



**The red cross
was there for
the Goolamally
family.**

**Your
contribution
changes
everything**

Thank you from the bottom of my heart!

The experience could have been traumatic... but the comforting presence of volunteers and the assistance provided by the Red Cross reassured the Goolamally family and helped them live through this situation in complete safety.

The alarm went off at 9 pm in a 75-unit apartment building. Zahreen Bibi, her husband and their eight-month-old baby were forced to quickly evacuate their apartment. Zahreen was not able to take anything with her: "Not even shoes... I was only wearing little house slippers. Nothing for my baby either..." Three apartments were declared a total loss. Fortunately, the Goolamally family's home was not among them. However, as the water and electricity had been turned off, those affected by this disaster were directed to a community centre where Red Cross volunteers were waiting for them.

"I was worried. We didn't have anything with us. The volunteers explained how things would unfold and we were able to ask questions. Everyone was very kind, very patient. We received hygiene kits as well as everything my baby needed: diapers, milk, cereal. I felt deeply moved and reassured."

The Goolamally family, as well as all of the other residents in the building, were provided with accommodations at a hotel where they were also able to take their meals. Days went by... Twelve days after the fire, they were finally allowed to return home.

This is when Zahreen took the time to send a thank you message to the volunteers: "My family and I received all of the support we could have hoped for from the Red Cross [...]. We are very grateful to the Red Cross [...] and to its dedicated staff. We appreciate the excellent work that you do every day. Thank you from the bottom of my heart!"

As soon as she is able to do so, Zahreen will donate to the Red Cross. She now knows exactly how donations are used and she trusts the organization.

www.redcross.ca