

**Haiti Earthquake  
Master Q&A  
January 21, 2010**

**Relief Operation**

**What is the situation in Haiti?**

- The situation in Haiti is dire. The infrastructure of the country is severely damaged – airports, ports and roads – making it difficult for aid to get in.
- People are still in need of basic items like food, water and medical care, and this is frustrating for humanitarian organizations like the American Red Cross.
- It is still difficult to get planes carrying humanitarian aid into the airport. The roads are heavily congested and travel by road from the Dominican Republic has gone from an 8-hour journey to an 18-hour journey.
- We are working with the US government to discuss how these issues can be alleviated, and the U.S. Armed Forces are on the ground and doing a great job.
- Despite the problems, there are glimmers of progress. The pipeline of aid was a straw only a few days ago, and now it's a garden hose, but we need it to become a fire hose.
- It is also important to note that Port-au-Prince is so central to the economy and governance of Haiti that this disaster not only affected the earthquake victims (est. 3 million), but the entire population of Haiti (est. 9 million).

**What is the American Red Cross doing specifically?**

- The American Red Cross, working alongside Red Cross and Red Crescent teams from around the world, is making heroic efforts to reach as many people as possible.
- American Red Cross staff, armed with first aid kits, are treating the wounded and getting the severely wounded to hospitals.
- The American Red Cross is providing basic relief items and tents for shelter.
- The American Red Cross is also sending approximately 3 million pre-packaged meals to Haiti, and will partner with the World Food Program to distribute them to survivors.
- 70 American Red Cross Creole-speaking volunteers have joined the USNS Comfort offshore in Haiti. They will serve as interpreters for patients receiving medical care.

**Who is leading the American Red Cross effort?**

- American Red Cross President and CEO Gail McGovern visited relief operations in Haiti to help coordinate aid distribution and planning for a long term recovery operation.
- She witnessed the extensive damage and need as well as the growing presence of Red Cross services.

**What is the Red Cross overall doing in Haiti?**

- The American Red Cross is part of the largest humanitarian network in the world, and there are now Red Cross and Red Crescent teams from 30 countries helping in Haiti.
- Working alongside volunteers from the Haitian Red Cross, which has suffered its own losses, Red Cross societies are providing expert aid in a number of different areas.
- Red Cross responders from seven countries are treating injuries and performing surgery at hospitals and medical centers throughout the capital city.
- Red Cross teams from Latin America and Asia, trained in urban search and rescue, are supporting local authorities.
- Others are focused on purifying the water supply available in the country and expect to deliver clean drinking water to 200,000 people (17 settlements) each day by truck.
- Local Haitian Red Cross volunteers are providing emotional support for traumatized survivors and responders as well as first aid support.
- The ICRC family links Web site ([www.icrc.org/familylinks](http://www.icrc.org/familylinks)), designed to help reconnect separated families, has received 23,900 registrations since the earthquake. The Red

Cross has helped more than 500 people in Haiti make international phone calls to their families to say they are safe and well as well.

**Is that all the Red Cross is doing?**

- This is already the largest single-country personnel deployment in global Red Cross history. The number of emergency response teams in or en route to Haiti equals those that responded to the Indian Ocean tsunami – an emergency that spanned 14 countries.
- 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 joint, long-term recovery projects.

**We don't really see the American Red Cross on the ground. Where are your people, supplies and relief items?**

- The American Red Cross has been on the ground since before the earthquake and has been expanding our relief operation as quickly as the situation on the ground will allow.
- There are more than 400 Red Cross workers from around the world in Haiti as well as thousands of local volunteers.
- The Red Cross – through first aid posts, hospitals, relief distribution sites, water trucking programs and family linking stations – is making life better for people on the ground.
- The Red Cross has now been able to reach survivors outside the capital city, providing first aid in camps and prioritizing the need for food, water and other basic supplies.
- Red Cross responders from seven countries are also treating injuries and performing surgery at hospitals and medical centers throughout the capital city.

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

- No. The U.S. State Department is responsible for evacuating U.S. citizens from Haiti and the Red Cross coordinates with the State Department and other government agencies to support these citizens when they reach the United States.

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

- Yes. Some Red Cross chapters are providing services at points of entry, as American citizens arrive in the United States from Haiti. These may vary slightly depending on the needs as they arrive. Services may include: shelter, food, emotional support, basic first aid, comfort kits and referrals to other community services.

**How can people find a missing relative in Haiti?**

- The International Committee of the Red Cross has established a family linking website, enabling people to search for and register the missing: [www.icrc.org/familylinks](http://www.icrc.org/familylinks).
- 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.

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

- 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 personal and goods.

**What about medical volunteers?**

- The American Red Cross is not recruiting medical volunteers for the Haiti response. Visit [www.cidi.org](http://www.cidi.org) to register your desire to be a medical volunteer.
- If you would like to become a medical volunteer for the American Red Cross for domestic disasters, please contact your local chapter. Please go to our homepage, [www.redcross.org](http://www.redcross.org) and enter your zip code on the far right side of the homepage.

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

- The American Red Cross does not handle adoptions as part of its menu of programs. Our mission to provide the basics of relief and recovery to families in Haiti.
- **For information about adopting Haitian children**, please visit the U.S. Department of State's website at <http://www.adoptions.state.gov/country/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.

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

- 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 will try to support if requested, this activity is the responsibility of the sponsoring individuals, agencies and organizations.

**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?**

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

**Fundraising**

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

- **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.
- You can make a donation by visiting [www.redcross.org](http://www.redcross.org), and clicking DONATE.

**What could my gift actually buy?**

- \$5 provides a water container to store clean drinking water
- \$10 provides a blanket that is appropriate to the climate and culture
- \$25 provides a family of 5 with a kitchen set (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 hygiene materials to 5 people for one month (promoting health and preventing disease). This includes toothbrushes and toothpaste, shampoo, body soap, laundry soap, toilet paper, sanitary pads, a razor and a towel.
- \$60 provides materials & tools for a family to build a temporary shelter. (2 tarps, rope, hoe, machete, tin snips, handsaw, roofing nails, shovel, long nails, tie wire, 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

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

- Please go to <http://american.redcross.org/wiretransfer> with the following information:
- 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.

**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?**

- 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 donors discover an error was made, call 800-797-8022 ext 2.

**Company Fundraisers**

- Companies or individuals interested in conducting a fundraiser or customer donation program should visit [www.redcross.org/raisefundsfordisaster](http://www.redcross.org/raisefundsfordisaster). Interested parties can also contact [corppartnerships@usa.redcross.org](mailto:corppartnerships@usa.redcross.org) or (202)303-8380.

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

- 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

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

- The International Services and the In-Kind Teams are **reviewing** offers of **specific, large, bulk quantities** of products and services that will support the needs of those affected by the earthquake in Haiti. Please contact the St. Joe County Chapter at 574.234.0191 if you have questions regarding in-kind donations.

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

- 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

**How is the Red Cross allocating its funds?**

- In just the first week of the short term relief operation we've committed and spent funds in three basic areas: food and water, relief supplies and logistical and support services.

- 50 percent of what has been committed or spent is being used to bring food and water to earthquake survivors. The American Red Cross is providing more 3 million pre-packaged meals, more than 1 million water purification packets and thousands of jerry cans so people can collect and transport clean drinking water. This is in addition to the food and water already being provided by other aid groups.
- 30 percent of what has been committed or spent so far is purchasing and distributing relief supplies. This includes items such as comfort & kitchen sets and first aid supplies.
- 20 percent of what has been committed or spent is providing the logistical support and other items needed to keep the relief effort running. This includes the purchase of vehicles to deliver relief supplies, warehouse space, gasoline, transportation costs, and the deployment of our relief specialists. This category also includes the costs associated with the training and deployment of 70 Creole speaking volunteers to the USNS Comfort.
- The American Red Cross is one part of the international relief operation in Haiti. While many of these items are being distributed by our own workers on the ground, we are also providing supplies, food and logistical items to other Red Cross societies and groups such as the World Food Program to assist in their efforts.

#### **Is that all?**

- This is only the beginning of the American Red Cross relief and recovery effort for Haiti. Over the next several days and weeks, as the international relief effort will grow so will the monetary commitment of the American Red Cross. Right now, it's important to get relief there as quickly as possible, but we also need to consider long term needs.
- We want to ensure that we manage our money wisely so we can ensure that long term relief is available as well. We are already looking at how the American Red Cross can help meet longer term needs by providing reliable shelter, water & sanitation systems.

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

- **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.

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

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

### **Blood**

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

- Yes, the American Red Cross is shipping as many as 300 units of blood and blood products to Haiti at the request of the Pan American Health Organization (PAHO). However, the Red Cross continues to meet the needs of this tragedy from our existing blood supply. We do not anticipate the need for a general donor appeal at this time.