

CITY OF BEND FIRE & RESCUE
POLICY, PROCEDURE, AND INSTRUCTION

Author:
Administration
Date:
12/13/2019
Reviewed By:
PC Team
Reviewed Date:
2/2025

SECTION: Administration

TITLE: Community Assistance Program

NUMBER: 1100-023

A. POLICY

- 1) It is the policy of Bend Fire & Rescue (BF&R) to create and maintain a community assistance program (CAP). BF&R is an organization dedicated to the health and welfare of its citizens. Sometimes responding to fire and medical alarms is not enough. There are other opportunities to help families and individuals with needs that extend beyond the services we normally provide. Examples of these would be: assisting a single mother by purchasing Tylenol for a sick child, purchasing a coat for a child that does not have one, or assisting a person with temporary lodging.
 - Throughout the year, BF&R responds to alarms and calls where a small helping hand could go a long way to benefiting a person in need. The CAP will allow our members an easy and often immediate solution to someone's problem. The intent of this program is to provide a mechanism for BF&R employees to provide emergency relief or monetary assistance to persons who they encounter while on duty. This assistance should be provided to persons whose needs are discovered by members of BF&R and not members of the community who approach BF&R for assistance. In that event, refer party to appropriate local social service agencies.
 - However, a member of BF&R may work with Social Service Agencies or individuals to provide special assistance to help a family through a particularly difficult situation.

B. PROCEDURE

Oversight Board – Bend Firefighters Foundation (BFF)

- 1) The oversight board will be charged with ensuring that the program is administered in a professional and ethical manner and that proper accounting procedures are followed. The BFF will oversee operations, recommend improvements and help ensure ongoing funding for the program.

CAP Director

- 1) The CAP Director will be a BF&R Member.
- 2) The Director will be charged with overseeing the day-to-day operations of the program and submit year-end reports to major donors, the Bend Firefighters Association, the Fire Chief and the City of Bend.

Funding

CITY OF BEND FIRE & RESCUE
POLICY, PROCEDURE, AND INSTRUCTION

- 1) Money that comes to BF&R or the Bend Firefighters Association as non-specific charitable donations may be used for the CAP. The program will also accept donations specifically for the program.
- 2) The CAP account will be administered by the BFF. The BFF is a tax-exempt 501 c 3 non-profit organization. Donations to the account will be tax-deductible.

C. INSTRUCTION

- 1) Examples of community assistance include:
 - Emergency lodging
 - Food
 - Transportation
 - Clothing
 - Household necessities
 - Medication and health care supplies
 - Utility bills
 - Labor or other non-monetary support.
 - Other special assistance (on a case by case basis)
- 2) BF&R members may use their own money or credit/debit card (not required), and submit a Community Assistance Form (see attached form) for reimbursement.. Please submit receipt(s) within 48 hours. The help is limited to \$200. If the assistance exceeds \$200, the CAP Director must be notified for prior approval. BFF approval is required for assistance greater than \$500.00.
- 3) When assistance is given, a Community Assistance Form shall be filled out and signed by two BF&R members. This form shall be submitted to the BF&R Administrative Support Supervisor prior to the end of the shift in which assistance was given.