

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

The American Red Cross, Ansbach Station

*Serves all USAG Ansbach communities
Office located on Katterbach Kaserne,
2nd floor Building 5817,
Hours: M-F 0800 – 1630*

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

Red Cross Emergency Service Center (US) Red Cross Emergency Service Center (OCONUS)

1-877-272-7337
001-877-272-7337

510th PSB

*(For emergency leave FUNDED Orders)
Katterbach Kaserne Bldg 5817 3rd floor
Hours: M-W,F 0900-1130; 1300-1700,
Thursdays 1300-1500;*

During Duty Hours:
09802-832-469 OR
DSN 467-3469
24-Hour Duty Cell:
0162-270-4586

SATO Travel

Katterbach Kaserne, Bldg. 5818

*Illesheim Kaserne, Bldg. 6525
(next to Launderette)*

09802-95020 OR
DSN 467-2633
09841-689-721 OR
DSN 467-4875
After Hours (In US):
001-800-826-8960

Ramstein AFB Space A Passenger Travel

06371-46-4440/4299
DSN 479-4440/4299

Army Emergency Relief

*Katterbach Kaserne Bldg 5817 (ACS Office)
Hours: M-TH 0730-1630 hours
F 1130-1630 hours
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