



TOWN OF CROMWELL
HEALTH DEPARTMENT
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Please see message from the American Red Cross:

The American Red Cross is launching a virtual Family Assistance Center (vFAC), a website where individuals or family members who have lost a loved one to COVID-19 can identify the community resources that may be available to them. Given our collective experience and well-established response and recovery structures, Connecticut will be among the first locations in the country to roll this out with a goal of being on-line early in May. The rest of the country will go live later in the month.

Due to the nature of the COVID-19 pandemic, a traditional Family Assistance Center is not a safe option. This website is intended to be a virtual equivalent. To access the site, a person will visit [redcross.org](https://www.redcross.org) and enter their zip code – they will be directed to the Connecticut Red Cross page where they live. From there, they can access the resources available in the family assistance center.

In alignment with the Connecticut's response and recovery framework and in collaboration with 211, CT VOAD, and other state and local partners, the largely self-service website will be populated with applicable local, state and national resources.

A person will also have the option to call a special American Red Cross emotional support hotline established to support those who have lost a loved one. In addition, a person can also request a future call from the local response team. In that case, a Red Cross worker will contact the person, provide appropriate support, assess their needs, and provide a referral to a participating organization if needed. Note: this is a similar process to how our disaster action team members work collaboratively to help families recover from more traditional local disasters.

We need your help! We are asking that any government or non-profit organization that would like to participate in the virtual Family Assistance Center and has resources available for individuals and families who have lost a loved one to COVID-19, enter your information at this site:

<https://bit.ly/2VKU1Dv>. We will then upload your information to the virtual FAC.

Once the site is available, we will work with you and the media to help get the word out.

On behalf of the American Red Cross in Connecticut, I would like to extend our sincere gratitude for all that you are doing for others during this most challenging time.