



### **First Responder Program Eligibility**

**Due to the high demand of our Care Pouches, we have many First Responders across the United States who are still waiting to receive their shipment. We currently have a 90-180 day turnaround on all requests. In order to be able to fulfill all orders, we ask that prior to submitting a request the requestor takes an accurate headcount of the number of sworn personnel at the station or department they are requesting Care Pouches for.**

#### **Requirements:**

Requests for First Responder Care Pouches must be submitted via the [request form](#) on the Operation Gratitude website. Once the request is submitted, Operation Gratitude will verify eligibility based on the following requirements:

- The First Responder Station must have approval from within the Station or Department to receive a donation of Care Pouches.
- The First Responder Station/Department must not have received Care Pouches at a prior date.
- Individual requests are not accepted at this time. A request must be made for all sworn personnel at one Station or Department.
- We do not provide care pouches for civilian employees or volunteers at a Station or Department with the exception of dispatchers and volunteer firefighters.
- We do not provide First Responder Care Pouches for Military Police or volunteer security.
- A commercial address and relevant delivery information must be provided. We do not ship to residential addresses.

*Note: There may be exceptions made to these policies, but they will be taken into consideration on a case-by-case basis. These policy guidelines can be changed and or updated at any time.*

**If we are unable to reach you within 3 business days of your request to confirm your order details, the request will be canceled and a new request must be submitted.**

If you have any questions, please email our First Responder Program Manager

Katie Haney at [khaney@operationgratitude.com](mailto:khaney@operationgratitude.com)