This includes facilitating access to community resources, financial assistance when eligible, and stepping in as an advocate for families\ individuals on their road to recovery. All these services are also available to victims of other natural or manmade disasters such as: a wildfire, tornado, weather-related flood, mass casualty, etc. Red Cross also provides funeral expense assistance if a death occurs in the event. **Our assistance is FREE.**

The assistance process:

Calls are best placed by Fire Department leadership (or dispatch) to call Red Cross for home fire victim assistance. If FD personnel collect the information and share it with Red Cross Dispatch, it speeds up providing that assistance. The phone number above is just for first responders to call. (The public is to call 1-800-REDCROSS.) When the call comes from FD, that saves time in having to call back to verify that a fire occurred.

National Dispatch will then contact our on-call Regional Duty Officer to dispatch our closest team of trained volunteers. We will continue to follow-up with the family to see that they are on the road to recovery.

The information we will need is:

1. Your name, agency, and phone number (in case we get disconnected)
2. What type of incident occurred and when (house fire, apartment fire, flood, etc.)
3. Client's name and phone number
4. Complete address of incident, including the county
5. The number of persons involved (approximate, if necessary)

Thank you for assisting us to help the members of the community when they experience such a loss. And thank you for your service to our community!

Services made possible by the work of volunteers and the generosity of donors.