

NEW GUIDANCE

TITLE: Fraudulent Solicitations, Credit/Debit Cards and Other Negotiable Instruments, and the Role of Safety and Security (SAS) on Disaster Relief Operations

AUDIENCE: Disaster Relief Operations, Chapters, Service Areas

PURPOSE: To provide contact information to Red Cross workers for reporting of fraudulent solicitations and crimes involving all credit/debit cards and other negotiable instruments, and to provide guidance on the role of the Safety and Security activity on disaster relief operations.

FRAUD**Fraudulent Solicitations**

To coordinate efforts in addressing the high volume of fraudulent solicitations and unauthorized fundraising on behalf of the American Red Cross, a Fraud Task Force has been established. This effort is comprised of staff from the Office of Investigations, Compliance and Ethics, Enterprise Risk, the Office of General Counsel, Chief Information Security Officer and Audit Services. These matters are being taken very seriously and are being coordinated with local, state and federal law enforcement including but not limited to, the Federal Bureau of Investigation and the United States Secret Service.

Any requests or information regarding fraudulent solicitations should be made to FraudAlert@usa.redcross.org.

Specific questions should be directed to Teala Brewer, Senior Director, Office of Investigations, Compliance and Ethics, Enterprise Risk at 202-303-4098, or by email to BrewerT@usa.redcross.org.

Credit/Debit Cards and Other Negotiable Instruments

The Office of Investigations, Compliance and Ethics, Enterprise Risk will serve as the point of contact for all fraud or criminal issues related to credit/debit cards and other negotiable instruments. These issues include fraud, theft or misappropriation of funds and misuse of negotiable instruments including all credit/debit cards (e.g. Client Assistance Cards, Disaster Staff Cards), Disbursing Orders, travelers checks and bank-issued checks. This Office conducts all investigations related to client duplication of benefits.

Please report the above mentioned incidents to Teala Brewer, Senior Director, Office of Investigations, Compliance and Ethics, Enterprise Risk at 202-303-4098, or by email to BrewerT@usa.redcross.org.

THE ROLE OF SAFETY AND SECURITY (SAS) ON DISASTER RELIEF OPERATIONS

The mission of the Safety and Security (SAS) activity is to ensure as safe and secure an operating environment as is possible for paid and volunteer staff and clients on disaster responses and relief operations. The activity staff is also dedicated to ensuring the protection of the organization's facilities, equipment, and the good name of the American Red Cross.

Our SAS teams on disaster relief operations address all life safety and security situations including incidents of theft of Red Cross property, unsafe working conditions, and workplace violence and other incidents that may violate the law or Red Cross Code of Conduct. SAS conducts the initial investigations of vehicle accidents with injuries, fraud that is other than financial in nature, missing personnel, missing or stolen property, assaults (verbal, sexual or physical) upon or threats against staff or clients, and crimes committed by or against staff.

SAS addresses crowd and riot control, weapons, sexual predators and offenders in Red Cross shelters/facilities, VIP security issues, photo identification and credentialing of staff, transportation and protection of negotiable instruments and, when necessary, assists staff who have lost government photo identification to return home on airlines.

On disaster relief operations, SAS works with Red Cross Administration, Staff Relations, Staff Health, Government Liaison, Mass Care, Health Services, Mental Health Services, Staffing and Public Affairs, and all other functional activities as appropriate. SAS coordinates with local, state and federal law enforcement agencies and contract security companies along with fire departments, emergency management agencies and the military to address life safety and security issues and to meet access control and identification requirements of Red Cross workers and clients.

SAS works in coordination with Red Cross national headquarters Office of General Counsel and Office of Investigations, Compliance and Ethics, Enterprise Risk. SAS serves as a point of contact for safety and OSHA-related situations and works in cooperation with the OSHA/Risk Management and Corporate Safety representatives at Red Cross national headquarters.

Operational questions about safety and security on disaster relief operations should be directed to Gary Niki, Senior Associate, Safety and Security, WMD/T, at 202-303-8052, or by email to NikiG@usa.redcross.org.