

## Emergency Communication Service Dealing with an Emergency

### Things to keep in mind...

The role of the Red Cross is to provide an emergency communication service to the service member and their family. It can also provide to the service member and his/her command, information which may assist in a leave decision. The Red Cross does not make leave decisions -- this is a **military Command** decision.

*The Red Cross must respect the confidentiality of all messages* and may need to speak directly with the service member concerning certain types of messages. Military Regulations support this policy and we request that all commanders and senior NCOs assist us in ensuring direct access to all service members.

### The most common reasons for Red Cross messages:

1. The death or illness of an immediate family member\* or grandparent.
2. Request for an extension of leave.
3. Birth notification. (We are not able to pass a message advising that labor has begun unless serious complications exist.)
4. Pre-birth announcement (should be requested 45 days prior to birth).
5. Financial Problems/Request for concurrence with AER loan.
6. A verified personal or family problem that is causing hardship on the service member or family.

\* Immediate family member: Parents (-In law/Steps), Spouse, Children (Steps), siblings of the affected member, i.e., soldier is soldier's brother NOT soldier's brother in law

The definition of critically ill or injured means the possibility of death or permanent disability. The commander may approve other situations, not listed above, as "emergency" in nature. Birth of a child does not necessarily constitute a medical emergency, unless the child or mother is in a life-threatening situation.

### Facts for Emergency Leave:

1. Family members need to have the service member's legal name, SSN, Birthday, and complete MILITARY UNIT address and deployed unit/site to include zip code, any phone numbers for service member.
2. As soon as you find out you have an emergency, call the Red Cross with the pertinent information.
3. Need to save at least \$2000.00 per family members if you expect to travel.
4. The Command and only the command determines emergency leave.
5. Regulation dictates that you do not need a Red Cross message for emergency leave but the unit can require one. Almost all commands overseas require verification.
6. Emergency Leave obligates cost to the government for travel to the closest point of entry. Service member is responsible for onward travel cost.
7. Emergency leave is only authorized for family members cited in AR 600-8-10. Anything outside of those areas may be considered ordinary leave and will require service member to fund. AER is available in those cases.
8. Spouses need to have a family care plan if they have an emergency. Spouses may not be able to obtain funding for children and service members may not be allowed to return home due to breakdown in childcare.
9. Loco parentis is sex specific.
10. Most Units will require service member sign documentation for loco parentis.

### IMPORTANT PHONE NUMBERS

<b>The American Red Cross, Ansbach Station</b> <i>Serves all USAG Ansbach communities</i> <i>Office located on Katterbach Kaserne,</i> <i>2<sup>nd</sup> floor Building 5817,</i> <i>Hours: M-F 0800 – 1630</i>	During Duty Hours: 0980-283-1760 or 2136 DSN 467-1760 or 2136 After Hours: Mil phone: 877-272-7337 Comm: 001-877-272-7337
<b>Red Cross Emergency Service Center (US)</b> <b>Red Cross Emergency Service Center (OCONUS)</b>	<b>1-877-272-7337</b> <b>001-877-272-7337</b>
<b>510<sup>th</sup> PSB</b> <i>(For emergency leave FUNDED Orders)</i> <i>Katterbach Kaserne Bldg 5817 3<sup>rd</sup> floor</i> <i>Hours: M-W,F 0900-1130; 1300-1700,</i> <i>Thursdays 1300-1500;</i>	During Duty Hours: 09802-832-469 OR DSN 467-3469 24-Hour Duty Cell: 0162-270-4586
<b>SATO Travel</b> <i>Katterbach Kaserne, Bldg. 5818</i>  <i>Illesheim Kaserne, Bldg. 6525</i> <i>(next to Launderette)</i>	<b>09802-95020 OR</b> <b>DSN 467-2633</b> <b>09841-689-721 OR</b> <b>DSN 467-4875</b> <b>After Hours (In US):</b> <b>001-800-826-8960</b>
<b>Ramstein AFB Space A Passenger Travel</b>	06371-46-4440/4299 DSN 479-4440/4299
<b>Army Emergency Relief</b> <i>Katterbach Kaserne Bldg 5817 (ACS Office)</i> <i>Hours: M-TH 0730-1630 hours</i> <i>F 1130-1630 hours</i>  ACS: 0980-283-2883/467-2883	During Duty Hours: primary: 0980-283-2064 DSN 467-2064 After Hours : American Red Cross covers for AER at : 001-877-272-7337

