



**American  
Red Cross**

American Red Cross understands that while living and working in Europe it can be difficult to keep in touch and be there for your family members who are living in the states. That is why our primary mission here is to connect you with you loved ones during a family emergency. The American Red Cross can verify the emergency and pass the verified information to your supervisor so they can make the appropriate decision regarding your leave. Below is some helpful information regarding how to initiate a Red Cross Message and what you local Red Cross can do for you.

### **If the family of the DoDDS employee would like to start a message from CONUS:**

Visit [www.redcross.org](http://www.redcross.org) to find the nearest ARC office. There you can type in your local zip code (front and center on the main page) and the nearest Red Cross office's information will be displayed. They can also call the ARC main service center at 1-877-272-7337.

Your family now has a local Red Cross number to call and start an emergency message. This will eliminate the family's need to try and contact the service member or government employee overseas because the local CONUS Red Cross will dispatch the message to their remote or overseas location.

When initiating a message the family will need:

- The DoDDS Employee name, social security number, exact location of the worker (i.e. Ramstein Middle School)
- The name, location and phone number of the hospital, funeral home, doctor etc. where the American Red Cross worker can verify the emergency.

Please make sure your family has this information before an emergency situation arises.

If you have any questions regarding the Red Cross Emergency Services message process or initiating a message please contact your nearest Red Cross Office

### **If you, the DoDDS employee, would like to start the emergency messages remember we will need:**

- Your Unit Information, Social Security Number, Rank etc...
- The Name, Location, and Contact Information for the hospital, funeral home, or doctor whom the Red Cross will be contacting to verify your family emergency
- The name and phone number of a family member local to the area the emergency has taken place in so that the local Red Cross may contact someone locally if more information is necessary
- The name and phone number of your supervisor to whom the verified Red Cross message information should be passed.

### **Other Helpful Information:**

- ARC provides emergency assistance 24 hours a day.
- **How the Process Works:** Once a Red Cross message is initiated a Red Cross Caseworker will verify your family emergency. The verified message is sent to the Red Cross office nearest to where the DoDDS employee works. ARC will contact the DoDDS employee and/or supervisor to relay the message. In most situations the ARC will pass the message to the supervisor first, and then the supervisor will contact the DoDDS employee.
- The American Red Cross *verifies* the emergency situation and provides the appropriate personnel with that information so that DoDDS may make an informed decision regarding granting employee leave.
- The American Red Cross also processes emergency messages for family members of the DoDDS employee.
- The American Red Cross does not provide written copies of the message. If others need verification of your emergency please have them contact the any Red Cross office.
- The Red Cross will also provide assistance when communication with a loved one has been lost for an extended period of time. This is a means of re-establishing contact with family members stationed overseas.