



*Serving firefighters, their families
and their communities*

APPENDIX III

SAMPLE - SAVE OPERATING GUIDELINES

OBJECTIVE

As part of their mission to provide victim assistance, the California Fire Foundation (www.CAFireFoundation.org) has launched the Supplying Aid to Victims of Emergency (SAVE) program, to offer emergency financial assistance to fire and natural disaster victims. Through the SAVE program, the California Fire Foundation (CFF) aims to provide immediate short-term support in the aftermath of a fire or other natural disaster to displaced victims. Working together with the CFF, firefighters throughout the state of California, will distribute gift cards, in the amount of \$250, to eligible victims of fire or other natural disaster so they may purchase basic necessities such as food, clothing or medicine. Firefighters working with the CFF on the SAVE program provide assurance that those impacted by disaster will receive instant, direct relief before, during and after the alarm.

BACKGROUND

The California Fire Foundation is a non-profit 501 (c)(3) organization providing emotional and financial assistance to families of fallen firefighters, firefighters and the communities they protect. Formed in 1987 by California Professional Firefighters, the California Fire Foundation's mandate includes an array of survivor and victim assistance projects and community initiatives. The CFF is funding the SAVE program, in part, by specialty license plates available only to firefighters. For more information about the license plates or to order yours, visit: cafirefoundation.org.

IMPLEMENTATION

1. Program Strategy
 4. Start date: By Fall, 2014
 5. SAVE Cards will be distributed to Party B at the discretion of the CFF
 6. Number of SAVE cards will be distributed based on program data

2. Gift Card Information
 1. Each gift card will be worth \$250 until otherwise noted.
 2. Proration of cards per agency will be based upon statistical analysis of working fires on an ongoing basis
 3. Gift cards are regional assets – reallocation will occur as a normal course of business to maximize opportunity for distribution
 4. Distribution of cards to victims will be determined by Incident Commanders



DEFINITIONS

1. Disaster is defined by this program as the following:
 - a. Fire
 - b. Earthquake
 - c. Flooding
 - d. Landslides/Mudslides
2. Items defined as basic allowable necessities for this program:
 - a. Food/Water
 - b. Over-the-counter or prescription medication as medically needed
 - c. Gas
 - d. Shelter as provided by a hotel/motel
 - e. Clothing to replace any destroyed articles of clothing
 - f. Basic household necessities

POLICY

1. Recipients:
 - a. Eligible Gift Card Recipients:
 - i. Residents impacted by fire or other natural disaster with a minimum of 25% damage to the property where they reside
 - b. Ineligible Gift Card Recipients:
 - i. Businesses
 - ii. Victims of crisis or emergencies not impacted by damage caused by fire or natural disaster such as car crashes, evacuees forced to flee due to pending wildfires, or those victims who do not incur 25% damage to their residential property
2. Allocation
 - a. Gift card allocation:
 - i. Only 1 gift card will be provided per occupancy involved in the incident regardless of whether the victim is an individual or a family. A gift card shall be provided to the individual residing full-time at the damaged occupancy, regardless of whether that individual is a renter or a homeowner.
 - b. Gift card expiration date:
 - i. Each card contains an expiration date of 3 years past the date of card printing. If there are SAVE cards remaining with Party B at time of expiration that are inactive, they will be cancelled.

CARD DELIVERY TO DEPARTMENTS:

1. Prior to the start of the program, the CFF will send a portion of gift cards to Party B addressed to the named point of contact as mentioned in Appendix I.
2. In addition to the cards, Party B main point of contact will receive a spreadsheet listing all the cards by admin number (each SAVE card's admin number is printed on the carrier). Upon receipt of the cards, the Party B main point of contact will distribute an allotment of cards to their respective participating Incident Commanders and record/file which Incident Commander is receiving which admin number on the spreadsheet provided. This process is to facilitate keeping track of all SAVE cards provided to each department. The number of cards each department and each Incident Commander receives shall be based on incident response data tied to the department and the Incident Commander.
3. Additionally, along with the gift cards, the participating Party B main point of contact will separately receive **SEALED** personalized letters addressed to each participating,

respective Incident Commander that will contain the Incident Commander's **unique passcode**. Each Party B main point of contact will give the **SEALED** letters to their respective Incident Commander

4. Each passcode is 6 digits long and each participating Incident Commander will be assigned a unique one. **Incident Commanders should memorize or keep the passcode with them when running calls (Tip: Incident Commanders can keep their passcode in their mobile phone for easy access).**

SAVE ACTIVATION PROCEDURE:

1. On scene Incident Commander (IC) will be sole authorized fire personnel in charge of gift card issuance.
2. In order to receive gift card relief assistance, there must be at least **25% damage minimum** to a victim's property caused by fire or other natural disaster responded to by a firefighter.
3. On scene IC will be charged as the decision maker to assess whether property damage meets the 25% minimum.
4. On scene IC will be designated personnel to carry through with reported information post incident.
5. All designated ICs, as assigned by the department, will be designated a unique passcode.
6. If IC assesses the property damage meets the minimum 25% required in order to distribute SAVE gift card, the IC shall issue one gift card per occupancy involved in the incident. **To activate a SAVE gift card, follow the below procedures:**
 - a. **Call 800-955-7398. NOTE: Do not use the 800# printed on the card. The 800# on the card is for the victim's use.**
 - b. When prompted, enter your unique **6 digit activation code** followed by the # key.

NOTE: Each IC/BC's 6 digit activation code is listed on his/her personally addressed letter from the California Fire Foundation.

- c. When prompted, enter the card's admin number followed by the # key.
The admin number is visible through the envelope window.
- d. Please allow 1 to 2 minutes for the system to validate the card's admin number.
- e. After the admin number is validated, you will hear: "Admin 1234567 was activated. The admin 1234567 balance is \$100."

NOTE: If at any time you are unable to activate your card, press 0 to speak to customer service. Once speaking to the customer service representative, please state that you are a Fire Chief or Incident Commander participating in the SAVE Program – this will ensure that the customer service rep is able to properly diagnose your problem and provide the best possible help.

- f. To activate an additional card, press 1.

7. Once activated, the IC will mark down the card admin number that was activated and follow the below steps:
 - a. The Designee will mark down the card admin number that was activated and then provide the card to the victim, which will come attached to a piece of paper that includes SAVE program information for them.
 - b. Then, later, the Designee will enter a SAVE-post-report.
 - c. Upon entry of the incident report, the Designee shall visit the following SAVE link as soon as feasibly possible to complete a quick 30 second post-SAVE-incident-form: <https://caproff.wufoo.com/forms/save-ic-reporting-form/> and submit the following information for the CFF: Designee name, Designee email, Designee phone#, Unique Designee passcode, Unique activated gift card admin number, NFIRS#, Date, and any other information requested. This data will be posted and submitted by the Designees and sent to the CFF immediately following incident.

AUDITS & EVALUATIONS

1. SAVE Audit:
 - a. 10 days after the program begins, Party B main point of contact will check in via conference call with the CFF regarding progress to date.
 - b. Every 30 days from when the program begins, the CFF will audit the program in order to adjust the program as necessary and will hold a 15-minute conference call (on an as needed basis) to discuss any relevant issues.
 - c. The CFF will require data from ICs via post-incident-forms as described earlier.
2. SAVE Evaluation:
 - a. Each gift card will be tracked by unique IC code and activation code and will link to a report provided by card issuer company detailing:
 - i. Items purchased and/or establishment where card was used
 - ii. Total amount used on the card
 - iii. Date/time the card was used
 - b. Each report from the IC sent to the CFF upon issuance of gift card will provide: Unique IC passcode, Unique gift card number, NFIRS#, Date, Time
 - c. NFIRS# will tell us property protected versus loss by giving us the amount of property content value and the amount of property content loss
 - d. The CFF will match the card sales report to the report received by the IC to verify authorized use of funds and card activity
 - e. From these reports, we will be able to determine:
 - i. Average number of cards used
 - ii. Type of use
 - iii. Frequency of use
 - iv. We will also be able to examine whether the 25% threshold was adhered to and whether this system is a model for rolling out a statewide program

APPENDIX IV
PUBLIC RELATIONS GUIDELINES

Should any participating firefighter, who has provided a SAVE card to a victim, be captured on scene on film by the news, the participating firefighter should always remember to discuss SAVE and how the program works.

Points to remember when talking to the press/news about a recent incident that may have required a SAVE card activation:

- SAVE is a program of the California Fire Foundation, a non-profit organization aiding fallen firefighter families, firefighters and the communities they serve.
- SAVE is a program funded by the California Fire Foundation that provides immediate short, term relief to victims of fire or other natural disaster.
- The SAVE program is designed to bring immediate relief to disaster victims via a \$250 gift card that they can use to purchase food, clothing or other basic necessities such as medicine.
- Victims of fire or other natural disaster do not need to fill out any questionnaires or answer any questions in order to receive their \$250 gift card; they simply must have incurred at least 25% damage to their household in order to receive a card.
- Activation of the card is instant and immediately upon activation, the card can be used anywhere that MasterCard is accepted.

APPENDIX V **DEFINITIONS**

Section 19886: As used in this article the term “firefighter of the state” or “firefighter” shall be deemed to include a member of a fire department or fire service of the state, including the University of California, whether these members are volunteer, partly paid, or fully paid, excepting those whose principal duties are clerical, such as stenographers, telephone operators and other workers not engaged in fire-suppression or rescue operations or the protection or preservation of life or property. These firefighters shall be regularly employed, or in the case of a volunteer, shall be regularly enrolled as such.

APPENDIX VI
LARGE-SCALE DISASTERS AND EMERGENCIES

The suggested SOG contained within this MOU may not outline the best course of action for card distribution/activation in cases of large-scale wildfires, earthquakes, floods, or mudslides that cause mass evacuations in your community. If your department is a responding agency under these circumstances, please refer to the suggested protocol below:

-In the event that a large-scale emergency situation occurs, the department's SAVE designees as appointed per the SOG, may not be able to assist during this time, as they may be on the frontlines. Therefore, the department shall plan ahead accordingly to appoint 'emergency designee (s)' to distribute SAVE cards.

-The department should be prepared to dispatch such 'emergency designees' to activate and distribute SAVE cards to eligible victims, whether the distribution occurs at a Cal-OES coordinated Local Assistance Center or evacuation center, or directly on-scene. An 'emergency designee' does not need to be an IC. The respective local bargaining unit (Party C) may be a resource at this time to assist in SAVE card distribution.

-Should a large-scale disaster occur, the department shall immediately contact CFF in order to:

- Obtain allocated 'disaster assistance' SAVE cards
- Obtain a ***special passcode*** to activate such 'disaster assistance' SAVE cards
- Relay the distribution plan of the 'disaster assistance' SAVE cards

-You may call the office at (916) 641-1707 or email save@cpf.org.

TECHNICAL FAQS

Q: What does the Incident Commander or Point of Contact do if there are any issues with cards that customer service cannot assist with?

A: Please email save@cpf.org or call 916-641-1707

Q: What does the Incident Commander do if the Card Activation system isn't working for him/her?

A: In rare circumstances, there may be a technical malfunction upon an Incident Commander activating a SAVE card. While on the phone, press 0 at any time to reach customer service, and announce yourself as an Incident Commander or Fire Chief to inform the representative and receive the best possible service. If the Incident Commander has already followed the activation instructions in order to reach a customer service representative, and the problem still could not be resolved with customer service, the Incident Commander should still provide the card to the victim, noting the victim's contact information. The Incident Commander should reach out to the victim at a later time, once the problem has been resolved, to let them know the card is active.

Q: What do I do if there is a change in staff?

A: Inform the California Fire Foundation via email immediately to save@cpf.org when there has been a change in staff with a listed on-scene designee. The California Fire Foundation will need to retire the passcode assigned to the on-scene designee that is no longer participating, and will have to reissue a new, unique passcode to the new on-scene designee that will be replacing or filling that spot. The California Fire Foundation will send the new on-scene designee his/her passcode via a sealed mailed letter.

Q: How many cards should the Department keep on hand?

A: If following the suggested SOG as written in the MOU, the main-point-of-contact (ie..the ops chief or equivalent), would allocate a number of cards to each participating IC based on working fire stats. In terms of how many cards the Foundations sends to the department, the number of cards sent is based on working fire stats, as well as how many departments/locals are participating, and the program budget. The Foundation will alert the main-point-of-contact of the total number of cards the department will have to work with for the first 6 months, and can then evaluate and send more if possible after 6 months. So, the Foundation will distribute cards to depts. on a twice-yearly basis. To give you an idea, however, of total number of cards for one year that the Foundation has budgeted for, the Foundation has planned to distribute 2500 cards throughout CA for the first year of the program. The Foundation plans to get the initial disbursement of cards out to depts. by the end of Summer 2014.

Q: How are the cards activated?

A: Activation instructions are noted in the MOU, and are also included in each package to the designees. You will see in the attachment that the IC activates the card, on-scene, by calling the LISTED provided 800# that is on the instructions sheet (not the 800# on the card), and entering the card admin number plus his/her passcode. After that, the card is immediately activated and the IC can hand it to the family.

Q: What should the Incident Commander do if the Post Report system isn't working?

A: In very rare circumstances, the post report system may not be operating correctly. In this case, the Incident Commander is free to check back at a later time to draft his/her report. This should NOT prevent the Incident Commander from providing a SAVE card to a victim.

Q: Who/how does the Department make sure the accounting of the cards is kept intact?

A: Internally, the California Fire Foundation will be keeping track of activated cards. Each card has an admin number associated with it and that number appears in the envelope window that the card comes in. The Foundation will know the set of card admin numbers that were sent to each department. Also, the Foundation will be able to see who has activated a card and the card number that was activated, as well as where the card was used. The Foundation also asks the IC to fill out a post report with the NFIRS# so that the Foundation can match the card to an incident. For department purposes, to keep track of inventory, it might be useful to keep the card admin numbers in an excel sheet and just do a spot check every 6 months. As mentioned, the card admin number appears in the window of the envelope, so when the ops chief (or equivalent) first receives the shipment of cards, the ops chief (or equivalent) can have someone capture the card admin numbers before disbursing to their ICs.

Q: In case of lost/stolen cards what occurs then?

A: If the California Fire Foundation sees evidence of tampering based on internal auditing measures, the Foundation will immediately notify the main point of contact for the department. If it's the department that discovers lost/stolen cards, the main point of contact should contact save@cpf.org immediately. The Foundation would need to investigate to see what the next steps would be.

Q: What should a department do in the case of a large-scale disaster?

A: In the event that a large-scale emergency situation occurs, the department's SAVE designees as appointed per the SOG, may not be able to assist during this time, as they may be on the frontlines. In this case, work ahead of time to appoint a point of contact to work with the California Fire Foundation during disaster situations, who may be a separate individual from the designated standard point of contact. This disaster designee should contact the California Fire Foundation and request 'disaster assistance' SAVE cards, if the Foundation has not contacted your department already. These cards will come with a special passcode to activate them. The Foundation will also work with affected departments to develop a distribution plan.