



**American
Red Cross**

When a military family experiences a crisis, the American Red Cross is there to help. Wherever their military service takes them, service members can rest assured that the Red Cross will deliver notification of an emergency such as the **death or serious illness of an immediate family member, life-threatening accidents, as well as the good news of the birth of a service member's child or grandchild.**

Twenty-four hours a day, 365 days a year, the Red Cross relays urgent messages containing accurate, factual, complete and verified descriptions of the emergency to service members stationed anywhere in the world, including on ships at sea and at embassies and remote locations.

Even if the service member receives an email or phone call from home, Red Cross-verified information assists the member and his/her commanding officers with making a decision regarding emergency leave.

Contact the National Red Cross Emergency Center at 1-877-272-7337 and provide the following information:

- Nature of emergency
- Agency name and phone number that can verify the emergency
- Service Member's Full Legal Name
- Service Member's Date of Birth
- Service Member's Social Security Number
- Service Member's Rank and Grade
- Service Member's Deployed Unit Name and Address
- Service Member's Home Unit Name and Address

The Red Cross will then contact the agency involved to get the prognosis of the injury, illness, or the details of the death. The information will be forwarded to the deployed location.

*****Please notify the Family Programs office when an emergency occurs. In many cases we can get you in contact with your deployed loved one quickly and we can help you with the notification process.***