

EMERGENCY 101 in the Military

We all know that things always go wrong as soon as our loved ones go away. Whether it's the car needing repair, a broken washing machine, or something even more important, these things often happen after they have left. If there is a family emergency and you need to let your loved one know of the situation, please follow the following guidance. First, contact the squadron that the service member is assigned to and let them know the nature of the problem. Then contact us in Airman and Family Readiness. If it is after hours, please call JoAnn Gillespie at (943) 963-5818 or (843) 412-2725 cell phone. If, for some reason, you cannot reach the squadron or Airman and Family Readiness, please call and talk to the personnel who man the 24-hour operation in the Wing Operation Center (WOC) at (843) 963-2450. They are aware of the emergency notification procedures and will start contacting key personnel. After you have done that, please contact the Red Cross at **1-877-272-7337**, so we can have an official notification of the emergency.

When calling the Red Cross to request an emergency notification message to a family member, please have ready the following information which will speed the process of sending your message:

- Service Member's Full Name
- Rank/Rating
- Branch of Service - **US Air Force Reserve (even if they are activated)**
- Social Security Number
- Military Address - **315th Airlift Wing; provide squadron info, Charleston AFB, SC**

You should also provide what is the nature of the emergency; i.e., the name of the hospital (point of contact with phone number), funeral home or person/agency that can verify the emergency, or any other pertinent information which might be needed.

It may not always be necessary to get the Red Cross involved, however, if the emergency is of a serious nature do not hesitate to call them. By contacting us first, we can start getting the information to your loved ones at the same time the Red Cross is verifying the emergency and assigning an emergency notification number to begin the notification process.

We will make sure that your loved one gets the information and, if possible, try to get them home to help with the emergency (if that is what the request is for). They may be very far away and the challenge also falls into how long it may take to get them back here. There is also the possibility that they may not be able to return home, as we are in a difficult time right now. But we will do all we can to assist you and your family.

If you have any questions, please feel free to call our office or email us and we will get back to you as soon as possible.

Your Airman & Family Readiness Crew: JoAnn Gillespie, MSgt Charles Kuykendall, TSgt Carrie Knoell at (843) 963-5818/2455 or joann.gillespie.1@us.af.mil

www.redcross.org **1-877-272-7337**

Today's American Red Cross is keeping pace with the changing military. The Red Cross allows military members stationed all over the world to send messages to loved ones back home during an emergency or other important events, around-the-clock, seven days a week, 365 days a year, and the same for families.

www.militaryonesource.com **800-342-9647 stateside; 800-3429-6477 from outside the U.S.**