



American Red Cross
Western Pennsylvania Region

As You Fight the Fire

let us help those who have been displaced

We're there when you need us!

A structure fire is devastating to those impacted by the blaze. While your primary responsibility is to extinguish the fire, ours is to help those who have been burned out of their home.

The Red Cross stands ready to provide the clients (victims of disaster) with immediate assistance to secure food, clothing, and shelter. We then continue to work with those impacted throughout the recovery process.



The Basics

A Phone Call Away

To dispatch the Red Cross, notify your County Communications Center who will, in turn, contact the Red Cross dispatcher, who then deploys local volunteers to the scene. The sooner the call is made, the quicker we can get there to assist. Upon being dispatched, we will arrive within two hours, often sooner. The volunteer team will notify the County Communications Center of the estimated time of arrival.

What We Need To Know

When dispatching the Red Cross, please let the County Communications Center know how many individuals and where they will be located (neighbor's house, property management office, on the street corner, etc.). If the clients can provide a phone number, that is also helpful.

We Always Wear Identification

All Red Cross volunteers who respond to incidents wear identification badges. Some also wear Red Cross vests or jackets. At times, they will arrive in a Red Cross vehicle.

Livable Or Not

Red Cross volunteers do not need to make entry into the structure to assess the damage. They only need to know from the Fire Chief, or other official, whether a building is livable or not.

What We Provide

Our meeting with the clients typically take 20-30 minutes. We attempt - whenever possible - to meet in a private location away from the scene. After assessing the situation and the needs of those impacted, we provide the resources necessary to meet the clients' immediate needs (food, clothing, shelter, etc.). If medication was lost in the fire, we help to secure replacement prescriptions. We also work with the clients in the days following the incident to help them with their recovery plan and, if appropriate, to provide referrals for additional community resources. *Please note, even if a person has insurance, immediate assistance may be required until contact with the insurance company can be made.*