

FIRE Team – Fire Impact RE Team (FIRE Team)

Multi-Unit Fire Response Protocol

1. Purpose: The purpose of this SOP is to outline the activation, communication, coordination, and operational procedures for the **FIRE Team (Fire Impact RE Team)**. The FIRE Team exists to provide **rapid, coordinated, and secure support** to families affected by multi-unit residential fires within the TGCRRVOAD region.

2. Scope: This SOP applies to all TGCRRVOAD members who:

- Respond to multi-unit fires,
- Have been vetted to participate in the FIRE Team, or
- Provide one-time assistance through the Executive Committee.

3. Objectives

- Deliver **fast, efficient support** to survivors of multi-unit fires.
- Ensure **secure handling of PII** through a private Aid.Arena channel.
- Improve coordination between VOAD partners during fire-related incidents.
- Maintain clear communication and reduce duplication of effort.

4. Definitions

- **FIRE Team:** Core group of vetted organizations supporting multi-unit fire response.
- **Aid.Arena Channel:** Private workspace labeled **voad_tgcr_fire** used for communication and PII-protected coordination.
- **IRIS:** TGCRRVOAD's emergency notification system (text and email).
- **Executive Committee (EC):** TGCRRVOAD leadership responsible for escalations and broad VOAD communications.

5. Activation Procedure

1. **Incident Occurs:** A multi-unit fire is confirmed by the Red Cross, emergency management, or a trusted VOAD partner.
2. **Notifications Sent:** IRIS sends text and email alerts to all FIRE Team members. Aid.Arena posts an activation notice in the **voad_tgcr_fire** channel.
3. **Initial Information Posted:** Location, units affected, known needs, POC, and any initial Red Cross updates.

6. Communication Protocol

1. **Primary Communication Platform:** Aid. Arena channel **voad_tgcr_fire** is the official hub for all coordination.
2. **PII Handling:** PII may be shared only within the private channel. No screenshots or external forwarding are permitted.
3. **Broader VOAD Requests:** All requests to the full VOAD are routed **only through the Executive Committee**. EC or Red Cross posts updates back into the FIRE Team channel.

7. Operational Workflow

1. **Needs Posting:** The Red Cross or first-in partner posts survivor needs in the channel.
2. **Task Assignment:** FIRE Team partners self-select tasks or coordinate handoffs directly in the thread.
3. **Status Updates:** Partners update the channel when a need is met or requires escalation.
4. **Unmet Needs:** Escalated to the Executive Committee for broader VOAD engagement.
5. **One-Time Offers:** EC posts offers from non-FIRE Team partners; FIRE Team coordinates response.

8. Membership

1. **FIRE Team Core:** Partners who respond regularly to multi-unit fires.
2. **Adding New Members:** Partners requesting long-term involvement may be approved by the Executive Committee.
3. **One-Time Responders:** Routed through EC; not added to the private channel unless they transition to ongoing support.

9. Demobilization

1. Red Cross confirms all known needs are met.
2. Final status update is posted in Aid.Arena.
3. The Executive Committee issues an "All Clear" message.
4. Channel returns to standby mode.

10. Review and Continuous Improvement

- The Executive Committee will review FIRE Team performance after significant activations.
- Improvements or SOP updates will be discussed at TGCRVOAD meetings or through direct partner feedback.