

Guidelines

for

Navy Reserve

Families

INTRODUCTION

The Navy Reserve Sailor and their family are a critical part of the overall mission of the Navy. In *The Design for Maritime Superiority* document published by Chief of Naval Operations Admiral John Richardson, the family is listed as a key component of the Navy Team. Clearly much of the success we enjoy is due to the stability and support provided by our families, and as such, family readiness is essential to the Navy Reserve's future success.

Since September 11, 2001, almost 60,000 Navy Reserve Sailors have executed close to 80,000 mobilizations. Today, approximately 3,000 Navy Reserve Sailors are operating forward fulfilling key combat support requirements around the world. On any given day at least 20,000 Navy Reserve Sailors, about one third of the Navy's Reserve Component, are providing fully integrated global operations support to Fleet and Combatant Commanders. A critical success factor in this effort is training and educating the thousands of families of our Sailors about the many challenges a deployment or mobilization can present. Without the support of families and loved ones, these mobilizations simply could not happen.

There are many resources that empower families to meet the challenges of a Navy lifestyle by providing information, guidance and mentoring. Some of those resources are listed throughout this book. Please use these valuable tools, which are available for all family members.

No single individual can deal with all life's challenges alone. That is why we encourage families to also utilize their Command Ombudsmen. The ombudsman serves as a link to both Navy leadership and the many services available for issues that may arise when a service member deploys. Your Command Ombudsman has been trained to support you during the unique challenges a mobilization and deployment can present.

Another important contact is the Command Individual Augmentee Coordinator (CIAC). The CIAC is the essential link and liaison between the parent command and the IA Sailor and their family. The CIAC should be the first point of contact for you and your IA Sailor if you have problems, questions, or if issues arise during the IA deployment.

As the Chief of Navy Reserve, I want to extend my personal thanks for your commitment and unwavering support to the Navy and your Sailor. Thank you for all you do to continue to make the Navy Reserve, "Always Ready."

Vice Admiral Luke McCollum
Chief of Navy Reserve

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MISSION STATEMENTS

The mission of the Navy is to maintain, train, and equip combat-ready naval forces capable of winning wars, deterring aggression, and maintaining freedom of the seas.

The mission of the Navy Reserve is to provide strategic depth and deliver operational capabilities to the Navy, Marine Corps and Joint Forces.



NAVY CORE VALUES

To better understand the Navy and the vast responsibilities placed upon your Sailor, Navy families are encouraged to learn more about the Navy's mission, structure, and resources, beginning with the Navy's core values.

America's naval service began during the American Revolution when on October 13, 1775, the Continental Congress authorized a few small ships creating the Continental Navy. From those early days of naval service, certain bedrock principles, or core values, have carried on.

Core values are key values an organization adopts to achieve its purpose and ensure its survival. They are so vital that conduct which threatens or erodes them is considered unethical and a threat to the organization's ultimate survival. Every Sailor is expected to uphold the core values that consist of three basic principles:

Honor: "I will bear true faith and allegiance..." Accordingly, we will: conduct ourselves in the highest ethical manner in all relationships with peers, superiors and subordinates; be honest and truthful in our dealings with each other, and with those outside the Navy; be willing to make honest recommendations and accept those of junior personnel; encourage new ideas and deliver the bad news, even when it is unpopular; abide by an uncompromising code of integrity, taking responsibility for our actions and keeping our word; fulfill or exceed our legal and ethical responsibilities in our public and personal lives twenty-four hours a day. Illegal or improper behavior or even the appearance of such behavior will not be tolerated. We are accountable for our professional and personal behavior. We will be mindful of the privilege to serve our fellow Americans.

Courage: "I will support and defend..." Accordingly, we will: have courage to meet the demands of our profession and the mission when it is hazardous, demanding, or otherwise difficult; make decisions in the best interest of the Navy and the nation, without regard to personal consequences; meet these challenges while adhering to a higher standard of personal conduct and decency; be loyal to our nation, ensuring the resources entrusted to us are used in an honest, careful, and efficient way. Courage is the value that gives us the moral and mental strength to do what is right, even in the face of personal or professional adversity.

Commitment: "I will obey the orders..." Accordingly, we will: demand respect up and down the chain of command; care for the safety, professional, personal and spiritual well-being of our people; show respect toward all people without regard to race, religion, or gender; treat each individual with human dignity; be committed to positive change and constant improvement; exhibit the highest degree of moral character, technical excellence, quality and competence in what we have been trained to do. The day-to-day duty of every Navy man and woman is to work together as a team to improve the quality of our work, our people and ourselves.

NAVY RESERVE SAILORS

The Navy Reserve is itself the sum of the multiple components: Ready Reserve, Standby Reserve and Retired Reserve-Inactive. Each component has its own way of contributing to the overall mission; some regularly and some only in special circumstances. As a Reservist, your spouse will fall into one of these categories based upon details such as his or her military experience, military status and individual situation.

READY RESERVE

The Ready Reserve provides a pool of trained service members who are ready to step in and serve whenever and wherever needed. It is made up of the Selected Reserve which includes Drilling Reservists/Units as well as Full-Time Support personnel and the Individual Ready Reserve.

Selected Reserve (SELRES)

This group is the largest and most relied upon of the Ready Reserve. This group consists of:

Drilling Reservists/Units—These are designated Reservists who are available for recall to Active Duty status. They serve as the Navy's primary source of immediate manpower. They typically fulfill the traditional service commitment of one weekend a month and two weeks a year. They receive many of the same benefits and perform many of the same duties as their Active Duty counterparts. This includes persons on initial Active Duty for training.

Full-Time Support—These are designated Reservists who perform full-time Active Duty service that relates to the training and administration of the Navy Reserve program. They may be assigned to shore activities and commands or operational units. They typically are not reassigned to different locations as often as those on regular Active Duty. They receive the same pay, allowances and benefits as Active Duty members.

Individual Ready Reserve

This group consists of individuals who have had training or have previously served in an Active Duty component or in the Selected Reserve.

Inactive status—These members of the Individual Ready Reserve do not drill, are not obligated to take part in military activities, and receive no pay or benefits.

Active status—Individuals assigned to the Individual Ready Reserve may be eligible to receive pay or benefits for voluntarily performing specific types of Active Duty service.

STANDBY RESERVE

The Standby Reserve is made up of Reservists who have transferred from the Ready Reserve after fulfilling certain requirements established by law. Most common Standby Reservists are those who have been deemed key civilian employees by the government or those suffering through personal adversity or disability.

While they are not required to perform training and are not part of any specific unit, they do create a pool of trained individuals who could be mobilized, if necessary, to fill manpower needs in specific skill areas.

RETIRED RESERVE-INACTIVE

The Retired Reserve-Inactive is made up of Reservists who are drawing retired pay or are qualified for retired pay upon reaching 60 years of age.



THE NAVY RESERVE COMMAND

The following information about Navy Reserve commands is offered to give you a broader perspective on the Navy Reserve. Most Navy Reserve Sailors report to a Navy Operational Support Center (NOSC), which in turn supports various commands. Additionally, some Reservists serve in squadrons or units such as a construction battalion.

NAVY OPERATIONAL SUPPORT CENTER (NOSC)

The NOSC's primary mission is to provide administrative support for Navy Reservists. 123 NOSCs support more than 40,000 Selected Reservists across the country and each of the fifty states has at least one. The NOSC serves as a drill site and as the main resource for the SELRES Sailors in all administrative matters including pay, orders, training, and transfer between drilling units.

RESERVE SQUADRONS

Reserve squadrons are units that have Navy Reserve aircraft and use a combination of Full-Time Support and SELRES personnel to fly and maintain them. Some squadrons are organized around a detachment concept. This means that small groups within the squadron, known as detachments, are sent to deploy on ships or airfields away from the rest of the squadron. All Sailors attached to aviation squadrons are supported administratively by the squadron rather than a NOSC.

NAVY RESERVE AUGMENT UNITS AND SUPPORTED COMMANDS

Navy Reserve Augment Units are a key provider of strategic depth (mobilization ready personnel) and operational support (planning and executing funds). The Commanding Officer reports to a "Supported Command" which is typically a fleet command that resources billets within that Reserve Unit. The Reserve Unit provides operational support to its Supported Command. The Unit is responsible to the Active Component chain of command for supporting operational capabilities and responsible to the Reserve Component chain of command for strategic depth and mobilization readiness.

RESERVE COMPONENT COMMANDS (RCC)

The RCC provides full time support of the Navy Reserve through oversight of Navy Operational Support Centers (NOSC) within their area of responsibility with Full-Time Support (FTS) and Civilian personnel. The Navy Reserve has six RCCs, co-located with Navy Regions in Everett WA, San Diego CA, Great Lakes IL, Fort Worth TX, Jacksonville FL, and Norfolk VA.

NAVY RESERVE FORCES COMMAND (CNRFC)

Commander Navy Reserve Forces Command is a headquarters organization in Norfolk, VA. Its main purpose is to manage all aspects of the Navy Reserve Force including completing administrative requirements to maintain the Navy Reserve Force in the best possible state of mobilization readiness including assignments, force structure, personnel policy, training, medical, information technology, family readiness, and security management.



COMMAND RESOURCES

The Navy provides many resources at the command level to support Sailors and their families. These resources are an important part of a command and help to promote family readiness. These resources are available to you, even if you do not live near the command. You are encouraged to work with your spouse to complete the "Service Member Information Worksheet" provided on page 73. It includes noting NOSC contact information so that you know who to contact for support.

COMMAND SUPPORT TEAM

The Command Support Team (CST) plays an important part in a command's readiness. Typically it will include the Commanding Officer (CO) and Senior Enlisted Leader (SEL). It potentially may include the Executive Officer (XO) and the Command Ombudsman. Command-sponsored spouse group leaders may also be designated to be members of the team. This team helps to build and maintain the well-being and morale of the unit families and the command. They support the overall mission by keeping lines of communication open between family members and the command. This ensures the leadership team is aware of the needs of its family members. The volunteer spouse members of the team will work closely with the CO and SEL to provide support to command families.

The volunteer spouses of the Command Support Team often attend Ombudsman Basic Training, usually with their command Ombudsman. This training provides guidelines and direction in dealing with important family issues and emphasizes the importance of confidentiality. It also enables team members to stand in for each other when they are unavailable for short periods of time. If an Ombudsman must resign without providing notice, a trained member of the CST can then be appointed by the commanding officer to fill in until another Ombudsman is selected and trained.

THE NAVY FAMILY OMBUDSMAN

In 1970, then Chief of Naval Operations, Admiral (ADM) Elmo Zumwalt, recognized issues and concerns that are unique to Navy families. In response to those issues, he established the Navy Family Ombudsman program. This volunteer program is designed to provide better communication between Navy families and command leadership. With extensive training and support programs, the Navy Family Ombudsman is a highly trained volunteer who is able to offer support and guidance to command families and to act as an official liaison between the command and its families. The flexibility to evolve with the Navy and to adapt to the uniqueness of each command is the source of strength that allows the Ombudsman Program to fulfill its mission of assisting the command by serving the needs of its families.

The commanding officer will shape the Ombudsman position for his or her particular command. It is the CO who determines the priorities of the program, the roles and relationships of those involved in it, and the type and level of support it will receive. The Ombudsman Instruction, 1750.1G, lists guidelines and allowable reimbursements to help COs determine how their program will run. The CO will also determine how many ombudsmen to have for the command. Smaller commands usually have one or two; larger commands like an aircraft carrier will have more. Sometimes the correct number to select depends on the person doing the job and how much work they feel they can handle. It's important to note that all commands are required to have the services of an Ombudsman. When the command is unable to satisfy the role of Ombudsman from within the command family there are several options:

- a. Request that the regional Ombudsman or an Ombudsman from another command fill that position (CO requesting must ask permission of the Ombudsman's CO prior to approaching them for assistance).
- b. File a special waiver requesting that an individual outside of the command (retiree, parent, brother, sister, friend, etc.) Be able to train and satisfy their requirements of that position for the command.

The Ombudsman position covers a wide variety of duties to include:

- Attending Ombudsman Basic Training and understanding the Ombudsman Program Manual
- Attending monthly Assembly meetings to receive up-to-date training and notification of changes in Navy policies that may affect families
- Registering in the Ombudsman Registry at www.ombudsmanregistry.org and submitting the required Ombudsman Monthly/Quarterly Worksheets
- Taking part in crisis management training in order to be prepared for any crisis that may occur
- Meeting with the CO and SEL regularly
- Relaying information to family members as directed by the CO
- Being familiar with local resources
- Publishing a monthly command newsletter
- Sharing pertinent information with the Family Readiness Group
- Taking on-going phone calls and emails from spouses and family members
- Working closely with the CST spouses so that there is unity in the common goals that were set

To contact your command Ombudsman, visit the Ombudsman Registry at www.ombudsmanregistry.org. If the command does not have an ombudsman registered, or is not listed in the registry database, you will be contacted by the Ombudsman Coordinator of the supporting Fleet and Family Support Center (FFSC) for active duty commands, or the Reserve Component Command (RCC) Warrior and Family Support Specialist for Reserve Commands. These individuals will provide assistance in connecting you with your command Ombudsman.

There may be times when your spouse is attached to a unit belonging to another branch of service. Each branch offers programs similar to the Navy Family Ombudsman Program.

- The Marine Corps has Family Readiness Officers (FROs), a staff position that supports command spouses. Their primary focus is to help families become self-sufficient and to match available resources to the needs of family members.
- The Coast Guard Ombudsman serves as a liaison between the unit Commanding Officer and the families and assists the command by providing information about activities of interest to family members.
- The Air Force's Key Spouse Program is an official unit/family program designed to enhance readiness and establish a sense of Air Force community.
- The Army Family Readiness Support Assistance (FRSA) provides administrative support to the Family Readiness Group (FRG) Leaders. Family Readiness Groups are official, command-sponsored organizations established to provide official, accurate command information; provide a network that facilitates mutual support; advocate more efficient use of available resources; and empower families to resolve problems at the lowest possible level.

FAMILY READINESS GROUP (FRG)

Family Readiness Groups are a command-sponsored organization of family members, which may include spouses, children, and command members. Groups may also include other interested partners such as the FFSC command representative, retirees/former command members, parents and friends of the command members. The purpose is to increase mission readiness by increasing family readiness for the total Navy family, enabling them to meet the challenges of the mission and a military lifestyle.

Activities sponsored by the FRG may be informational, supportive, and/or social. An FRG's goals can include preparing for deployments and homecoming, providing family support during deployments or mobilization, helping families adjust to challenges, assisting one another in times of personal, unit or area crises, and promoting confidence, cohesion and commitment. An FRG can also promote the knowledge that the command considers its members an important part of the Navy team. Activities may specifically include departure and homecoming preparation and activities, informational and educational briefs, and holiday celebrations. FRGs also provide important communication links between the command and the families using websites, emails, newsletters, and other modes of outreach.

The FRG is formally organized, with officers and/or chairpersons, advisors from the Command Support Team, a command point of contact, by-laws governing the organization of the group, and endorsement of the commanding officer. The group may raise and maintain funds, per Navy regulations outlined in OPNAVINST

1754.5B, for support of group activities. The Fleet and Family Support Center provides FRG training and can offer assistance. Further guidance is also available in the *Family Readiness Groups Handbook* located at www.nsfamilyline.org.

COMMAND INDIVIDUAL AUGMENTEE COORDINATOR (CIAC)

The CIAC acts as a mentor, advocate, and a professional source of help and information for the mobilized Sailor and their family before, during and after an IA assignment. This position has been created specifically to respond to the unique needs of IA Sailors and their families. If you haven't already made this connection, call your Sailor's Navy Operational Support Center (NOSC) or command and ask to be connected with this person.

CHAPLAIN

Chaplains serve all service members and their families, not just individuals or groups belonging to specific religious denominations. Navy chaplains are as diverse as the Navy itself. They are men and women who represent a variety of ethnic and racial backgrounds. Chaplains are authorized representatives of a broad range of religious faith groups. They conduct divine worship services and officiate at special ceremonies, such as baptisms, bar mitzvahs, weddings and funerals. They also offer programs that enable personal spiritual growth and development, and promote camaraderie and a sense of community. As educators, chaplains offer religious instruction to the young, to newcomers to a religious faith and to those who are religiously committed to mature in their faith. They can help you establish contact with almost any religious institution or clergy.

Pastoral counseling is provided to all who ask for assistance. Chaplains are qualified to help Navy spouses find solutions to personal, family, marital and spiritual dilemmas. In addition to assignments with Navy, Marine Corps and Coast Guard operational units, chaplains work at installation chapels. They work in partnership with Fleet and Family Support Centers, and are active in almost all family support programs. Chaplains are accessible by dialing 1-855-NAVY-311 (1-855-628-9311). For more information, visit www.navy.mil/local/chaplaincorps/

PSYCHOLOGICAL HEALTH OUTREACH PROGRAM (PHOP)

The Navy Reserve Psychological Health Outreach Program (PHOP) was established in 2008 to ensure that all Navy reservists and their family members have full access to appropriate psychological health care services to increase resilience and facilitate recovery, when necessary, to maintain a ready military force. Services include psycho-educational briefings, Behavioral Health Screenings (BHS), counseling/services referrals, and phone/email follow-up to ensure Sailors and family members receive the information, resources and services they need to enhance their state of wellness and readiness. While PHOP is available to all reserve Sailors

and their families, in particular PHOP provides services to Sailors returning from deployments. Reservists, even more than active duty service members, face immense cultural changes after completing a deployment, and PHOP can help these members and their families engage military, Veterans Affairs and community resources to overcome deployment related stressors and challenges, including Post Traumatic Stress Disorder and Traumatic Brain Injury. Visit <https://www.navyreserve.navy.mil/pages/phop.aspx> to locate a PHOP in your region.

CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

The Casualty Assistance Calls Program (CACP) was instituted to provide assistance to the Next of Kin (NOK) of a service member who is critically ill, injured, missing, or deceased. There are several offices within the Navy's CACP that provide support and management of casualty cases. A Sailor designated as the Casualty Assistance Calls Officer (CACO) to the NOK will work with these offices while carrying out their duties. The CACO is assigned by one of the Navy regions to provide assistance to the families of ill, injured, missing or deceased members. The CACO is the official representative of the Navy. The CACO will be courteous, helpful, and compassionate toward the NOK and will reflect the Navy's concern for its personnel and their families while performing this important mission. The CACO can advise the family concerning burial, interment, immediate financial relief, legal assistance, transportation, and survivor benefits, as the situation warrants. The CACO continues as the families' liaison with the Navy until all entitlements have been received. The CACO will likely not be from the same command as the casualty. The command will assign a Command Representative for specific responsibilities at the command, and to be the point of contact for the CACO.

For the families of Sailors that are seriously or very seriously ill or injured, the CACO will assist with the families' travel, when warranted by the attending physician, to the bedside of the Sailor and to coordinate assistance from other support organizations. For Sailors in a Missing status the CACO will express the Navy's concern for the member reported unaccounted-for and will assist the NOK. The CACO will also keep the NOK apprised of new information and advise them of actions taken to locate the Sailor.

In the event a service member becomes seriously ill, injured, or dies while on leave or at home, a family member must notify the service member's command or the nearest military facility immediately. The family should give the service member's name, rank or rate, social security number or Department of Defense (DoD) ID number, and home address along with any available details pertaining to the injury or death.

PUBLIC AFFAIRS OFFICER (PAO)

PAOs manage the flow of news and information for the Navy, the media, and the public. They write and deliver press releases and reports and provide information to news media and civic organizations. They conduct news conferences and brief military personnel before they meet with the public and news media. The PAOs also oversee the content and production of command web and social media sites.

Guidelines for Media Inquiries

There may be times when you are approached by the media to comment on unit or military-related topics. Below are some tips for handling media inquiries.

- Remember, you are under no obligation to speak to the press.
- When asked for comment, get the reporter's name, the name of the news outlet and telephone number, and tell them you will call them back. Then call the command and request the PAO. Allow the PAO to work with the reporter. If your unit is deployed, the support command will have a PAO who can assist you with any media inquiries.
- You may be asked for comment on situations about which you know a great deal, or about which you know nothing. If you are unsure of the answer or cannot discuss it, say so. It is always acceptable to admit you don't know something; it is rarely acceptable—and viewed negatively—to say, “no comment.”
- If you do talk to a reporter, remember that even innocent conversation is part of the interview. Small talk is considered “on the record” and can appear in a news story. Therefore, your comments should be positive in tone, carefully thought out, and general. Do not provide information regarding operations, future intentions, or developments. Remember, you are not an official naval spokesperson. Most reporters are sincere, hardworking, and just trying to get a human interest story. However, there are some who may seem to want you to say something outrageous or extreme, and you can be misquoted or misrepresented.
- Anytime you interact with a reporter, if your PAO didn't help you before and during the conversation, inform your PAO afterwards.
- Journalists play an important role in American society, and can be very useful in getting across the message that Navy families are proud of their service members and their country.

COMMAND AND COMMUNITY INVOLVEMENT

As a Navy spouse, you have the opportunity to encourage and support other Navy families by becoming involved in command activities and projects or volunteering to serve as the Ombudsman or a member of the Family Readiness Group. Your efforts to help others will be appreciated by your spouse's chain of command and the people you reach. By serving others you will develop an understanding of how your involvement contributes to a better quality of life for others, which in turn, can be personally rewarding as well.

Your participation in Navy family life is more than welcome—it is encouraged. Many spouses find their involvement to be enriching, creates a connection to a new facet of their lives, and provides an opportunity to pass long their learnings and wisdom, particularly after deployments, to other spouses. The spectrum for spousal involvement may also include non-command organizations. Here are just a few organizations welcoming your participation:

- Navy Family Ombudsman
- Family Readiness Group (FRG)
- Spouse Club
- Naval Services FamilyLine's COMPASS Program
- Fleet and Family Support Center (FFSC)
- Navy-Marine Corps Relief Society (NMCRS)
- American Red Cross (ARC)
- United Service Organization (USO)
- Spouse Club Gift Shops (generally at larger bases)

TRICARE HEALTHCARE PROGRAM

TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. TRICARE brings together the health care resources of the Army, Navy, Marine Corps, and Air Force and supplements them with networks of civilian health care professionals, institutions, pharmacies and suppliers to provide better access and high quality service while maintaining the capability to support military operations.

TRICARE is organized into four geographic health service regions: North, South, West, and Overseas. The Overseas Region is also divided into three areas: Eurasia-Africa, Latin America and Canada and Pacific. Each U.S. region and Overseas Area has its own TRICARE Regional/Area Office and Regional/Area Director. Each region/area:

- Provides oversight of regional operations and health plan administration at the regional level
- Manages the contracts with regional contractors
- Supports Commanders at military hospitals and clinics
- Develops business plans for areas not served by military hospitals and clinics (e.g. remote areas)
- Funds regional initiatives to optimize and improve delivery of health care

TRICARE ELIGIBILITY

Many Reserve Component (RC) families are eligible to purchase TRICARE health insurance when in drilling status. Some choose to use the health insurance provided by their civilian employers instead. However, upon mobilization, TRICARE coverage for the family becomes available at little to no cost, and is often the best choice when civilian employment is put on hold.

TRICARE eligibility begins when the RC member is notified by name, in writing, of an impending active duty mobilization or 90 days prior to reporting for active duty, whichever is later. TRICARE coverage will continue until the member is released from active duty.

If the RC Sailor is ordered to active duty in support of a contingency operation for more than 30 consecutive days, family members are covered under TRICARE for additional periods (up to 90 days before the member reports for active duty and up to 180 days following release from active duty). Upon deactivation from active duty, the Transitional Assistance Management Program (TAMP) provides 180 days of premium-free transitional health care benefits after regular TRICARE benefits end. TAMP continues to provide the minimum essential coverage that is required under the Affordable Care Act, but it is temporary. You should begin to consider your

health care options for when TAMP ends. You can learn more about TAMP at <http://www.tricare.mil/tamp>.

TRICARE offers eligible beneficiaries the following choices for their health care:

- TRICARE Prime (including Prime Remote and Overseas)
- TRICARE Standard (including Standard Remote and Overseas)
- TRICARE Extra
- TRICARE Reserve Select
- TRICARE Retired Reserve
- TRICARE Young Adult Prime (including Prime Remote and Overseas)
- TRICARE Young Adult Standard
- TRICARE for Life
- US Family Health Plan

Active duty personnel are enrolled in TRICARE Prime and pay no fees. Active duty family members must choose a TRICARE option and apply for enrollment.

TRICARE Reserve Select is a premium-based healthcare plan that qualified members of the Selected Reserve of the Ready Reserve may purchase for themselves and/or their family members. Coverage and costs are similar to TRICARE Standard for active duty family members.

To determine eligibility and compare available plans, visit www.tricare.mil.

TRICARE DENTAL

The TRICARE Dental Program (TDP) is a contracted insurance program that allows enrolled family members of active duty and Reserve service members to obtain comprehensive dental care from provider dentists. TDP provides coverage worldwide and is managed in two service areas: Continental United States (CONUS) and Outside the Continental United States (OCONUS). To be eligible, family members must be enrolled in DEERS with TRICARE eligibility at the time of the dental treatment. In addition to monthly premiums, you'll pay cost shares for covered dental services. Cost shares will vary depending on the sponsor's pay grade and your service area, CONUS or OCONUS.

Enrollment will be confirmed with the issuance of TDP ID cards. Dental care is not covered until the enrollment effective date noted on the card. TDP benefits are available worldwide and move with you when transferring to or from the CONUS or OCONUS service area.

Enrolled family members are prohibited from receiving treatment in military dental facilities (DTF) in CONUS locations except in emergencies, certain pediatric specialty cases, and dental care incidental to medical care delivered in a military treatment facility. In OCONUS locations, access to care in a DTF is based on the operation requirements and the resources of that particular facility. You are encouraged to contact your DTF to learn what dental care they can provide to enrolled family members when moving to OCONUS locations. More information can be found at www.tricare.mil/Dental

PREPARING FOR DEPLOYMENT

During the Iraq and Afghanistan conflicts, more than 55,000 individual members of the Navy Reserve responded to the call of our Nation. Reserve Component (RC) Sailors served in 39 countries, anywhere from 6 months to several years. RC Sailors are not only recalled for conflicts, but also humanitarian and other peacetime support missions. In fact, our Navy's hospital ships, the USNS Comfort and USNS Mercy, are often augmented by RC Sailors, including commanders, logisticians, pilots, medical staff, and other specialists. During operation Unified Response for Haiti Relief in 2010, the Navy activated over 900 members to support the relief effort.

The capability of the United States to expand the Active Component (AC) quickly and efficiently is essential to deterring our potential enemies and reassuring our allies. Our adversaries must be convinced that the US can and will project a total force where and when needed. The Reserve Component must be at the right place, at the right time, and in a high state of readiness to meet our Nation's commitments.

Navy families must also be in a state of constant readiness and prepared for deployments with very little notice. Prior to a deployment, it is helpful to discuss financial and household responsibilities with your spouse. Discuss your family's long-term needs, organize financial matters, and have plans in case of emergencies. There are many checklists online, as well as in the last section of this book, to help families achieve this goal.

When activated for duty or deployment, your Sailor will receive a mobilization order and instructions for what to do, whom to call, where to report, and other necessary details. While your Sailor is taking care of all of the details of mobilizing (there are many forms and steps they will go through), there are also important steps you, as a family member, should also be taking to make sure that you have what you need once the deployment begins. The following section outlines the most important things you should do during the mobilization process—before your Sailor deploys.

DEPLOYMENT READINESS TRAINING (DRT)

Deployment Readiness Training (DRT) provides education and information that enables the readiness of service members, their families, designated representatives, employers and the affected communities for the rigors of deployment and the challenges of separation. This event will provide an understanding of the available support programs, explain what to expect in each phase of the deployment and show how the phases are inter-connected. It also addresses issues in a proactive manner in order to build resilience and knowledge. Pre-Deployment training is mandatory for all Navy Reserve Sailors who have been notified of mobilization and have not attended a pre-deployment training event within the preceding 18 calendar months of their notification date. Sailors and family members can register to attend a DRT event at www.yellowribbon.mil.yrrp/.

DEERS AND ID CARDS

Defense Enrollment Eligibility Reporting System (DEERS) is a computerized database of uniformed service members, their family members, and others who are eligible for military benefits, including the TRICARE healthcare program. To enroll a family member in DEERS, you will need to visit the closest Real-time Automated Personnel Identification System (RAPIDS) location and bring the necessary documentation to prove eligibility for DEERS. To schedule an appointment online, visit <https://rapids-appointments.dmdc.osd.mil>. To confirm enrollment, contact DEERS at 1-800-538-9552. It is important to verify your family's information in DEERS is up to date prior to a deployment. You can verify DEERS information by visiting milConnect at <https://www.dmdc.osd.mil/milconnect/>.

In addition, eligible family members should have up to date military dependent ID cards that will not expire before the deployment ends. An ID card allows access to the base, commissary, Navy Exchange, military hospitals and clinics, and almost all the general areas on all military installations. Issuance of an ID card is a privilege and the holder has a responsibility to safeguard the ID card and notify the Sailor's command or NOSC immediately if it is lost or stolen. Once your Sailor is mobilized, you will need to get a new ID card that reflects your new status.

Family members who qualify for a military identification card can be:

- Spouses of active-duty, Reserve, and retired service members (and some former spouses)
- Un-remarried widows or widowers
- Dependent children ages 10-21
- Dependent children ages 21-26, who are full-time college students
- Mentally or physically disabled (unmarried) dependent children over 21 not capable of supporting themselves
- In some cases, a member's parents or spouse's parents

The following documents will be necessary to complete the paperwork. They represent the legal verification that you are eligible for military benefits.

- Photocopy of marriage certificate
- Photocopies of birth certificates (for dependent children)
- Certified copies of adoption papers, paternity papers, divorce documents (from prior marriages)
- A licensed physician's or medical officer's statement of physical or mental handicaps of dependent children over the age of 21.
- A certificate of full-time enrollment from the school registrar for children between 21 and 26.

IMPORTANT DOCUMENTS

Mobilization is a good opportunity to gather your important family documents in one place. Establish a safe place to file important papers, including marriage certificate, wills, insurance policies, tax returns, deeds, receipts for big-ticket items, birth certificates, power of attorney, copy of DEERS enrollment, and other Navy records. To be prepared for emergency situations, keep documents in a waterproof, portable container. For many Navy families, a safe deposit box is appropriate. Others prefer a fireproof file cabinet in a closet. Always keep the originals to important documents. Obtain certified copies in the event the originals cannot be located.

Important Navy-Related Information: Work with your Sailor to fill out the Service Member Information Worksheet located at the back of this book. Remember that military benefits require that you provide your Sailor's social security number whenever accessing a benefit, such as a doctor's visit or a purchase at the online Navy Exchange. Keep this information in a secure but handy location as you will be sure to need it from time to time.

Wills: A will is a legal expression or declaration of an individual's wishes upon their death. For couples with children, it's important to include who you would want to care for your children should something happen to both you and your Sailor. While no one wants to think about the need for a will, you should always make sure that you and your Sailor have a current will. Naval Legal Service Offices provide free legal assistance based upon available resources to Reservists on active duty for 30 days or more and their lawful dependents. In order to receive assistance, clients must present their current military ID card in person at a legal assistance office.

Power of Attorney: A Power of Attorney can be an extremely useful document when conducting personal business and taking care of your family. When your Sailor is deployed, you may need different types of Powers of Attorney. For example, the document can specify a medical power of attorney for your children and real estate power of attorney to handle buying or selling property. Discuss together what types of situations might come up and decide what you want to include in your Power of Attorney. As with a will, you can have a private lawyer help you with this or you may request help from the Naval Legal Service Office to develop one.

Service Members' Group Life Insurance (SGLI) Election and Certificate: SGLI coverage is available in \$50,000 increments up to the maximum of \$400,000. Full-time SGLI coverage is in effect 365 days a year for Reservists scheduled to perform at least 12 periods of inactive duty. They are also covered for 120 days following separation or release from duty. Enrollment is automatic for eligible service members and there is no need to apply for coverage. However, to designate beneficiaries, or to reduce, decline, or restore SGLI coverage, service members must complete and submit the SGLI form SGLV 8286, Servicemembers' Group Life Insurance Election and Certificate to the local Personnel Support Detachment (PSD). Service members should also contact PSD prior to a deployment to verify beneficiary information is up to date.

Dependency Application/Record of Emergency Data (NAVPERS 1070/602):

The Dependency Application/Record of Emergency Data (NAVPERS 1070/602) is more commonly referred to as the “Page Two” of your Sailor’s service record. Your Sailor provides information about who should be contacted if they become ill, are injured, killed or missing. It is very important to ensure that your address is accurate.

Household Contacts: Keeping the home front running smoothly when your spouse deploys is a big job. Gather the contact information for all of the professionals your family might need to contact during deployment. These may include friends and local business people with whom you conduct business for your family or home. You will need to talk about how you will take care of the home front—from paying the bills to mowing the lawn to handing your job and your family—without the help of your Sailor. A "Household Contacts" worksheet is located at the back of this book to help you with this task.

EMPLOYEE RIGHTS

Most members of the Navy Reserve hold civilian jobs. Mobilization puts a stress on employers as well, who now must keep their operations running one person short. Members of the Reserve Forces have employee rights and protections that ensure that their civilian employment will not be compromised by their mobilization. The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) provides reemployment protections for military personnel under specific sets of conditions. You can read about USERRA on the Labor Department website at www.dol.gov (search for USERRA).

If your Sailor has questions about his or her employment rights or has concerns about how his or her employer is treating the deployment, the Employer Support of the Guard and Reserve (ESGR) office can help. Often a candid conversation with the employer about obligations to the Navy, and explaining the mission, is all that’s needed to gain an employer’s support. But it is also good practice to recognize that the deployment not only affects the Sailor and family, but also civilian employers. Visit www.esgr.mil/ for more information on employer relations or call them at 1-800-336-4590.

MILITARY DEPLOYMENT GUIDE

The Department of Defense has prepared the *Military Deployment Guide* to help service members and their families prepare for deployment, serve as a resource during the deployment, and help navigate the challenges of a service member's return and reintegration after the deployment. The guide can be at: www.public.navy.mil/surffor/ffg61/pages/deploymentguide.aspx

MILITARY PAY AND BENEFITS

One of the significant changes to prepare for is receiving military pay and benefits rather than civilian pay and benefits. Your Sailor's civilian employer is not required to continue to provide pay or benefits during deployments. Your family's financial planning must take into account the change (higher or lower) in pay, and any changes to your child care needs while your spouse is deployed. To determine which pays and allowances your Sailor may be entitled to, use the calculator located at www.militarypay.defense.gov.

You are encouraged to familiarize yourself with the Leave and Earning Statement (LES). The LES is a comprehensive statement of a Sailor's leave and earnings showing entitlements, deductions, allotments, leave information, tax withholding information and Thrift Savings Plan (TSP) information. Your Sailor's most recent LES can be found on the myPay website located at <https://mypay.dfas.mil>. Registration is required.

PAY AND ALLOWANCES

Basic pay is the largest single portion of most Navy member's pay. This pay is determined by rank and time in service. Pay charts showing the amount of basic pay for each rank at different years of service are available at www.dfas.mil/militarymembers.html.

Special and incentive pays are given to qualified personnel who possess specific or unique skills, or ones at a critical shortage. The Navy compensates individuals possessing special talents to retain them for specified periods of time. Military members are also compensated financially for circumstances such as separation from family, hazardous duty, or special duty.

Hostile Fire/Imminent Danger Pay (HFP/IDP) is payable when service members are assigned to a designated Imminent Danger Pay (IDP) area. Service members will receive \$7.50 for each day they are on duty in an IDP area up to the maximum monthly rate of \$225.

Clothing Allowances are given to enlisted personnel on each enlistment anniversary for the maintenance or replacement of uniforms. Also, those eligible to promote to Chief Petty Officer receive a special allowance to offset the initial expense of purchasing a new wardrobe of uniforms. Thereafter, they receive a set annual replacement allowance.

Basic Allowance for Housing (BAH) is an allowance paid to active duty members intended to offset the cost of housing when government housing is not provided. Mobilized reservists are paid BAH based on the location where the member was residing when the mobilization order was issued. The amount of BAH

depends on location, pay grade, and whether you have dependents. BAH rates are set by surveying the cost of rental properties in each geographic location.

Basic Allowance for Subsistence (BAS) is meant to offset costs for a Sailor's meals while serving on active duty. All enlisted members receive full BAS but pay for their meals (including those provided by the government).

Dislocation Allowance (DLA) is available to service members when changing duty stations, either through orders or due to evacuation. This allowance must be requested and paid in advance. Reserve members are eligible for DLA if they serve on active duty for more than 20 weeks at one location and are authorized Permanent Change of Station (PCS) allowances (not Temporary Duty (TDY) allowances) and move their dependents from your home to your new duty station or a designated place.

Critical Skills Enlistment and Reenlistment Bonuses are given to ensure a complement of skills remain in military service. When any of the critical skills become scarce, the Department of Defense offers a financial incentive in the form of bonuses.

Other Pays: There are additional pays that can be allotted to service members such as Cost of Living Allowance (COLA), Family Separation Pay, various special pays for specific jobs, and moving allowances. Further information on these can be found on the Military Compensation website located at www.militarypay.defense.gov.

TAX ISSUES

While all pays are taxable, most allowances are tax-exempt. The primary allowances for most individuals are BAS and BAH, which are tax-exempt. CONUS COLA is one allowance that is taxable. In addition to being tax-exempt from Federal and State taxes, these allowances are also excluded from Social Security taxes.

Basic pay and any additional pays are taxable by the federal government and are subject to social security taxes. They are also subject to state taxes only in the service member's state of legal residence. BAH and BAS are tax-free allowances. An easy way to remember what is taxable income is that all "pay" is taxable, and all "allowances" are not taxable, except as noted above.

Combat Zone Tax Exclusion: All compensation the service member receives while on active duty in a combat zone is subject to the combat zone tax exclusion. Simply put, much of the pay one receives during deployment to a combat zone is not taxed. However, this does not mean that you will not owe any taxes, and you should file your Federal and State tax returns as usual. Military pay under the Tax Exclusion is capped at a certain amount, and not all pay during deployments is excluded from taxes. Refer to www.irs.gov/uac/Questions-&-Answers-on-Combat-Zone-Tax-Provisions for more information about the Combat Zone Tax Exclusion provisions.

BENEFITS

Thrift Savings Plan (TSP) is a federal savings plan available to service members. Participants can invest up to 100 percent of incentive pay, special pay, or bonus pay as long as they are also contributing from their basic pay. The Internal Revenue Code (I.R.C.) places limits on the dollar amount of contributions that can be made to TSP. These contribution limits are posted on the TSP website located at www.tsp.gov. All contributions are the property of the Navy member and are not dependent on military retirement. They can even be transferred to similar retirement programs in civilian jobs.

Education Benefits are a major incentive for people to join the military. Family members are also allowed certain education benefits such as the Military Spouse Career Advancement Accounts Program (MyCAA). Counselors at base education centers will be able to provide more information and eligibility requirements.

Servicemembers Group Life Insurance (SGLI) is a program that provides low-cost term life insurance coverage to eligible service members. Enrollment with the maximum coverage is automatic for all active duty service members. However, members may reduce or decline coverage. Family SGLI is also available. For current rates and coverage amounts, please see the Information and Assistance section of this book to obtain more information. SGLI is terminated upon retirement or end of active service.

Death Gratuity is a lump sum gratuitous payment made by the Navy to eligible beneficiaries of Sailors who die on active duty, active duty for training, or inactive duty for training. This payment is intended to help surviving family members deal with the financial hardships that accompany the loss of a service member.

Dependency and Indemnity Compensation (DIC) is a tax free monetary benefit paid to eligible survivors of military Service members who died in the line of duty or eligible survivors of Veterans whose death resulted from a service-related injury or disease. This is a benefit managed by the Veterans Administration and you can read more about it at http://benefits.va.gov/compensation/types-dependency_and_indemnity.asp.

Travel Benefits: When not on active duty, authorized Reservists are eligible for Space Available (Space A) travel within the continental United States on military and some contracted aircraft at no cost or for a nominal fee. Reserve families are authorized to travel when accompanied by members on active duty in excess of 30 days. Priority for Space A travel is categorized according to DoD Regulations. Information on these categories and other Space A travel information can be acquired by visiting www.amc.af.mil or contacting your nearest military air terminal.

There are no Space A reservations and Space A travelers may be bumped at any point for priority passengers. Space A seats can also be very limited during peak travel seasons. Therefore, all Space A travelers should make sure they have alternate means of transportation should it become necessary.

THE EMOTIONAL CYCLE OF DEPLOYMENT

Deployments are challenging but necessary to the Navy's mission to maintain, train, and equip combat-ready Naval forces capable of winning wars, deterring aggression and maintaining freedom of the seas. As you prepare for a deployment, it helps to understand and be familiar with the emotional cycle of deployment and its stages:

- Anticipation of Departure
- Detachment and Withdrawal
- Emotional Disorganization
- Recovery and Stabilization
- Anticipation of Return
- Return Adjustment and Renegotiation
- Reintegration and Stabilization

Anticipation of Departure

During this stage, families may struggle to find a balance between completing necessary pre-deployment tasks and spending quality time together as a family. It is not uncommon for spouses to alternately experience feelings of denial and anticipation of loss.

Detachment and Withdrawal

As Sailors become more focused on their mission, an emotional distance may develop as couples attempt to protect themselves from the hurt of separation. It is normal to feel sadness and even anger but it is important to recognize the value of this emotional connection. It is the lack of an emotional connection that can lead to difficulties in a marriage.

Emotional Disorganization

This stage usually occurs after the Sailor's departure. Spouses may feel disorganized, depressed, or restless. Day-to-day routines have been disrupted and it may be a struggle to develop new ones. Some spouses experience depression four to eight weeks into a deployment. For a few, the depression may become severe. Military OneSource offers free non-medical counseling to assist spouses who may need assistance. More information about Military OneSource can be found in the Resources section of this book.

Recovery and Stabilization

At this stage, new routines have been established and spouses realize they are fundamentally resilient. An increased sense of confidence and a positive outlook enable spouses to view the deployment as an opportunity to create and achieve goals.

Anticipation of Return

During this stage, Sailors and their families begin making preparations for homecoming. While generally a happy time, it is important to talk about realistic expectations with your Sailor, family, and friends.

Return Adjustment and Renegotiation

This stage can be challenging as Sailors attempt to adjust to the new routines that have been established in their absence. Spouses may also find it difficult to understand and deal with the effects of combat stress. Sailors with combat stress may be irritable, guarded, and want to be alone. The key to a successful adjustment is communication and the understanding that a new "normal" must be found.

Reintegration and Stabilization

At this stage, relationships have been stabilized and a new "normal" has been established. It can take up to six months to reach this stage. Depending on the deployment schedule, you may not reach this stage before the next cycle begins.

Yellow Ribbon Reintegration Program

The Yellow Ribbon Reintegration Program (YRRP) is a DoD-wide effort to promote the well being of National Guard and Reserve members, their families and communities by connecting them with resources throughout the deployment cycle. The YRRP website had more information about resources, virtual learning, contact information and links to event registration for pre and post deployment events. Visit www.yellowribbon.mil for more information.

You may not experience every stage in the cycle or in the order outlined, but becoming familiar with the cycle ahead of time will help you to overcome many of the common challenges experienced by Navy families during deployments. COMPASS, a Naval Services FamilyLine Program, covers all of the stages in great detail and can be an excellent resource if you live near a naval installation. Visit www.gocompass.org to view class times and locations. The Fleet and Family Support Center also offers a variety of deployment support programs to assist commands, Sailors and their families.

DURING DEPLOYMENT

OPERATIONAL SECURITY (OPSEC)

Operational Security or OPSEC is second nature to Active Component families, but is often a new concept for RC families. OPSEC is about keeping potential adversaries from discovering sensitive Department of Defense information. As the name suggests, it protects US operations, those planned, in progress, and those completed. Our military success depends on secrecy and surprise, so the military can accomplish the mission more quickly and with less risk. Enemies of freedom want to know as much as possible about what the United States is doing, and they use Sailors and their families as potential sources of information.

You may think that you don't know anything that might interest a foreign enemy. But even the location of troops, dates for homecomings, and other seemingly innocuous information is sensitive. What you post on Facebook and the content of your tweets needs to be carefully considered. Here are some types of information you should never discuss, put in writing, or include in an email or a social media post:

- Location of your spouse
- Any information at all about any mission
- Locations or times of troop movements (including your spouse or friends)
- Unit morale or personnel issues
- Security procedures
- Any information about military intentions or capabilities

COMMUNICATION

Once the deployment begins, the challenge of running the home front and supporting your deployed Sailor ramps up. If you have children, you will feel like a single parent and in fact will have to adjust to taking care of more than your share of the home responsibilities. While you are adjusting to life at home, your spouse is adjusting to life apart. Many Sailors find that they “put on the uniform and cover” over their hearts to help protect themselves from the difficult feelings of separation and enable them to focus on the job at hand. Most commonly, this can make it feel like you are separated by more than just distance. If you experience this emotional distance, you are not alone. There are many things you can do to nourish your relationship while separated, and help both you and your family members stay connected with your deployed family member.

No matter how much “armor” your Sailor puts on to protect his or her emotions, any Sailor will tell you that there is always an enormous need to hear from home. U.S. Postal Service, email, telephones, and Skype are just some of the ways families stay in touch. Here are some things to know:

Email: Quick and easy, email is a great way to stay in touch if your Sailor has access to the Internet. Your Sailor may not know what will be available until he or

she reaches their destination. Some locations have communal computer stations where people can write email or Skype; others with desk assignments may have their own computer; others may have very limited access to computers. Remember to be flexible with your plans to communicate based on what your Sailor has available to him or her.

Email, while quick and easy, is also a double-edged sword. It's easy to type out a rant or angry note and push send in the heat of the moment, when you are feeling upset, and then regret it a moment later. If you find yourself writing angry emails, you can put them in your draft folder and re-read them the next day and decide how much of it you really want to send, or if a phone conversation might be better. Also remember that emails are not confidential—they can be seen by others—through no fault of your Sailor. So be careful about what you write or send electronically.

Telephone: More and more of our activated Sailors have access to telephones. And many veteran service organizations, especially the United Service Organization (USO), provide pre-paid calling cards to deployed service members to make it easier to keep in touch. You can ask to have calling cards sent to your Sailor at any time. Here are some tips to make the most of your telephone time, because sometimes the excitement of hearing your Sailor's voice can leave you tongue-tied!

- Make a list of things to talk about; encourage children to do the same
- Try to stay positive and upbeat, or at least end each call on a positive note
- Share your daily activities to make it easier to reconnect at homecoming
- Talk about plans for homecoming and future activities
- Discuss problems or challenges you are dealing with and brainstorm solutions for them together
- Tell your Sailor you love them and appreciate their sacrifice

A few things to keep in mind regarding telephone calls: first, your Sailor is most likely not in a private area. There will be people around him or her. Second, you may hear traces of that “cover over the heart” that Sailors put on without even realizing it. That self protection creates a bit of distance to help service members stay focused and not dwell on how much they miss their loved ones at home. So if your Sailor sounds a little distant, try to understand this dynamic. Finally, if you are sharing bad news over the phone, try to make sure that someone is available to provide emotional support to your loved one wherever he or she is. You can do that by reaching out to the NOSC chain of command or the command Chaplain in advance.

Letters and Mail: Most Sailors can be reached through the mail, but delivery is often delayed. You should consider numbering your letters in case they arrive out of order. Make sure you have the full mailing address to ensure delivery. Letters don't have to be long to be appreciated. Share your day's activities, your ideas about the future, and your feelings. Don't underestimate their impact. Print out a few photos and send with some sticky putty for hanging on the walls, and remember that no one has any privacy so be thoughtful about what you send.

Video Conferencing and Skype: While letters and emails are nice, nothing takes the place of seeing your loved one's face! If your Sailor is able to use video conferencing software, be patient with the quirks of technology. Connections get broken, visuals can get pixelated, and other less-than-perfect issues may result from remote locations with weak Internet connections.

Care Packages: While most items Sailors need are provided to them, items that make their life more comfortable are not. Encourage moms, grandparents, church groups, office friends, or neighbors to send a care package. It's a great way to show love and support, and doesn't have to include much.

Some ideas for care package items include:

- Favorite coffee (in original sealed bag) if a coffee maker is available
- Hand sanitizer
- Favorite toiletries (deodorant, shampoo, toothpaste, etc.)
- Great books or favorite magazines
- Comfortable socks, pajamas or underwear
- Telephone Calling Cards
- Candy
- Gum
- Favorite packaged foods that are factory sealed
- A few recent snapshots of family and friends

Before sending a care package, it is important to be aware there are limitations and restrictions on mail sent to a Fleet Post office (FPO) and Air Post Office (APO) addresses:

- Firearms, alcohol, perishable foodstuffs and certain hazardous items are restricted
- Packages may not exceed 70 lbs. (Some zip codes have lower limits)
- Packages may not exceed 130 inches in combined length and girth
- All packages must be sent via the U.S. Postal System

In addition to the military's guidelines, each country has its own customs regulations regarding incoming mail. Although there are specific restrictions for each 5-digit Military Post Office ZIP Code, generally, the following are prohibited in certain areas of operation:

- Obscene articles (prints, paintings, cards, films, videotapes, etc)
- Any matter depicting nude or seminude persons, pornographic or sexual items, or non-authorized political materials
- Bulk quantities of religious materials contrary to the Islamic faith. Items for the personal use of the addressee are permissible
- Pork or pork by-products

To make sure package contents arrive in good shape, take into consideration extreme temperatures. Desert temperatures typically exceed 100 degrees; this can damage delicate goods (e.g. electronics).

SUPPORTING YOURSELF AND YOUR SAILOR

Many people ask about how service members are doing when they are deployed. They may not think to ask about how you are doing. Maintaining smooth sailing on the home front is an enormous job, made extra challenging by the fact that you are also supporting your Sailor who is far from home.

Be vigilant about your own needs and take care of yourself as a top priority. Do you need some rest? Do you need some help with the kids? Time to get some exercise? An escape for a few hours to see a movie? Reach out to your friends and family for the extra help you need. It may not occur to them that these small things can make a big difference to you. There are also many local community service organizations that are committed to helping the spouse at home during a military deployment. Call Military OneSource if you need a place to start. Military OneSource will also provide short-term counseling to help you get through the hardest points. Don't feel like you are alone.



10 WAYS TO SUPPORT YOUR SAILOR WHILE ON DEPLOYMENT

1. Use this publication to get organized.
2. Stay positive. Long separations can seem unbearable. However, they do provide the opportunity for personal growth for both you and your Sailor. Bolster each others' confidence that you can make it through the separation.
3. Manage the home front. Your Sailor will be better able to focus on the mission and stay safer by knowing you can handle daily responsibilities, such as finances, your home, and your vehicle.
4. Discuss solutions. Inevitably, you will face challenges. Discuss solutions with your spouse. Work together to figure things out, and share your successes.
5. Communicate. Staying in touch is essential for both of you. Write letters, send pictures and care packages, use email. Send cartoons or humorous things you see in a magazine.
6. Take care of yourself. You need to stay healthy and focused. The usual rules of good health apply: eat well; get exercise; get rest; drink water. Visit your doctor. Use your TRICARE health and dental benefits. Your physical strength and well-being will help bolster your emotional health. If you need help, remember that there are many resources available for you.
7. Take care of your children. Single parenting while your Sailor is gone is challenging. You may need to ask your friends and family for a little extra help, and if they aren't able to help, reach out to the Navy for ideas for how you can get the help you need. Call the Chaplain, Ombudsman, or Military OneSource. Knowing that your children are being supported reduces your Sailor's worries. Share stories about what your kids are up to in your letters and emails.
8. Tell your Sailor you love them. Absence really does make the heart grow fonder. Make a point to tell your Sailor that you love them every chance you get. Try to limit venting your frustrations directly (find another outlet if you can) so that your limited talking time can stay positive.
9. Watch for signs of stress—both at home and in your Sailor. You know your Sailor better than anyone else. Pay attention to signs of stress while deployed. Although everyone has an off day or two, if your Sailor seems consistently moody, angry or depressed, suggest they talk with a Chaplain, contact Military OneSource, or Fleet and Family Support Center. The same is true for you and your family. Stay vigilant for signs of emotional pain in yourself and your children and get whatever help is needed.
10. Ask for help when you need it. No one can do everything by himself or herself. Small issues can become large ones if left unattended. The Navy and dozens of other support organizations are there to help you if you need it. Use your resources and don't give up!

CHILDREN AND DEPLOYMENT

As with adults, children respond differently to the stresses of a deployed parent, depending on their own unique personality and relationship to the parent who is deployed. Depending on their age, children may not completely understand that a parent will be away for a long period of time and can't come home whenever they want to. Missed special events, like birthdays and graduations, can't be avoided. However, you can help ease the sting of these events by creating a memory or message especially for the deployed parent. Some pictures, video, a drawing, and a special letter sent to the parent as part of the celebration can go a long way towards including your deployed family member.

Allow children to miss their parent and experience whatever feelings they have: sadness, anger, disappointment, fear. It's all normal and to be expected. Help them talk about it. If they can't talk about it with you, the Navy offers many sources of support from Chaplains, counselors, and referrals through TRICARE. If you aren't sure where to start, call Military OneSource and they will get you on your way. A "Checklist for Helping Kids Cope" is included at the back of this book.

United Through Reading allows service members to record themselves on video reading books to their children. The DVD and book are sent home, enabling the child to see his or her parent on TV. This free program is available to over 200 Army, Navy, Marine Corps, Air Force, Coast Guard, and National Guard commands. To learn more about this program and to view the list of current Command/Unit sites, ships, airport locations and USO host-sites, visit <http://www.unitedthroughreading.org/military-program>.

There are many websites and books dedicated to helping children of all ages cope with deployments. Get online with your children and do a Google search! Two you might look at include: *My Sailor Dad*, by Ross H. Mackenzie and *Love Lizzie, Letters to a Military Mom*, by Lisa Tucker McElroy.

PREPARING FOR HOMECOMINGS AND REUNIONS

Reunion is an exciting time. People use countdown clocks, marked calendars, iPhone apps, and countless other ways to countdown to that lovely moment when you have your Sailor in your arms again.

Be sure to talk directly with your Sailor about how they want to mark their homecoming. Some people want a big party to see everyone again. Others would just like to go home and have quiet time with the family. Everyone is different, so bridging your expectations or assumptions with the reality of what your Sailor needs and wants is extremely important. It will enable everyone to get the most from the reunion. Remember not to post homecoming dates on Facebook or other social networking sites. (See OPSEC on page 28.)

Some ideas to discuss with your Sailor before homecoming:

- Who do you want to meet you at the airport or pier? Immediate family? Parents? Friends?
- What do you want to do first?
- What foods do you want to have?
- Where would you like to visit (other than home)?
- How to integrate the children in the homecoming. Children will have many feelings and expectations of their own upon homecoming. Talk to them about it, and try to address their needs, too.

REINTEGRATION: FINDING THE NEW NORMAL

Coming home is the easy part. Reintegrating into the family, civilian work, and finding the “new normal” is often the longest part of this journey. Both you and your Sailor have experienced unique challenges over the last year. You have grown individually and together. Neither of you are exactly the same as the people who said goodbye to each other. In fact, rather than “returning to normal,” your family must now evolve to a “new normal” that reflects the changes you have all been through.

This is important to realize and embrace, because it is the reason why reintegration is an experience for the entire family, and not just the Sailor. The family has tightened its flanks to address its needs, and now needs to widen the circle to re-admit the Sailor returning home. Make room for your Sailor. Include them in your routines. Be aware that the family will seem different to your Sailor, just as he or she may seem a little different to you.

EMOTIONAL CHALLENGES OF REINTEGRATION

Your Sailor spent months in a “hyped up” emotional state during deployment. Like many deployed Sailors, he or she may be have a “cover” over his heart to create

the emotional distance needed to function well during deployment. It takes time, trust and space to unwind from that experience. In addition, stress injuries are not uncommon.

Some common early responses to being home include being uncomfortable in large crowds, being easily startled by loud noises, or even being angry at restaurant prices. Upon returning to civilian roads, Sailors may experience anxiousness or display overly aggressive driving habits. Some Sailors dread returning to their former civilian job, which now holds little appeal compared to the call to service they just experienced. If they witnessed death or significant injury, or took part in battles, they may try to distance themselves from their memories, and avoid talking with friends and family.

Let your Sailor take the time needed to unravel from deployment. Let them know you will be there for them when they are ready to talk. But also be on the look out for signs and symptoms that suggest that more than time may be needed.

RETURNING WARRIOR WORKSHOP (RWW)

Sailors who have recently served as individual augmentees are invited to attend a Returning Warrior Workshop along with a spouse, significant other or close family member. Attending a RWW is strongly encouraged because of the powerful impact the program has on the Sailor and family. Throughout the weekend, the concepts of deployment, homecoming and reintegration are discussed from both the Sailor and spouse/partner points of view. Participants are empowered to share their stories, listen to others, and learn about Navy resources to help them meet the challenges of reintegration. Sometimes just knowing that you are in a room filled with others experiencing similar challenges as you is a healing experience.

Workshops include motivational speakers, small group breakout sessions, vendor informational sessions and one-on-one counseling in a conference-style setting. Facilitators are carefully selected and trained to help the participants through potentially sensitive and emotional discussions. They include chaplains, medical providers and inspirational Reserve Sailors who have experienced deployments and reintegration first hand.

RWWs are hosted by Reserve Component Commands (RCC) and held at a 3-star hotel away from military bases to ensure a safe, relaxed atmosphere for Sailors and guests to focus on the reintegration process. Sailors attend the RWW on Active Duty for Training (ADT) or Defense Travel System (DTS) travel orders. All lodging, meals, conference fees, and other miscellaneous expenses (such as mileage to drive there) are covered. Meals include dinner on Friday, three meals on Saturday, and breakfast and lunch on Sunday.

For more information, and to view the RWW schedule, visit www.yellowribbonevents.org

POSTTRAUMATIC STRESS DISORDER (PTSD)

Many of the common reactions to experience in a war zone are also symptoms of more serious problems such as Posttraumatic Stress Disorder (PTSD). In PTSD, however, they're much more intense and troubling, and they don't go away. If these symptoms don't decrease over a few months, or if they continue to cause significant problems in your spouse's daily life, it's time to seek treatment from a professional.

PTSD SYMPTOMS

Re-experiencing: Bad memories of a traumatic event can come back at any time. People may feel the same fear and horror they did when the event took place. Sometimes there's a trigger: a sound, sight, or smell that causes them to have a stress reaction, or to relive the event. For instance, many veterans react to burning scents or loud noises with anxiety or anger.

Avoidance and Numbing: People with PTSD will try hard to avoid things that might remind them of the traumatic event they endured. These include crowded places, situations (like shopping malls) where there are too many choices, or certain types of terrain (hot, dry places). They also may shut down to prevent feeling pain and fear. Others use numbness so they can cover distress over their reactions.

Hyper vigilance or Increased Arousal: Those suffering from PTSD may operate on "high-alert" at all times, often have very short fuses, and startle easily. Sleep problems, anger, and difficulty concentrating are additional arousal symptoms.

PTSD TREATMENT

PTSD is a treatable condition that is diagnosed by a healthcare provider. Treatment involves several steps. First, a professional will evaluate the symptoms with a full interview. Next, the person often receives education about PTSD and other conditions, including symptoms and how they can affect people. Finally, a treatment approach is selected that best fits the person's needs, which could include therapy, medication, or a combination of both.

PTSD AFFECTS ON THE FAMILY

PTSD can make somebody hard to be with. Family members of a person with PTSD may experience the following:

Sympathy: You may feel sorry for your loved one's suffering. This may help your spouse know that you sympathize with them. However, be careful that you are not treating them like a permanently disabled person. With help, they can feel better.

Negative feelings: If you believe your spouse no longer has the traits you loved, it may be hard to feel good about them. The best way to avoid negative feelings is to educate yourself about PTSD. Even if your spouse refuses treatment, you will probably benefit from some support.

Avoidance: You may be avoiding the same things as your spouse in order to reduce their reactions. Or, you may be afraid of his or her reaction when you do things without them. One possible solution is to slowly start to take part in a few different activities. At first, you can let your spouse stay home if he or she wishes, but in the long run you should negotiate a plan so that you can do things together. Seek professional help if your spouse continues to avoid many activities, or if he/she frequently prevents you from going out.

Depression: This is common among family members when the person with PTSD causes feelings of pain or loss. When PTSD lasts for a long time, you may begin to lose hope that your family will ever “get back to normal.” If your usual coping strategies and supports don’t bring relief over time, seeking treatment is recommended. Many of the same treatment strategies that help with PTSD are also effective for depression.

Anger and guilt: If you feel responsible for your spouse’s happiness, you might feel guilty when you can’t make a difference. You could also be angry if they can’t keep a job or drink too much, or because they are angry or irritable. You and your spouse can get past this anger and guilt by understanding that the feelings are no one’s fault.

Health problems: Consistently feeling anger, worry, and/or depression over a long period of time can have a negative impact on health. Additionally, unhealthy habits such as drinking, smoking, and not exercising can get worse when trying to cope with PTSD symptoms in a family member.

SUPPORT RESOURCES

- Department of Veteran Affairs National Center for PTSD
www.ptsd.va.gov
- Veteran Affairs (VA) Vet Center
<http://www.vetcenter.va.gov>
- Chaplain
www.navy.mil/local/chaplaincorps/ or www.navy311.navy.mil
- Military OneSource Non-Medical Counseling
<http://www.militaryonesource.mil/non-medical-counseling>

Material from this section was derived from "Returning from the War Zone: A Guide for Military Families" produced by the Department of Veteran Affairs.

EMERGENCY PREPAREDNESS

Disasters affect hundreds of thousands of people every year, some with little to no advance warning. While the Navy, emergency management, and first responders are committed to helping those in need; assistance may be delayed during a disaster. Regardless of whether you live on, near, or away from a naval installation, you must have the tools and plans in place to make it on your own, for at least 3 days to a week, when an emergency occurs. Ready Navy and the U.S. Department of Homeland Security urge all Americans to: be and stay informed about what might happen; make a plan for what to do in the event of an emergency; and maintain a basic emergency supply kit.

Naval Services FamilyLine has worked with Commander, Navy Installations Command (CNIC) and the Ready Navy Program to produce *Are You Ready? Guidelines for Navy Family Emergency Preparedness* to help Navy families be and stay informed, make a plan, and build a kit. Free printed copies of this publication can be requested by visiting www.nsfamilyline.org.

BE AND STAY INFORMED

Many events can trigger emergency situations that escalate into disasters. Many hazards, such as power outages or disease outbreaks, can happen anywhere, at any time, so you should become familiar with the full spectrum of possible dangers and how you will be notified about them. It is also important to give special consideration to any particular hazards that are more likely to affect your local area, such as a hurricane, a tornado, or an earthquake.

The Wide Area Alert Network (WAAN) is one of the principal tools the Region Commander and installation commanding officers utilize to alert the workforce to destructive weather hazards, emergencies, severe traffic conditions, Force Protection Condition (FPCON) changes, etc., both during and after working hours. The automated telephone notification system, one of four sub-systems of the WAAN, enables registered users to receive telephonic, email, and text alerts on devices they designate. Be sure to register your work and personal contact information in the WAAN to receive these important emergency alerts.

While the potential threats can seem overwhelming, keep in mind that most of what you address in your Family Emergency Plan or put in your Basic Emergency Supply Kit will be useful regardless of the hazard. A Family Emergency Plan and Basic Emergency Supply Kit Checklist are located in the pull-out section of this book. You may find additional printable copies at www.nsfamilyline.org.

MAKE A PLAN

When a disaster occurs, your family may not be together in one place. You need to plan, in advance, how to respond to emergency situations. Plans should include

identifying places to meet, having current and accessible contact information for all family members, and discussing in advance what you will do during various types of emergencies. Depending on the type of emergency, you may need to shelter-in-place, move to a shelter or safe haven, or evacuate.

Making a plan includes two main components that prepare you for hazards in your locality and enhance your personal readiness, as well as that of your family:

- **A Written Family Emergency Plan**

A Written Family Emergency Plan is used to formalize your preparations. In readying the plan, everyone in the family should understand what to do, where to go, and what to take in the event of an emergency. Your plan needs to take into account special concerns such as caring for very young and very old family members, protecting your property, retaining critical personal and financial records, and caring for your pets.

- **A Communication Plan**

An effective communication plan is a written record that instructs each member of the family who to call and how to communicate critical information like location and status with each other in an emergency.

BUILD A KIT

Preparing for an emergency includes making a kit of emergency supplies. You need enough supplies for every family member for at least three days. You could consider 5 days preparation in areas normally affected by earthquakes, typhoons, tsunamis, blizzards, and floods.

The main items to have in your kit include water, food, and first aid supplies. Be sure to include copies of important personal documents such as birth and marriage certificates, titles, and bill, mortgage, and insurance information. (These can be electronic copies on durable storage media such as a thumb drive which can be easily carried and updated.) You may also need to include additional supplies to meet the needs of any children, pets, or special-needs family members.

You may not be at home when disaster strikes, so make smaller emergency kits to keep at work and in your car. You also need a portable kit to take with you if you go to a shelter or evacuate. A Basic Emergency Supply Kit Checklist is located in the pullout section of this book.

NAVY FAMILY ASSISTANCE

Immediately following a declared disaster, the Navy needs to know your status, your location, and how can you be contacted to ensure you receive help. This information is crucial in order to set up or provide referral to support services for Navy service members and families in need. In such an emergency situation, Navy service members and families should contact the Navy by taking two important steps:

- 1) Check-in (muster) with your spouse's command or ombudsman.
- 2) Complete a Family Needs Assessment with the Navy Family Accountability and Assessment System (NFAAS).

In cases where the catastrophic event has the potential for widespread injury and death, the Regional Commander will confer with CNIC leadership and may recommend the activation of the Navy-wide personnel accountability functionality via the NFAAS website at <https://navyfamily.navy.mil>. Once activated, NFAAS will act as an online mustering tool for commands to account for active duty, Selected Reserve, and DoD civilian employees and their family members.

Following a declared disaster, log into the NFAAS website and complete a Needs Assessment Survey if you require assistance. A case manager from the Navy Fleet and Family Support Center will be assigned to contact you and assist with your needs. If you need IMMEDIATE help with basic necessities, call the Emergency Coordination Center (ECC) at 1-877-414-5358 or 1-866-297-1971 (TDD).

Some active duty and reserve Sailors and civilians may become separated from their command during the incident. In this case, their first priority is to contact their command directly. If this is not possible, they always have the option of logging into NFAAS or calling the ECC.

If the service member is deployed, on temporary additional duty, or on individual augmentee assignment outside of the affected area, and has left a family in the affected area, the family should check-in with the service member's command. If the family has not been informed as to the check-in procedures, they should contact the command's ombudsman.

Every service member is responsible for knowing the check-in (mustering) procedures for his/her command and communicating these procedures to his/her family members and updating their personnel and family member information in the Defense Enrollment Eligibility Reporting System (DEERS). Individuals and family members are strongly encouraged to verify and update their contact and location information in the MY-INFO tab in NFAAS.



NAVAL SERVICES FAMILYLINE

Naval Services FamilyLine is a non-profit organization of Navy family volunteers whose mission is to empower sea service families to meet the challenges of a military lifestyle with information, resources, and mentoring. FamilyLine provides the following courses, workshops, and publications free-of-charge to Navy commands and families.

COURSES AND WORKSHOPS

COMPASS

COMPASS is a team mentoring program developed by spouses, for spouses. It is held several times a year in locations worldwide. This unique course will help spouses understand and meet the challenges of the Navy lifestyle. Joining the Navy can sometimes seem like traveling to a foreign land with its own language, customs, traditions, and even healthcare system! It can be a shock to many spouses and families. This twelve-hour program (taught in three four-hour sessions) will provide spouses with a realistic understanding of what they can expect from being a Navy family.

Command Spouse Leadership Course

This spouse-led course held in Newport, Rhode Island, was designed to capitalize on the positive impact spouses have on commanding officers. This one-week course includes lessons in Blanchard's Situational Leadership®, values, ethics, conflict resolution, stress, and crisis management. In addition to in-depth discussions of the Ombudsman Program and the Command Support Team, attendees will also have an opportunity to learn from the real-life experiences of former commanding officers and spouses.

Command Master Chief Spouse Leadership Course

This one-week course is designed exclusively for spouses of senior enlisted personnel. Modeled after the Command Spouse Leadership Course, this course provides lessons in situational leadership, values, ethics, conflict resolution, stress, and crisis management. It also touches on aspects of naval heritage, customs, and traditions. Attendees will learn about their role in the Command Support Team, the responsibilities of being a Command Master Chief, and how it will impact their lifestyle.

Continuum of Resources and Education (CORE)

CORE is a network of seminars, workshops, classes, and people dedicated to empowering the Navy spouse, educating the Navy family, and promoting the Navy lifestyle. CORE is flexible in its use of resources, topics, and styles of presentation adapting to a variety of locations and community populations.

PUBLICATIONS

Sea Legs: A Handbook for Navy Life and Service

Sea Legs contains useful information on matters such as family support services, benefits and privileges, healthcare, social customs and protocol, changing duty stations, and deployments. The Navy's history, its mission and structure, a naval terms glossary, and a very useful list of resources are also included.

Social Customs and Traditions of the Sea Services

This book acquaints spouses with the social customs, traditions, and organizations that are part of the sea service communities. It also addresses sea service etiquette, entertaining, ceremonies, and attire guidelines.

Are You Ready? Guidelines for Navy Family Emergency Preparedness

This handbook includes valuable information on creating a Family Emergency Plan, completing Emergency Contact Cards, and compiling a Basic Emergency Supply Kit. Additionally, there is detailed information regarding what to do before, during, and after various types of emergency situations.

Guidelines for the Spouses of Commanding Officers (CO) and Executive Officers (XO)

This book is an invaluable aid in defining the spouse's role as a member of the Command Support Team. It was written by Navy spouses who have experienced the command tour. This guide is also an excellent supplement to materials provided at the Command Spouse Leadership Course.

Guidelines for the Spouses of Command Master Chiefs (CMC) and Chiefs of the Boat (COB)

This book helps to define the important role of the CMC/COB Spouse as a member of the Command Support Team. It also includes information regarding deployments, support resources, and emergency guidelines.

Guidelines for the Spouses of Chief Petty Officers (CPO)

This book is an excellent source of information for spouses of new chief petty officers as they navigate their way through the CPO training season. It offers answers to many common questions and provides guidance on the training season and beyond.

Guidelines for Navy Reserve Families

This guide is designed to provide Reserve members and their families with information that will assist them in preparing for their military lives. It includes helpful material written by personnel from the Fleet and Family Support Program, Navy Reserve Forces Command, and experienced Reserve spouses.

Naval Services FamilyLine Portfolio

This free portfolio contains an assortment of materials that can be useful for new spouses, Welcome Aboard packages, pre-deployment briefings, CORE workshops, and spouse seminars. It includes Sea Legs, Social Customs and Traditions of the Sea Services, Guidelines for Navy Family Emergency Preparedness, and various brochures about Military OneSource, National Military Family Association, Navy-Marine Corps Relief Society, TRICARE, COMPASS, Military Spouse Employment, and more.

More information about Naval Services FamilyLine's courses, workshops, and publications can be found at www.nsfamilyline.org.



FLEET AND FAMILY SUPPORT PROGRAM (FFSP)

Fleet and Family Support Programs (FFSP) support individual and family readiness through a full array of programs and resources which help Navy families to be resilient, well-informed and adaptable to the Navy environment. These programs include:

SAILOR AND FAMILY INFORMATION AND REFERRAL

Considering the complex maze of services available, Sailors and their families often need help navigating the system. Through this program, Sailors and Navy family members can receive information and referrals regarding a wide range of personal and family readiness issues to include Personal Financial Management, Relocation Assistance, Transition Assistance, Spouse Employment, Exceptional Family Member Program, Deployment Support, Ombudsman Program, counseling, Stress/Anger Management, Sexual Assault Prevention and Response, Child Abuse and Domestic Violence, and New Parent Support.

To request assistance, please visit the FFSP website at www.cnic.navy.mil/ffr/family_readiness/sailor_and_family_information_and_referral.html.

A directory of local Fleet and Family Support Centers (FFSC) can be found at http://www.cnic.navy.mil/ffr/family_readiness/fleet_and_family_support_program/regional_office_program_directory.html.

DEPLOYMENT READINESS

Concerned about how you and your family will adjust during periods of separation? FFSC plays a key role in the preparation process by assisting in getting crew and family members ready for each phase of deployment.

- **Pre-Deployment:** FFSCs assist Sailors and their families in understanding and coping with the demands associated with the Navy lifestyle, especially with increased frequency of deployments, with the goal of improving readiness.
- **During Deployment:** FFSCs focus on families during deployments and offer empowering programs and services.
- **Return and Reunion:** Reunions may be more challenging than anticipated as Sailors and family members adjust to life on shore together again. FFSC offers Hints for a Happy Homecoming, Returning to Children, and Returning to Children: Strategies for Single Parents.
- **Reintegration:** Establishing a “new normal” can take several months or more. FFSC offers resources to help families renegotiate roles and responsibilities, communicate with your children, and maintain resiliency and balance.

OMBUDSMAN PROGRAM

An Ombudsman is an official representative of the commanding officer. He/she plays a vital role in establishing and maintaining current and accurate communication between the command and its family members. The FFSC provides support and up-to-date information about the Ombudsman program and Ombudsman training, and maintains the Ombudsman Registry located at www.ombudsmanregistry.org.

PERSONAL FINANCIAL MANAGEMENT (PFM)

FFSC provides financial education, training, and counseling that emphasize long-term financial responsibility through instruction on sound money management, debt management, saving, investing, and retirement planning.

- Command Financial Specialists assist with basic financial planning, managing checking accounts, and credit and debt counseling
- Consumer information on car buying strategies, and choosing adequate and affordable insurance
- Information on retirement planning and the Thrift Savings Plan (TSP)
- Assistance in budgeting for deployment and changing duty stations

TRANSITION ASSISTANCE

Whether you are retiring or separating, FFSC can help with your transition. Transition Goals, Plans, Success (Transition GPS) is a transition assistance program that ensures Sailors and their family members are substantially better prepared.

Transition GPS covers:

- Translating military skills and experience into civilian workforce terms
- Financial planning
- Certification and training resources
- Employment workshop
- Federal and civilian job search techniques
- Resume writing
- VA Benefits and e-Benefits

Military Families in Transition (MFIT) is a 24/7, on-demand series to help families prepare for a smooth transition into civilian life. MFIT provides a clear overview of FFSC services, Transition GPS, VA Benefits and the Pre-separation Checklist (DD Form 2648). Employee issues unique to Reserve Sailors may also be supported by USERRA. See page 22 for more information.

FAMILY EMPLOYMENT READINESS PROGRAM (FERP)

FERP provides no cost consultations, programs and services to help families in the job search process. Consultants are available to guide spouses and family members on career planning, job seeking and resume writing, as well as to help them prepare for interviews and negotiate offers.

RELOCATION ASSISTANCE PROGRAM (RAP)

If you are expecting orders to or from an extended period of active duty that include a move, you may be eligible to participate in the Relocation Assistance Program. Please ensure that your Sailor checks on your eligibility with the NOSC and the gaining command. If you are eligible, FFSC can assist you through a range of services.

- The “Smooth Move Workshop” addresses move-related topics such as who pays what for your move, how to ship your personal property, and the sponsorship program.
- Get information about personal property entitlements, travel pay and allowances, and creating a budget for the move.
- Plan your overseas move, get your passport in order, obtain information on visa requirements, learn about cultural adjustments and how to accommodate the financial and emotional needs of relatives left behind.
- Learn details about your new homeport, including housing availability, cost of living, child care, schools and recreation.
- Get one-on-one assistance from experienced relocation counselors.
- Pick up a Homeport Change Kit for commands moving to a new location that includes “how to” videos, brochures and pamphlets, and ideas on how to disseminate information to Sailors and their families.
- Use the Lending Locker for household goods while your belongings are in transit. The Center can loan fold-out mattresses, portable car seats, strollers, dishes, pots, pans and utensils.

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

Enrollment in the Exceptional Family Member Program is mandatory for service members with qualifying family members. Special needs include special medical, dental, mental health, developmental or educational requirements, the requirement for adaptive equipment assistive technology devices and services and/or wheelchair accessibility. EFMP Liaisons located at the FFSC can:

- Provide information, referral and system navigation to special needs families
- Link families with available military, national, and local community services
- Provide non-medical case management
- Develop and maintain Individual Service Plans (ISP)
- Partner with the Military Treatment Facility Coordinators to provide information, education, and marketing.

SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)

When traumatic situations arise, FFSC can provide the support and resources necessary for recovery and rebuilding. This includes:

- Trained advocates who offer information and emotional support to victims during medical, investigative and legal processes
- Annual awareness and prevention education training
- General training for all military personnel designed to enhance sexual assault awareness, prevention and intervention in home, work, and social environments

FAMILY ADVOCACY PROGRAM (FAP)

The goal of the Family Advocacy Program is to prevent domestic violence by encouraging people to examine their own behavior and take steps to learn and practice more healthy behaviors.

The Family Advocacy Program provides a variety of interventions and treatment services to meet the needs of individuals and families. FAP provides counseling, clinical case management, treatment groups, and refers families to military and civilian resources as appropriate.

Professional services of licensed counselors are available free of charge at FFSCs. These are available to active duty and their family members—even Sailors who are unmarried can have couple’s counseling with their partners.

NEW PARENT SUPPORT (NPS)

The New Parent Support Home Visitation Program was developed to assist military families in ways that friends and family would do if you were back home. This program offers expectant parents and parents of newborns and young children the opportunity to learn new skills as parents and to improve existing parenting skills, in the privacy of their own home.

Navy families and other military families expecting a child or with children up to three years of age are assessed to determine if they need help managing the demands of a new baby.

In the program, new Moms and Dads can be referred to community new baby programs and are eligible to participate in a voluntary home visitation program, free of charge.

The New Parent Support Home Visitation Program can help you:

- Cope with stress
- Manage the additional physical and emotional demands of parenting due to separation and deployment of the service member

- Nurture children to promote growth and development
- Answer questions about the everyday challenges of parenthood
- Locate local services and resources that can help parents with young children

CLINICAL COUNSELING

FFSC provides confidential counseling by professional, licensed clinicians. Clinical counseling services are free of charge to active duty personnel and family members. You do not need a referral from your command, TRICARE, or your primary care physician. Services offered include:

- Short-term clinical counseling for individuals, groups and families
- Crisis intervention and/or response to disasters and other catastrophes
- Group counseling and/or educational groups
- Referral to other military and community resources

LIFE SKILLS EDUCATION

Most of us don't learn everything we need to know in school. Life lessons are information gained from experience. The Life Skills program offers tools to help you navigate and enhance your relationships at work and at home. Life Skills classes include:

- Anger Management
- Communication Skills
- Conflict Management
- New Spouse Orientation
- Parent Education
- Stress Management
- Suicide Prevention

To request assistance, please visit the FFSP website at www.cnic.navy.mil/ffr/family_readiness/sailor_and_family_information_and_referral.html.

A directory of local Fleet and Family Support Centers (FFSC) can be found at http://www.cnic.navy.mil/regions/cnrma/installations/ns_great_lakes/ffr/support_services/counseling_and_assistance/information_and_referral.html

MILITARY ONESOURCE

Military OneSource is a confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, Guard and Reserve Component members, and their families. Information includes, but is not limited to, deployment, reunion, relationship, grief, spouse employment and education, parenting and childhood, and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Confidential services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers confidential call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support, and resources.

Military OneSource also offers confidential non-medical counseling services online, via telephone, or face to face. Eligible individuals may receive confidential non-medical counseling addressing issues requiring short-term attention, including everyday stressors, deployment and reintegration concerns, parenting, grief and loss, and marital problems as well as assistance with financial management, taxes, career services, health and wellness, and much more. This personalized support is available 24/7 no matter where you live or serve.

Toll-Free: 800-342-9647

En español llame al: 877-888-0727

TTY/TDD: 866-607-6794

Visit <http://www.militaryonesource.mil> to find a wide range of deployment and support information.

NAVY-MARINE CORPS RELIEF SOCIETY (NMCERS)

The Navy-Marine Corps Relief Society, headquartered in Arlington, Virginia, is a non-profit, charitable organization that is staffed by nearly 3,700 volunteers, and a small cadre of employees, in offices around the world—ashore and aboard ships.

Since 1904, the Navy-Marine Corps Relief Society (NMCERS) has stood ready to respond to the many financial challenges that face Sailors, Marines and their families. These include family emergencies, high unemployment among spouses and retirees, the rising cost of living and even natural disasters.

NMCERS provides:

- Interest-free loans and grants for unexpected financial emergencies
- Budget counseling to better manage personal finances
- Free in-home visits by registered nurses for health issues or concerns
- Interest-free loans and grants for undergraduate education
- Thrift Shops offering low cost, gently used clothing and household items
- Budget for Baby classes to help families financially prepare for the birth of a child.

NMCERS serves:

- Active duty and retired Navy and Marine Corps personnel and their eligible family members
- Eligible family members of Navy and Marine Corps personnel who died on active duty or in a retired status
- Reservists on extended active duty for 30 days or more
- Indigent widows and mothers (65 years or older) of deceased service members who have limited resources and no family to provide for their welfare
- Ex-spouses who have not remarried and whose marriage to a service member lasted for at least 20 years while the service member was on active duty

Eligibility requirements vary for the specific programs. For further questions or to apply for assistance, call 1-800-654-8364 or visit your local NMCERS office. To locate your nearest office, visit www.nmcers.org/locations.

For more information about the Navy-Marine Corps Relief Society, please visit www.nmcers.org.

AMERICAN RED CROSS

The Red Cross will deliver notification of an emergency such as the death or serious illness of an immediate family member, as well as the good news of the birth of a service member's child or grandchild. Operating twenty-four hours a day, 365 days a year, the Red Cross relays urgent messages containing accurate, factual, complete and verified descriptions of the emergency to service members stationed anywhere in the world, including on ships at sea and at embassies and remote locations.

Even if the service member receives an email or phone call from home, Red Cross-verified information assists the member and his/her commanding officers with making a decision regarding emergency leave.

Call the American Red Cross Emergency Communications Center at (877) 272-7337 if you are currently, or if you are calling about:

- Anyone on active duty in the Army, Marines, Navy, Air Force or Coast Guard
- An activated member of the Guard and Reserve of all branches of the U.S. Armed Forces
- An immediate family member or dependent of anyone in the above categories
- A civilian employed by or under contract to the Department of Defense and stationed outside the Continental United States and any family residing with them at that location
- A military retiree or the retiree's spouse or widow(er)
- A Cadet or midshipman at a service academy; Reserve Officer Training Corps (ROTC) cadet on orders for training
- A Merchant Marine aboard a U.S. Naval Ship

When calling the Red Cross, be prepared to provide as much of the following information about the service member as is known:

- Full legal name
- Rank/rating
- Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
- Social Security number
- Date of birth
- Military unit address
- Information about the deployed unit and home base unit (for deployed service members only)

TNR (THE NAVY RESERVIST MAGAZINE)

The Navy Reservist is a monthly magazine that provides Sailors and their families with information on available programs, resources, and fleet activities. TNR also publishes an annual almanac to provide Sailors with a resource to help navigate all the programs they use to make their career in the Navy Reserve a success. The almanac includes a section on career development and the latest Continuum of Service programs to assist Sailors in identifying which program or option best suits their needs and career goals.

The almanac also provides an overview of the mobilization process, how those opportunities are advertised and where to go to put in an application. These are just a few of the areas covered. You'll also find information on medical and educational benefits, reserve retirement as well as other benefits that are available to Sailors and their families.

Current and past issues of The Navy Reservist can be accessed online at www.navyreserve.navy.mil. The Navy Reservist Almanac is available at https://www.navyreserve.navy.mil/Documents/tnr_current/tnr_almanac_current.pdf.

The Navy Reservist Magazine and Almanac are prepared by the Public Affairs Office of Commander, Navy Reserve Forces Command, Norfolk.



INFORMATION AND ASSISTANCE

Disclaimer: The information provided below is intended for information dissemination purposes only. The Department of Defense, the Department of the Navy, Commander, Navy Installations Command, and Naval Services FamilyLine do not officially endorse any of the organizations below that are non-federal entities. Also, the web addresses below change frequently. All information reflects our best knowledge at the time of printing. We regret any errors.

GENERAL MILITARY INFORMATION AND ASSISTANCE

United States Navy

Official Department of the Navy Website
www.navy.mil

Commander, Navy Installations Command (CNIC)

CNIC is responsible for worldwide shore installation support for the United States Navy under the Chief of Naval Operations (CNO).
www.cnic.navy.mil

New Spouse Orientation

An online course designed to support new Navy spouses that may be geographically isolated or unable to attend the Fleet and Family Support Center workshop in person. The NSO course is available on demand 24/7.
www.newspouseorientation.com

Department of Veterans Affairs

The VA administers a variety of benefits and services that provide financial and other forms of assistance to service members, veterans, their dependents and survivors. 1-800-827-1000
www.va.gov

ID Cards—RAPIDS

To find the office closest to you to obtain an ID card
www.dmdc.osd.mil/rsl

Military OneSource

Military OneSource is a DoD Information and Referral Program providing comprehensive information on every aspect of military life at no cost to active duty, guard, and reserve service members and their families.
CONUS: 1-800-342-9647 OCONUS: 800-3429-6477
TTY/TTD: 1-866-607-6794
Español: 1-877-888-0727
www.militaryonesource.mil

Morale, Welfare and Recreation (MWR)

Morale, Welfare and Recreation (MWR) covers a wide scope of worldwide operations that provide Sailors and their families with the finest facilities, programs and activities to meet their recreational and social needs.

www.navymwr.org

National Military Family Association

National Military Family Association is the leading non-profit organization focusing on issues important to military families.

www.militaryfamily.org

NAVY 311

NAVY 311 provides non-tactical, on-demand informational assistance for non-emergency services and can answer questions related to: maintenance, ship parts and/or repair, logistics, personnel or career matters, training, IT systems, quality of life, facilities, medical support, chaplain care, ordnance, and other topics.

1-855-NAVY311 (1-855-628-9311)

www.Navy311.navy.mil

Navy Customer Service Center

Receive a variety of information on many important topics including: pay and benefits, selective reenlistment bonuses, CSB/Redux, service record entries, PCS moves, reenlistment, continuation, FITREP/Evals, promotion, advancement, rating conversion requests, and a gamut of other information.

1-866-U-ASK-NPC (1-866-827-5672)

www.npc.navy.mil

Ombudsman Registry

This registry allows family members to locate their Ombudsman and will enable them to send an email to the listed assigned Command Ombudsman.

www.ombudsmanregistry.org

United Service Organization (USO)

The USO offers a variety of programs and services designed specifically to lift spirits and strengthen resiliency.

<http://www.uso.org/>

CHILD AND YOUTH PROGRAMS

Child Development Centers

Child Development Centers (CDC) provide full and part day child care for ages 6 weeks to 5 years of age.

www.navymwr.org

Let's Move

Program developed by First Lady Michelle Obama to solve the epidemic of childhood obesity within a generation.

www.letsmove.gov

Military Families Near and Far

Military Families Near and Far is an online resource with tools, information, and materials to help your family stay connected when a service member is far away.

www.familiesnearandfar.org

United Through Reading

The United Through Reading Military Program helps ease the stress of separation for military families by having deployed parents read children's books aloud via DVD for their child to watch at home.

www.unitedthroughreading.org

DEPLOYMENT ASSISTANCE

Everyone Serves

A handbook for family and friends of service members during pre-deployment, deployment and reintegration.

www.everyoneservesbook.com

Fleet and Family Support Centers (FFSC)

The Fleet and Family Support Center offers a variety of deployment support programs to assist commands, Sailors and their families.

www.ffsp.navy.mil

Military Kids Connect (MKC)

Military Kids Connect is an online community of military children (ages 6-17 years old) that provides access to age-appropriate resources to support children from pre-deployment, through a parent's or caregiver's return.

www.militarykidsconnect.org

Reserve Affairs

Supports the Reserve Component community through initiatives including the Yellow Ribbon Program, Wounded Warrior Care, Employer Support of the Guard and Reserve, TRICARE Reserve Select, and Military OneSource.

<http://ra.defense.gov>

Yellow Ribbon Reintegration Program (YRRP)

YRRP is a DoD-wide effort to promote the well-being of National Guard and Reserve members, their families and communities, by connecting them with resources throughout the deployment cycle.

www.yellowribbon.mil

EDUCATION AND SCHOLARSHIPS

Anchor Scholarship Foundation

For dependents of qualified surface Navy members.

www.anchorscholarship.com

Chief Petty Officer Scholarship Fund

For children of chief petty officers of the sea services. Sponsored by chief petty officers world-wide.

www.cposf.org

Department of Defense Education Activity Military K-12 Partners

571-372-6026

<http://www.militaryk12partners.dodea.edu/>

Dolphin Scholarship Foundation

For children and stepchildren of qualified active, retired and former members of the Submarine Force.

www.dolphinscholarship.org

FinAid

Links to scholarships, loans, grants, and other financial educational aid.

www.finaid.org

Free Application for Federal Student Aid (FAFSA)

Apply for federal and state financial aid.

www.fafsa.ed.gov

Military Child Education Coalition

To serve as a model of positive leadership and advocacy for ensuring inclusive, quality educational opportunities for all military-connected children.

www.militarychild.org

Military OneSource Exceptional Family Member Program

Offers DoD families with special medical and/or educational needs access to information, resources, and each other.

1-800-342-9647

www.militaryonesource.mil/efmp

Seabee Memorial Scholarship Association

For children and grandchildren of Seabees.

www.seabee.org

Scholarships for Military Children Program

Sponsored by the Fisher House Foundation.

www.militaryscholar.org

Servicemember's Opportunity Colleges (SOCNAV)

Degree programs for Navy Sailors and their spouses.

www.soc.aascu.org/

U.S. Department of Education

Find information about all of your education needs and questions.

www.ed.gov

Voluntary Education Program

Detailed information on programs and services, and links to the voluntary education programs, Veterans Affairs, Department of Education and many other educational sites.

www.militaryonesource.mil/voluntary-education

Yellow Ribbon Program

The Yellow Ribbon Program allows approved institutions of higher learning and the VA to partially or fully fund tuition and fee expenses that exceed the established thresholds under the Post-9/11 GI Bill.

http://www.benefits.va.gov/gibill/yellow_ribbon.asp

FAMILY EMPLOYMENT

Career One Stop

Tools to help job seekers, students, businesses and career professionals.

www.careeronestop.org/

Military Spouses' Corporate Career Network (MSCCN)

MSCCN is a non-profit organization that offers no-cost services to all military-affiliated spouses, retired military spouses and caregivers to war wounded heroes.

www.msccn.org

Military Spouse Employment Partnership (MSEP)

MSEP is a targeted recruitment and employment solution for spouses and companies that connects military spouses with employers seeking the essential 21st century workforce skills and attributes they possess.

<https://msepjobs.militaryonesource.mil>

USA Jobs

USAJOBS is the U.S. Government's official system/program for Federal jobs and employment information.

www.usajobs.gov

FINANCIAL INFORMATION

Basic Allowance for Housing—BAH

www.defensetravel.dod.mil/site/bah.cfm

COLA and Overseas Housing Allowance

www.defensetravel.dod.mil/site/cola.cfm

Navy-Marine Corps Relief Society

Since 1904, the Navy-Marine Corps Relief Society (NMCRS) has stood ready to respond to the many financial challenges that face Sailors, Marines and their families. These include family emergencies, high unemployment among spouses and retirees, the rising cost of living and even natural disasters.

1-800-654-8364

www.nmcrs.org

Pay and Allowances

www.dfas.mil

1-888-332-7411

Servicemember's Group Life Insurance

A program that provides low-cost term life insurance coverage to eligible Servicemembers.

1-800-419-1473

www.insurance.va.gov

Thrift Savings Plan

TSP is a defined contribution retirement savings plan for Federal employees.

www.tsp.gov

HEALTHCARE

Defense Eligibility Enrollment Reporting System (DEERS)

To enroll in DEERS or make changes to your contact information.

1-800-538-9552.

www.tricare.mil/DEERS

Fisher House

Provides homes where military and veterans' families can stay at no cost while a loved one is receiving treatment. These homes are located at major military and VA medical centers nationwide, close to the medical center or hospital it serves.

1-888-294-8560

www.fisherhouse.org

Military Crisis Line

Confidential support is available 24 hours a day, 7 days a week, 365 days a year by phone, online chat and text. This free service is available to all service members, including Veterans and members of the National Guard and Reserve, coping with stress, anxiety, posttraumatic stress disorder, challenges with civilian life, difficulties in relationships, transitioning back to employment, and education.

1-800-273-8255 Press 1

In Europe call 00800 1273 8255 or DSN 118

Text 838255

www.veteranscrisisline.net

Navy Wounded Warrior Safe Harbor

Safe Harbor is the Navy's organization for coordinating the non-medical care of seriously wounded, ill, and injured Sailors, Coast Guardsmen, and their families.

855-NAVY WWP (628-9997)

safeharbor.navylive.dodlive.mil

TRICARE

TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide.

www.tricare.mil

TRICARE Dental

The TRICARE Dental Program is a voluntary, premium-based dental insurance plan for family members of active duty and Reserve service members.

1-855-638-8371

www.tricare.mil/dental.aspx

LODGING AND HOUSING

Department of Defense Lodging—Air Force

1-888-AF-LODGE (1-888-235-6343)

<http://af.dodlodging.net>

Department of Defense Lodging—Army

1-800-GO-ARMY-1 (1-800-462-7691)

<http://army.dodlodging.net>

Department of Defense Lodging—Navy Gateway Inn and Suites

1-877-NAVY-BED (1-800-628-9233)

<http://ngis.dodlodging.net>

Navy Housing

www.cnmc.navy.mil/ffr/housing.html

Navy Lodge

1-800-NAVY-INN (1-800-628-9466)

www.navy-lodge.com

MAGAZINES AND NEWSPAPERS

All Hands Magazine

www.ah.mil

Armed Forces Journal

<http://www.armedforcesjournal.com>

Department of the Navy Information Technology Magazine

www.doncio.navy.mil/chips/

It's Your Move (PDF)

www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

Marine Corps Times

www.marinecorpstimes.com

Military Living Magazine

www.militaryliving.com

Military Spouse Magazine

www.militaryspouse.com

National Military Family Association Newsletter

www.militaryfamily.org

Navy Times

www.navytimes.com

Reservist

www.uscg.mil/reservist

Seabee Online Magazine

<http://seabeemagazine.navylive.dodlive.mil>

SeaPower

www.seapowermagazine.org
The Coast Guard Magazine
www.uscg.mil/magazine

TNR The Navy Reservist
www.navyreserve.navy.mil

TNR The Navy Reservist Almanac
www.navyreserve.navy.mil/Documents/tnr_current/tnr_almanac_current.pdf

UNIFORM/EXCHANGE SERVICES

AAFES (Army and Air Force Exchange Services)
www.shopmyexchange.com

Marine Corps Exchange
www.mymcx.com

Navy Exchange
www.mynavyexchange.com

NAVY TERMS

ABOARD – on or in a ship. Close aboard; near a ship.

ADVANCE PAY – an advance on your base pay for a move. This must be repaid.

AFT – toward the stern; opposite of forward.

AIRDALE – slang, a naval aviator.

ALLOTMENT – assignment of part of military pay directly to a person or bank.

ALONGSIDE – beside a pier, wharf or ship.

ANCHOR – the hook used at the end of a chain and dropped to the sea bottom to hold a ship in one particular place. The smallest Navy anchors can be lifted by one person; anchors used by an aircraft carrier can each weigh up to 30 tons.

ANCHORAGE – suitable place for ship to anchor. A designated area of a port or harbor.

ANCHOR'S AWEIGH – said of the anchor when just clear of the bottom.

AYE-AYE – term used to acknowledge receipt of a command or order from senior. It means “I have heard the order; I understand it; I will carry it out.”

BARNACLE – small marine animal that attaches itself to hulls and pilings.

BELAY – to cancel an order; stop; firmly secure a line.

BERTH – space assigned ship for anchoring or mooring.

BERTHING – where Sailors sleep onboard ship.

BILLET – an allotted sleeping space; an individual's position in the ship's organization.

BLACK SHOE – an officer who is not an aviator; the latter is a brown shoe. Usually only used by Surface Warfare Officers.

BLUEJACKET – Navy enlisted member below the grade of CPO.

BOATSWAIN – pronounced “bosun,” refers to the mate, warrant officer or petty officer in charge of boats, rigging and ground tackle aboard ship.

BOW – most forward part of a ship.

BRAVO ZULU (BZ!) – Good job!

BRIDGE – platform or area from which ship is steered, navigated and conned; usually located in forward part of ship.

BRIG – Sailor's universal term for jail.

BROW – large gangplank leading from a ship to a pier, wharf or float; usually equipped with handrails.

BULKHEAD – one of the upright, crosswise partitions dividing a ship into compartments.

CAPTAIN – rank, or commanding officer of a ship or squadron.

CARRY ON – to proceed with any duty.

CATAPULT – shipboard mechanism for launching aircraft.

CHAIN OF COMMAND – the military’s management concept.

CHAPLAIN – the military men and women of the cloth who nurture the spiritual well-being of service members.

CLASSIFIED MATTER – information or material of aid to possible enemy, if improperly divulged. There are currently three categories: Top Secret, Secret and Confidential.

COMMISSARY – grocery store on or near base where service members and families can purchase food, beverages, etc., at prices usually lower than in civilian stores.

COMMISSION – to activate a ship or station; written order giving an officer rank and authority.

COMMISSIONING CEREMONIES – ceremonies during which a new ship is placed in service. It is customary to invite friends of officers and others interested to attend the ceremony, along with the sponsor who christened the ship.

COMMODORE – the title of an officer commanding a squadron or flotilla of submarines, destroyers or smaller ships.

COMPARTMENT – space enclosed by bulkheads, deck and overhead, same as a room in a building.

CONUS – the Continental United States. (48 states and the District of Columbia.) Flying in CONUS determines certain limitations to space-available travel on military aircraft.

COURSE – direction steered by a ship or plane.

COURT-MARTIAL – military court for trial of serious offenses. There are three types: summary, special and general courts-martial.

CROW – slang, eagle on petty officer’s rating badge.

CRUISE – to sail with no definite destination. More commonly used to describe round trip.

DECK – a floor or platform extending from end to end of a ship.

DETAILER – the person responsible for deciding your Sailor’s next duty station.

DEPLOY – tactical term used for dispersal of troops; also disposition of ships in battle formations.

DIVISION – in the organization of ship or plane groups, the unit between sections and squadrons; in shipboard organization, Sailors and officers grouped together for command purposes.

DSN – Defense Switched Network; Department of Defense internal telephone system (formerly Autovon).

EMBARK – to go aboard ship preparatory to sailing.

ENLISTED EVALUATION – written report of enlisted service member's performance of duty, informally referred to as an EVAL.

ENSIGN – lowest ranking commissioned officer.

EXCHANGE – department store run by the military.

EXECUTIVE OFFICER (XO) – regardless of rank, the officer second in command of a ship, squadron or shore activity. In early days, such an officer was the first lieutenant.

FAIR WINDS AND FOLLOWING SEAS – A salutation meant to wish good fortune.

FANTAIL – the after end of the main deck.

FATHOM – in measuring depth of water, six feet. From Anglo-Saxon faehom. Originally distance spanned by man's outstretched arms.

FITNESS REPORT – written report of an officer's performance of duty, including chief petty officers, informally referred to as a FITREP.

FLAG AT HALF-MAST – this tradition began in times of mourning in old sailing days to indicate that grief was so great it was impossible to keep things shipshape. Half masting of colors is the survival of days when slack appearance characterized mourning on shipboard.

FLAG OFFICER – Rear Admiral, Lower Half; Rear Admiral, Upper Half; Vice Admiral; Admiral, and Fleet Admiral are flag officers.

FLANK SPEED – certain prescribed speed increase over standard speed; faster than full speed; as fast as a ship can go.

FLEET – from Anglo-Saxon fleet. Organization of ships and aircraft under one commander.

FLIGHT DECK – deck of ship on which planes land, takeoff.

FORECASTLE – pronounced "focsul." In the days of Columbus, ships were fitted with castle-like structures fore and aft. The structures have disappeared, but the term forecastle remains; refers to upper deck in forward part of ship. Abbreviated fo'c'sle.

FORWARD – toward bow; opposite of aft.

FROGMAN – slang, member of underwater demolition team or SEALs.

GALLEY – the kitchen of the ship.

GANGPLANK – see Brow.

GANGWAY – opening in bulwarks or rail of ship to give entrance; order to stand aside and get out of the way.

GEEDUNK – slang, ice cream soda, malted milk, anything from soda fountain or Geedunk stand.

GENERAL QUARTERS – battle stations for all hands.

GOUGE – the real story behind rumors and stories which may or may not be accurate.

GRUNT – slang, a Marine.

GTMO – abbreviation for U.S. Naval Base, Guantanamo Bay, Cuba.

GUNG-HO – slang, eager and aggressive beyond normal requirements.

HASH MARK – slang, service stripe worn on uniform of enlisted personnel.

HEAD – place in ship or on shore station that might otherwise be called a rest room, washroom or toilet.

HOLIDAY ROUTINE – followed aboard ship on authorized holidays and Sundays.

HONORS – ceremonies conducted in honor of a visiting dignitary, usually involving sideboys and, occasionally, a band and honor guard.

KNEE-KNOCKERS – A passageway opening through a bulkhead. The lower lip of the opening sits at shin height.

KNOCK OFF – cease what is being done; stop work.

KNOT – measure speed for ships and aircraft, as “the destroyer was making 30 knots,” or “the top speed of the plane is 400 knots.”

LADDER – in a ship, corresponds to stairs in a building.

LEATHERNECK – term probably applied to U.S. Marines by Sailors because of the leather-lined collar once part of Marine Corps uniforms. The collar, about the same height as that of the present uniform collar, was designed to give a greater military appearance to the uniform; when damp with perspiration, it was highly uncomfortable and caused throat trouble. Abolished by Marine Corps in about 1875.

LINE OFFICER – officer who may succeed to operational command as opposed to staff corps officer who normally exercises authority only in a specialty (e.g., hospitals, supply centers, etc.).

LOOKOUT – seaman assigned to watch and report any objects of interest; lookouts are “the eyes of the ship.”

MAST – captain’s mast, or merely mast, derived from the fact that in early sailing days, the usual setting for this type of naval justice was on the weather deck near ship’s mainmast. Currently, it means a type of hearing with commanding officer presiding, in which any punishment administered is non-judicial in nature and is an alternative to court martial.

MESS – meal; a place or group of officers and crew who eat together as in “crew is at mess,” “meeting was held in CPO mess,” or “she was the guest of wardroom mess.” Mess comes from Latin mensa, or table.

MID-WATCH – Watch from 0001-0400 or 0001-0600 based upon the ship’s schedule, usually results in no sleep before or after this watch.

MILITARY CLAUSE – protects you from paying the rest of a rental home’s lease, if you are asked to move due to military orders.

MUSTER – to assemble crew; roll call.

OLD MAN – seaman’s term for captain of a ship.

PASSAGEWAY – corridor or hallway on ship.

PLAN OF THE DAY – schedule of day’s routine and events approved by Executive Officer (XO); published daily aboard ship or at shore activity.

PORT – left side of ship looking forward.

QUARTERDECK – part of main (or other) deck reserved for honors and ceremonies and the station of the officer of the deck (OOD) in port.

QUARTERS – living spaces assigned to personnel aboard ship; government-owned housing assigned to personnel at shore stations; assembly of personnel for drill, inspection or meeting.

RANK – grade or official standing of commissioned and warrant officers.

RATE – grade or official standing of enlisted personnel; identifies pay grade or level of advancement; within each rating a rate reflects levels of aptitude, training, experience, knowledge, skill and responsibility.

RATING – job classification with the Navy, such as electronics technician.

SAILOR – When capitalized "Sailor" is used to demote a Navy service member – from Seaman to Admiral.

SCUTTLEBUTT – a drinking fountain in Navy is called scuttlebutt. A scuttlebutt in old days was a cask that had openings in the side, fitted with a spigot; also rumor, from the fact that Sailors used to congregate at the scuttlebutt or cask of water to gossip or report on day’s activities – sometimes true, sometimes not.

SEA BAG – large canvas bag for stowing gear and clothing.

SEA DUTY (or SEA TOUR) – assignment to ship whose primary mission is accomplished while underway/deployed.

SHAKEDOWN CRUISE – cruise of newly commissioned ship to test machinery and equipment and train crew as a working unit.

SHIPMATE – anyone who is attached to the same command as a Sailor—ship or not.

SHORT TIMER – one whose enlistment or tour of duty is almost completed.

SICK BAY – ship’s hospital or dispensary.

SIDEBOYS – impeccably-uniformed Sailors who participate in honors ceremonies on the quarterdeck.

SKIPPER – from Dutch schipper, meaning captain.

SPOUSE – wife or husband.

STARBOARD – right side of ship looking forward.

STERN – after part of ship.

STOW – to put gear in its proper place.

SWAB – rope or yarn mop; also an unflattering term for a Sailor.

TOPSIDE – from Pidgin English, meaning upper level, or above decks.

TURN TO – an order to begin work.

WARDROOM – a compartment aboard ship near officers’ stateroom used as officers’ mess room.

WATCH – watch standing concerns the positioning of qualified personnel, in various time increments, to operate a ship or other naval asset continuously around the clock.

ACRONYMS AND ABBREVIATIONS

AAFES — Army and Air Force Exchange Services
ADAPT — Active Duty Assistance Program Team
ADSW — Active Duty for Special Work
AC — Active Component
ADT — Active Duty for Training
AOC — Aviation Officer Candidate
APO — Army and Air Force Post Office
ARC — American Red Cross
ASAP — As soon as possible
AT — Annual Training
AWOL — Absent without leave
BAH — Basic Allowance for Housing
BAS — Basic Allowance for Subsistence
BEQ — Bachelor Enlisted Quarters
BUMED — Bureau of Medicine and Surgery
BUPERS — Bureau of Naval Personnel
CACP — Casualty Assistance Calls Program
CACO — Casualty Assistance Calls Officer
CDC — Child Development Center
CHINFO — Chief of Information
CIAC — Command Individual Augmentee Coordinator
CMC — Command Master Chief
CMDCM — Command Master Chief
CNAFR — Commander Naval Air Force Reserve
CNIC — Commander, Navy Installations Command
CNO — Chief of Naval Operations
CNP — Chief of Naval Personnel
CNR — Chief of Naval Reserve
CNRFC — Commander Navy Reserve Forces Command
CO — Commanding Officer
COB — Chief of the Boat
COLA — Cost of Living Allowance
COMRATS — Commuted Rations
CONUS — Continental United States
CORE — Continuum of Resources and Education
CPO — Chief Petty Officer
CST — Command Support Team
DEERS — Defense Eligibility Enrollment Reporting System

DIC — Dependency and Indemnity Compensation
DLA — Dislocation Allowance
DRT — Deployment Readiness Training
DTF — Military Dental Facilities
DTS — Defense Travel System
DoD — Department of Defense
DoDDS — Department of Defense Dependents Schools
DoDEA — Department of Defense Education Activity
EAOS — End of Active Obligated Service
ECC — Emergency Coordination Center
EFMP — Exceptional Family Member Program
ESGR — Employer Support of the Guard and Reserve
ETA — Estimated time of arrival
ETD — Estimated time of departure
FAP — Family Advocacy Program
FERP — Family Employment Readiness Program
FFSP — Fleet and Family Support Program
FPCON — Force Protection Commander and Intalation Commanding Officers
FPO — Fleet Post Office
FITREP — Fitness Report
FMF — Fleet Marine Force
FRG — Family Readiness Group
FRO — Family Readiness Officer
FFSC — Fleet and Family Support Center
FTS — Full-Time Support
HFP/IDP — Hostile Fire/ Imminet Danger Pay
HQMC — Headquarters, Marine Corps
IDC — Independent Duty Corpsman
IDC — Information Dominance Corps
IDT — Inactive Duty Training
IDTT — Inactive Duty Training Travel
IRR — Individual Ready Reserve
ISP — Individual Service Plans
JAG — Judge Advocate General (lawyer)
JCS — Joint Chiefs of Staff
JFSAP — Joint Family Support Assistance Program
JNROTC — Junior Naval Reserve Officer Training Corps
KVN — Key Volunteer Network
LES — Leave and Earnings Statement
LDO — Limited Duty Officer
MCAS — Marine Corps Air Station

MCPON — Master Chief Petty Officer of the Navy
MEB — Marine Expeditionary Brigade
MEF — Marine Expeditionary Force
MESP — Military Spouse Employment Partnership
MEU — Marine Expeditionary Unit
MFIT — Military Families in Transition
MKC — Military Kids Connect
MOS — Military Occupational Specialty
MSCCN — Military Spouse Corporate Career Network
MWR — Morale, Welfare, and Recreation
MyCAA — Military Spouse Career Advancement Accounts Program
NAS — Naval Air Station
NAVFAC — Naval Facility
NAVSTA — Naval Station
NCO — Noncommissioned Officer
NECC — Navy Expeditionary Combat Command
NEX — Navy Exchange
NFAAS — Navy Family Accountability and Assessment System
NLSO — Naval Legal Service Office
NMC — Naval Medical Command
NMCB — Naval Mobile Construction Battalion
NMCRS — Navy-Marine Corps Relief Society
NOK — Next of Kin
NOSC — Navy Operational Support Center
NPS — New Parent Support
NROTC — Naval Reserve Officer Training Corps
NSF — Naval Support Facility
OCNR — Office of the Chief of the Navy Reserve
OCS — Officer Candidate School
OMBUDSMAN — Official liaison between a command and its families
OOD — Officer of the Deck
OPSEC — Operational Security
OSO — Operational Support Officer
OPNAV — Office of Chief of Naval Operations
OSD — Office of the Secretary of Defense
OCONUS — Outside Continental United States
PAO — Public Affairs Officer
PCO — Prospective Commanding Officer
PCS — Permanent Change of Station
PHOP — Psychological Health Outreach Program
POC — Point of Contact

POD — Plan of the Day
POE — Port of Embarkation
POW — Plan of the Week
PSD — Personnel Support Detachment
PTSD — Posttraumatic Stress Disorder
PXO — Prospective Executive Officer
RAP — Relocation Assistance Program
RAPIDS — Real Time Automated Personnel Identification System
RC — Reserve Component
RCC — Reserve Component Command
ROTC — Reserve Officers' Training Corps
RWW — Returning Warrior Workshop
SADT — Special Active Duty for Training
SARP — Sexual Assault Prevention and Response
SATO — Scheduled Airlines Ticket Office
SBP — Survivors Benefit Plan
SEA — Senior Enlisted Advisor
SEL — Senior Enlisted Leaders
SELRES — Selected Reserve
SECDEF — Secretary of Defense
SECNAV — Secretary of the Navy
SGLI — Servicemen's Group Life Insurance
SITREP — Situation Report
SMCR — Selected Marine Corps Reserve
SOCNAV — Servicemember's Opportunity Colleges
SOPA — Senior Officer Present Afloat
SPACE A — Space Available
TAD — Temporary Additional Duty
TAMP — Transition Assistance Management Program
TBD — To be determined
TDP — Tricare Dental Plan
TDY — Temporary Duty
TLA — Temporary Lodging Allowance
TNR — The Navy Reservist
TO — Transportation Office
TRICARE — Health Care Program for the Uniformed Services
TSP — Thrift Savings Plan
UA — Unauthorized Absence
UCMJ — Uniformed Code of Military Justice
USERRA — Uniformed Services Employment and Reemployment Rights
Act of 1994

USO — United Service Organizations
VA — Department of Veterans' Affairs
WAAN — Wide Area Alert Network
WO — Warrant Officer
XO — Executive Officer
YRRP — Yellow Ribbon Reintegration Program

CHECKLIST FOR HELPING KIDS COPE AND STAY CONNECTED TO THEIR DEPLOYED PARENT

- Encourage your child to talk with the parent who is deploying to share feelings and worries.
- Make a “date” with your child to do something special together—with the deploying parent before he or she goes, and then at least once a month to have “special time” together at home. Let your child select the activity.
- Take a picture of your children with the deploying parent. Make two copies—one for your child and the other for the deploying parent.
- Encourage your child to make something special for the parent—a craft from a craft store (a small painted wooden box, a picture, a weaving). This can be part of the first care package.
- Encourage your child to write letters, send pictures, send special school assignments, sports team updates, etc.
- Get into the kitchen with your child and bake cookies to send (just wrap and pack them well!).
- Encourage your child to keep a journal or scrapbook to share when the parent comes home. This last tip is especially useful for children who are very sad or worried. Writing down their thoughts and feelings can help them cope a little better.

SERVICE MEMBER INFORMATION WORKSHEET

Work with your Sailor to complete the items listed below. This information will be necessary should you need to send a Red Cross message or request support during a deployment.

Full Name: _____

Rank/Rate: _____

Social Security Number: _____

Date of Birth: _____

Unit Assigned: _____

Unit Address: _____

Unit Commanding Officer: _____

NAVY OPERATIONAL SUPPORT CENTER (NOSC)

NOSC Location: _____

NOSC Address: _____

NOSC Contact Number: _____

COMMAND OMBUDSMAN

Ombudsman Name: _____

Ombudsman Contact Number: _____

Ombudsman Email Address: _____

COMMAND INDIVIDUAL AUGMENTEE COORDINATOR (CIAC)

CIAC Name: _____

CIAC Contact Number: _____

CIAC Email Address: _____

HOUSEHOLD CONTACTS

NAME

PHONE NUMBER

Accountant: _____

Appliance Repair: _____

Attorney: _____

Banker/Broker: _____

Electric Company: _____

Electrician: _____

Executor of Will: _____

Family Dentist: _____

Family Physician: _____

Gas Company: _____

Handyman: _____

Heat/AC Repair Company: _____

Insurance Agent: _____

Landlord: _____

Plumber: _____

Telephone Service: _____

Television/Cable Service: _____

PRE-DEPLOYMENT CHECKLIST

The following checklist is designed to help service members and their families prepare their administrative and legal affairs prior to a deployment. For Military and Family Documents, Insurance Policies, and Property Documents, place a check mark in the box on the left once both the service member and spouse have discussed where the following documents are located. In the space provided to the right, write the location of these documents to serve as a reference for the family. If an item does not apply, cross it out to avoid any future confusion.

MILITARY AND FAMILY DOCUMENTS

LOCATION

- | | |
|--|-------|
| <input type="checkbox"/> Birth certificates | _____ |
| <input type="checkbox"/> Marriage certificate | _____ |
| <input type="checkbox"/> Divorce decrees/separation agreements | _____ |
| <input type="checkbox"/> Death certificates for deceased family members | _____ |
| <input type="checkbox"/> Naturalization or citizenship papers | _____ |
| <input type="checkbox"/> Current Record of Emergency Data | _____ |
| <input type="checkbox"/> Military records | _____ |
| <input type="checkbox"/> Court orders pertaining to support and custody of legal dependents | _____ |
| <input type="checkbox"/> Legal papers/adoption papers | _____ |
| <input type="checkbox"/> Social security cards for all family members | _____ |
| <input type="checkbox"/> Social security numbers | |
| Service member: | _____ |
| Spouse: | _____ |
| Children: | _____ |
| <input type="checkbox"/> Up to date wills | _____ |
| <input type="checkbox"/> Power of attorney | _____ |
| <input type="checkbox"/> Advance medical directive (living will) | _____ |
| <input type="checkbox"/> Executor appointment | _____ |
| <input type="checkbox"/> Medical power of attorney for children | _____ |
| <input type="checkbox"/> Updated beneficiary for SGLI | _____ |
| <input type="checkbox"/> Completed family care plan | _____ |
| <input type="checkbox"/> Up to date ID cards for all family members, valid through the service member's return | _____ |
| <input type="checkbox"/> Current passports | _____ |

INSURANCE POLICIES**LOCATION** Life insurance policies

Agent: _____

Telephone: _____

 Household insurance policies

Agent: _____

Telephone: _____

 Automotive insurance policies

Agent: _____

Telephone: _____

PROPERTY DOCUMENTS**LOCATION** Deeds Mortgage information Lease agreements Automotive title (or loan papers)**ADDITIONAL QUESTIONS** Are all eligible family members enrolled in DEERS? Is the family's TRICARE enrollment current? Do family members know where to go for legal assistance?

Contact number for legal assistance: _____

 Do family members know where and how to obtain new ID cards? Are administrative and legal documents stored in a safe location?**ADDITIONAL LEGAL READINESS ISSUES FOR NEWLYWEDS** Has the service member gone to the Personnel Office with all official documents and changed his or her official records to show that he or she is married, listing the spouse as next-of-kin on the Record of Emergency Data? Has the service member, at his or her discretion, listed his or her spouse as beneficiary for government and civilian insurance policies? If so, has the service member checked with the Personnel Office to confirm? Has the service member applied for a Dependent's Identification and Privilege Card and enrolled his or her spouse in DEERS at the Personnel Office?

BASIC EMERGENCY SUPPLY KIT CHECKLIST

Additional checklists for portable, workplace, and vehicle emergency kits can be found in *Are You Ready? Guidelines for Navy Family Emergency Preparedness* located at www.nsfamilyline.org.

- Water—at least one gallon per person per day for at least three days
- Food—nonperishable food for at least three days (canned soup, meats, fruits and vegetables; canned/boxed juices, milk, and soup; powdered milk and beverages; dried fruits and nuts, granola bars, peanut butter, jelly, and crackers.) Select foods that are low in sodium and sugar. Meals Ready To Eat (MREs) may be purchased at many commissaries. If not available, they can be ordered.
- Manual can opener and small cooking stove with fuel
- First aid kit and manual (Items might include: sterile gauze, bandages, safety pins, scissors, antiseptic wipes, alcohol, peroxide, cold pack, tweezers, thermometer, hand wipes, latex-free gloves, hand sanitizer, antibacterial ointment, sunscreen, and insect repellent)
- Special items—prescription medications, eye glasses, contact lens solutions, hearing aid batteries
- Dust masks and heavy duty gloves
- Personal sanitation supplies such as moist towelettes, basic household bleach (not scented or color safe), sponges, bar soap, toilet paper, toothbrushes, toothpaste, shampoo, deodorants, razor, shaving cream, brush, comb, feminine supplies, garbage bags, and plastic ties
- Flashlight and extra batteries
- Portable, battery-powered or hand-crank radio or television and extra batteries
- All hazards NOAA (National Oceanic and Atmospheric Administration) weather radio
- Extra batteries
- Money—Cash (in small denominations), coins and credit card
- Wrench or pliers for turning off utilities
- Local maps and your Family Emergency Plan
- Your command muster information
- Any important documents, stored in a waterproof container or bag
- Cell phone and charger (Consider obtaining an extra battery.)
- Whistle
- Service Member Information Worksheet

EMERGENCY PREPAREDNESS RESOURCES

Organization	Website	Telephone	Services Offered
Ready Navy	www.ready.navy.mil readynavy@navy.mil	1-202-433-9348 DSN: 288-9348	Ready Navy is the Navy's Emergency Preparedness Program that provides information, tools, and resources to empower the Navy Family to more aptly prepare for, react, and recover when faced with any emergency, with or without advanced warning.
American Red Cross	www.redcross.org	Disaster Assistance 1-800-733-2767 Armed Forces Emergency Service Center 1-877-272-7337 or local chapter	Family Locator Assistance, basic needs, etc. See Tools and Resources to explore the Disaster and Safety Library
Command Chaplain	Name: _____ Email Address: _____	Contact Number: _____	Offer counseling to those in need
Center for Disease Control and Prevention (CDC)	www.cdc.gov and www.emergency.cdc.gov	1-800-233-4636	Gateway of information on agents, diseases, and other threats. See Emergency Preparedness and Response information.
Command Ombudsman	Name: _____ Email Address: _____	Contact Number: _____	Command-appointed individuals trained to assist command families with information and referrals

Organization	Website	Telephone	Services Offered
Commander, Navy Installations Command (CNIC)	www.cnic.navy.mil		See Emergency Management to prepare and respond to emergency situations.
Federal Emergency Management Agency (FEMA)	www.fema.gov or www.ready.gov	1-800-621-3363 1800-462-785 (TTY)	See Plan, Prepare and Mitigate for information about natural and man-made disasters and guidance to protect your family and property.
Fleet and Family Support Program (FFSP)	www.ffsp.navy.mil		Offers a variety of resources in emergency preparation and response. FFSCs often become the coordination point for management of community-wide, command-wide or personal crisis.
Military OneSource	www.militaryonesource.mil	1-800-342-9647 1-866-607-6794 (TTY/TDD)	Available 24/7 to active duty, reserve members and families. Provides info and makes referrals on child care, personal finances, emotional support and more.
National Weather Service (NWS)	www.weather.gov		Provides forecasts and warnings in the U.S., its territories, adjacent waters and ocean areas.
Navy Casualty Assistance Division	http://www.public.navy.mil/bupers-npc/support/casualty/pages/default2.aspx	1-800-368-3202 DSN: 882-2501	Provides timely and first class casualty assistance to Navy families when a Sailor is seriously ill or injured, duty status whereabouts unknown, is missing, or dies.

Organization	Website	Telephone	Services Offered
Navy Family Accountability and Assessment System (NFAAS)	https://navyfamily.navy.mil	Emergency Call Center 1-877-414-5358 1-866-297-1971 (TDD)	NFAAS is a standardized system to account, manage, and monitor the recovery process for Navy personnel and their families affected by a catastrophic event.
Navy-Marine Corps Relief Society (NMCRS)	www.nmcrs.org	1-800-654-8364	Provides financial, educational and other assistance to members of the Naval Services, eligible family members and survivors when in need.
Navy Personnel Command (NPC)	http://www.public.navy.mil/bupers-npc/Pages/default.aspx	1-866-U-ASK-NPC 1-866-827-5672 DSN: 882-5672	NPC Customer Service Center
Navy Reserve	www.navyreserve.navy.mil		Click on Sailors for information on deployment, resources, and benefits.
Naval Services FamilyLine	www.nsfamilyline.org	1-877-673-7773 1-202-433-2333	Visit our website to download publications, Family Emergency Plan forms and Emergency Contact Cards.
TRICARE	www.tricare.mil	1-877-874-2273 North 1-800-444-5445 South 1-877-988-9374 West	For all emergency care, be sure to notify them within 24 hours, so on-going care and proper authorization is obtained.
US Department of Homeland Security	www.dhs.gov	202-282-8000	Educates and empowers Americans to prepare for emergencies.

