



RESTORING FAMILY LINKS PROGRAM

**Each year,
the Canadian
Red Cross
helps restore
1100 links
between
separated
loved ones.**

IF YOU ARE SEEKING A FAMILY MEMBER, AND HAVE EXHAUSTED ALL MEANS AVAILABLE TO YOU, THE RED CROSS CAN HELP YOU.

Through an international network that includes the Red Cross and Red Crescent Societies and the International Committee of the Red Cross (ICRC), the Canadian Red Cross helps families re-establish contact after separation due to conflicts, natural disasters or migration. People living abroad can also submit a request in the hope of locating a family member in Canada. The Canadian Red Cross accepts three types of requests:

- Red Cross messages;
- Tracing requests;
- Health and welfare report.



**CANADIAN
RED CROSS
QUÉBEC**



RED CROSS MESSAGES

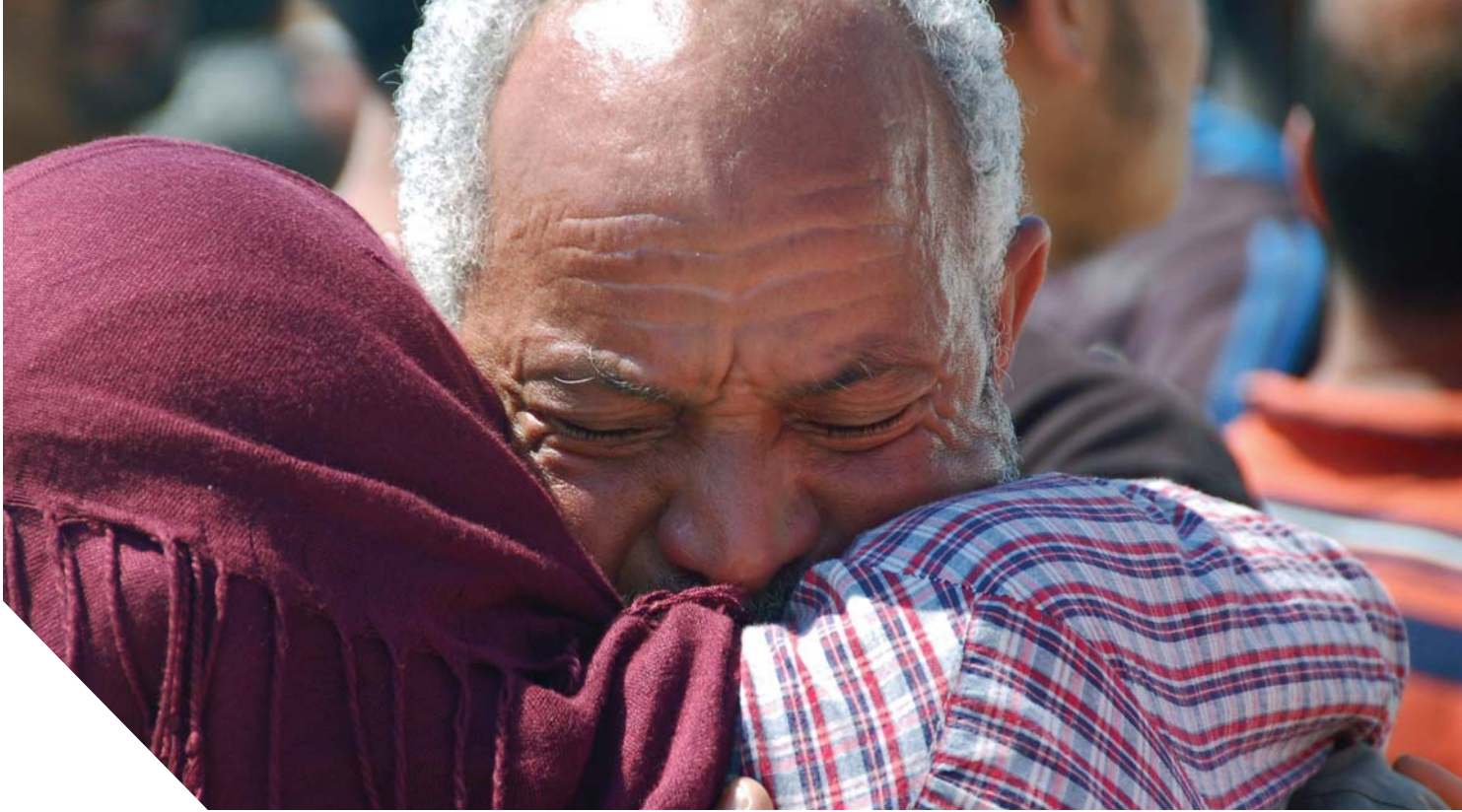
When traditional means of communication are not available, Red Cross messages facilitate exchanges between family members who have lost contact. These letters contain personal messages that may be censored by the government in the destination country, but they provide families with valuable information by indicating that their loved ones are still alive. Messages may also be sent to those who are wounded in armed conflicts, to detainees and to prisoners of war.

TRACING REQUESTS

When a loved one goes missing, when contact with a family member is lost due to conflict, disaster or migration, the family can turn to the Canadian Red Cross to initiate a tracing request.

Search requests are accepted based on:

- the country;
- the closeness of the relationship;
- the reasons for loss of contact;
- the availability of sufficient information to conduct a search;
- the search efforts undertaken by the inquirer to locate the sought person and that have been unsuccessful.



HEALTH AND WELFARE REPORT

When family members are ill, elderly or unable to communicate, the Red Cross will attempt to obtain information about their health and well-being.

SEARCH REQUESTS CONCERNING CANADIAN NATIONALS

If the sought person is a Canadian national, the information request must be addressed to the Department of Foreign Affairs Consular Services at 1 800 267-6788.

THE CANADIAN RED CROSS RESTORING FAMILY LINKS PROGRAM DOES NOT PROVIDE THE FOLLOWING SERVICES:

- accept inquiries pertaining to child custody, child abduction or child support;
- accept requests concerning the reunification of adoptees with birth parents;
- facilitate the adoption of children from countries affected by conflicts;
- locate persons to settle an estate;
- contribute to genealogical searches;
- provide direct advocacy in connection with persons' immigration or deportation process;
- ship prescription medication, money, clothing or other items to family members in other countries.



IMPORTANT

The Canadian Red Cross does not take part in immigration matters and cannot intervene in any way (call, letter, etc.). All requests related to the immigration process must be addressed to Immigration Canada.

Citizenship and Immigration Canada - 1 888 242-2100
Office of the United Nations High Commissioner for Refugees - 613 232-0909

For further information

To find out more about the Restoring Family Links program: redcross.ca/familylinks

To submit a request, please contact the person in charge of the Restoring Family Links program at the Quebec Division of the Canadian Red Cross. **514 362-2929**, **1 800 363-7305**, rlfquebec@redcross.ca

If your request is not among the services provided by the Red Cross, please go to the redcross.ca/familylinks Web site under Other Types of Search, to obtain information regarding other organizations that may be able to help you.