

The American Red Cross Pledge of Service

American Red Cross assistance is intended to meet your immediate, emergency, disaster-caused needs, and provide a basis of support for your recovery.

We will work with you to help determine your needs and help you plan your recovery based on:

- Your specific damage impact and needs
- Your personal resources
- Resources in the community

The American Red Cross pledges that:

- You will receive assistance and services that are flexible and tailored to meet your disaster-caused basic needs and recovery priorities.
- You will be assisted and served in a timely manner.
- You will receive excellent service from your first contact with the Red Cross until your last.
- All Red Cross Disaster Services staff will treat you with respect and dignity at all times.
- We will protect your confidentiality.
- We will be empathetic and listen to your individual needs and recovery plans.
- We will make every effort to provide our services in a manner that respects both individual and cultural differences.

The Red Cross will provide assistance to meet your disaster-caused basic needs.

We recognize that your needs may be different from those of your neighbors and friends. Based on the disaster's impact and your resources, the Red Cross may provide you and your family:

- A safe place to stay
- Meals
- Crisis counseling and information to help you and your family cope with emotional trauma
- The means to obtain clothing, essential medications and disaster-related health care
- Other essential items you can use immediately in your recovery
- Referrals to community partners and government resources
- Financial assistance to purchase items or services to promote your recovery

For further disaster information, assistance or to comment on our service, please call the American Red Cross toll-free at 1-866-GET-INFO (1-866-438-4636) or TTY 1-800-526-1417

All Red Cross disaster assistance and services are free, provided through donations made by the American people and are provided without regard to citizenship, race, religion, age, culture or creed.

The Red Cross provides assistance to meet immediate disaster-caused needs, and ensures accountability with you, our donors, and the American Public. American Red Cross assistance is not an entitlement and is not intended to:

- Replace all disaster-caused losses
- Replace or reimburse wages.
- Duplicate government and personal resources or other community assistance and services.