



**American
Red Cross**

Disaster Action Team

Emergency Response Guide to Working with the American Red Cross

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

Why call the Red Cross?

When individuals experience a disaster, they face many new unknowns. We can help with the immediate disaster-caused needs of individuals, families and communities. You should call us when those impacted by disasters are in need of:

- A safe place to stay
- Food and clothing replacement
- Assistance with lost eyeglasses, medications and medical equipment
- Mental health and/or spiritual care support

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 and financial assistance when eligible, and stepping in as an advocate for families/individuals on their road to recovery.

What to Expect

Red Cross Disaster Action Teams are available 24/7/365, in person or virtually. Please call us *any time* a family/individual has a home fire. We will dispatch the closest available Red Cross Disaster Action Team to meet with them and assess their immediate needs. The following information will help us expedite our assistance:

- Household information: address; household members (including adults, children, pets); names
- Current status: information regarding injuries or fatalities; extent of damage to the home; whether or not they have a safe place to go
- Contact information: phone number for member of household; contact info for on-scene responder

Red Cross services are free and available to everyone who has experienced a disaster including a home fire. As part of our humanitarian mission, we provide support regardless of race, religion or citizenship status.