

---

## Haiti Earthquake — February 3, 2010

---

### Q Is more relief reaching people in Haiti?

A

- Yes. The humanitarian aid pipeline is opening wider and wider and logistical problems are getting smaller and smaller, but the needs in Haiti are still immense.
- Red Cross teams are on the ground assessing ways to not only meet the immediate needs but also provide long-term recovery assistance, such as restarting the local market economy and addressing housing needs.
- Four Red Cross warehouses (two in Santo Domingo, Dominican Republic and two in Port-au-Prince, Haiti) are open and operating at full capacity.
- The Red Cross is now producing 1 million liters of water per day, enough for 185,000 people to receive 5.4 liters per person per day. In addition, Red Cross teams are working to scale up latrine construction as quickly as possible.
- To date, Red Cross distributions of food and relief items (blankets, kitchen sets, hygiene kits, buckets, water containers, laundry soap/detergent, and mosquito nets) have reached nearly 20,000 families (or 100,000 people).
- To date, more than 64 flights carrying Red Cross aid from around the world have arrived in Santo Domingo and Haiti.
- Shelter remains an urgent need. The Red Cross is working to provide a range of immediate shelter assistance, and we also are assessing needs and developing a strategy to meet long-term housing reconstruction needs.
- **REACTIVE ONLY:** The deep community presence of the Haitian Red Cross has allowed Red Cross responders to distribute aid in an orderly and efficient manner. They visit the community in advance to alert them that aid is coming and vouchers are then handed out. Then the Red Cross returns to hand out supplies at a pre-determined location to recipients who wait in line to receive them.

### Q What is the Red Cross doing about the health situation in Haiti?

A

- The Red Cross is working to help survivors with needed health care to address community health needs and the emerging threat of the spread of infectious disease.
- A major vaccination program will begin this Friday, February 5, to vaccinate 150,000 children, ages 0 – 7, against measles, mumps, rubella, diphtheria, pertussis (whooping cough) and tetanus.
- Local and international Red Cross teams will join UNICEF and the World Health Organization (WHO) to visit settlements throughout the city to vaccinate children.
- Along with vaccinations, the Red Cross will be teaching basic health skills, such as proper hand washing, waste disposal and safe food and water storage.
- Red Cross emotional support teams will also be on hand to help children with their emotional trauma caused by the earthquake.
- At the combined six Red Cross health facilities, an average of 1,200 patients are being treated per day.

## **Q What is the Red Cross doing overall?**

**A**

- The American Red Cross is in Haiti as a part of the broader and coordinated Red Cross and Red Crescent network.
- The American Red Cross has more than 100 relief specialists and volunteers helping with the relief efforts in Haiti (including Creole interpreters on the USNS Comfort hospital ship). In total, more than 500 Red Cross and Red Crescent workers from at least 30 countries around the world are in Haiti working with thousands of Haitian Red Cross volunteers in areas such as health, logistics, relief supply distribution.
- Each Red Cross society team has its own roles and expertise on the ground. Working together, the global Red Cross network provides a very powerful engine for relief and recovery.
- To date, Red Cross distributions of food and relief items (blankets, kitchen sets, hygiene kits, buckets, water containers, laundry soap/detergent, and mosquito nets) have reached nearly 20,000 families (or 100,000 people).
- This is already the largest single-country relief operation in global Red Cross history in terms of emergency response teams deployed. The number of teams in Haiti is greater than the number that responded to the 2004 Indian Ocean tsunami, which spanned 14 countries.

## **Q What is the Red Cross doing for long-term relief?**

**A**

- Because of the generosity of donors, people in Haiti will receive more than immediate relief — they will receive resources, support and training from the Red Cross that will help them recover and rebuild in the years ahead.
- It is clear that what took minutes to destroy will take many years and the collective support from governments and relief agencies across the world to help mend. The American Red Cross is working in close coordination with other responding organizations and will undoubtedly collaborate on and support long-term recovery projects.
- The American Red Cross is applying experience gained following the 2004 Indian Ocean tsunami. For the past five years, we have been working with partners to construct water and sanitation systems, providing emotional support and healthcare, building shelters, restoring livelihoods, and preparing communities for the next disaster. We plan to offer a similar level of support in close collaboration with Red Cross partners and other international and local aid organizations in Haiti.

## **Q What is the position of the American Red Cross on the idea of creating a new pooled disaster fund for major disasters, as described in a Feb. 2 New York Times story?**

**A**

- Proposals to change the way money is collected following a disaster should be measured against the core principles of whether the idea gets aid to people as fast as possible, improves coordination of services and honors the intent of

donors.

- The most important thing following a major disaster is getting needed relief on the ground and to the people as quickly as possible. In a disaster, speed is life, and anything we do must be assessed against the imperative of improving speed and coordination of relief to those in need.
- The American Red Cross works closely and in coordination with other relief groups in times of disaster – both internationally and domestically. The American public is generous in its support to the Red Cross in times of disaster, and we share those donations with other groups to help those in need.
  - Nearly half (46%) of the \$581 million received by the American Red Cross following the tsunami in 2004 is going to 20 UN and NGO partner groups.
    - This was especially the case in the initial relief phase, when 79% of the \$110 million spent on short-term efforts following the tsunami went to partners. (In the recovery phase, 38% of the \$471 million has been allocated to partners.)
  - The American Red Cross partners with a number of groups in the U.S. on disaster response in providing food and shelter following disasters to help get needed assistance to people in their communities.
    - A big lesson that we learned during Katrina is that building relationships with other non-profits in the community is absolutely essential to help serve people in need.
    - We built relationships with local churches, synagogues, mosques. We're partnering with community organizations like 100 Black Men, the NAACP, other agencies like Salvation Army, Southern Baptist Convention and Catholic Charities. Our model is to be collaborative, inclusive and diverse. It really does take an entire community to be able to respond to a major disaster.
    - Following Hurricanes Ike and Gustav in 2008, one in four Red Cross shelters were operated by our partners, but the Red Cross paid the expenses.
  - And that's what we're doing now in Haiti. The American Red Cross is in Haiti now as part of the global Red Cross network. Many relief items are being distributed by our own workers on the ground, but we are also providing supplies, food and logistical items to other Red Cross societies.
    - The American Red Cross has already provided 3 million pre-packaged meals to the World Food Program for distribution in Haiti, and we are working with the International Organization for Migration (IOM) to help meet temporary shelter needs, whether in camps or in spontaneous settlements throughout the capital city.
- In times of disaster, donors are choosing who to entrust their contributions to, and they want to know that their money will be well-spent. In fact, the trend is for corporate donors to seek more specificity and choice in their donations, not less.
  - People and corporations who donate to the American Red Cross trust us to make informed decisions on how we spend their donations and who we partner with.

- We provide them with stewardship reports on how their money was spent
- And watchdog groups such as BBB are watching non-profits and what we do.
- The Red Cross spends an average of 91 cents of every donated dollar on disaster relief. This is a strong ratio.

**Q What has the American Red Cross has spent in Haiti so far?**

**A**

- The American Red Cross has [spent or committed nearly \\$78 million](#) to meet the most urgent needs of earthquake survivors.
- To meet urgent needs, 71 percent of the funds spent or committed by the American Red Cross have been for food and water; 20 percent have been for shelter; and the rest are for health and family services.

**Q How does Haiti compare with other disasters, like the tsunami and Hurricane Katrina?**

**A**

- The American Red Cross is applying experience gained following the 2004 Indian Ocean tsunami. For the past five years, we have been working with partners to construct water and sanitation systems, providing emotional support and healthcare, building shelters, restoring livelihoods, and preparing communities for the next disaster. We plan to offer a similar level of support in close collaboration with Red Cross partners and other international and local aid organizations in Haiti.
- As we look to today's crisis and future disasters, the Red Cross will also apply the lessons learned from Hurricane Katrina to improve our service delivery, management oversight and public accountability.
  1. We have bolstered our engagement with partner organizations at home and abroad, focusing on the needs of diverse communities and suppliers.
  2. Our logistical operations and their supporting technologies have been bolstered to improve our supply-chain management.
  3. We have become more donor-focused in the avenues we offer the public to give, like mobile texting, and in our ability to communicate how their donations are used.
- The Red Cross is proud that it was able to provide direct emergency assistance to 1.4 million families following Hurricanes Karina, Rita and Wilma.

**Q Is the Red Cross helping to evacuate U.S. citizens from Haiti?**

**A**

- The U.S. State Department is responsible for evacuating U.S. citizens from Haiti and the American Red Cross coordinates with the State Department and other government agencies to support these citizens when they reach the United States.

**Q Is the Red Cross helping individuals arriving from Haiti to the United States? How?**

**A**

- As we have in the past, some Red Cross chapters are providing services at points of entry, e.g., South Florida, as citizens arrive in the United States from Haiti. These may vary slightly depending on the needs of those individuals and families as they arrive. Services may include: shelter, food, emotional support, basic first aid, comfort kits and referrals to other community services.

**Q How many people have been helped in this way?**

**A**

- More than 27,000 people have been repatriated to the US and helped by the Red Cross upon their arrival.
- Of these, more than 17,000 have been American citizens. The remainder have been third-country nationals transiting through the US on their way home.
- This compares to the most recent repatriation of American citizens, which occurred from Lebanon in 2006, when 11,538 people were assisted by the Red Cross as they arrived in the US.

**Q How is the Red Cross helping to provide shelter to Haitians who lost their homes in the earthquake?**

**A**

- Shelter remains a critical need for the people of Haiti, and with hurricane season around the corner, the need is all the more urgent.
- The Red Cross is working to provide emergency relief and items like family-sized tents and shelter kits that include tarps, ropes and tools to repair damaged homes or assist in constructing a new shelter.
- At the same time, we are developing a shelter strategy to meet long-term housing needs in collaboration with the International Office of Migration, which has the responsibility of coordinating provision of shelter in Haiti.
- The Red Cross will remain actively engaged in providing support for the range of shelter solutions and supporting the Haitian people transition to long-term housing.

**Q How is the American Red Cross reaching out to the Haitian-American community at home?**

**A**

- Haitian-Americans can contact their local American Red Cross chapter, which can offer mental health services and spiritual care, and help to reconnect Haitian-Americans with their loved ones in Haiti.
- American Red Cross chapters are in ongoing contact with the Haitian-American community in cities with the largest Haitian-American populations, namely Miami, Greater New York, Northern New Jersey, Massachusetts Bay, Philadelphia and Chicago.
- We have [translated important information into Creole](#), particularly about locating loved ones. We provide Creole interpretation on the domestic disaster hotline: 1-

866-GET INFO.

- We have also recruited and trained Creole-speaking volunteers to support medical personnel aboard the U.S. naval hospital ship Comfort.
- Our chapters have been at the airports to greet Haitian-Americans repatriated to the United States after the earthquake. In Florida hundreds of evacuees have received clothing and other support upon their arrival. The most common immediate services that clients are currently requesting are mass care, mental health and health services.

## Q Is the Red Cross bringing Haitian refugees into the US?

A

- The American Red Cross does not transport refugees into or out of the United States and does not have plans to do so in the future. The federal government takes the lead in all efforts regarding the migration of international persons into this country. Any decisions regarding these issues are made by government officials and not the American Red Cross.

## Q How can people find a missing relative in Haiti?

A

- The International Committee of the Red Cross has established a family linking Web site, enabling persons in Haiti and abroad to search for and register the names of relatives missing since the earthquake: [www.icrc.org/familylinks](http://www.icrc.org/familylinks)
- The information given on this website is not confidential and can be viewed by anyone.
- American Red Cross chapters should contact Elena Grover, Tracing Caseworker, at [GroverE@usa.redcross.org](mailto:GroverE@usa.redcross.org) or 202-303-5216. **Members of the public should not be directed to contact NHQ.**
- U.S. citizens in Haiti in need of consular services should contact the U.S. embassy via email at [ACSPaP@state.gov](mailto:ACSPaP@state.gov) or [Haiti-earthquake@state.gov](mailto:Haiti-earthquake@state.gov). They can also call the embassy's Consular Task Force at 509-2229-8942, 509-2229-8089, 509-2229-8322 or 509-2229-8672.
- If you're trying to reach a U.S. citizen living or traveling in Haiti, you should contact the U.S. Department of State, Office of Overseas Citizens Services, at 1-888-407-4747; outside of the U.S. and Canada, call 202-501-4444. Inquiries for US citizens can also be sent to [Haiti-earthquake@state.gov](mailto:Haiti-earthquake@state.gov) with the following information ([http://travel.state.gov/travel/cis\\_pa\\_tw/pa/pa\\_haiti\\_info\\_number.html](http://travel.state.gov/travel/cis_pa_tw/pa/pa_haiti_info_number.html)):
  - Full name, date of birth, and passport info (if known) of the persons in Haiti you are trying to contact.
  - Their contact info in Haiti – telephone numbers, e-mail addresses, hotel name and address (if known).
  - Inquirer's name and contact information and relationship to the person in Haiti.
  - Any special or emergency circumstances.

**Q Is the Red Cross accepting volunteers or goods for Haiti?**

**A**

- We appreciate these heartfelt offers, but we are only deploying Red Cross volunteers specially trained to manage international emergency operations. At this time, what we need the most are financial contributions – whether by check, online or by phone. There is nowhere to store or sort items like clothing, or a way to ship them to Haiti at this time. Visit [www.cidi.org](http://www.cidi.org) for a list of organizations that are accepting volunteers and personal and household goods.
- For future reference, if you would like to become a volunteer for the American Red Cross for domestic disasters, please contact your local Red Cross chapter. Please go to our homepage, [www.redcross.org](http://www.redcross.org), and enter your zip code on the far right side.

**Q What about Creole-speaking volunteers?**

**A**

- Thank you for your interest in volunteering with the American Red Cross.
- Currently, we have a sufficient number of Creole-speaking volunteers. However, as our needs change we will make a public request for more Creole-speaking volunteers at that time.

**Q What about medical volunteers?**

**A**

- The American Red Cross is not recruiting medical volunteers for the Haiti response.
- There are two options for registering medical volunteers and/or to find organizations that are recruiting medical volunteers: [www.cidi.org](http://www.cidi.org). Health and Human Services (HHS) has also set up an e-mail where medical professionals can send offers of volunteer medical care services. If you are interested in volunteering with HHS, please send an e-mail to [Haiti.volunteer@hhs.gov](mailto:Haiti.volunteer@hhs.gov) and include your name, clinical area, specialty skills, degrees, and language capabilities (in particular, whether you speak Haitian Creole or French and if so, your level of fluency).

**Q Is the American Red Cross doing something to help facilitate adoptions of Haitian children in the US?**

**A**

- The American Red Cross does not handle adoptions as part of its menu of programs. Our mission is primarily on providing the basics of relief and recovery to families in Haiti, and we know this will be a long-term effort.
- **For information about adopting Haitian children**, please visit the U.S. Department of State's website at <http://adoption.state.gov/news/Haiti.html>.
- **U.S. citizens with pending adoptions** of Haitian children can contact the U.S. Department of State at [AskCI@state.gov](mailto:AskCI@state.gov) for information about their case.
- For additional information on adoptions: [http://blogs.state.gov/index.php/site/entry/haiti\\_and\\_adoption](http://blogs.state.gov/index.php/site/entry/haiti_and_adoption).

**Q What about orphans coming to the US?**

**A**

- Various organizations and federal agencies are currently coordinating evacuation of orphans into the United States. These efforts are supported by local organization and child services agencies. While the American Red Cross should try to support if requested, this activity is primarily the responsibility of the sponsoring individuals, agencies and organizations.

**Q Are we providing flights (through donated miles) for people who are adopting Haitian children? Can I donate miles to people who are adopting Haitian children?**

**A**

- Please visit *Air Care Alliance* <http://www.aircareall.org/> for help.

**Q Are children in Haiti becoming victims of human trafficking?**

**A**

- The American Red Cross has heard concerns that in the wake of the earthquake some individuals, particularly unaccompanied minors, may become victims of human trafficking. The U.S. State Department reports that it is working closely with the Haitian government to protect children at risk. We continue to monitor the situation.

**Q How can my organization form a partnership with the American Red Cross to meet the needs of the Haitian people?**

**A**

- At this time, the American Red Cross is working with the Haitian Red Cross and other Red Cross/Red Crescent partners to assist those in need. As we continue to provide relief assistance and conduct further assessments, the American Red Cross may seek additional operational partners to provide relief and recovery assistance. However, at this time, we are not accepting proposals for potential partnerships.

**Q Can the American Red Cross help my Haitian loved one/friend/colleague secure a (humanitarian) visa for travel to the U.S.?**

**A**

- The American Red Cross is unable to provide assistance in this way as these matters are strictly the jurisdiction of the United States Government. Please visit the U.S. Citizenship and Immigration Services ([www.uscis.gov](http://www.uscis.gov)) to learn more about the response of the Department of Homeland Security and the U.S. Department of State in this regard.

**Q I know a person/people in need of assistance on the ground in Haiti (inside or outside of Port-au-Prince). Where should I tell them to go?**

**A**

- The situation on the ground is fluid and changing constantly as authorities and relief crews try to reach disaster areas as best they can. Please visit the U.S.

Department of State website ([www.state.gov/haitiquake](http://www.state.gov/haitiquake)) for more information about current methods the U.S. Government is using to collect information from people on the ground.

- The State Department has been encouraging people in Haiti to text "4636" to register their needs and sign up for further information on relief efforts. You can also sign up someone else's phone number by texting REGISTER or REGISTRE and the person's location and number to 4636. This is also available internationally by texting REGISTER or REGISTRE and the person affected in Haiti's number and location to 011-4673 749 4535. (source: [http://blogs.state.gov/index.php/site/entry/text\\_4636\\_in\\_haiti](http://blogs.state.gov/index.php/site/entry/text_4636_in_haiti)).
- If you know a person who is trapped and alive, please text the location to 4666.

**Q Can the American Red Cross help us get supplies to a particular entity – e.g., hospital, orphanage, etc. – on the ground in Haiti?**

**A**

- The U.S. government facilitates the work of U.S. organizations through the U.S. Agency for International Development. It also facilitates the work of international actors on the ground in Haiti. If your organization needs assistance, please write to [rebuildhaiti@usaid.gov](mailto:rebuildhaiti@usaid.gov).

### Service to Armed Forces

**Q Can the American Red Cross obtain verifications for U.S. service members concerning the welfare of family members in Haiti?**

**A**

- Specific to requests from service members, remember, this is not a U.S. disaster. There is no option in Haiti to obtain verifications for leave purposes or provide information in response to welfare inquiries. American Red Cross will NOT create a case simply to say that we are unable to verify due to geographic location. Military authorities have access to the news. If necessary, please advise commands that the disaster is being managed by the International Red Cross and Red Crescent network, not the American Red Cross; that International Red Cross and Red Crescent network efforts are focused on getting immediate relief for basic needs (shelter, water, food, medical care) to those affected by the disaster; that travel to Haiti may be restricted to relief workers for the foreseeable future; and that, in any event, the American Red Cross is unable to obtain verifications from the Haitian Red Cross, which is also focused on rescue and relief.

**Q How should chapters handle requests from families in Haiti to inform service members of their welfare?**

**A**

- Regarding families in Haiti reaching the American Red Cross, if you receive a call from a family in Haiti trying to get news of their family's status to a military service

member, you may accept the case and send an ECM.

## **Fundraising**

### **Q How much has the American Red Cross raised so far?**

**A**

- **REACTIVE ONLY:** Since the earthquake struck in Haiti on January 12, the American Red Cross has raised approximately \$231 million (as of 4:00 p.m. Wednesday, February 3) for the Haiti relief and recovery efforts. More than \$31 million has been pledged through mobile giving.
- People can donate in support of the relief effort in Haiti at [www.redcross.org](http://www.redcross.org) or by calling 1-800-REDCROSS. Mobile donors can text “Haiti” to 90999 to make a \$10 contribution.
- A \$10 donation made through mobile giving would provide a first aid kit equipped with enough ointment and bandages for a Red Cross responder to treat 15-20 injured earthquake survivors.
- Alternatively, \$10 can provide a family with two water cans to store clean drinking water, basic first aid supplies or a blanket appropriate to the climate.

### **Q Can the Red Cross accept donations of breast milk for children?**

**A**

- Unfortunately, the American Red Cross is not able to accept donations of breast milk as part of its relief effort in Haiti. Such donations pose problems of transportation, screening, supply and storage.
- While the Red Cross appreciates these heartfelt offers to help survivors of the Haiti earthquake, we cannot accept donations of goods and services in response to an international disaster. A limited number of emergency responders, complex supply chains and specific needs identified by experts on the ground inform how the Red Cross purchases and delivers aid through our relief workers and partners.
- At this time, what we need most are financial contributions – whether by check, online or by phone. These donations allow the Red Cross to use resources in the most effective manner possible in order to get aid quickly to those who need it.

### **Q Reports on giving to Haiti often mention Charity Navigator and its ratings of charities. Why isn't the Red Cross a four-star charity in the Charity Navigator ratings?**

**A REACTIVE ONLY:**

- It is important to know that the Charity Navigator rating is currently based solely on financial information, not service delivery outcomes.
- While ideally suited to universities, YMCAs and similar organizations, Charity Navigator's ratings do not accurately capture the type of work the American Red

Cross performs as part of its mission (e.g., disaster fundraising). Instead, our ratings fluctuate from year-to-year based on a formula, not our actual performance.

- Red Cross actions to tighten its belt, reduce expenses and increase efficiencies in the past have actually hurt its ratings with Charity Navigator.
- In fact, the Red Cross has among the lowest administrative and fundraising expenses in the non-profit sector--exactly the kinds of factors donors value when choosing a charity.
- The Red Cross does meet the strict standards for charity accountability established by the Better Business Bureau's Wise Giving Alliance.
- The Red Cross believes that a critical flaw in the Charity Navigator rating methodology is the failure to include data on services and outcomes, and Red Cross officials have approached Charity Navigator about making needed revisions to its methods.

#### **Q How can I donate to the American Red Cross response in Haiti?**

**A**

- **For your convenience, we have several ways in which donors can provide financial support to the American Red Cross.**
- You can call in your donation, by dialing 1.800-HELP-NOW.
- You can mail in a check to:  
American Red Cross  
P.O. Box 37243  
Washington, DC 20013
- You can text 'HAITI' to 90999 to automatically donate \$10. Please note: standard text messaging rates apply.
- You can make an online donation by visiting [www.redcross.org](http://www.redcross.org), and then selecting the DONATE option at the upper right hand corner of the page.

#### **Q What could my gift actually buy?**

**A**

- \$5 provides a water container to store clean drinking water
- A \$10 donation made through mobile giving would provide a first aid kit equipped with enough ointment and bandages for a Red Cross responder to treat 15-20 injured earthquake survivors.
  - Alternatively, \$10 can provide a family with two water cans to store clean drinking water, basic first aid supplies or a blanket appropriate to the climate.
- \$25 provides a family of 5 with a kitchen set giving them the ability to cook and serve food (a disaster can destroy even the most basic family possessions and restoring family's self-sufficiency is essential). This includes two cooking pots, a frying pan, bowls, plates, cups, and utensils.
- \$30 provides essential hygiene materials to 5 people for one month (ensuring adequate hygiene after a disaster is essential in promoting the health of those affected). This includes items like a toothbrush and toothpaste, shampoo, body soap, laundry soap, toilet paper, sanitary pads, a razor and a towel.

- \$60 provides tarps, rope, wood and tools for a family of five to build a temporary shelter. (2 tarps, rope, hoe, machete, tin snips, handsaw, roofing nails, shovel, long nails, tie wire, claw hammer)
- \$100 provides a cooking set, hygiene pack, blankets, and water containers for one family of five following a disaster.
- \$500 provides a family tent for a family of 5

### **Q What are Red Cross administrative costs on relief operations?**

**A**

- On average 91 cents of every donated dollar will be spent on disaster relief operations and recovery. The other 9 cents supports the general infrastructure/back office operations of the Red Cross such as HR, IT, communications, fundraising, corporate finance, etc.
- Regarding our mobile text program, 100 percent of the \$10 donations sent via mobile texting—"HAITI" to "90999"—will be given to the Red Cross by the mobile carriers.

### **Q How can I make a donation via wire transfer?**

**A**

- Please refer them to <http://american.redcross.org/wiretransfer>. When persons or organizations need to send funds to the American Red Cross by wire transfer, they will require the following instructions:
- For Domestic (within the US) wires  
Account Name: American National Red Cross  
Bank Name: JP Morgan Chase  
Location: 1166 Ave of the Americas, 16<sup>th</sup> Floor  
New York, NY 10036  
ABA Number: 021 000 021 (for Fed Wires) or 071000013 (ACH transfers)  
Account Number: 51-05080  
Reference: Any details which will tell us how to apply the funds.
- For International wires  
Account Name: American National Red Cross  
Bank Name: JP MorganChase  
Location: 1166 Ave of the Americas, 16<sup>th</sup> Floor  
New York, NY 10036  
Swift Number: CHASUS33  
Account Number: 51-05080  
Reference: Any details which will tell us how to apply the funds.

### **Q What if a donor has a question about their donation? (Amount donated, change their designation, etc.)**

**A**

- Just call (800) 797-8022 and select option 2.

**Q How can donors be sure that their contributions to a certain disaster, Red Cross program or their local chapter are designated to their intended program?**

**A**

- Donors should designate their gift at the time of their donation. All donors will receive an acknowledgment letter confirming that the donation they made was and applied to their intended program. If after receiving this letter, donors discover an error was made, they can have it changed by calling 800-797-8022 and selecting option 2.

**Q Someone called me and wants to raise money for the Red Cross – what can I tell them?**

**A**

- If the company or individual is interested in conducting a third party fundraiser, customer donation program or cause related marketing campaign and plans to conduct their campaign outside of a single regional chapter jurisdiction, please ask them to visit the main Red Cross website, click on the “Giving and Getting Involved” tab, and then select “By raising funds for disaster” from the list (you may also direct them to the link [www.redcross.org/raisefundfordisaster](http://www.redcross.org/raisefundfordisaster)). This site will give the prospective partner the ability to start the application process for the legal agreement that the Red Cross requires of all of its fundraising partners. Once details of the proposal have been submitted, the Corporate Partnerships unit will manage the review of the proposal and further correspondence with the prospective partner.
- If the partner does not have access to the internet, or [www.redcross.org](http://www.redcross.org) is temporarily down, please direct the partner to contact the Corporate Partnerships unit at [corppartnerships@usa.redcross.org](mailto:corppartnerships@usa.redcross.org) or (202) 303-8380.
- If the fundraising will take place in your chapter’s jurisdiction alone then you are responsible for putting an agreement in place and managing the relationship. Template agreements specifically for our response in Haiti are [available on CrossNet here](#).

**Q A corporation in my area called and wants to make a donation; what do I do?**

**A**

- If you have any questions, please reach out to the [Relationship Manager for your state](#). You can also contact Corporate Partnerships at [corppartnerships@usa.redcross.org](mailto:corppartnerships@usa.redcross.org) or (202) 303-8380. Checks can be sent to the address below. Please specify which fund you would like to donate to at the time of donation on the check and in the cover letter.

American Red Cross  
International Response Fund  
PO Box 22679  
Network Place  
Chicago, IL 60673

**Q Our foundation would like to make a contribution. How do we go about this?**

**A**

- Foundations can send checks to the Foundation and Government Grants lockbox. Please provide a cover letter describing the designation of the donation and any contact information for the foundation. Please specify which fund you would like to donate to at the time of donation on the check and in the cover letter. Please send checks to:  
American Red Cross  
Foundation & Government Grants  
24480 Network Place  
Chicago, IL 60673-1244

**Q An individual called and wants to make a donation of \$5,000 or more. Who can help me with this gift?**

**A**

- Please contact the [Planned Giving officer in your state](#), they are happy to assist you.

**Q Does the American Red Cross accept in-kind donations for the disaster in Haiti?**

**A**

- The International Services and the In-Kind Teams are **reviewing** offers of **large, bulk quantities** of products and services that will support the needs of those affected by the earthquake in Haiti.
- Please note the International Federation has precise specifications for all items. Therefore, Red Cross needs to capture as much information about donation offers as possible, including:
  - Detailed Description of Available Supplies
  - Quantity (i.e., Total number of units available)
  - Size of Individual Unit (e.g., 8 oz, 1 gallon)
  - Packaging (e.g., Shrink-wrapped, Palletized, etc.)
  - Product Expiration Date
  - Timeframe Product is Available
  - Current Location of Product
  - Ability to Transport Product Within the US and/or Internationally
- Due to the complexities of an International disaster relief operation, **all viable in-kind offers must be routed through the NHQ In-Kind Team**. Offers will be reviewed on a regular basis by the International Team for a decision on whether to accept, decline or defer the offer. While the focus will be on the immediate needs, the In-Kind Team is logging all offers of large, bulk quantities appropriate for disaster relief so we may follow up if and when the operation has a need.
- Please send potentially viable offers with details to [ikdunit@usa.redcross.org](mailto:ikdunit@usa.redcross.org).
- You may also leave a message on the IKD Hotline: 1-800-7-INKIND.
- **At this time only immediate needs will be considered, all other offers will be**

**declined or deferred for possible acceptance at a later date.** Please feel free to refer donors to other organizations participating in the relief efforts listed on our referral list.

**Q Why isn't the Red Cross seeking bulk donations of water?**

**A**

- In fact, there is enough water in Haiti today--it just needs to be purified and trucked to where it is needed most. Focusing on restoring local supplies of fresh water is more efficient and cost-effective than bringing in bottled water. In addition, it helps with the long-term recovery of Haiti, and provides commercial activity to stimulate the local economy. Moreover, there aren't sufficient sanitation services in place today to remove the packaging waste, which would add to the already overburdened waste-management system.

**Q Are we providing flights (through donated miles) for people who are adopting Haitian children? Can I donate miles to people who are adopting Haitian children?**

**A**

- Please visit *Air Care Alliance*, <http://www.aircareall.org/> for help.

**Q I have several companies who want to participate in a Workplace Giving campaign, what do I do?**

**A**

- Workplace giving can include payroll deduction, employee matching gifts or corporate volunteer days. A company may conduct a workplace giving campaign annually or in response to a special event or disaster. Please refer to the [Workplace Giving Disaster ToolKit](#) for more information.

**Q How can an employee have their gift matched by their employer?**

**A**

- The employee should first verify if their company is participating in the matching process with the American Red Cross. Employee matching gift programs are often managed by the company's human resources department. Employees will need to ask their employer how the matching gift program is being administered and what percentage of their gift will be matched.
- If their employer does participate in matching gifts, they should also provide instructions on how to proceed with their matching gift. Typically, an employee will obtain a matching gift form from their company's human resources department. Individual donors can then mail their donation and the completed form to:

American Red Cross  
Attn: Matching Gift Processing Unit  
P.O. Box 37295  
Washington, DC 20013

**Q My local news station called me and wants to push donations to the Red Cross, what can I tell them?**

**A**

- They can scroll on screen any of the options below –
  - Call 1-800-HELP-NOW
  - Donate online at [www.RedCross.org](http://www.RedCross.org)
  - Text “HAITI” to 90999 to automatically donate \$10.

**Q I’ve collected more credit card numbers and/or checks than I know what to do with. What do I do?**

**A**

- Contact the Disaster Fundraising team ([DisasterFundraising@usa.redcross.org](mailto:DisasterFundraising@usa.redcross.org)) and we can help you send them to an outside vendor who can help.
- People can donate in support of the relief effort in Haiti at [www.redcross.org](http://www.redcross.org) or by calling 1-800-REDCROSS. Mobile donors can text “Haiti” to 90999 to make a \$10 contribution.
- A \$10 donation made through mobile giving can provide a family with two water cans to store clean drinking water, a blanket appropriate to the climate or other supplies to give people the ability to cook for their families.

**Q I heard rumors of fraudulent e-mails; is this true?**

**A**

- There are reports of fraudulent emails that are abusing the Red Cross emblem to solicit donations globally. Please forward all suspicious emails and Web sites to [fraudissues@ifrc.org](mailto:fraudissues@ifrc.org).

## **Financial**

**Q Does the Red Cross place any controls on what it sends?**

**A**

- The American Red Cross is keenly focused on establishing accountability and transparency for every dollar donated and every element of our relief programs, today and in the months and years to come.
- Before any funds are spent, we establish financial controls and an audit trail so we can track every dollar as it moves through the system.
- Funds are directed according to the priorities of the relief operation. Our immediate priority will be to use the funds to provide supplies—items like tarps, rope and tools—for temporary shelters and food and water in Haiti.
- Looking ahead, we know families affected by the earthquake will need Red Cross help for months and years to come, and as we finalize specific relief programs, we will allocate specific funds to each element of our plan.
- As always, the Red Cross will publicly report the details on how we use all donations to our relief programs in Haiti.

**Q Has the Red Cross had to tap any bank loans or credit lines since the Haiti earthquake?**

**A**

- No. We have not had to borrow any money for this event.

**Q Before the Haiti disaster, the Red Cross clearly was in a budget crunch. How has the Haiti disaster affected that?**

**A**

- The American Red Cross has made significant progress in reducing its operating deficit, which was \$209 million at the end of our fiscal year on June 30, 2008, and had been reduced to \$33.5 million a year later, as of June 30, 2009. We are committed to ending that operating deficit this year. With regard to our Haiti response, we won't have a chance to evaluate its impact on the Red Cross for several weeks.

## **Blood**

**Q Is the American Red Cross sending blood to Haiti?**

**A**

- Yes. The American Red Cross is coordinating shipments of blood and blood products to Haiti at the request of the Pan American Health Organization (PAHO). PAHO officials are coordinating with the National Blood Transfusion Program at the Ministry of Health in Haiti to distribute blood to local hospitals according to the needs of the earthquake victims.

**Q Does the American Red Cross anticipate future requests for blood and blood products?**

**A**

- Future shipments will be coordinated with PAHO by the American Red Cross and filled through a cooperative effort with other blood collectors in the United States.

**Q Is there an urgent need for blood donors right now?**

**A**

- The American Red Cross continues to meet the current needs of this tragedy from our existing blood supply. At this time we do not anticipate the need for a general donor appeal to support our efforts.

**Q What blood types are most needed?**

**A**

- There is an urgent need for eligible donors with Type O negative blood in this country to schedule a blood donation appointment as soon as possible. Type O negative blood is universal and can be given to anyone, regardless of their blood type, and is frequently used in emergency situations. To donate blood, call 1-

800-RED CROSS or visit us online at [redcrossblood.org](http://redcrossblood.org) to make an appointment.

**Q Can I request that my blood donation be used in Haiti?**

**A**

- Your blood donation will become part of the nation's blood supply and will help ensure that we are prepared for any blood needs that arise right here in our community or wherever blood is needed.