

American Red Cross Success Story:

I was contacted by Suzanne Jackson of Area Churches Together Serving, ACTS, who informed me of a client that had lost all of her belongings in a home fire. Suzanne stated that the client rents the house and had not been able to reach the landlord. She called ACTS for assistance because she has nothing to her name. Suzanne asked if she had a fire report and if she had contacted the Red Cross. She shared that she did call the Red Cross, but they said she was too late with her request and she was denied assistance due to the time that had passed since the fire. The client is 65 years old and Suzanne was not certain of her family situation. ACTS was putting her up in a hotel for the weekend. I was able to work with our Disaster Services team to approve her case so that she would receive the needed assistance. Collaborating with our partners enabled us to take care of her immediate needs with financial aid and resources to help her thru the recovery process.

Addition Stories

Our DAT team went on 2 calls on September 11th and September 12th that was on the news. One was in Graniteville and the other one was in North Augusta. We were assisting the clients from Graniteville when we had to go back a couple of hours later assist the North Augusta clients.

For the Graniteville call, 5 individuals were affected by a Single-Family Fire. They were visibly distraught but were relieved to be assisted by us. The main client we had assisted claimed that we were the first people to treat her well and she was appreciative of us. Before they left, they gave us a hug.

For the North Augusta, 6 individuals (siblings) were affected by a Single-Family Fire. The primary client was happy to see us and at some point, during the intake, she broke down in tears. We had immediately comforted her and provided her reassurance that everything was going to be okay. The youngest affected was a 4-month-old baby.



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