

**SUBJECT:** WELFARE**SECTION:** 304.04**REVISED:** FEBRUARY 12, 2008**PAGE(S):** 1

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**PURPOSE**

To provide aid and assistance beyond the spectrum of normal Fire Department services to those citizens who may have been adversely affected by fire or other incidents.

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**POLICY**

At all incidents causing serious loss to an inhabited dwelling where the occupants are temporarily without shelter, food, clothing, etc., and unable to assist themselves, the Incident Commander should make contact with either the American National Red Cross or the Salvation Army, or the appropriate designated representatives.

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**PROCEDURE**

Whenever the need to contact the American National Red Cross or Salvation Army presents itself, the Incident Commander should notify the Dispatcher who shall contact the appropriate agency using the list of current phone numbers maintained in the Dispatcher Office. The Dispatcher shall then advise the Incident Commander of the services the contacted agency can provide.

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**RESPONSIBILITY**

All Fire Department officers are responsible for evaluating situations of human need which they or their subordinates may encounter and for ensuring that contact is made with the appropriate agency.