

HFC Virtual Home Fire Safety Visit Script Job Tool

Purpose

This job tool provides scripts that volunteers can use while conducting outreach to and education of people who are interested in increasing their household's preparedness for home fires. This content is based upon the evidence-based key messages related to the leading causes of home fire fatalities and injuries. It also mirrors the content covered in the traditional in-home visit and is slightly adapted with conversational prompts to aid the educator.

How to Use This Tool

Follow the scripts that apply to your situation in your region. Use the question prompts to help tailor the education to the needs of the individual(s) with whom you speak.

Additional Resources and Items Needed to Complete this Task:

- Orientation and any additional region implementation instructions, e.g., what additional hazard to cover, when/where to report service delivery data, what local partners are involved, etc.
- Electronic device (computer, tablet, or phone); copies (electronic and/or print) of the home fire safety checklist, home fire escape plan, additional hazard safety checklist, and Service Acknowledgment Form as well as COVID resources (available [here](#))
- Any additional resources and instructions provided by your region

Outgoing Call Introduction

Use when calling people who have already expressed interest in the program or signed up for a virtual education appointment and smoke alarm installations. Have COVID safety information from redcross.org/coronavirus handy just in case client indicates concerns about COVID.)

Hello, "My name is _____ and I'm a volunteer with the American Red Cross. You provided your information to receive free smoke alarms. Do you have a few minutes right now to discuss the program and for me to share some educational resources?"

- ☐ "No"- **Is there a better time I could speak with you?** We would just like to confirm your information, talk about next steps and go over some safety information.
 - ☐ **Yes: document information provided by client for follow up**
 - ☐ **No: Would you like to receive a call back on another day?**
 - **Yes – document client response**
 - **No – thank the client and end the call, indicate that client does not want a call back**
- ☐ "Yes" – Great! Thank you!
 - Yes – proceed with education using script below this text box.

OR

Incoming Call Introduction

Use when clients are calling the Red Cross based on interest in the program. Have COVID safety information from [redcross.org/coronavirus](https://www.redcross.org/coronavirus) handy just in case client indicates concerns about COVID.)

"Hello, My name is _____ and I'm a volunteer with the American Red Cross. We are working <alongside insert partner name if applicable> (Note: Only include the highlighted part if working with a local partner to complete the smoke alarm installations.) to make your community safer by offering to install free smoke alarms and review some safety information. Can I have a few minutes of your time to discuss the free program?

- ☐ "No" – Is there a better time I could speak with you? We've seen an increase in home fires during the pandemic, so we just want to make sure you have working smoke alarms in your home. We can replace them with free 10-year alarms if needed. (Note: If they want to schedule another time, capture information for follow up.)
 - ☐ Yes: document information provided by client for follow up
 - ☐ No: Would you like to receive a call back on another day?
 - Yes – document client response
 - No – thank the client and end the call
- ☐ "Yes – Great! Thank you!" Are you interested in receiving a free smoke alarm installation?
- ☐ "Yes" – please provide your address and the best phone number to call.
- ☐ "No" -- are you interested in learning more about how to stay safe in the event of a home fire?
 - Yes -- proceed with education script below this text box
 - No -- thank the client and end the call

Start Education Script Here for Clients Who Want Smoke Alarms and Education:

If your region is working with a partner to install smoke alarms:

<Insert partner name> is currently conducting the smoke alarm installations in partnership with the American Red Cross in your area. We will provide your information to them and they will contact you to schedule a date and time to visit your home. Installations usually take about 15 minutes.

If your region is not working with any partners to install smoke alarms:

Currently, we are <still> placing people on a waiting list to receive the smoke alarms. Either the Red Cross or one of our partners will complete the smoke alarm installation as soon as it is safe to do so. If a partner is able to install your smoke alarms sooner than we can, we will share your contact information with the partner agency to connect with you and schedule an installation appointment.

Before you get your alarms, I want to make sure everyone in the home is doing their part to prevent the start of home fires. Home fires kill 7 people every day, so I'd just like to remind you of some safety tips.

Start Education Script Here for Clients Who Only Want Education:

I want to make sure everyone in the home is doing their part to prevent the start of home fires. Home fires kill 7 people every day, so I'd just like to remind you of some safety tips.

If household received a package with the safety materials

You should have received a bag from the American Red Cross with some safety information inside. **If you still have it, do you mind grabbing it?**

If household did not receive documents yet

I have some documents that I'd like to send you. **Can I email you copies of them?** Get email address if possible and email the home fire safety checklist, the escape plan and the local hazard checklist while you are speaking with them.

Home Fire Safety Education and Assessment

The first thing I want to go over is the Home Fire Safety Checklist (image right). The items on this checklist are the most common ways that fires start.

<p>Do you cook at home?</p>	<p>Cooking Safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> The majority of home fires start in the kitchen. Always stay in the kitchen when something is cooking on the stove. Cooking fires make up nearly 50% of home fires, with unattended cooking responsible for 1/3 of those reported. <input type="checkbox"/> Remember, keep an eye on what you fry!
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<p>How do you heat your home?</p>	<p>Space Heaters, Fireplaces, Baseboards, etc.</p> <ul style="list-style-type: none"> <input type="checkbox"/> More than 1/2 of the deaths resulting from home heating fires are caused by heating equipment like space heaters that is too close to things that burn. <input type="checkbox"/> Make sure anything that could catch fire – such as furniture, curtains, blankets, or clothing – is at least three feet from the heat!
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<p>Just in case you or one of your loved ones smoke, we share these tips with everyone.</p>	<p>Smoking Safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> Failing to properly extinguish smoking materials is the leading cause of residential fire deaths in the United States. Always smoke outside! If you do smoke indoors – never smoke in bed, when drowsy, or around an oxygen tank.
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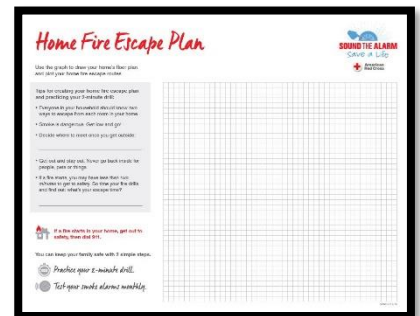
<p>Do you have any appliances plugged into extension cords?</p>	<p>Electrical and Appliance Safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> Plug appliances directly into wall outlets – avoid extension cords, as they are intended for temporary use. <p>Do you often run out of room on your power strips or extension cables? If so, what do you do?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Avoid overloading outlets – don't plug in multiple power strips or extension cords with several items attached into the same outlet. <input type="checkbox"/> Make sure electrical cords aren't damaged, running under carpets, attached by nails, or in high traffic areas.
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<p>Do you have any children or grandchildren frequently in the house?</p>	<p>Children Playing</p> <ul style="list-style-type: none"> <input type="checkbox"/> Did you know that children under 5 are twice as likely as other people to lose their life in a home fire? <input type="checkbox"/> Keep matches & lighters out of children's reach, preferably in a locked cabinet or container out of sight. <input type="checkbox"/> Teach them what smoke alarms sound like and how to react when a smoke alarm goes off. <ul style="list-style-type: none"> <input type="checkbox"/> Remember, smoke alarms may not always wake up children in the event of a home fire. <input type="checkbox"/> Make sure each child knows and practices at least two ways to escape from every room and to meet at your designated safe meeting place. Emphasize the “get out, stay out” rule.
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<p>Do you know if you have a working smoke alarm on every level of your home??</p> <p>When is the last time you've tested each alarm?</p>	<p>Smoke Alarms:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Smoke alarms save lives! Having a working smoke alarm cuts your risk of dying in a home fire in half. <input type="checkbox"/> [If it's been more than 1 month since they've tested alarm] Are you able to test the alarms now while you're on the phone with me? You test the alarms by holding down the test button but only do so if you feel safe doing it. You also want to look for a date that it was installed. If it's older than 10 years, you should replace it. <input type="checkbox"/> If you have hardwired alarms, they will be attached by electrical wires and typically all the alarms go off at the same time. Hardwired alarms use a backup battery in case the power goes out. Make sure you replace the battery every 6 months to ensure it works.
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Home Fire Escape Plan

The next thing I want to discuss is really important. It may seem simple, but you and everyone in your household need to have an escape plan for your home. <If they already received digital or physical packets> You should see a dry erase marker and a laminated sheet titled "Home Fire Escape Plan." On that sheet you will see a space with gridlines where you can draw your home's floor plan and the primary and secondary exit routes from each room with the marker.



<p>Have your household ever discussed your escape plan?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> You may have just 2 minutes to escape! Know what to do if a fire starts in your home. <input type="checkbox"/> Get out and stay out! NEVER go back into a burning building. <input type="checkbox"/> Make sure all exits are clear of any obstructions <input type="checkbox"/> Everyone in your household should plan to meet at a designated location, a safe distance from your home. <input type="checkbox"/> Call 911 from a safe place outside your home, away from the street.
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<p>In the room you are in now, do you have at least 2 ways to escape?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> We recommend identifying at least 2 exits from every room. This way, if smoke or fire blocks one of your ways out, you have a backup. <ul style="list-style-type: none"> ○ Make sure your windows and doors open easily (not painted or nailed shut) <input type="checkbox"/> After you write down your escape plan, make sure you share it with everyone in the household as well as with people that visit often, including children. You should practice this plan at least twice a year and when you test your alarms. Your escape plan must work for everyone in the household (infants, children, older adults, and those with disabilities or functional needs may require assistance).
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<p>Does everyone in your household know what to do if there's a fire in your home?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> If you experience a fire in a closed room, look for smoke coming through cracks around the door. Before opening, feel the door with the back of your hand. If it is hot, leave the door closed and <u>use your second way out</u>. <input type="checkbox"/> If you must go through smoke, get low and go under the smoke to escape. <input type="checkbox"/> If you can't evacuate, seal the door by placing a cloth around any cracks or openings to keep smoke out, block air vents, and call 911. Signal for help with a light-colored cloth or a flashlight and let 911 know what your signal is.
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Review a Local Hazard

Hurricane Safety Checklist

Another handout from your bag I'd like to go over is the Hurricane Safety Checklist. Because we live in <your state>, hurricane safety is extremely important. There are steps you can take before during and after to ensure you and your loved ones stay safe.

Be Red Cross Ready

Hurricane Safety Checklist

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.

Know the Difference

Hurricane Watch—Hurricane conditions are a threat within 48 hours. Review your hurricane plans, keep informed and be ready to act if a warning is issued.

Hurricane Warning—Hurricane conditions are expected within 36 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

What should I do?	What supplies do I need?	What do I do after a hurricane?
 <p><small>□ Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).</small></p>	 <p><small>□ Water—at least a 3-day supply; one gallon per person per day</small> <small>□ Food—at least a 3-day supply of</small></p>	 <p><small>□ Continue listening to a NOAA Weather Radio or the local news for the latest updates.</small></p>

<p>Do you know where to get updates if there's a hurricane in your area?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Sign up for rapid emergency notification, if a service is offered in your community. Usually, signup information can be found on local government or emergency management websites. <input type="checkbox"/> Know the difference between a hurricane watch and a hurricane warning: <ul style="list-style-type: none"> ○ <i>Hurricane Watch</i> is when hurricane conditions are possible within a certain area in the next 48 hours. ○ <i>Hurricane Warning</i> is when hurricane conditions are expected within a certain area in the next 36 hours. <input type="checkbox"/> If there is a report of a hurricane in your area, listen to local radio and television stations for updated emergency information. <ul style="list-style-type: none"> ○ If a WATCH is issued, review your hurricane plans, keep informed and be ready to act if a warning is issued. ○ If a WARNING is issued, complete your storm preparations and leave the area if directed to do so by authorities. <input type="checkbox"/> If ordered to evacuate, don't wait—evacuate and head to your identified shelter or to the temporary evacuation point determined by the authorities. <input type="checkbox"/> Returning home after a hurricane - Do not enter return home until the officials say it is safe. <ul style="list-style-type: none"> ○ Use caution and avoid flooded areas and washed-out bridges. Keep away from loose or dangling power lines and report them immediately.
	<input type="checkbox"/>

<p>Have you or anyone else in your household done anything to prepare for a hurricane?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> To prepare for a hurricane ahead of time: <ul style="list-style-type: none"> ○ Bring in anything that can be picked up by winds (i.e. lawn furniture, bicycles). Close windows, doors and board up windows and doors with plywood, if you do not have hurricane shutters. ○ Check your emergency kit and replenish any items that are missing or in short supply. Don't forget to include critical documents, medications, and food and water for your entire family. You can visit redcross.org for more information on how to make an emergency kit. ○ Plan where your household members would meet in the event of an evacuation and think of an emergency contact outside your area whom household members could call. ○ Finally, plan your evacuation routes—locate two routes so you have a backup if one of the is not accessible.
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Review Renter's Insurance (if applicable)

Questions and Answers about Renters Insurance

Finally, the last thing from your bag I'd like to go over is the renter's insurance information. Some people believe that if they rent, their landlord has insurance that covers the cost of their belongings should they be damaged in an emergency, like a hurricane for example. However, that is simply not the case.

Landlord's insurance only protects the building, not your belongings in it. Renter's insurance can cost as little as \$10-15 dollars a month and similar to car insurance, have different deductibles and coverage options. If you rent and do not currently have renter's insurance, I highly advise that you shop around for the policy that meets your needs at the best price.



Questions and Answers about Renters Insurance

Many people do not understand what renters insurance can do for them. If you rent an apartment or a house, renters insurance will reduce the financial hardship of a fire, theft, or other disaster.

What is renters insurance?

Renters insurance is insurance that pays you if your personal property is damaged or stolen. Renters insurance can cover fire and smoke damage, theft, vandalism, damage from windstorms and hail, damage from explosions, water damage from plumbing problems, and many other hazards. It also protects you from liability if an accident happens in your home and may pay your temporary living expenses if an emergency forces you to leave your home.

Doesn't my landlord's insurance protect my belongings?

No. Your landlord's insurance does not protect your personal property. It only protects the building.

Won't renters insurance cost too much?

No. Renters insurance is available at low cost for your personal property. It costs a great deal less than car insurance. Renters insurance can cost less than \$12 a month in most areas of the country.

What if I don't own much property?

You probably own a great deal more than you think—furniture, clothing, stereo, television, books, toys, jewelry, sports equipment, pots and pans, dishes... What would it cost to replace everything in your apartment if there was a fire or other disaster?

Is all renters insurance the same?

No. Some policies cover more than others. The deductible (an amount you pay before the insurance starts to pay) and limits may vary, and the cost for the same coverage may be different from company to company.

Two Minute Drill Invitation:

I'd also like to invite you and your family to participate in the Two Minute Drill. We're challenging families across the country to test their smoke alarms and at the sound of the beep practice escaping with all members of your family. Make sure that everyone can get to the safe meeting location in two minutes or less. Time yourself and challenge your friends and family to participate too. *(Note: Please see the Two Minute Drill overview document to familiarize yourself with this effort. Once the website is live in March, we can also encourage people to register their participation to count in the overall effort.)*

I'd like to ask you a few questions to document what we've discussed today and to ensure that I have captured your information correctly for the smoke alarm installation. *(Note: Complete the HFC Service Acknowledgement Form and document the services and client information provided. Retain a copy of the completed form and follow instructions of your program lead.)*

Did you have any questions for me or any concerns? *(Note: If you get questions on something that has not been covered, don't be afraid to let them know we will get back to them. Just be sure to document the need for a call back and the question or concern that needs a response.)*

Thank you for your time and for listening to all the information. I hope you feel safer and know what steps you need to take next to ready your home. If you think of any questions you can call us back at <CT (877) 287-3327> <RI 401-831-7700> or you can visit our website at www.redcross.org.

After the Call Concludes:

- Follow any additional guidance provided by your region, including any reporting instructions.

Thank you for volunteering your time!