

Kind words from the customers that we serve:

"You all deserve more praise than I can put into words..."

"Your kindness and presence was greatly appreciated. I am not sure I would have made it through that horrible night my father passed away without your help."

"You will never know how much help you were to my daughter and I. You just couldn't have done anything better..."

"I thank you for your caring concern for me and my family. I'm glad to have met such loving people who could be so friendly and concerned for me."



For information contact:

City of Phoenix Fire Department
Community Assistance Program
4056 E. Washington Street
Phoenix, AZ 85034
602-261-8849 (office)
602-495-0137 (fax)

or visit the

City of Phoenix Fire Department web site
for an application at:

phoenix.gov/fire/caprogram.html

Our Family Helping Your Family

For additional information, or a copy of this publication in an alternate format, contact the Phoenix Fire Department at 602-256-3179/voice or 602-495-5555/TTY

July 2009



Community Assistance Program



**City of Phoenix Fire Department
Community Assistance Program**

4056 E. Washington Street

Phoenix, AZ 85034

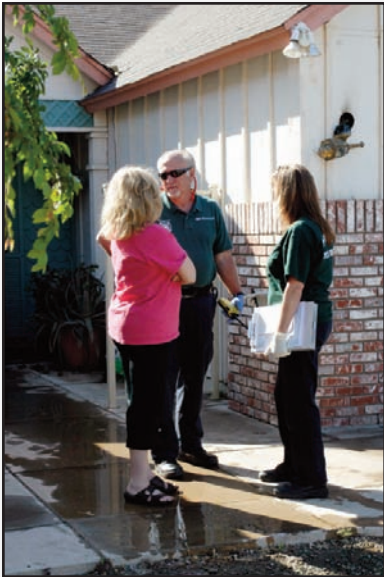
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Crisis Response Van

This program provides 24-hour on-scene crisis intervention and/or victim assistance services to the citizens of the Greater Phoenix area.

The CR units are staffed with an EMT and a BHS and are housed in fire stations throughout Phoenix. Our teams work in partnership with fire and police personnel as well as various social service agencies to provide excellent customer service.



Emergency Medical Technician (EMT)

- Provide basic EMT assistance to customers as needed
- Operate city vehicle
- Facilitate radio communications
- Maintain van equipment and supplies
- Work in partnership with BHS



Behavioral Health Specialist (BHS)

- Provide immediate crisis intervention, victim assistance and emotional support
- Provide resources and referrals to customers
- Bridge the communication between customers, fire and police departments

Requirements (For Crisis Response and Service Vans)

- Be at least 18 years of age and a certified EMT, or 21 years of age to be a BHS
- Possess a valid Arizona driver's license
- Pass an annual driving record and background check
- Complete all required training
- Volunteer a minimum of 48 hours a quarter

Required Training:

Orientation Course:

- ❖ Held once a month

Regional Training:

- ❖ Classes are held 3 nights a week for 3 weeks from 5:30 p.m. to 9:30 p.m.

Weekend Training:

- ❖ Saturday and Sunday from 9:00 a.m. to 4:00 p.m.
- ❖ Volunteers have 90 days to complete training