



American Red Cross Disaster Assistance for Foreign Nationals

Should a disaster strike while you or loved ones are traveling in the United States, the American Red Cross is available to provide information and help you communicate to your family that you are safe. American Red Cross services are provided to all those affected by disaster, regardless of race, creed, ethnicity, income level, national origin, or legal status of residence. Share this information with your loved ones so they too can know what American Red Cross services are available should an emergency occur during your time abroad.

- ***866-GET-INFO***

This toll-free number is available 24 hours a day, 7 days a week, and translators are available to help during the call. Dial **866-438-4636** to request the number of the nearest American Red Cross chapter. Should a disaster occur, agents at this number can provide the location of emergency shelters and feeding sites. Agents can also register callers on *the Safe and Well Website*, which allows family members back home to search the site and learn that their loved ones in the United States are safe.

- ***www.redcross.org***

Those with access to the Internet can go to www.redcross.org and determine their nearest Red Cross chapter by entering their current zip code in the box at the top of the page. They can also access the Safe and Well Website to register themselves or perform a search.

- ***The Safe and Well Website***

Currently available in English and Spanish, this site can be accessed via www.redcross.org or www.safeandwell.org. Anyone who was in the area at the time of the disaster is encouraged to register. Those without Internet access can register by calling 1-866-GET-INFO (1-866-438-4636) and request the help of translator, if necessary. Using this tool, loved ones can then search for the names of people who were in the disaster-affected area. If the person registered, search results will show the date and time of their entry, and general information about their status. For example, search results may say, "I am safe and well and currently in a shelter." The registrant's specific location is never released; the information shown is just enough to provide loved ones with peace of mind. Please see reverse side for Frequently Asked Questions about this site.

- ***Emergency Welfare Information Requests***

Emergency Welfare Information Requests can be initiated for a foreign national presumed to be located in the disaster area if he or she has a serious medical condition, such as being oxygen or wheelchair dependent. To initiate an Emergency Welfare Information Request, family members living outside of the United States should contact the local Red Cross or Red Crescent Society in their country. Information is then provided to Red Cross workers in the disaster area, who search for these vulnerable individuals, help them to get the assistance they need and to communicate with their loved ones back home.

Frequently Asked Questions about the Safe and Well Website



Can I find out where someone is currently located by using this site?

When delivering disaster relief services, the American Red Cross is guided by strict privacy and confidentiality policies. Thus, a client's personal information, including their location information, is not made available to the public; search results give just enough information to provide loved ones with peace of mind.

My family member does not live in the United States, but has been traveling in the disaster-affected area. Can I conduct a search using their international phone number?

Yes. The phone number fields used to conduct a search can contain a maximum of 15 numeric digits. The site does not accommodate international addresses; however, the phone number alone is enough information to conduct a search. Enter the number in the following format:
XXX-XXX-XXXXXXXXXXXXXXXXXX.

I do not know my friend's phone number. Can I still search for him on the site?

You will need to enter the person's international pre-disaster phone number (home, work, or cell) in order to search for the "safe and well" messages left by your family member or friend. The system requires both the name and phone number in an effort to protect registrant privacy.

Why are there multiple results for my search?

Those who register have the option of updating their entries. If there are multiple results for your search, check the "As of Date" for the registrant's most recent entry.

Can I register on the *Safe and Well Website* if I am just visiting from another country?

Yes, anyone in the disaster affected area is encouraged to register.

Can I register that I am looking for someone?

The system is not set up to record the names of those visiting the site or the people they are seeking. The *Safe and Well Website* facilitates communication from *inside* the disaster affected areas to family members *outside* the disaster areas.

My family member is not listed on the site. What now?

Check the site throughout the duration of the disaster, as people will continue to register. People entering shelters are often encouraged to register as they arrive.

Can the American Red Cross provide information on the number of foreign nationals it is serving or report on the status of affected foreign nationals?

The American Red Cross does not ask clients for their legal status or residence status on the US when providing service and cannot report on the number of foreign nationals that receive service. All American Red Cross client information is confidential and will not be released.

For More Information:

Please contact Katherine Galifianakis, Manager of American Red Cross Welfare Information, at galifianakisk@usa.redcross.org or 202-367-8694.