St. John's Regional Fire Department
Policy and Operational Guidelines

Title: 03-02-03	Requesting the Salvation Army and/or Canadian Red Cross to Assist Emergency Responders
Document Type:	Operational Guideline
Status:	
Issued By:	Manager of Technology & Communications
Index:	03 Communications
Section:	02 Communication Centre
Title:	03 Requesting the Salvation Army to Assist Emergency Responders

Purpose

To establish guidelines on requesting the assistance of the Salvation Army and/or the Canadian Red Cross during SJRFD incidents.

Background

This operational guideline will allow for consistency when the Salvation Army and/or Canadian Red Cross are requested to assist at emergency incidents.

- The SJRFD shall be responsible for requesting the Salvation Army to provide support to Emergency Responders on scene.

- The SJRFD Incident Command will ensure coordination of assistance from the Canadian Red Cross for citizens who may be displaced or require other relief services.

This replaces POG #03-02-03, "Requesting The Salvation Army To Assist Emergency Responders", dated 2018/07/06.

Procedure

1. Assistance of the Salvation Army or Canadian Red Cross shall only be requested by the Platoon Chief or a higher rank.

2. The Platoon Chief or higher rank shall contact the SJRFD Dispatcher, who will transfer their call to the required agency at the appropriate Emergency contact number located in the CAD Rolodex.

Note: In the event of confirmed incidents where residents are displaced from a dwelling and one or both agencies are not dispatched, a courtesy e-mail will be sent to both agencies by SJRFD dispatcher with the civic address of the incident.

The purpose of this notification is to provide the respective agencies with notification in case assistance is requested by the affected citizens later.

3. Assistance from the Salvation Army Emergency Response Vehicle shall only be requested by the SJRFD to aid in providing hydration (hot/cold beverages/light snacks) to Emergency Responders when:

   a. The Platoon Chief or higher rank deems an incident to be lengthy in duration, and/or

   b. The Platoon Chief or higher rank deems that physical demands of the incident on Emergency Responders is extensive.

   c. If the environmental conditions dictate as deemed by Platoon Chief or higher rank.

4. Assistance from the Canadian Red Cross shall only be requested when residents of an affected dwelling are not permitted to re-enter the premises thus requiring temporary shelter and/or other relief services.

5. Upon arrival, a designated supporting agency representative shall immediately speak with the Platoon Chief or higher rank. The Platoon Chief or higher rank will indicate the appropriate area to stage Emergency Response Vehicles.

NOTE

All Operational Guidelines are provided as a guideline only and may be altered by the Fire Chief, or her/his designate, to meet extenuating circumstances.

Approvals
Fire Chief/Director

Responsibility
St. John's Regional Fire Department

POG #03-02-03
Approved by:

Sherry L. Colford
Fire Chief
Director of Regional Fire and Emergency Services

May 6, 2025
Date

Appendix/Appendices
None