

SUPPORTIVE RESOURCES

AMERICAN RED CROSS

1-877-272-7337 American Red Cross (ARC) service to Armed Forces Center

ARC provides emergency communication services to the Armed Forces, a service mandated by Congress in 1905. In addition to its mandated services ARC provides assistance in the event of a disaster (earthquake, flood, fire, etc.).

In terms of crisis or disaster, these services may be available:

- Set up location for families to meet
- Nurses at a shelter
- Childcare at a shelter
- Once primary next of kin have been notified, Red Cross can make secondary notifications to military family members;
- Emergency financial assistance

Outlined below are basic services and procedures that should be followed in order that emergency communications can be provided accurately and efficiently. ARC is a civilian, non-profit organization that provides 24-hour service, 365 days a year.

Emergency Communications: ARC has the capability to communicate with the military almost anywhere in the world. If you have an emergency situation, such as death or an immediate family member, critical illness or injury, or hospitalization due to a serious condition of a family member, ARC can send the verifiable information to your command.

1. Information needed due to death or illness in service member's immediate family:

- Name of ill or deceased person
- Relation to service member
- Hospital/funeral home - city, state and telephone numbers (Note: ARC obtains a medical release from the patient or guardian, and then obtains a doctor's statement which includes diagnosis, prognosis, and if there is recommendation for the service member's presence)
- Full name of service member
- Rate/rank
- Social security number
- Address or, if deployed, command address-include department, squadron or ship. If the service member is deployed, the spouse can notify the ARC of the situation and will need to provide: name of spouse requesting emergency notification, spouse's address and telephone number.

2. You may often call the military hospital Red Cross office if dependents are hospitalized due to a serious illness or injury, or emergency surgery, and you wish to have the service member notified. If a family member is hospitalized elsewhere, contact the Red Cross office serving the area where the hospitalization occurred.

ARC does not grant emergency leave. They provide the complete, verifiable information the service member and their Commanding Officer will need to make a decision concerning emergency leave.

Birth Announcements: If a military member is deployed and is expecting a newborn that delivers at a military hospital, the message announcing the birth can be sent by Patient Administration. When admitted to Labor and Delivery, forms are available to complete stating a wish to have a message sent to the spouse announcing the birth. Only in the event of an emergency would Red Cross be notified. If delivery is at a civilian hospital, the Red Cross will send a birth announcement. Contact the office serving the local area.

Financial Assistance: Emergency travel and maintenance loans are available to the service member or family in the event of an emergency that has been verified. ARC can also assist dependents should a death or critical illness occur in their immediate family. In all cases of loan or grant assistance, the service member must approve the loan or grant. Loans are interest-free and are repayable by allotment.

Counseling Services: Counseling is available to assist in family or personal problems, allotment problems, or food needs. Referral information is also provided. Planning ahead is prevention for many emergencies. No city or town in the United States is without Red Cross coverage. Service members are informed to advise their immediate family members of Red Cross services, the information needed to be of assistance, and that there is a Red Cross office serving their area in the event an emergency occurs.

APPS (FOR SMARTPHONES & TABLETS)

American Red Cross: www.redcross.org/prepare/mobile-apps available for Android or Apple devices.

CNIC Navy Life: <http://www.navylifefr.com> available for Apple devices.

FEMA: www.fema.gov/smartphone-app available for Android, Apple and BlackBerry devices.

NFAAS: App available for Apple devices from Apple Store. An NFAAS Mobile Website is also accessible through a smartphone web browser (<https://navyfamily.navy.mil>) – no app needed. It allows for accountability (mustering), location and contact updates if required.

CHAPLAINS

Chaplains in the Navy and Marine Corps play a major role in crisis situations, regardless of the nature, scope, and effect of the disaster. By the very nature of their profession, Chaplains are well prepared to deal with individuals and groups experiencing crisis. They are trained to provide spiritual and religious counseling, community referrals, religious services, and assistance with memorial service planning. Other services provided include: Critical Incident Stress Management training and counseling, assistance and counseling to CACOs, counsel and comfort to primary and secondary next-of-kin for all casualties, and memorial service planning and coordination.

Critical Incident Stress Debriefings: Trained, credentialed professionals who take care of the emotional and spiritual needs of those affected by crisis provide these briefings. Briefings are available at your convenience and can be targeted to family support groups, key leadership spouses, or anyone affected by the crisis. Chaplains work closely with the Fleet and Family Support Centers.

FLEET AND FAMILY SUPPORT CENTER

Crisis Response: The Fleet and Family Support Center (FFSC) is an important resource available to assist key leadership individuals during crisis response. In the event of a mass casualty situation involving fleet naval forces or naval shore activities, the FFSC is prepared and trained to support commands by implementing a Crisis Response Plan. The role of the FFSC includes providing information and referral on availability of military and civilian community resources to support affected commands, victims, and others involved in recovery process. Programs and services are available in the following areas:

- 24-hour information and referral; Worldwide FFSC 1-800-372-5463
- Personal crisis intervention
- Individual, marital, and family counseling
- Aftercare programming

The FFSC can also provide the following functions:

Coordination of Volunteers: Volunteer Coordinators from FFSC are available to assist your command's designated Volunteer Coordinator. The Volunteer Coordinator for your command should assess the needs of your families and provide this information to the Volunteer Coordinator at FFSC. The Volunteer Coordinator at the FFSC will maintain a list of donations offered from the community to assist your command. This information will be forwarded to your identified coordinator.

If there are services needed that have not already been offered, the Volunteer Coordinator can alert individuals or organizations that have offered general support and request they be advised of your command's specific needs. Examples include logistic support, donations liaison with Navy League, and hotel/motel reservations and accommodations.

Designated Facility Space: During a mass casualty crisis response, the FFSC may coordinate, with the Command, the opening of a facility to provide a location for families to gather to receive information and/or briefings, support counseling, and/or Critical Incident Stress Debriefings. The facility may include the following services:

- ✓ Chaplains & temporary chapel
- ✓ Child Care
- ✓ Private counseling booth
- ✓ Disbursing
- ✓ FFSC Information & Referral
- ✓ Food
- ✓ Legal
- ✓ Medical station
- ✓ Navy Relief
- ✓ Red Cross
- ✓ SPRINT access
- ✓ Telephones
- ✓ Waiting area with comfortable chairs and a TV (News hookup)

Enrichment Programs and Workshops: Each month, the FFSC presents a series of valuable programs and workshops designed to enhance quality of life. A wide range of personal and family programs are offered: deployment and separation, reunion, marital communications, preparing for parenthood, effective parenting and child development, single parenting, money management and budgeting, job search, home buying, food and nutrition, and stress and time management.

Individual and Family Assistance: Highly trained family counselors provide assessment and crisis intervention. They can be contacted if experiencing difficulty with problems of an individual nature: separation anxiety, depression, stress, personal adjustment, and pain. FFSC also helps families build stronger relationships: deployment and reunion, marital problems, parent and child relationships, single and step parenting, spouse abuse, child abuse and neglect, rape or sexual assault. Long term counseling can be referred to other resources which accept TRICARE.

Financial Counseling: Financial guidance is offered to those experiencing money problems, as well as those who would like to avoid them. If bills are out of control help may be received at the FFSC to prepare a budget and spending plan.

Spouse Employment Assistance: Finding a job can be a difficult task for a spouse new to an area. Staff members can assist in resume writing skills and provide tips on how to best present oneself. They generally have a large file of current job openings which is regularly updated.

NAVY-MARINE CORPS RELIEF SOCIETY

The primary purpose of the Navy-Marine Corps Relief Society (NMCRS) is to help service members and their dependents with necessities. Whether they need rent, utilities, food, or other assistance, it is always a good idea to call first to find out what they will need to bring in their particular circumstances.

NMCRS can loan money for emergency leave travel to the location of either spouse's immediate family, but will need verification by American Red Cross of the death or critical illness. Car repair loans are also available if they have proof of insurance, registration, a written estimate, and a driver's license. NMCRS can also help them obtain a child's car seat, if they cannot afford one. NMCRS may also operate an emergency food pantry and thrift shop.

NAVY FAMILY ACCOUNTABILITY & ASSESSMENT SYSTEM

The Navy Family Accountability and Assessment System (NFAAS) is a web-based application tool that enables the Navy to address your needs after the onset of a declared emergency. NFAAS was developed by Task Force Navy Family (TFNF) following the major hurricane season of 2005. TFNF identified the need for a single reporting system for Navy family members to inform the Navy regarding their status after a declared emergency or catastrophic event.

The NFAAS system is currently used for two purposes: (1) Navy personnel and families inform the Navy of their needs following an emergency and (2) follow-on case management to address and assist the needs of members of the Navy family. Within 12 to 24 hours after a disaster, Navy families should begin to access and provide accountability and needs assessment to NFAAS. Family members will need their sponsor's social security number and date of birth to access the NFAAS website.

Affected service or family members in a military or federally declared disaster area may begin the NFAAS process by logging on to the NavyFamily web site at <https://www.navyfamily.navy.mil>. If Internet access is not available, they may call the Emergency Call Center at 1-877-414-5358 (the TDD number, for the hearing impaired is 1-866-297-1971) or visit a local Fleet and Family Support Center to report their current status. The information provided by the affected member or their family will be used only by Navy professionals and subject matter experts working on their behalf in recovery efforts. Details of their survey are confidential and will NOT be shared with anyone without their permission. The NFAAS also has a Reference Library page available to assist the Navy family member in finding local resources for assistance.

NAVY PERSONNEL COMMAND'S EMERGENCY COORDINATION CENTER

NPC's ECC and associated toll-free number(s), are activated only when a critical incident involves many casualties or injuries, such as the terrorist attack on the Pentagon or Hurricane Katrina. Active duty personnel man the center. The Navy's Public Affairs Officer

(PAO) continually feeds information to the ECC. The toll-free number(s) is often broadcast over news media and is designed to provide up-to-date, accurate information to support immediate family members and CACO's. The Social Security number of the active duty member concerned is required for information.

OMBUDSMAN

Your Command Ombudsman is the primary link with the families of the command. As information is made available for release to the families, the Ombudsman should update the "Careline" or other social media information sites with current information. Quickly passing on updated information is crucial to maintaining your support system's credibility.

A strong leadership team is vital to the support of the families. In order for this team to provide this leadership, it is essential it has a plan of keeping the communication lines open and flowing. Ombudsman from other area commands are available as back-up support for your Command Ombudsman. These ombudsmen have volunteered to assist your ombudsman and have received crisis response training. Should a crisis occur, the chairman of the Ombudsman Assembly or Council will contact ombudsman of the crisis response team and offer this assistance, or you may contact them through the Fleet and Family Support Center.

PUBLIC AFFAIRS OFFICER

Public Affairs Officers (PAO) are fully prepared to handle the public information demands of accidents/incidents/disasters and crisis situations. In past Navy and Marine Corps crises, key leadership spouses have been sought by the media to act as spokespersons for the commands and families. This trend is expected to continue. PAO's serve a vital role in providing training and guidance, and serving as public affairs consultants to key leadership spouses during and following crisis situations, as well as assisting in handling multiple media inquiries.