



**American  
Red Cross**

**Michigan Region  
Disaster Cycle Services**

American Red Cross – Southeast Michigan Chapter  
4624 Packard St, Ann Arbor, MI 4810.  
Covering Lenawee, Monroe, Washtenaw Counties

09/18/2019

Chief David L. Music,

We are taking this opportunity to make contact with all Fire Departments in our Chapter to insure we are meeting the needs of your department and your community. The Red Cross' vision includes insuring *all people affected by disaster receive care, shelter and hope and that our communities are ready and prepared for disasters*. We do this for all size disasters, not just very large ones. I'd like to take the opportunity to review a few of the ways in which we can help below.

- We are available to assist every family who is impacted by a fire that occurs in their home by providing financial assistance to insure they have immediate access to food, clothing and lodging regardless of insurance status. Our Disaster Action Team will respond to the scene, or coordinate a meeting at another location/time for every family regardless of whether they require lodging or not, whether they are insured or not. Our casework team will stay with each family for weeks, insuring they have a clear path to recovery. We may be able to provide similar assistance to families whose homes are affected by some of the following types of disasters.
  - Homes that are uninhabitable due to Carbon Monoxide (CO) poisoning.
  - Flooding which affects living spaces in homes. (Not typical basement flooding).
  - Homes that are uninhabitable due to damage from storms or other causes such as a vehicle into a home.
- We also have a Home Fire Prevention Program that allows us to install up to three new 10-year-life smoke detectors or Deaf/Hard-of-Hearing alarms to homeowners or renters in need, free of charge, and NO qualifications/criteria of any kind. Residents can call our fire prevention line to sign up for this program at 734-249-8539.

We value our partnerships with public safety and are available to meet and discuss our services at any time. I have attached a flyer that you may wish to disseminate with your incident commanders or other people who may be making a determination as how to best serve your residents who have been impacted by a small or large disaster. Please don't hesitate to contact me at 734-926-5735 or [armando.falcon2@redcross.org](mailto:armando.falcon2@redcross.org) with questions or concerns.

In Preparedness,

  
Armando B. Falcon

Disaster Program Manager – Southeast Michigan Chapter



## American Red Cross Michigan Region

# When to Call the Red Cross...

---

### Overview:

Our **Disaster Action Team**, known as “DAT” to our volunteers, responds to house fires nationwide every eight minutes. These responses to assist families after a tragedy are triggered by calls from, fire departments, local 911, police or individuals themselves contacting the Red Cross to request service. Because our requirements have changed over the years, questions exist concerning when to call the Red Cross for client assistance. In all such cases, only one question need be asked; Did a house fire occur? If the answer is yes, then individuals affected by the fire qualify. **So call us!**

### Services:

**Casework** – Our case workers may offer immediate assistance depending on: if and for how long someone is displaced from their home; how many individuals are involved; and, whether individuals have somewhere safe to stay. We advocate for our clients with other organizations including nonprofits, governmental departments and even insurance companies.

**Health Services** – Some of our volunteers are licensed medical professionals and assist with certain medication, equipment and eyeglass replacement needs. These professionals advocate for our clients, helping to get replacement items at reduced or no cost. We also work with families who have lost loved ones and may be able to help with certain death-related expenses. When a death occurs due to a home fire, we complete and submit a CDC Morbidity Report.

**Mental Health** -- Sometimes people demonstrate the need for more in-depth assistance than our caseworkers or health services volunteers are able to provide. In such situations, we do have licensed mental health professionals on call. These volunteers can help with client advocacy and help connect clients to local mental health organizations and professionals who can help with longer-term care.

### Larger Events:

On many occasions, residential fires are not restricted to a single unit in situations where apartment and condominium communities are affected. In these instances, we may open shelters, while also providing: casework; health services; mental health counseling; and, feeding operations.

**\*NOTE: Response times will vary.** The average response time for our volunteer Disaster Action Teams is two hours depending on weather and road conditions. In many instances, it is one hour. If a shelter is necessary, we strive to have the doors open within four hours of the identified-need.