

# Emergency Communications

- Service is provided around the clock around the world
- The purpose of Red Cross communications is to provide service members and their commands with **complete, accurate, and verified information** describing the factual circumstances of a family emergency
- The intent is to assist command in making leave decisions
- Messages are not initiated after the fact. *Once leave has been granted, the message is not required.*
- Typical messages may deal with
  - Serious Illness and/or surgery
  - Death
  - Birth
  - Leave Extension
  - Personal Nature (i.e. financial matters, breakdown in child care)



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# Emergency Messages may be about:

- Immediate family of service member or spouse (to include natural and/or step parents, children, siblings)
- Grandparent/grandchildren/great-grandparent of a service member or spouse
- Undeclared family member
- Only living blood relative
- Person standing in place of parent (caller must fully explain)
- Fiance(e)
- Domestic partner
- Common-law spouse
- Other situations MAY qualify. Caller must explain the extraordinary circumstances; however, Red Cross is the accepting authority.



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1. Anyone may initiate a Red Cross Message on behalf of the Service Member – even the Service Member. Call 784-1855, day or night. In CONUS, call 1-877-272-7337.
2. Required Information:
  - a. Full Name and Rank
  - b. Social Security Number and/or Date of Birth
  - c. Member's military unit (NOT a personal mailing address)
  - d. Unit's current location and APO address
  - e. Local point of contact at the location of the emergency
3. Be prepared to provide the name and phone number of the person or agency who can provide appropriate verification.
4. ***It is extremely helpful to provide the medical facility with an authorization to release medical information to the Red Cross.***