



## You provide comfort through the storm

*A moment is all it takes for a life to change forever. In the instant disaster strikes, everything we take for granted is suddenly turned upside down. We've seen that all too clearly in the difficult months following Hurricanes Harvey, Irma, Maria, and the wildfires in California.*

For weeks after these record-setting storms, Red Cross volunteers and staff continued to work around the clock to provide emergency food, shelter, supplies and comfort to neighbors

impacted by these disasters. All thanks to the support of generous donors like you.

### Thank you for your help

Your generous support has helped those affected by Hurricane Harvey, Irma, Maria, and the wildfires in California and you have given them a place to turn for a sense of comfort and safety. Thanks to your compassion and generosity, we will continue to bring help and hope to our neighbors at home and down the street for as long as we are needed.

**To learn more, please visit [redcross.org](http://redcross.org).**



A Red Cross Spiritual Care volunteer speaks with Holliday Beach residents who lost their homes during Hurricane Harvey.



Standing in front of her damaged home, a woman talks to a Red Cross disaster relief worker after Hurricane Irma. The boat in the front yard washed up from down the street.



In Puerto Rico, Red Cross volunteers distribute much-needed water, food, tarps, insect repellent and other basic necessities to families affected by Hurricane Maria.



David and Mellissa Edney and their 1 year old daughter, Charlotte, assess the damage to their home and comfort each other following the impact of the wildfire in Santa Rosa, CA.

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## On a Personal Note

Coralie Chun Matayoshi  
CEO

The last few months of 2017 brought unprecedented disasters, and the Red Cross was there to provide comfort and hope to victims of the Marco Polo fire, Hurricanes Harvey, Irma and Maria, Las Vegas shooting and California wildfires.

Over 16,000 Red Cross volunteers were ready and able to deploy (including 70 from Hawaii), thanks to the generosity of donors like you.

In this issue of Crossnotes, you'll read about these disasters and how your contribution allows us to be on call 24/7 and come to the aid of disaster victims, teach lifesaving skills, and provide support to military families in times of crisis.

With your continued involvement, we will be able to carry on our 100-year old legacy of service to humanity, for the next 100 years.

Warm wishes for a safe and happy new year,

Coralie Chun Matayoshi, CEO  
American Red Cross  
Pacific Islands Region

## CPR instructor saved by daughter she trained

In February 2017, Alofa Ofagalilo, who has been a CPR and First Aid Instructor for the Hawaii Red Cross for over 10 years, was getting ready for work when she suddenly started shaking and feeling nauseous. She lost consciousness but luckily was found by her 25-year-old daughter, who she had taught CPR to along with all of her other children. "Since I taught her CPR, she was able to go through the steps of checking me, asking someone to call 9-1-1, and then performing CPR on me," recalls Alofa.

After about four minutes of CPR, the ambulance arrived.

"Afterward, she told me that she was so grateful that she was taught CPR because she felt confident in



Alofa continues to teach lifesaving skills to others in the community.

that type of emergency situation," says Alofa. "Without her training and knowledge of CPR, I am not sure that I would be here today teaching CPR for the Red Cross."

Alofa is honored to have the opportunity to teach the Hawaii community these types of lifesaving skills so that they can also

feel confident in helping their family and friends in potentially life-threatening emergencies. "I encourage everyone to take the time to learn these lifesaving skills because you never know when you could be placed in a situation where it's needed."

To find a class in your area, please visit [redcross.org/take-a-class](http://redcross.org/take-a-class).

## Here is how your support makes a difference



Supported **840** shelters with nearly **211,000** overnight shelter stays



Delivered more than **3.6 million** meals and snacks



Opened over **36,400** cases to provide one-on-one support

## Red Cross supports military family after disastrous home fire

National Guard Captain Maria Guisadio-Abis was eating breakfast with her son when a fire broke out in another section of their two-story home. Good samaritans helped them safely evacuate. The house was later declared unlivable, leaving Maria and her son homeless. Her husband was deployed overseas.

### Reuniting a family in crisis

“The Red Cross was very helpful in connecting me with my husband’s unit...He was able to return home within a week,” she says.

“The Red Cross was very supportive with my family’s plight, keeping constant communication with our search for temporary housing and showed legitimate concerns with the emotional and physical well-being of all residents,” she says. “Thank you for all that you do!”

The Red Cross provides emergency communication 24 hours a day, 365 days a year for military service members and their families,



The Aiea home was completely destroyed by the fire.

while assisting in communicating emergency family matters such as serious illness, death in the family or birth of a child. Military commands rely on the Red Cross to verify information to allow military service members to return home to be with their families.

Thanks to the generosity of Hawaii’s people, all emergency communications assistance is free of charge.

## Red Cross aids displaced residents at Marco Polo complex



The Marco Polo high-rise apartments. Four were killed in the July 14<sup>th</sup> fire.

In July, the Hawaii Red Cross worked tirelessly to aid residents left homeless following the deadly Marco Polo Fire. Volunteers quickly responded, helping residents to evacuate before opening a shelter at Iolani School.

More than 800 meals and snacks were served, and over 420 health and mental health services were provided. More than 500 disaster relief items, such as cleaning supplies, were distributed.

One Honolulu resident who lived there with her husband and mother lost everything they owned. “We just have the clothes on our backs,” she says. The Hawaii Red Cross was able to provide them assistance with temporary housing.

All Red Cross assistance to disaster victims is provided free of charge. Your donations ensure that volunteers continue to help others in times of crisis. Through your compassionate support, we bring hope to families like this—thank you!

# Remembering the impact of Hurricane Iniki 25 years later

*In September 1992, Hurricane Iniki, the most powerful storm to strike the islands in recorded history, made landfall on Kauai.*

Claire Santos, a registered nurse, volunteered with the American Red Cross to help with basic medical needs for the Red Cross Response to Iniki. “The line of patients waiting to be evaluated, most with blank stares on their faces and looking to be in complete shock, is forever burned in my memory,” she recalls.

Santos was assigned to a military unit and often administered patient care from inside an aircraft. It was difficult to work under such conditions. However, adrenalin enabled her to remain productive, ensuring her patients were evacuated safely. “When called upon, you do some things you never thought you would do,” she says.



Claire Santos, left, triaged patients at Lihue Airport following Hurricane Iniki.

“That experience changed a lot in my life,” she says. “I don’t think I would forgive myself if I didn’t help with the Red Cross for the rest of my career.”

To learn more about volunteering, visit [redcross.org/volunteer/volunteer-opportunities](http://redcross.org/volunteer/volunteer-opportunities).

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