

## American Red Cross Disaster Operations Report Thursday 01/28/10 – 2:00 pm

The response to the Haiti earthquake is an international response event. For our readers to better understand where the American Red Cross fits into the response, below is a breakdown of the Red Cross organizations worldwide and how they are responding with assistance. The American Red Cross is just one organization out of many that is supporting the relief efforts. Please check our website [www.redcross.org](http://www.redcross.org) for regular updates on the relief efforts in Haiti.

### Understanding the International Red Cross and Red Crescent Movement

The **International Red Cross and Red Crescent Movement** is an international humanitarian movement with approximately 97 million volunteers worldwide which was started to protect human life and health, to ensure respect for the human being, and to prevent and alleviate human suffering, without any discrimination based on nationality, race, sex, religious beliefs, class or political opinions. There are three entities that support this movement.

**The International Committee of the Red Cross (ICRC)** is a private humanitarian institution founded in 1863 in Geneva, Switzerland by Henry Dunant. Its 25-member committee has a unique authority under international humanitarian law to protect the life and dignity of the victims of international and internal armed conflicts.

**The International Federation of Red Cross and Red Crescent Societies (IFRC)** was founded in 1919 and today it coordinates activities between the 186 National Red Cross and Red Crescent Societies within the Movement. On an international level, the Federation leads and organizes, in close cooperation with the National Societies, relief assistance missions responding to large-scale emergencies. The International Federation Secretariat is based in Geneva, Switzerland.

**National Red Cross and Red Crescent Societies (the American Red Cross is a society)** exist in nearly every country in the world. Currently 186 National Societies are recognized by the ICRC and admitted as full members of the Federation. Each entity works in its home country according to the principles of international humanitarian law and the statutes of the international Movement. Depending on their specific circumstances and capacities, National Societies can take on additional humanitarian tasks that are not directly defined by international humanitarian law or the mandates of the international Movement.

## Haiti Earthquake

All topics in this section have been **UPDATED**

### Event

On Tuesday January 12, at 5:22pm local time, a series of earthquakes ranging from magnitude 6.5 to 7.3 struck Haiti in the highly populated area of Department Ouest, 10 miles southeast of Port-au-Prince. Aftershocks are continuing to occur.

### Key Developments

- On January 26, the American Red Cross committed \$30 million to the UN World Food Programme (WFP), which will support their effort to feed two million people in Haiti over the next six months.
- Nineteen Red Cross Emergency Response Units (ERUs) are on the ground in Port-Au-Prince with one additional en route. These specialized Red Cross teams are working to provide water and sanitation, relief supplies, medical care, logistics and telecommunications support.
- The American Red Cross has recently deployed two additional disaster specialists to Haiti and Panama to support communications and long term recovery planning.
- According to the UN, normal activity has returned to some parts of Port-au-Prince, including the opening of banks and supermarkets and fuel availability at gas stations.

### Current Situation

#### Search and Rescue

- Search and rescue activities are winding down operations. A small number of search and rescue teams remain active to respond to requests for search activities and to assist the Government of Haiti with expertise and heavy-lifting equipment for debris removal.

#### Logistics

- As of January 24, relief agencies reported that fuel supply no longer constitutes a significant problem, noting that WFP can provide fuel to organizations upon request. In addition, they reported increased accessibility to private sector fuel in the Port-au-Prince metropolitan area.
- The Logistics ERUs remain at full capacity receiving and managing incoming relief supplies and supporting personnel staying at the Red Cross warehouse. Their capacity should increase as the newly arrived base camp equipment is set up and additional staff arrive.
- To date, a total of 43 Red Cross relief flights landed in Santo Domingo and Haiti.
- The airport remains busy. Flight slots for Port-au-Prince and Santo Domingo, as well as constant changes in flight schedules remain an issue for all relief agencies. The Port-au-Prince airport continues to operate at greater than its normal capacity and remains heavily congested. The airport in Santo Domingo is also experiencing congestion.
- Although capacity at the Port-au-Prince port is expanding, many of the ships arriving are too large for current capacity, and a barge system will have to be put in place. The port infrastructure is still weak.
- The majority of relief supplies and equipment continue to be routed along the Santo Domingo–Port-au-Prince road, where congestion continues to result in an 18-hour average travel time.

#### Health

- More than 500 people are receiving health care and treatment in Red Cross health facilities every day. This includes surgeries, psychosocial support, and outpatient care from the field hospital at Hopital Universitaire as well as through three mobile Basic Healthcare ERUs providing services in a range

of locations across Port-au-Prince. An additional Red Cross field hospital is being set up in Carrefour and is scheduled to begin providing services in the next few days.

- The health cluster reports that the number of injured people in need of emergency surgery is diminishing. Huge needs remain for post operative care, care for infections, wounds and broken bones, and for those who have lost limbs. Another priority is determining the medical needs of displaced populations in rural areas outside of Port-au-Prince. The health cluster estimates that some 20,000 people are in need of medical assistance in Jeremie and Grand Anse alone.
- In response, the Government of Haiti plans to shift in the coming weeks from focusing on emergency surgical cases to primary health care, health centers, and hospitals.
- Creole speakers trained by the American Red Cross continue to provide translation services to support emergency medical services provided aboard the U.S. military hospital ship, USNS *Comfort*.
- Multiple countries have responded to a request for blood products from the Pan American Health Organization (PAHO). The American Red Cross has already shipped 249 units of blood to Port-au-Prince, and expects to ship additional units this week.
- In response to the enormous trauma experienced by earthquake survivors, local Haitian National Red Cross Society staff and volunteers are providing psychosocial first aid to hospital staff and patients. In addition, Red Cross staff at the field hospital at Hopital Universitaire are providing psychosocial support to patients as well as psychosocial first aid training to volunteers.

#### **Shelter/Relief Items**

- The International Organization for Migration (IOM) is working with shelter cluster partners to plan for camp management and assess sites to determine suitable locations for temporary settlements. To date, 591 improvised settlements have been identified with approximately 692,000 displaced people in the Port-au-Prince region, but the total displaced population could be as high as 800,000. Data collection on these sites remains a challenge due to issues such as dynamic migration patterns and extent of sites.
- Shelter remains one of the most urgent needs on the ground. In coordination with IOM, the Red Cross is focusing on providing shelter and relief items to the homeless, both in camps and in spontaneous settlements, as well as support to host families that are housing earthquake survivors. Relief items include family-sized tents, and shelter kits with tarps, ropes and tools to construct shelter from available materials. In addition, the Red Cross is assessing needs and developing a strategy to meet long-term housing reconstruction needs.
- The American Red Cross Relief ERU in Port-au-Prince continues to receive and distribute incoming relief supplies, in coordination with the Haiti National Red Cross Society (HNRCs) and other Red Cross partners on the ground. Each day, approximately 4,500 to 6,000 people are receiving Red Cross supplies such as tarpaulins, blankets, kitchen sets and hygiene kits.
- HNRCs volunteers are working with Relief ERU teams in relief distributions, as well as providing health and hygiene education, including demonstrations of how to effectively use aqua tabs to purify water.
- To date, 43 Red Cross relief flights have landed in either Port-au-Prince or the Dominican Republic.

#### **Food and Agriculture**

- On January 26, the American Red Cross committed \$30 million to the World Food Programme (WFP), which will support their effort to feed two million people in Haiti over the next six months as part of their operations in Haiti.
- Despite significant logistical challenges, WFP reports having delivered the equivalent of nearly 2.6 million rations to nearly 400,000 people to date. Once initial food distributions are complete, WFP plans to transition to rations that provide a 60-day supply of dried goods, initiating food-for-work activities when possible to rehabilitate streets and public buildings.
- The major constraints to food delivery remain limited ports of entry, increased traffic congestion, and the need for military escorts to provide security at all distribution sites.
- The UN Food and Agriculture Organization (FAO) is working to address needs in the agricultural sector to prepare for the March to May planting season. Initial assessments indicate irrigation channels have been blocked by debris and landslides, and there is insufficient water available for

irrigation.

- The nutrition cluster is assessing some 200 temporary settlement sites in Port-au-Prince to understand nutrition needs, including specific food needs for vulnerable populations and supplementary rations. The priority is for assistance to children under age two.

#### **Water and Sanitation**

- Relief partners in the water, sanitation and hygiene (WASH) cluster, including the Red Cross, are now providing daily water for an estimated 275,000 people at 114 sites in the Port-au-Prince metropolitan area. This includes more than 400,000 liters per day provided through the two Red Cross Water and Sanitation ERUs and the International Committee of the Red Cross (ICRC).
- WASH cluster partners plan to increase distribution to reach 500,000 people daily with water, sanitation and hygiene facilities and services.
- More than 2.5 million liters of water have been distributed by the Red Cross in Port-au-Prince and Leogane.
- Both Red Cross Mass Sanitation ERUs have now arrived in Haiti, and one will be working to construct latrines for 20,000 people in Leogane. In addition, the ICRC has provided latrines in Port-au-Prince and is sponsoring garbage collection in an effort to improve sanitation. 500 new latrines have been constructed across all affected areas by the WASH cluster.
- Assessments continue to take place by both the FACT team and the WASH cluster to determine water and sanitation needs.

#### **Migration**

- Individuals with relatives in non-affected regions continue to take advantage of the Haitian government's free transport service to leave Port-au-Prince. As of January 25, an estimated 235,000 people had left for outlying departments, according to OCHA. This includes more than 63,000 people bound for Artibonite department, particularly the town of Saint Marc.

#### **Protection**

- UNICEF is continuing to spearhead the establishment of child-friendly spaces for separated/unaccompanied children in the outskirts of Port-au-Prince with a capacity for 200,000 children.
- According to the UN, the Child Protection sub-cluster is continuing rapid assessments of temporary settlements, orphanages and hospitals. Due to reports of children being released from hospitals due to lack of beds without any responsible or authorized caregivers, health workers are being advised to monitor and send separated/unaccompanied children to child friendly spaces.

#### **Restoring Family Links (RFL)**

- The ICRC, in partnership with HNRCS, has opened a tracing center at its headquarters in Port-au-Prince to allow survivors to register and make contact with loved ones. Joint ICRC/HNRCS Red Cross teams have been making outreach visits to camps and communities to provide information and registrations for family tracing. To date, they have facilitated almost 2,000 phone calls between residents in Port-au-Prince and relatives living abroad.
- The ICRC and HNRCS have are registering the names of people eager to let their loved ones know that they are alive and well on the ICRC family links website ([www.icrc.org/familylinks](http://www.icrc.org/familylinks)). To date, the site contains 25,200 names, including more than 2,800 people reporting that they are alive and safe. The ICRC has been able to remove 731 names because the people concerned have been located.

**Numbers at a Glance – UPDATED**

<b>Estimated deaths</b>	112,250	Government of Haiti – 1/24/10
<b>Number injured</b>	194,000	Government of Haiti – 1/24/10
<b>Total population in need of shelter</b>	800,000	International Organization for Migration – 1/24/10

**International Red Cross and Red Crescent Movement Response in Haiti – UPDATED**
**American Red Cross Response as of January 26, 2010**

SECTOR/LOCATION	CONTRIBUTION
<b>Personnel</b>	<b>Through the global Red Cross network, 400 international personnel, along with thousands of volunteers, are supporting the response in the region.</b>
Haiti	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>• 14 staff from American Red Cross local office</li> <li>• 7-person Relief Emergency Response Unit</li> <li>• 2-person IT/Telecommunications Emergency Response Unit</li> <li>• 1 FACT team delegate</li> <li>• 3 logistics delegates</li> <li>• 1 shelter delegate</li> <li>• 1 communications delegate</li> <li>• 2 finance staff supporting the delegation</li> </ul>
USNS <i>Comfort</i> (offshore Haiti)	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>• Recruitment and training of 69 Creole-speaking volunteers to work as translators</li> <li>• 5 Service to Armed Forces staff providing supervisory support on board</li> </ul>
Logistics Hub in Dominican Republic	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>• 1 logistics/administrative delegate</li> </ul>
Pan American Disaster Response Unit and Regional Warehouse in Panama	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>• 1 disaster management delegate</li> <li>• 1 reporting delegate</li> <li>• 1 recovery delegate</li> </ul>

<b>Relief supplies in the pipeline</b>	<b>The global Red Cross network is providing basic relief items for 300,000 people.</b>
In Haiti, Dominican Republic, en route or under procurement	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>Relief supplies for 50,000 people, including family tents, hygiene kits, blankets, tarps and mosquito nets</li> </ul>
<b>Healthcare, food, water and sanitation services</b>	<b>The global Red Cross network has launched an operation to meet the emergency needs of 300,000 people.</b>
In Haiti, Dominican Republic, en route or under procurement	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>Committed \$30 million to the World Food Programme, which will support their effort to feed two million people in Haiti over the next six months</li> <li>3 million heater meals provided for distribution to the UN World Food Programme</li> <li>1 million water purification sachets and jerry cans to carry water</li> <li>Financial support for healthcare, water and sanitation services provided by the global Red Cross network</li> <li>250 units of blood for earthquake survivors, provided at the request of the U.S. Navy and the Pan American Health Organization.</li> </ul>
<b>Other services</b>	<b>The global Red Cross network is also supporting Haitian communities around the world.</b>
United States and Haiti	<i>American Red Cross contribution:</i> <ul style="list-style-type: none"> <li>Support to Haitian-American seeking information about family members affected by the earthquake in Haiti</li> <li>450 phones for earthquake survivors in Haiti to connect with their families abroad, provided to the International Committee of the Red Cross</li> <li>Support to Haitian-American citizens arriving in the United States, including clothing and other services for evacuees arriving in Florida.</li> </ul>

<b>Organization</b>	<b>Response</b>
Haiti National Red Cross	<ul style="list-style-type: none"> <li>Support from Haitian National Red Cross Society staff and volunteers is critical to the relief operation, as they work with international Red Cross and Red Crescent teams providing food, water, first aid and other logistical assistance. It is important to recognize that these staff and volunteers have been gravely affected by the disaster themselves having lost homes and loved ones.</li> <li>HNRCs facilities were badly affected and are still not operational, with particular damage to the blood transfusion center and first aid stocks.</li> </ul>
International Federation of Red Cross and Red Crescent Societies	<ul style="list-style-type: none"> <li>The International Federation has released a Revised Emergency Appeal for US \$103.3 million to help meet the immediate needs of 300,000 people (60,000 families) over the next three years. Thousands of Red Cross and Red Crescent workers representing 30 countries are currently assisting with relief efforts in the region.</li> </ul>

Organization	Response
(International Federation (IFRC))	<ul style="list-style-type: none"> <li>• In addition to deploying a FACT team, the International Federation has mobilized 19 ERUs to provide support in logistics, relief and shelter, water and sanitation and healthcare, including specialists to meet basic health needs as well as provide complex care through a field hospital.</li> <li>• The International Federation is coordinating the response through its Panama-based Pan American Disaster Response Unit (PADRU) which is providing coordination, logistics and supplies.</li> <li>• The International Federation is coordinating the global Red Cross network response with the UN and other relief agencies on the ground.</li> </ul>
International Committee of the Red Cross (ICRC)	<ul style="list-style-type: none"> <li>• The International Committee of the Red Cross continues to distribute medical assistance to major hospitals, clinics and smaller facilities by flying in relief supplies and supplying medical kits. They have also been providing water and latrines. In addition, they are providing services in communication and security activities.</li> <li>• The ICRC is coordinating family tracing activities and has set up a tracing center at their headquarters with HNRCS to allow survivors to register that they are alive and well, and contact family members by phone. ICRC is also working on a way to access those who have left Port-au-Prince by creating teams that would go out into different communities.</li> <li>• The ICRC is also working with the HNRCS to advise the Haitian authorities on the proper collection of information on the dead and on the dignified handling of bodies. The ICRC is also providing body bags.</li> </ul>

### American Red Cross Chapter Support

Organization	Response
<p><b>South Area:</b>            ARC of Greater Miami and the Keys Chapter, Miami, FL;            ARC of Greater Palm Beach Chapter, West Palm Beach, FL;            ARC of Central Florida Chapter, Orlando, FL;            Broward County Chapter, Plantation, FL;            Tampa Bay Chapter, Tampa, FL;</p> <p><b>East Area:</b>            Carolina Lowcountry Chapter, Charleston, SC;            ARC of the National Capital Area Chapter, Fairfax, VA;            Central Maryland Chapter, Baltimore, MD</p> <p><b>Northeast Area:</b>            Puerto Rico Chapter, San Juan, PR;            Burlington County Chapter, Lumberton, NJ</p>	<p>Thousands of repatriates and evacuees from Haiti arrived at airports along the east coast since Saturday.</p> <p>The Chapters welcomed repatriates and evacuees as they arrived at the various airports and military bases and provided support as needed in</p> <ul style="list-style-type: none"> <li>• Disaster Mental Health</li> <li>• Comfort kits</li> <li>• Mass Care</li> </ul>

**Partner Activities Report**

<b>Partner</b>	<b>Response</b>
Hope worldwide (1/28/10)	<p>The plan that the church is considering is to relocate many of the HOPEww church members to a town one hour away called Mirebalais. Families could start over there. Kids could go to school. It is outside the damage zone. Others will go to other cities to be with their families or relatives. Some will remain in the capital. We have 8 churches in Haiti. Only Port-au-Prince was devastated. The other churches are said to be fine.</p> <p><b>From 1/21/10</b> Lost as many as twelve staff, a clinic and their church building in Port Au Prince. They have 200 volunteers living on the church grounds and another 400 people from the community living there. Their medical staff is treating the wounded and have created a make shift hospital. They sent a team to Haiti to assist with the immediate need of food and water. The team is also focusing on addressing the needs of the members of Port-au-Prince Church of Christ that have been devastated by this disaster. Since air travel into Port-Au-Prince is limited, their team went to the Dominican Republic to make their way across the border into Haiti by ground.</p>
Tzu Chi Foundation (1/28/10)	<ul style="list-style-type: none"> <li>• Has 3 teams in Port-au-Prince</li> <li>• Has supplied 10 tons of rice</li> <li>• Has supplied more blankets</li> </ul> <p><b>From 1/13/10</b></p> <ul style="list-style-type: none"> <li>• Has set up an emergency coordination center to respond to the needs in Haiti after the earthquake.</li> <li>• Can provide food, blankets and tents.</li> </ul>
Salvation Army (1/28/10)	<ul style="list-style-type: none"> <li>• Has distributed over 30 tons of food and 6 tons of water</li> <li>• Is gathering information to better target their relief aid</li> <li>• Is participating in the “cluster meetings” to better coordinate efforts with other agencies</li> <li>• Working towards activating a second distribution site in Petit Goave</li> </ul>
NAACP (1/21/10)	Adora Obi Nweze, NAACP National Board Member and Florida State Conference President, recruited Haitian volunteers to serve with the Red Cross for 30 days on the USNS Comfort to help receive evacuees from Haiti. Adora is working closely with Sam Tidwell, Chapter CEO, Greater Miami and the Keys.
NAJIT (National Association for Judiciary Interpreters and Translators) (1/21/10)	NAJIT and the American Red Cross are working together to identify volunteer interpreters and translators in Haitian Creole and French.
Save the Children (1/15/10)	<ul style="list-style-type: none"> <li>• Has worked in Haiti since 1985, primarily in Port-au-Prince and the Central Plateau region, providing health, education, protection and food security programs to vulnerable children.</li> <li>• Priorities are to meet the immediate needs of children and families most affected by the devastating earthquake, with a focus on providing food, water, shelter supplies, and also making sure that children who have been separated from their families are safe.</li> </ul>
National Baptist Convention (1/13/10)	<ul style="list-style-type: none"> <li>• The National Baptist Convention, USA, Inc. is coordinating relief efforts through their Disaster Management Office and Foreign Mission Board to help those in need in Haiti.</li> <li>• NBC has had a presence in Haiti since 1989 by supporting orphanages, education, medical missions, distributing water filters and building churches.</li> </ul>

**Maps UPDATED**

[Populations Movements out of Port-au-Prince – OCHA – January 24, 2010](#)

[Functioning Health Facilities and Priorities – OCHA – January 24, 2010](#)

**Additional information:****Information about Household Donations – 01/28/10**

Federal, state and voluntary agency information statements on assisting Haiti have been stressing the strong preference for cash donations. The actual harm that can be done by collection and shipping of unsolicited household donations has not been sufficiently emphasized.

As the brochure states (***see attachment to this email***):

*3. Do not begin collecting, packing or shipping until or unless you have a known recipient to accept it.*

Please use [www.cidi.org](http://www.cidi.org) to guide your donation and support activities. Click on “Public Service Announcement: Making a Donation”

Please use this brochure and other messages to discourage the collection of household goods.

**Coordinated Assistance Network (CAN) Activated for Haiti Earthquake Victims – 01/28/10**

Repatriated Haitian-Americans and other evacuees entering the U.S. will find support through the Coordinated Assistance Network (CAN), a partnership of multiple organizations providing disaster relief and recovery assistance, hosted by the American Red Cross. This week CAN activated support for domestic assistance efforts related to the earthquake in Haiti. CAN is a unique partnership with more than 400 participating agencies across the country. For more information about CAN visit [www.CAN.org](http://www.CAN.org).

**Disaster Preparedness Materials now available in Haitian Creole – 01/28/10**

The documents are [downloadable](#) from the Red Cross public website and include information about Earthquake Safety, Helping Children Cope with Disaster, Power outages and many more.

**Ten Facts About Claiming Donations Made to Haiti – 01/28/10**

[Special Edition Tax Tip 2010-01](#)

If you are donating to charities providing earthquake relief in Haiti, you may be able to claim those donations on your 2009 tax return. Here are 10 important facts the Internal Revenue Service wants you to know about this special provision.

**USAID Haiti website** <http://www.usaid.gov/helphaiti/>

**Help for Haiti** <http://www.usaid.gov/haiti/>

Daily updates about USAID’s response in Haiti

Information on how to donate cash, goods, medical and non-medical services

**Demographics of Haiti**

<https://www.cia.gov/library/publications/the-world-factbook/geos/ha.html>

**The ICRC Family Links Website - [www.icrc.org/familylinks](http://www.icrc.org/familylinks) NOTE:** this website can be viewed by anyone in the world and is not confidential.

American Red Cross Safe and Well website - <https://disastersafe.redcross.org/>

American Red Cross Disaster Online Newsroom - [newsroom.redcross.org/](https://newsroom.redcross.org/)

**NVOAD** – [www.nvoad.org](http://www.nvoad.org) National VOAD is disseminating information on the national members supporting the relief efforts. For relief activities in a particular state, contact your [State VOAD](#).

**Center for International Disaster Information** – [www.cidi.org](http://www.cidi.org) Provides information and guidance in support of appropriate international disaster relief.

**InterAction** – [www.interaction.org](http://www.interaction.org) InterAction is the largest coalition of U.S.- based international nongovernmental organizations (NGOs) focused on the world's poor and most vulnerable people. It is a forum for leading NGOs, global thought leaders and policymakers to address our challenges collectively. Leveraging our shared expertise, on-the-ground insights from our 180 member organizations and strategic analyses of the foreign aid budget, we deliver a bold, new agenda to end global poverty and deliver humanitarian aid in every developing country.

### \*\*\* General Guidelines for Using This Report \*\*\*

- This information is provided to you for use as a Red Cross partner agency. Please do not share this report outside of your organization or with the general public.
- Any official request for additional information or clarification (such as press inquiries, service delivery coordination, etc.) should be directed to the proper contact at Red Cross national headquarters.
- The service delivery numbers presented in the report may lag the actual situation on the ground due to reporting times and processing of information. Please call if you have questions regarding particular data items.
- The information in this report is compiled from a number of sources including the International Federation of Red Cross and Red Crescent Societies, the United Nations Office for the Coordination of Humanitarian Affairs, the U.S. Agency for International Development and involved national Red Cross/Red Crescent societies. The American Red Cross strives to provide the most accurate and timely information possible.

### \*\*\* Request to Partners \*\*\*

The Red Cross is always interested in feedback from your field units. Identification of underserved areas, special population needs, opportunities for improved cooperation in service delivery, or any other issues that we can work on together are very useful in ensuring community needs are being met.

Please also provide local contacts for your organization so that we can put them in touch with the local Red Cross representatives.

Please contact the Partner Services group with these comments and suggestions. Various contact points are provided throughout this document, and you can always ensure a Partner Services contact at Red Cross National Headquarters is notified by sending e-mails to [NGOPartners@usa.redcross.org](mailto:NGOPartners@usa.redcross.org) or calling 202-303-4026.