

*Sebastian tried to dry the ink before his tears washed the words away forever. For so many months he had been waiting for news. So many nights he looked up at the sky and wondered whether his wife was looking at the same stars shining, and whether he would ever hold his little son again. He wondered why the war had started, and why his city, home, and family had been destroyed. But this day was different. The Red Cross message in his hands told him all was well. They were starting a new life in Canada. They were safe and healthy. And they were waiting for him.*



## Canadian Red Cross

The Canadian Red Cross is a non-profit humanitarian organization dedicated to improving the situation of vulnerable people in Canada and throughout the world. We are a member of the International Red Cross and Red Crescent movement which includes the International Committee of the Red Cross (ICRC), 183 National Red Cross and Red Crescent Societies and the International Federation of the Red Cross and Red Crescent. In Canada, the Red Cross provides a wide range of assistance to millions of people through our disaster relief, injury prevention and Humanitarian Issues programming.



***The Canadian Red Cross works to improve the lives of the vulnerable by mobilizing the power of humanity.***

For more information contact your local Red Cross branch.

[www.redcross.ca/familylinks](http://www.redcross.ca/familylinks)

## Restoring Family Links



***Reconnecting loved ones across the world***



## Canadian Red Cross

# Restoring Family Links

## Who We Help

The chaos and confusion that accompany war and natural disasters often separate families when they need each other most.

The Red Cross Restoring Family Links Program helps Canadians to re-establish contact with immediate family members after separation due to war, internal conflict, or other humanitarian crisis. Similarly, individuals in other countries can place inquiries to find relatives in Canada through the network of 183 National Red Cross or Red Crescent Societies and the International Committee of the Red Cross (ICRC) throughout the world.

*"I just wanted to let you know that you can stop looking for my sister... I just heard from her and she's safe. Thank you for being there to listen and share my concern..."*

*-Call back to Red Cross Call Centre on the evening of September 11, 2001*



## How We Help

**When a loved one is missing...**When contact is lost as a result of war or other humanitarian crisis, The Canadian Red Cross takes steps to trace the whereabouts of missing persons and determine their fate.

**When traditional means of communication have been interrupted...** When regular postal service or other means of communication are not available due to conflict or a major disaster, the International Red Cross/Red Crescent network provides a family messaging service to locate a family member and provide him/her with an opportunity to reply to the sender. Such a message can ease the minds of worried loved ones half a world away.

**When, for health reasons, contact is suddenly lost between family members...** When family members are ill, aged or unable to communicate, the Red Cross will attempt to obtain a health and welfare report on their condition.

**Confirmation of detention...**Attempts can be made to confirm internment during WWII for veterans now living in Canada. Certificates of detention may also be available for prisoners of war and civilian detainees from other conflicts who were visited and registered by the International Committee of the Red Cross (ICRC).

For more information, or to support Restoring Family Links, please call toll free **1.800.418.1111**, contact your local Red Cross office, or visit us online at [www.redcross.ca/familylinks](http://www.redcross.ca/familylinks)



## How We Can Help You

If you are looking for a family member, and if you have exhausted all means available to you to find that person, contact your local Canadian Red Cross office to discuss your request, in confidence, with one of our trained volunteers or staff.

You will then be asked to complete a tracing information sheet. The information you provide will be sent to the Red Cross or Red Crescent Society or ICRC delegation in the country where you think your family member may be. Should the Red Cross have success in locating your family member - and obtain permission to release his or her address - the information will be channeled back to you.

We cannot guarantee that we will find the person sought, or how long it will take to conduct a search, as the result depends upon the amount of information provided, the period of time elapsed since the last contact, and the resources of our sister Red Cross or Red Crescent Society.