

# ACCESS OUR SERVICES

Telephone: 0800 389 8820

WE EXIST TO HELP YOU!



Royal Patron Her Majesty The Queen

## WE ARE HERE TO HELP YOU!

Every year The Fire Fighters Charity helps thousands of people from the fire community.

## PEOPLE JUST LIKE YOU.

We are able to help because we understand the pressures and demands of your profession – physically, emotionally and mentally. So we're here to offer information and support whenever you need us.

This handy information leaflet will give you an overview of all the services available to both you and your dependants, and is conveniently sized to keep in your wallet or purse.

If you need us, we're only a phone call away!

## AM I ENTITLED TO USE THE CHARITY'S SERVICES?

Our services are available to each and every member of the fire & rescue service...along with their eligible dependants.

This includes support staff, wholtime and retained fire fighters, airport, MOD and works fire fighters and retired\* or medically discharged members of the UK's Fire & Rescue Service.



## ELIGIBILITY CHECK?

You are eligible to use our services if you fit into one of the groups below:

- **Serving personnel** (uniformed and support staff plus fire service Chaplains and Faith Leaders)
- **Former fire service personnel\***
- **Works Firefighter** (or former works firefighter\*)
- **Individuals engaged with a Fire Services Youth Scheme** (or assisting with the management of a scheme)
- **Eligible dependant of these beneficiaries**

\*Please note: eligibility criteria applies to former and dependant categories and the helpline can advise on whether you or your family meet the criteria.

## HOW CAN YOU HELP ME?

If you are eligible for our services, there are a number of ways in which we can help you.

By calling our Freephone number you will receive instant assistance from our friendly and impartial advisors. They are fully trained to offer advice, guidance and sign-posting on a wide range of issues.



If you or an eligible dependant are living with a long-term condition, have been injured or are recovering from illness or surgery, then you may be able to benefit from our rehabilitation programme.

*Get your life back on track!*

Life can sometimes become difficult and problems can seem overwhelming. Whether you are recovering from illness, injury or other problems that have put a strain on your life, we give you the opportunity to convalesce by taking a recuperation break at one of our centres. Our staff can also visit you at home if solving your problem needs a more in-depth approach and we may be able to provide specialist equipment or bespoke assistance if needed.

## THE BEST WAY TO CONTACT US

Your first port of call will always be our Freephone helpline.

Our confidential, impartial and friendly advisors are available to assist you during your time of need by providing advice and information.

They are also able to refer you on to our regional beneficiary support team or send you out an application pack for rehabilitation or recuperation at one of our centres.

Many day-to-day pressures in life can cause you sleepless nights. We offer guidance and support on a wide range of issues that can affect members of the fire service and their families.

Here are just some of the issues our trained team can advise or sign-post on:

- **Financial hardship**
- **Welfare benefits**
- **Employment issues**
- **Housing**
- **Bereavement**
- **Disability issues**
- **Adaptations**



Call us on  
**0800 389 8820**

Our lines are open 9am-5pm, Monday – Friday.

## HOW CAN I DO MY BIT TO SUPPORT?



It costs around £1,200 for us to provide a week's rehabilitation programme for a member of the fire service community in their time of need.



We offer this service to everyone who is eligible regardless of whether they support the Charity or not. However, with no government funding we rely heavily on the generosity of our supporters - in time, money and energy!

A monthly donation from your payroll or by direct debit could go a long way in allowing us to support more people when they need us most. Alternatively, why not join our lottery scheme and be in with a chance of winning a monthly jackpot of up to £25,000, or take on a fundraising challenge such as trekking the incredible Namibian wilderness? The choices are endless!



Picture Credit: Southern Daily Echo

If you feel you could spare some time to volunteer for the Charity, we are always looking for people to support our cause.

Please do take a minute to browse our website and see how you could help The Fire Fighters Charity.

[www.firefighterscharity.org.uk](http://www.firefighterscharity.org.uk)

## CAN WE HELP YOU?

- **Advice and Signposting**
- **Beneficiary Services**
- **Rehabilitation**
- **Recuperation**

[www.firefighterscharity.org.uk](http://www.firefighterscharity.org.uk)

# HEALTH AND WELLBEING



## Rehabilitation

Working in the fire & rescue service can be tough, regardless of your role.

We support thousands of individuals that have suffered injuries and illnesses during their career, whether at work or in their personal lives. This ranges from long term wear-and-tear to specific trauma.

The Charity takes a holistic approach to the provision of rehabilitation. Our programmes are residential with an emphasis on improving or managing the individual's injury or condition, enabling that person to take full control of their recovery process once they are home.

Bespoke 4, 7 or 10 day programmes are offered to beneficiaries which may, depending on individual needs, encompass the following areas:

- Physiotherapy
- Exercise therapy
- Hydrotherapy
- Health promotion
- Nursing & personal care
- Mental health and wellbeing



## RICK CLARKE

Case Study

Suffolk Firefighter Rick Clarke suffered a serious leg injury whilst tackling a forest fire in Mildenhall.



"I was struck from behind by a fire hose that had snapped its coupling and sustained a fractured tibia and damage to 3 ligaments in my left knee. Doctors said that I may not ever be able to return to operational duties, however I was determined to prove them wrong so contacted the Charity for help. After two weeks of intensive rehabilitation at Harcombe House and an individual exercise programme to follow once home, I made a full recovery and was able to return to operational duties just 15 months after the accident.

It's really important all fire service personnel know that if they or their families are struck down by illness, they are not on their own...the Fire Fighters Charity will be there for them."



**I THOUGHT I WOULD NEVER NEED THE CHARITY'S HELP, BUT I WAS PROVED WRONG AND I AM SO GRATEFUL THEY WERE THERE FOR ME!**

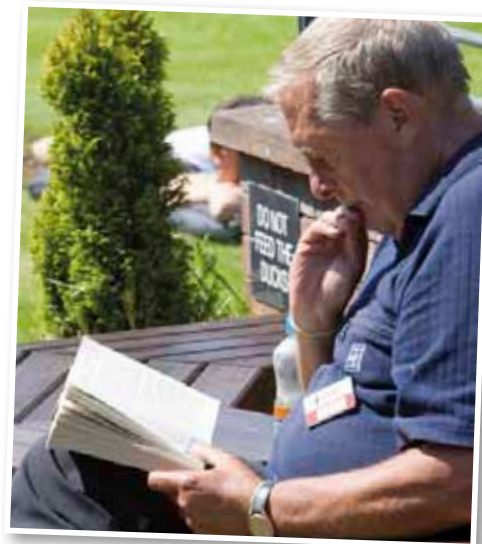


## HOW DO I APPLY FOR REHABILITATION AND RECUPERATION?

Call 0800 389 8820 to speak to one of our trained helpline advisors, or visit our website [www.firefighterscharity.org.uk](http://www.firefighterscharity.org.uk)

Once you have received an application pack, there is a section which will need to be completed by a medical practitioner. This can be a GP, consultant, specialist physiotherapist or other medical advisor. After receiving your completed application form, we will review your specific requirements and, if appropriate, allocate you a date to come to one of our centres based on your medical requirements and current waiting lists.

Each time you require the Charity's rehabilitation or recuperation services, you will need to complete a new form.

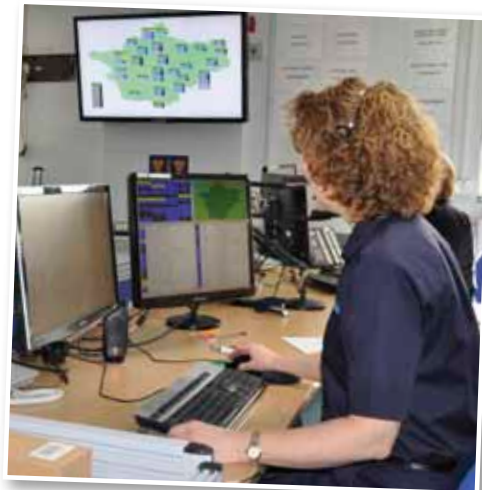


## Recuperation

People react in different ways to traumatic events in their lives.

Our recuperation breaks give you and your family the chance to rebuild your life, recovering from illness, injury, stress or other difficult life situations through rest and relaxation.

We provide tranquil surroundings to give you the opportunity to get your life back on track through emotional and physical recovery in a self-help environment.



## SARAH

Case Study

Sarah, a telephone operator from Glasgow, attended a two-week recuperation break at Marine Court.

"My brother was diagnosed with a terminal illness at the same time as my partner was made redundant from his job. I felt under enormous pressure to keep the family together and was well aware that life should still function as normally as possible for our three children.

A colleague suggested that I give The Fire Fighters Charity a call. The Helpline team were amazing and instantly put me at ease. The advisor recommended that the whole family should spend some time at Marine Court in West Sussex. It was the best thing we could have done.

We were able to step back from everything and reassess our paths, without the additional pressures of everyday life getting in the way."