



# American Red Cross

## A Guide to Basic Disaster Services

The following chart is designed to provide an overview of the types of groups that participate in the delivery of basic disaster relief services in most communities. Relief services and the agencies leading them may differ in each state or community. For more specific information regarding any of these services, please contact the entities listed on the chart.

### \*Other Organizations:

includes non-governmental organizations, faith-based groups, civic groups and professional associations.

	American Red Cross	Federal Government	State Government	Local Government	First Responders (Police/Fire/EMT)	Other Organizations*	Private Industry
Evacuations		●	●	●	●		
Sheltering	●			●		●	
Mass Feeding	●					●	
Animal Welfare/Pet Sheltering			●	●		●	
Medical Needs Sheltering			●	●		●	
Distribution of Cleanup Supplies	●	●	●	●		●	
Basic First Aid	●				●	●	
Emergency Medical Care				●	●		●
Blood Collection/Distribution	●	●				●	●
Search and Rescue		●	●	●	●		
Debris Clearance		●	●	●		●	●
Major Home Repairs/Rebuilding		●				●	●
Mental Health Support	●					●	●
Collection/Distribution of Used Clothing						●	
Family Reconnection/Welfare Information	●	●	●	●		●	
Fatality Information			●	●	●		



## KEY INFORMATION FOR NEWS MEDIA

### **Media Line: (202) 303-5551**

24-hour access to Red Cross spokespersons and subject matter experts (from the national Disaster Operations Center or on-scene).

### **Disaster Online Newsroom: <http://newsroom.redcross.org>**

Real-time aggregation of localized disaster information, including Red Cross shelter locations, statistics, photos and press releases.

### **Media/Video Library: [www.redcross.org/video](http://www.redcross.org/video)**

Broadcast-quality, downloadable B-roll; expert interviews; and audio feeds (stock and on-scene). May be used for news, editorial or educational purposes. Please credit: American Red Cross.

### **Videos: [www.youtube.com/AmRedCross](http://www.youtube.com/AmRedCross)**

On-the-scene, eyewitness video footage from disasters; expert interviews; and preparedness information.

### **Still Photos: [www.redcross.org/photos](http://www.redcross.org/photos) | [www.flickr.com/photos/americanredcross](http://www.flickr.com/photos/americanredcross)**

Still photos available for news, editorial or educational reproduction. Please credit: photographer's name/American Red Cross.

### **Twitter ([www.twitter.com/RedCross](http://www.twitter.com/RedCross)) and Facebook ([www.facebook.com/RedCross](http://www.facebook.com/RedCross))**

Real-time information about Red Cross service delivery and disaster relief efforts.

### **Red Cross Websites: [redcross.org](http://redcross.org)/[cruzrojaamericana.org](http://cruzrojaamericana.org)**

Access live feed of open shelters, Safe and Well family connection website and disaster preparedness information.

### **Public Number: 1-800-RED CROSS (1-800-733-2767)**

Toll-free number with information on how to get help from the Red Cross or how to give help (financial and blood donations).