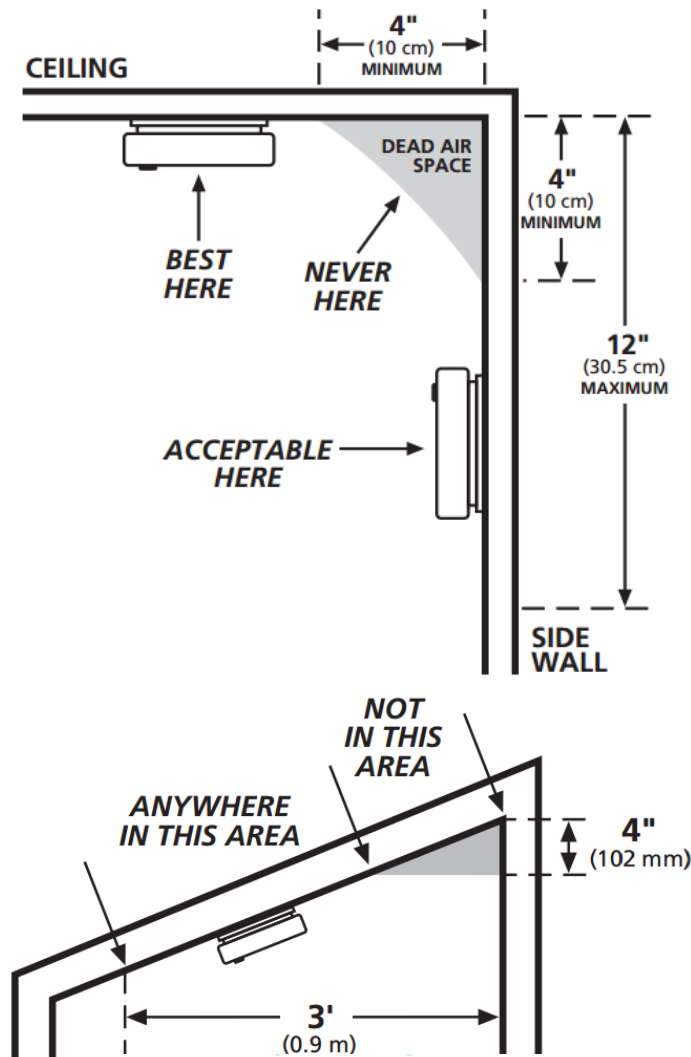


In-Home Visit Tips

- Do not approach homes with signs that read “No Trespassing” or “No Soliciting.” Avoid homes that have warning signs about aggressive dogs or where dogs cannot be safely secured.
- Always stay within eyesight of your volunteer group and never enter or leave a home without all members of your team.
- After knocking on a door or ringing a doorbell, take several steps back and wait no more than two minutes for an answer.
- If the resident answers, politely introduce yourself and your fellow team members before describing the services that your team is there to offer on behalf of the Red Cross, including free smoke alarm installations and replacement batteries, as well as life-saving fire safety information.
- Before entering a home, always get permission from an adult (18+) resident. Do not enter a residence if children are home alone or if an adult resident is not present.
- Use the buddy system inside of the home. Individual volunteers should never be left alone in a room or with a resident.
- **If ever you feel that you or your team are in danger, please call 911 immediately.**



American
Red Cross



SOUND THE ALARM
Save a Life

HFC Volunteer Team Quick Reference Guide

This resource contains priority safety tips and program guidelines for each volunteer role. Please return this brochure at the end of the day so that it may be re-used during future events.

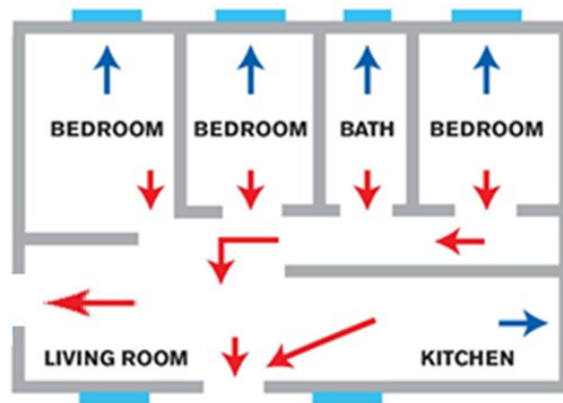


Smoke Alarm Installer

- Test each alarm in the home to determine if they are functioning properly.
- Working smoke alarms save lives! For this campaign, install smoke alarms on each level of the home where there is not already a working smoke alarm.
- **In most cases, no more than three, Red Cross-provided smoke alarms should be installed per-home.**
- Do not leave new smoke alarms with residents under any circumstances – even if they promise to do the installations themselves. It is important that we leave each home knowing that they are protected by working alarms!
- The preferred smoke alarm installation location is on the ceiling, never closer than 4 inches from any wall. See the images on the back of this brochure for proper installation locations for both flat and slanted ceilings, as well as acceptable locations on the wall if ceiling installations are not possible.
- Test each new alarm to ensure that it is activated and working properly, then demonstrate the testing procedure for the residents. If any of the residents are unable to hear the alarm test, ask if they would like to request a bed shaker alarm for individuals who are deaf or hard of hearing. Ask the documenter to fill out a Bed Shaker Alarm Application as needed.

Fire Safety Educator

- Remind residents to test smoke alarms monthly, including any 9-volt, long-life, and hardwired alarms in their home.
- Review the Home Fire Safety Checklist with the residents and ask that they share the info with those not present.
- Help residents draw a home fire escape plan that includes two ways out from every room. **Remind residents that the ideal fire escape time is less than 2 minutes.**
- Help residents identify a safe meeting place and encourage them to hang their home fire escape plan up on their fridge or in another prominent location.
- Ask residents to practice their fire escape plans at least once per year, or ideally, every time they change their clocks for daylight saving time.



SAFE MEETING PLACE
Oak Tree in front of neighbor's house



Documenter

- Your job is a critical part of the mission and helps us tell the story of the Home Fire Campaign. The information you collect is used to monitor program successes, including cases where your team's hard work may eventually help save someone's life!
- Please carefully review all required fields prior to entering any information on your Service Acknowledgment Form. Required fields are marked with an asterisk (*). Be sure to write legibly and to capture all of this information as clearly and accurately as possible.
- **Please be sure to write down the unit number in the Apartment or Mobile Home # section for any residences that share the same primary mailing address such as an apartment building, mobile home community, or duplex etc.** This helps us understand which homes we provided services to and helps minimize data entry issues.
- We need to know the physical address for each home where we provide services. Please note that PO boxes and incomplete addresses are not allowed.
- Please ask the resident to carefully review the information on the completed Service Acknowledgment Form prior to collecting their signature.
- **If a resident is unable to hear a standard alarm when tested, please offer to fill out a Bed Shaker Alarm Application.**