



Agency Name: American National Red Cross – Southern Tier Chapter

Program Name: Services to the Armed Forces

Program Success Story:

Excerpts taken from our survey:

Question: How did our services impact your life?

- Made it easier to inform son of family death.
- Without the Red Cross he wouldn't have come home.
- Made a bad situation less traumatic.
- Just easier, only had to make one phone call.
- ARC Service was timely and fine, nothing against the service provided, the Air Force would not let him come home.
- Such a great relief, serviceman got home.
- Son wouldn't have come home for grandfather's death, service man was first grandson born.

Question: What would you have done if you did not receive American Red Cross assistance?

- Would have waited for son to come home to tell him of the death.
- Would have added more stress. Needed the Red Cross to pull strings for the rapid release.
- Would have taken more time and time was of the essence.
- Don't know
- N/A
- Don't know
- Don't know

Question: Anything you would like to share?

- They did their job.
- Would like the Red Cross to have a copy of the obituary; they were wonderful.
- Very pleased.
- Were very helpful and understanding; extremely knowledgeable
- Service was timely and fine.
- Ever so grateful.
- Fantastic job!