



Red Cross Offers Virtual Care for Families Who Have Lost Loved Ones to COVID-19

In order to provide support to families and communities who have suffered loss as a result of the COVID-19 pandemic, the American Red Cross has developed a Virtual Family Assistance Center (VFAC).

People can visit <https://www.redcross.org/virtual-family-assistance-center/ma-family-assistance-center.html> to access this resource with special virtual programs, information, referrals and services to support families in need. The VFAC will also connect people to other community resources that may be provided when available. People without internet access can call toll-free **833-492-0094** for help.

This is an incredibly difficult time for everyone, but especially for those who have lost a loved one due to COVID-19. The Red Cross, in collaboration with our partners, is here to provide compassion and support as they grieve.

Many families have experienced a disrupted bereavement and grief process due to restrictions related to COVID-19. To help, the Red Cross has set up a virtual team of specially trained mental health, spiritual care and health services volunteers who are:



Connecting with families over the phone to offer condolences, emotional and spiritual support, and access to available resources



Providing support for virtual memorial services for families, including connecting with local faith-based community partners



Hosting online classes to foster resilience and facilitate coping skills



Assisting families with access to national, state or local resources such as grief counseling, legal resources, funeral information, financial information services or veterans' assistance



Additional state and locally specific resources may be available in some areas.

All Family Assistance Center support will be provided virtually and is completely confidential and free.

The American Red Cross shelters, feeds and provides emotional support to victims of disasters; supplies about 40 percent of the nation's blood; teaches skills that save lives; provides international humanitarian aid; and supports military members and their families. The Red Cross is a not-for-profit organization that depends on volunteers and the generosity of the American public to perform its mission. For more information, please visit [redcross.org](https://www.redcross.org) or [cruzrojaamericana.org](https://www.cruzrojaamericana.org), or visit us on Twitter at @RedCross.