

AVAILABLE BY PHONE 24/7/365

Grafenwoehr: DSN 475-1760 or CIV 09641-83-1760
Unit 28130, APO AE 09114

•Normal Duty Hours: Monday – Friday, 0730-1630

Hohenfels: DSN 466-1760 or CIV 09472-83-1760
Unit 28216, APO AE 09173

•All offices are closed on U.S. Holidays

Vilseck: DSN 476-1760 or CIV 09662-83-1760
Unit 28038, APO AE 09112

•All offices remain open on Training Holidays

Mission Statement

The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for and respond to emergencies.

Emergency Communications

When a military family experiences a crisis, the American Red Cross is there to help – 24 hours per day, 365 days a year. The Red Cross relays urgent messages containing accurate, factual, complete and verified descriptions of the emergency to service members and Department of Defense civilians stationed anywhere in the world, including ships at sea, embassies and remote locations.

Red Cross emergency communication services keep military personnel in touch with their families following the death or serious illness of a family member, the birth of a child or during other family emergencies.

Whether a service member is on a mission, in training, transferring between bases or on a ship at sea, he or she knows that the Red Cross will deliver notification when something important happens at home. Even if the service member receives an email or phone call from home, Red Cross verified information assists commanding officers with making an informed decision regarding emergency leave. *(Without this verification, the service member may not be able to come/go home during a family crisis or help family members who are experiencing a serious illness).*

How to Contact the Red Cross for Assistance:

- Individuals on orders to USAG-Grafenwoehr/USAF-Hohenfels may contact the Red Cross office located on their military installation.
- Active duty service member stationed within the United States and those family members residing with them should call toll-free 877-272-7337.
- Family members who do not reside in the service member's household, members of the National Guard & Reserve, retirees and civilians should contact their local Red Cross chapter, which is listed in their local telephone directory and at <http://www.redcross.org/where/where.html>.
- Active duty service members and Department of Defense civilians stationed overseas, and family members residing with them should call the installation operator for the number of the Red Cross office at their overseas location.

Who can messages be for?

- Immediate family members of sponsor or spouse
- Father/mother (to include step-parent and legal adoptive parent)
- Brother/sister (to include step or half relations)
- Children (includes step-children)
- Person standing in place of a parent
- Only living blood relative
- Grandparents of authorized recipient or spouse
- Grandchild (to include step-grandchildren)
- Fiancé/ fiancée
- Domestic partner
- Common law spouse

Remember to provide the following information when calling the American Red Cross:

- ✓ Full name
- ✓ Rank/rating
- ✓ Branch of Service
- ✓ Social Security Number
- ✓ Military address (the unit to which an individual is attached)
- ✓ Information about the deployed unit and home base unit (for deployed service members)

Procedure/Checklist for obtaining Emergency Leave Travel:

The following are suggested steps that may be taken when a soldier and/or their family are being given emergency leave with funded travel.

1. If an American Red Cross Emergency Communications Message has been received by your unit verifying an emergency has occurred obtain the message number and write it down. If a message has not yet been received, but you have been made aware by a family member of a potential emergency, you may either have your family contact their local American Red Cross office, or you may contact your local American Red Cross office to originate a message.
2. Once the American Red Cross Emergency Communications has been received, go to your commanding officer to request a signed DA Form 31 (Request for Leave form), to be processed through your PAC. A control number and the Red Cross Emergency Communications numbers must be typed on the form. The Regimental Emergency Operations Center (EOC) requires a counseling form from the commanding officer outlining travel and return requirements. (If you have family members traveling with you, their names and passport numbers must be included on the DA Form 31).
3. Take the signed DA Form 31 and counseling statement to the Military Personnel Division or Regimental EOC. A fund site number will be added authorizing your government travel. (NOTE: If traveling with family members, all family members and their passports must accompany the DA Form 31 to the Military Personnel Division or Regimental EOC. For family members traveling without a sponsor, a memo is required from the sponsor's commanding officer stating the family members are command sponsored. The memo may include the Red Cross Emergency Communications number). Regimental EOC will issue travel orders to family members traveling without the sponsor.
4. The completed DA Form 31 should then be taken to the SATO Travel office, where round-trip tickets to CONUS will be issued. Be sure to advise the SATO Travel personnel of the location of your final destination, as they will make all your flight arrangements. (NOTE: The Government will only pay for the travel from Germany to the first port-of-entry. In CONUS and return. From port-of-entry to the end destination (round-trip) will be at your own expense). If your home of record and emergency is located in a country other than CONUS, the Government will pay for your roundtrip ticket from Germany to the capital city of your home country or to the closest international airport.
5. If you require financial assistance for any follow-on travel, take your DA Form 31, estimated flight costs and latest Leave and Earnings Statement (LES) to the Army Emergency Relief (AER) office. (For after-hour financial assistance, contact your local American Red Cross office which will forward you to the Stuttgart After-Hours American Red Cross service, or contact the Stuttgart office direct at DSN 431-2334 or commercial at 07031-15-2334 for guidance).
6. If you do not need financial assistance, but need to notify your family in CONUS of your travel plans and cannot phone direct, please contact the American Red Cross. We would be happy to send a message stating that you are in receipt of your emergency communications message and include your travel plans in our reply message.
7. You are now ready to catch your flight. Do not forget your ID card, passport, DA Form 31 or your flight itinerary and tickets.

These steps are provided by the Vilseck American Red Cross office to assist you in processing your Emergency Leave smoothly in times of distress. Special procedures may be required after normal duty hours. Please ask the American Red Cross After-Hours worker in Stuttgart for assistance at the aforementioned numbers. Should you need to contact the SATO Travel office after-hours, their number is 800-826-8960.

Other Programs and Services

Disaster Services

- ❖ What you may do to prepare for a disaster:
 - Get trained
 - Have a disaster Plan
 - Build a disaster supply kit

Health and Safety Programs

- ❖ Babysitter's Training Course (geared towards 11-15 year old)
- ❖ Cardiopulmonary Resuscitation (CPR) and First Aid
- ❖ Wilderness First Aid
- ❖ Instructor Classes

Volunteer Opportunities

- Advisory Council
- Caseworker
- Dental Assistant Training Program
- Dental Clinic
- Dental Clinic
- Medical Clinic
- Public Relations
- Special Events
- Veterinary Clinic
- Youth Group