



## American Red Cross South Florida Region



The American Red Cross has volunteers ready at a moment's notice to assist those affected by home fires or other disasters. In close coordination with the local fire department, the Red Cross can provide services to individuals and families, offering help and hope, so the fire department can do its job safely and efficiently.

How it works:

1. A local fire station gets a fire call
2. The fire chief asks their dispatch to call the American Red Cross: (954) 797-3829
3. Trained volunteers on the Disaster Action Team arrive on scene and interview those affected to assess their immediate needs
4. What services can the Red Cross provide onsite?
  - Individual assessment of client's needs
  - Financial assistance to help with emergency lodging, food and clothing
  - Comfort kits with toiletries, personal hygiene items and basic supplies
  - Health and mental health services

“I really appreciated the offer of help at a time when I didn't know what would come next.”  
“Wonderful! Amazing! I was close to being suicidal after a fire destroyed my home and took two pets.  
Without Red Cross assistance, I don't know if I could have held on.”

The Red Cross recognizes individuals and teams who act in an emergency to save or sustain a life. If you know someone who has used lifesaving knowledge and skills such as First Aid, CPR, AED, epinephrine auto-injector, giving back blows and abdominal thrusts or even calling 9-1-1 to save a life, you can nominate them for one of our national awards. Visit [LifesavingAwards.org](http://LifesavingAwards.org).



Process for contacting your local Red Cross:

**Dispatch Phone Number 954-797-3829**

This line is manned 24/7/365. Your 911 centers will be asked the following information about the disaster:

- Nature of the disaster (Fire, Flood, Fallen Tree, etc.)
- County and address of disaster
- How many people are affected
- Name and call back number for clients
- Call back number for IC on scene

*If you fail to get a timely and satisfactory response from the above number, call (in order):*

- 1) **Disaster Program Manager (DPM), Raymond Boyd- 954-320-9725**
- 2) **Disaster Program Specialist (DPS), Nickolyn Crosby- 786-385-8118**
- 3) **Senior Disaster Program Manager (Sr. DPM), Monica Rusconi- 786-514-0044**