AGRC Emergency Committee

WHY, WHEN AND HOW TO DO WELFARE CHECKS

If you notice a neighbor has pamphlets, newspapers, packages, or grocery deliveries, accumulating outside their door, it's a good idea to consider doing a Welfare Check.



- **First Knock** on their door loudly and repeatedly. If you get no response,
- **Call them,** if you have their phone number. If there is no response, go to the next step.

DURING OFFICE HOURS 206-763-0110

- **Go to the office** and ask if the neighbor is officially listed as being away. They can't tell you where the resident is, but they can say "yes" or "no". If the neighbor is not listed with the office, go to the next step.
- **Dial 9-1-1 to request a Welfare Check.** Give all the information requested by the 9-1-1 dispatcher.
- **Notify the office that you called for a Welfare Check.** Provide any details that you have that are needed. The office will open the apartment door for the First Responders when they arrive.
- **Wait for the First Responders to show up.** Answer any additional questions and leave if you wish.

AFTER OFFICE HOURS

- **Dial 9-1-1 to request a Welfare Check.** Answer all the questions by the 9-1-1 dispatcher to the best of your ability. Request the presence of the Fire Department to retrieve the apartment **Pass Key** if you do not have access to a key from a neighbor or a relative.
- **Wait for the First Responders to show up.** Lead them to the apartment in question.
- **Give First Responders any information they may ask you** about your neighbor or the circumstances.
- **Once they are in** and have asked you whatever questions you might be able to answer, you may leave if you wish.
- **Notify management** that a welfare check has been completed via email or voicemail (206-763-0110). If there has been a death, call the emergency line (206-755-1325) so they can notify management directly and so management can perform the proper protocol. Provide your contact information, in case management has follow-up questions.

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