

2017

# FAMILY EVACUATION GUIDE DISTRICT 8



United States Coast Guard

District 8

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# PREPARATIONS

## Overview

This booklet provides guidance on how you and your family should prepare for, and if necessary, survive through a hurricane. **NOW** is the time to prepare for a hurricane, **NOT** when it is 72 hours away. Take the time to read this information and take action to prepare yourself and your family. This booklet is designed to walk you through the various stages of hurricane preparation, and discusses the recommended actions you and your family should take in the event a hurricane threatens the area. A copy of this guide and other hurricane preparedness information is accessible on the District 8 web page (<http://www.uscg.mil/d8/hurricaneresources.asp>).

In addition to this guide, hurricane preparedness information that is specific to the Louisiana area can be obtained at the Governor's Office of Homeland Security & Emergency Preparedness website (<http://www.getagameplan.org/>).

It's never too early to begin preparations for the hurricane season. Hurricanes are a part of life on the Gulf Coast, and having a plan in place will save you and your family a lot of aggravation. This guide is designed to assist you in making some necessary preparations prior to a major tropical storm or hurricane.

## Why Worry?

The National Hurricane Center classifies hurricanes according to their potential for producing extensive damage on a scale of 1 to 5. Much of the damage caused by a hurricane is a result of a "storm surge", which is defined as an abnormal rise of water generated by a storm, over and above the predicted astronomical tides. This surge of water can exceed 20 feet in height depending upon the strength of the hurricane and tide conditions. Storm surge flooding has caused more deaths than hurricane winds. A storm surge is not to be confused with a tidal wave or tsunami. The surge is a large amount of water with heavy wave action on top of it, and can last for several hours. In a deep ocean, this huge dome of water sinks and flows away, but as the storm nears land the rising sea floor blocks the water's escape and comes ashore as a deadly flood. During high tide, the storm surge will be even deeper and more extensive.

Coast Guard active duty members are often required to work before, during and after a hurricane, making it necessary for their family members to evacuate and deal with post storm issues on their own. It is for this reason that hurricane/disaster preparedness is so important for Coast Guard families. Having a communications and evacuation plan before a hurricane threatens, is vital to your family's safe and successful evacuation. Additionally, protecting your personal property and having adequate supplies to live comfortably after the storm, is equally important. This checklist is not all-inclusive, and should by no means be the sole source of information used to make your hurricane/disaster preparations. It is however, a solid compilation of items that experienced Gulf Coast hurricane "veterans" have identified to be helpful.

You should discuss your Family Disaster Plan as a group so everyone understands what to do in the event of a disaster. Also, be sure to carefully consider the different needs of each person in your household and make sure any special needs are included in your plan. Members of your household that might have special needs include babies, infants, small children, elderly persons and any persons with disabilities.

### **How Are Hurricanes Classified?**

The following table is a breakdown of the average wind speed for each of the five hurricane categories:

<b><u>TYPE</u></b>	<b><u>CATEGORY</u></b>	<b><u>WINDS (MPH)</u></b>
<b>Depression</b>		<b>&gt;35</b>
<b>Tropical Storm</b>		<b>39-73</b>
<b>Hurricane</b>	<b>1</b>	<b>74-95</b>
<b>Hurricane</b>	<b>2</b>	<b>96-110</b>
<b>Hurricane</b>	<b>3</b>	<b>111-130</b>
<b>Hurricane</b>	<b>4</b>	<b>131 - 155</b>
<b>Hurricane</b>	<b>5</b>	<b>&gt;155</b>

# FAMILY CHECKLISTS

## Important Information To Include in Your Disaster Plan

Preparing for hurricanes can be costly and requires advance planning for those living in a potential coastal hurricane impact zone. The following outlines potential expenses for a family of four:

- Disaster supply kit. This kit includes supplies such as water, food, first aid, clothing, bedding and special needs items. Most of these supplies can be found around your home, but plan on spending an additional \$100-200 on the items you don't already have. **Don't forget to rotate and replace expired items throughout the year.** (see Detailed Checklists for recommended items on pages 5-14)
- Securing the home. A home of 1400 square feet with 11-13 openings requiring 5/8 inch plywood, visqueen, screws or plylocks can cost over \$500.00. This may seem excessive, but is nothing compared to the costs associated with repairs to your home after experiencing storm damage.
- Evacuation. USCG families receive some reimbursement for travel expenses associated with mandatory evacuations. However, this reimbursement does not cover all expenses.
- Boarding your pets. Average boarding costs can be \$15-20 per night, some evacuation sites allow pets, but check first to confirm.
- Cash on hand. It is a good idea to have ample cash on hand, because credit card and debit/ATM usage can be limited during power outages.

## Anticipating Needs / Beating the Crowds

There are a few things you can do prior to the storm's arrival to make your life easier:

- Keep your vehicles fueled during hurricane season. Always have at least a half tank, and when a storm begins to threaten the Gulf, top your vehicles off. The closer the storm gets, the longer the lines can be and local fuel supplies may be exhausted.
- Prepare your home *before* hurricane season. The time to purchase lumber and cut and fit boards is before the necessary supplies are depleted from local home improvement stores. There is nothing worse than trying to prepare under the pressure of an approaching storm, particularly with USCG duties calling you.
- Purchase and store your supplies (bottled water, non-perishable food etc.) *before* the season begins.
- Review your insurance coverage *before* the season begins. Ensure nothing has changed, and you are covered for damage associated with hurricanes. Remember that most policies/changes for coverage require a 30 day waiting period to take effect. Review your requirement for wind and flood coverage. Remember, most policies do not cover wind and flood related damage, and some may require Federal Flood insurance to meet this need.

- Complete a property inventory *before* the season begins. Use a video camera and keep the tape in a safe location. Ensure you have appraisals for antiques and special items.
- Ensure your roof is in good condition.
- Ensure you have performed routine maintenance on shrubs and trees around your property.

### **Plan for Family Notification and Communication**

It is important to have a plan for your family and relatives to stay in touch. This section provides information and suggestions for helping your family before and after a storm. For information on how the Coast Guard maintains accountability of personnel and dependents, see page 17.

When a disaster strikes your area, it is easier to make an out of state call than to try and reach your relatives and friends experiencing the same disaster locally. Therefore, everyone involved should decide on one out-of-state contact number. This will serve as your communication message center, so choose wisely who you entrust with this responsibility. You may also want to consider an out-of-area code for your cell phone.

#### **Criteria for Contact Person:**

- Someone who responds well under stress
- Has call waiting
- Has voice mail or an answering machine

#### **The Rules Are Simple:**

- Everyone in the family, wherever they are, must use that number to relay their condition, whereabouts, and personal messages.
- Everyone must memorize that number. For infants, toddlers, or special needs children, write the number visibly on what they are wearing.
- Teach everyone that will be using this number how to place a phone call without money (collect, phone card, etc.).

**Regrouping And Location Plan:** In the event that you are separated from one another, have a regrouping location that is known to everyone. This is especially important for those families who have members that are working out of the area, offshore employees, and emergency service providers.

- **Family out of town contact person and number** \_\_\_\_\_
- **Family regroup location** \_\_\_\_\_

### **Children**

A disaster can be a very scary and difficult time for everyone, especially for young children. The effects of a disaster may cause your family to leave your home and sleep somewhere else for awhile. Living in an unfamiliar place can be confusing to a child, so it is important that

you plan ahead and bring things that will comfort them. It's smart to put together a "Kid's Activity Survival Kit" so they will have things to do and share with other kids. These can all be stored in a backpack or small duffel bag. Just be sure it can be carried easily.

***Some suggested items for your Kid's Activity Survival Kit:***

- A few of their favorite books
- Crayons, pencils or marking pens, plenty of paper, scissors and glue
- One or two of their favorite toys, such as a doll or action figure
- Board game and a deck of cards
- A puzzle (One with lots of pieces is good, it takes a long time to do!)
- Small people figures and play vehicles that you can use to play out what is happening during your disaster, such as an ambulance, fire truck, helicopter, dump truck, police car, small boats
- Favorite stuffed animal or puppet
- Favorite blanket or pillow
- A "keep safe" box with a few treasures that make them feel special

**Pets**

You would not leave your child behind, so **do not** leave your pets. All pet owners should make arrangements for their pets if they plan to evacuate. Remember, many disaster shelters cannot accept pets because of health and safety regulations, so be sure to contact your local shelter to find out about their pet policies. Service animals for people with disabilities are an exception. For shelters that allow pets, you must provide proof of updated license and vaccinations. Do not wait to have your pet vaccinated, since many vaccinations can take 3-4 days to take effect and may not be acceptable by disaster shelters if performed at the last minute. All pets must also be in an "airline approved" pet carrier.

If you cannot take your pets with you, make arrangements ahead of time with a safely located clinic or kennel to care for your pet. These arrangements should be made well in advance because available space can fill up quickly during times of disaster.

***Here are important items to have for your pet in the event of a disaster:***

- Vaccination papers  
(Be sure your vet includes vaccinations for Kennel Cough, Parvo, and Distemper)
- Leash
- Harness &/or Collar with Pet's Identification Tag
- Pet food and water
- Food and Water Bowl
- Medications, as needed
- Name and contact information of your pet's veterinarian
- Recent Picture of Pet
- "Airline Approved" Pet Carrier  
(Carriers should be large enough for the animal to stand up, sit, and turn around)
- Cat Litter and Litter Pan for cat(s)



- Muzzle for dog(s)

***Never leave your pets at your home if you choose to evacuate.*** Remember, "If it's dangerous for you, it's dangerous for them."

### **Food**

It is recommended to have at least three day's supply of non-perishable food in your home or place of shelter. Non-perishable means food that can stay good for a long time without needing to be refrigerated. It is also good if the food does not need to be cooked. Keep food in a dry, cool location.

Remember to replace your food supplies every six months to ensure freshness. A good way to remember when to replace your foods is by doing so at the same time when you change your clocks for Daylight Savings.

#### ***Here are some food supply suggestions:***

- Ready-to-eat canned meats, fruits and vegetables
- Canned juice, milk and soup (canned or dried)
- Pasta or rice
- High energy foods, like peanut butter, granola bars, trail mix
- Powdered coffee or tea
- Dried fruits and nuts
- Bread and crackers
- Sugar, salt and pepper
- Fun foods! Like cookies, hard candy, lollipops
- Special food for babies or older people
- Milk – long shelf life boxed milk, powdered/evaporated
- Gatorade/10K etc. Heavy work in hot conditions requires liquids to replenish fluids/salts
- Cheeses that do not require refrigeration

Along with your food supply, it is necessary to collect all the items that are ***necessary for food storage, cooking, eating, and cleaning:***

- Camping stove with extra gas
- Gas BBQ grill with extra gas or
- BBQ grill with extra charcoal and lighter fluid.
- Outdoor cooking pots, pans, plates and utensils
- Disposable plates, cups, and eating utensils
- Sponges, soap and other cleaning supplies
- Napkins, towels and paper products
- Manual can opener
- Ice cooler/Ice chest



### **Sanitary And Hygiene Needs**

- Paper towels/toilet paper
- Liquid detergent
- Disinfectant
- Garbage can/bucket with tight fitting lid (emergency toilet)
- Plastic garbage bags
- Bug repellent, bug spray and bug bombs.

### **Communications, Lights, and Safety**

- Battery operated radio and/or TV
- Waterproof flashlights
- Extra batteries
- Lantern with fuel
- Chem-light sticks
- Lighter or waterproof matches
- NOAA weather radio
- Cell phone & charger
- Fire extinguisher
- Work gloves, safety glasses, First Aid kit
- Shovel hand saw, axe and work knife

### **Clean-Up And Recovery Supplies**

- Camera to record damage prior to clean up for insurance
- Mops/Brooms/Brushes/sponges
- Buckets/hose
- Towels, old blankets, rags
- Plastic yard bags
- Rubber gloves, leather gloves
- Disinfectants/bleach
- Portable fan/hair dryer
- Detergents, hand soap
- Plastic sheeting/heavy clear plastic, blue tarps for temporary roof patching

### **Water**

#### **Drinking Water**

Storing drinking water is one of the most important things you can do before a disaster. In a disaster, water pipes may be broken or the water may become contaminated. To be ready, you should have at least a 3-day supply of drinking water at your home. Shelf life for water is about two years. ***Plan to have at least one gallon of water for each person per day.***

### **Water Storage Tips**

Buying 1 Gallon jugs of bottled water is suggested, but you can fill your own water containers if needed. Be sure to store your water in “marked” plastic containers. 2 liter plastic soft drink bottles are fine for use, but do not use milk cartons or glass bottles!

### **Cooking and Hygiene**

You will also need one gallon of water for each person per day for things like cooking and personal hygiene (like brushing your teeth). Do not forget extra water for your pets!

### **Other Water** (for toilets, etc.)

You can fill your bathtubs to retain water for cleaning and flushing toilets. Other “non-potable” water sources in your home are water beds and hot water tanks.

### **Ice And Refrigeration**

Ice is an important item to have in times of disaster, especially when living in a hot, tropical climate such as the Gulf Coast. To be prepared, you should have a 3-day supply of ice ready. Plan to have about one 5 lb. bag of ice for each day. In order to keep your refrigerator and frozen foods longer, you can freeze bottles or jugs of water prior to the storm and keep them in the freezer, and limit opening the refrigerator/freezer. Turn your refrigerator/freezer thermostat to their coldest setting prior to the storms arrival.

### **Freezer**

- A full freezer may last up to 72 hours if you minimize opening it. Put all foods that could defrost first on the left side of your freezer for minimum door opening.
- Use the most vulnerable frozen items first
- Use dry ice if available. This will prolong the freezer for an extra couple days.
- You can refreeze thawed foods only if they still contain ice crystals or feel cold.
- Seafood and ground meats need to be cooked first. These foods can be cooked outdoors, and are rich in protein

### **Refrigerator**

- Use items most vulnerable to heat first (Yogurt, milk, butter, margarine, eggs cream cheese (if still cool to touch) can be used. **When in doubt, throw it out.**
- Condiments, jams, jelly, syrup, hard cheese, fruits, vegetables, nuts, and peanut butter should be salvageable and will make high energy lunches and snacks

### **First Aid And Medical Supplies**

During a disaster, you or a family member may become injured and emergency medical assistance may not be available until after the storm passes. A First Aid Kit will be needed to treat an injured person, so be sure to keep a first aid manual and basic medical supplies in your First Aid Kit. Having these basic supplies will allow you to assist someone who has been injured. Remember, many injuries are not life threatening and do not require immediate medical attention. Knowing how to treat minor injuries can make a difference in an emergency. Also, it is recommended that you and other family members take a first aid class.

*Here are some items you should have in your First Aid Kit:*

- First Aid Manual
- Sterile adhesive bandages of different sizes
- Sterile gauze pads
- Hypoallergenic adhesive tape
- Triangular bandages
- Scissors
- Tweezers
- Sewing needle
- Moistened towelettes
- Antiseptic
- Thermometer
- Tube of petroleum jelly
- Safety pins
- Soap
- Latex gloves
- Sunscreen
- Aspirin or other pain reliever
- Anti-diarrhea medicine
- Antacid
- Laxative
- Activated charcoal
- Burn medication
- Rubbing alcohol
- Hydrogen peroxide

### **Prescription Medications**

It is important that you have at least two weeks worth of prescription medications on hand.

### **Protecting / Saving Important Documents**

Secure all these items in waterproof containers and store safely or take with you when you evacuate. Make additional copies in the event they are destroyed.

- Social security cards
- Birth certificates
- Marriage and death records
- Drivers license
- Cash and credit cards
- Wills
- Insurance policies
- Deeds and mortgages

- Stocks and bonds
- Bank account records
- Property inventory
- Small valuables/cameras, jewelry
- Computer backups

### **Memorabilia/Irreplaceable**

Family photos of generations past, your children’s mementos, or valuable heirlooms cannot be replaced. Placing these items in safe storage, such as a safety deposit box, is a wise choice. Send photo negatives for safe keeping to a friend or family member outside of the hurricane area. ***Make a list in advance of exactly what you will take with you if you evacuate.*** Anything you leave behind should be safeguarded for possible water damage in plastic bins.

### **Basic Tips For Preparing Your Home**

***Please refer to the Red Cross checklist or those published by your local home improvement center for details on preparing your home for storms. On the Gulf Coast, storm shutters or fitted boards are a must to protect your home. While expensive, a portable generator is a good investment. Experience from Hurricanes Ivan and Katrina show that power was out in most neighborhoods for up to two weeks following the storm. Those with portable generators found themselves much more comfortable, particularly when accompanied by a small 110 volt window AC unit to keep one of their rooms cool.***

### **Evacuation**

For USCG families, you must plan on evacuating **without** the active duty member. The decision for reimbursable CG dependent evacuation to a designated safe haven site is typically made early. D8 will pass information to the member, who should keep their families advised of the evacuation status. It is a personal family decision on when to evacuate, but experience has shown us that ***EARLY*** is always better. There is safety in numbers, so consider using the “buddy system” when you evacuate. Drive times during hurricane evacuations can quadruple... plan for 4X the normal drive time.

#### ***When told to evacuate:***

- Stay Calm!
- Ensure your car is fueled and check your spare tire/jack
- Take along 3 days of supplies mentioned on page 8/emergency car kit on the next page
- Take a battery powered radio
- Flashlights with extra batteries
- Extra set of car keys
- Credit cards/cash
- Special items for infants, elderly disabled family members traveling
- Pre-determined important documents/valuables/household inventory

### **Emergency Car/3 Day Shelter Evacuation Kit**

- Battery Powered radio/extra batteries
- Flashlight/extra batteries
- Blanket/pillows sleeping gear
- Booster Cables
- Fire Extinguisher
- Personal hygiene items
- First Aid Kit/Medications
- Bottled Water
- Baby food, formula, diapers, wipes (if applicable)
- Non-perishable high energy foods
- Maps
- Extra clothing as required
- Pet Carriers/Pet Supplies
- Portable Ice chest w/ice
- Pack car to allow access to spare tire/jack etc (do not over pack)

### **Before You Drive Out**

- Make final preps to your home. Turn off electricity at main box, secure gas, cooling and ventilation systems.
- Lock up home. Let trusted neighbors know when you leave and where you intend to go.
- Ensure you have made arrangements for your pets (evacuation site allowing pets or boarding). [See PAGE 7]
- Ensure all communications requirements have been arranged (i.e., 3<sup>rd</sup> party contact, USCG evacuation communications requirements). [See PAGES 6, 17 and 22]
- Use recommended evacuation routes, listen to emergency radio broadcasts regarding evacuation. [See PAGE 15]
- Empty your refrigerator and freezer. Once power is lost the food will spoil rapidly and leak out into your home. [See PAGE 10]
- Once you arrive at the safe haven, make contact with a CG evacuation representative and your out of town third party contact. [See PAGE 17]

### **Returning Home**

- If you evacuated the area, listen for the local authorities to announce the "ALL CLEAR" letting you know it is safe to return home.
- Check for damage in your home (*Use flashlights – do not light matches, candles, or turn on electrical switches in case of a gas leak*).
- Contact your insurance provider to report any damages.
- Clean up spilled medicines, bleaches, gasoline and other flammable liquids immediately.

- Call your Out of Town Contact and other family members to let them know you are OK and have returned to your home.
- Check on your neighbors, especially elderly or disabled persons.
- Repair or block off access to anything in your home that is damaged and could cause injuries.
- Stay away from downed power lines.
- Use caution on the return road. Be alert for possible criminal activity on the road or around your home.

## SAFE HAVEN (MEMPHIS, TN)

### Overview

Memphis, TN, is the designated Safe Haven for dependents of D8 personnel, as well as those personnel not actively involved with Continuity of Operations during a disaster or other event requiring D8 to relocate. Memphis is approximately 400 miles north of New Orleans, LA, along I-55. **Phone for Base Detachment (Det.) St. Louis, MO: (314) 269-2300**

### Memphis, TN

IMT members should refer to Enclosure 5 of the Continuity of Operations Plan. PAGE 19 includes information and details on things such as per diem, evacuation orders and other frequently asked questions. Also, members can refer to the Hurricane Season training PowerPoint located on the Coast Guard Portal D8 Contingency Planning Branch's web page.

## HOW TO GET TO MEMPHIS, TN

### Driving Directions

Depending on your location at the time you start your evacuation to the safe haven, you have a couple of routes that you may want to consider taking. The following information being provided is based on the expectation that all roads are open and that the Louisiana Contraflow routes have not been implemented. Be sure to check your local traffic reports and make plans to have more than one driving route option. Two possible options are included below:

#### Option 1:

Take I-10 West to I-55 North Memphis, TN.

#### Option 2:

Take I-10 East to I-59 North

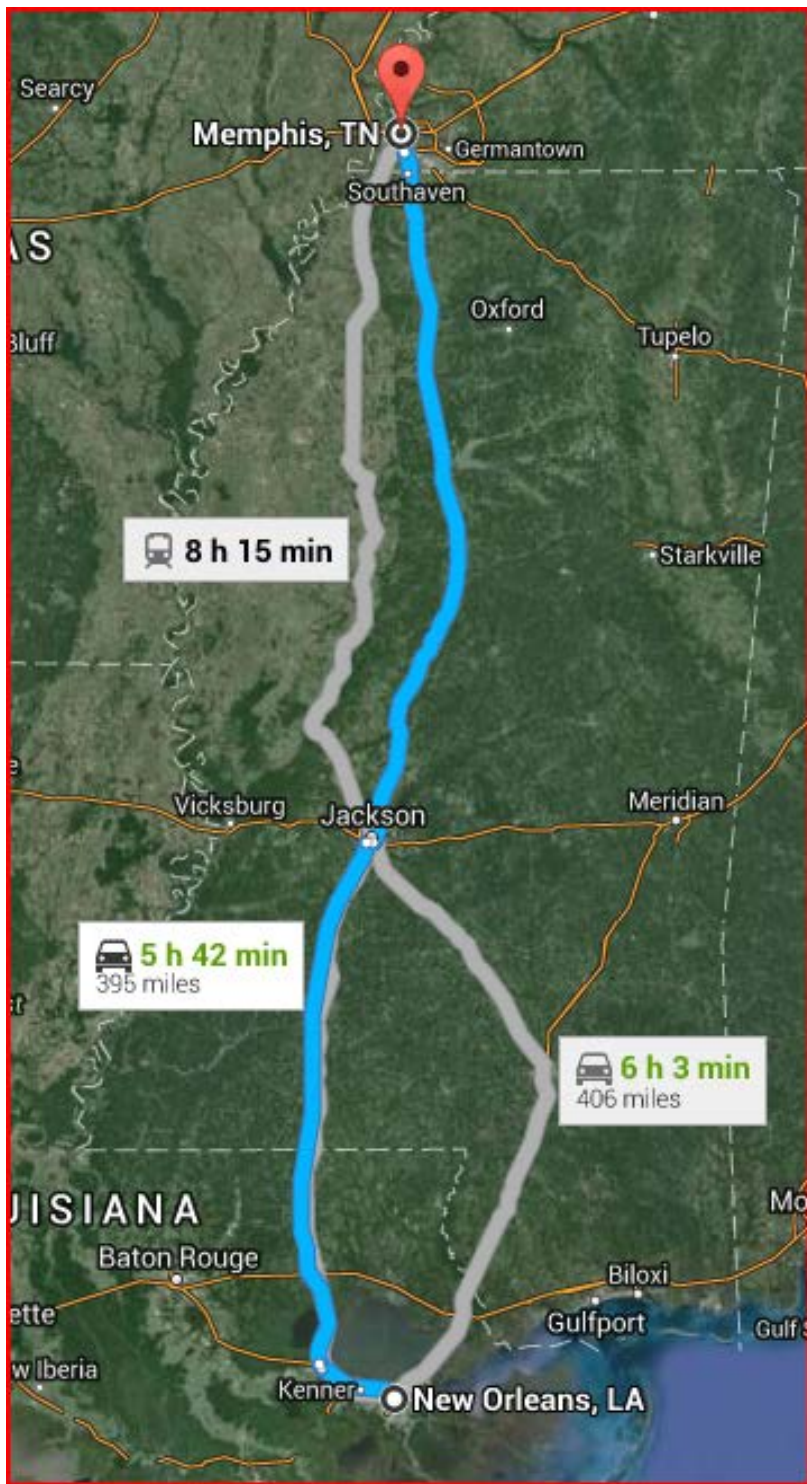
Take exit 67B to merge onto US 49 N toward Jackson

Take the I-20 W/I-55/US-49 N ramp to Jackson

Keep right at the fork, follow signs for Interstate 55 N/Jackson/Grenada and merge onto I-55 North

Take I-55 North to Memphis, TN.





## Safe Haven

- Memphis is the central rallying point for dependents and CG personnel and not directly involved with responding to the event that caused the evacuation.
- Base Det. St. Louis will provide support at a designated hotel, which will be announced as part of the evacuation. The support personnel will also ensure entitlements have been started.
- While the Coast Guard Personnel Accountability and Assessment System (CGPAAS) should ensure everyone is accounted for, CG personnel and dependents should check in just in case the system fails.
- Attempts will be made to locate D8 personnel in a single hotel or as close together as possible, but the situation may prevent that.
- Members will be responsible for their pets. Base Det. St. Louis will attempt to provide information on which hotels in the area allow pets.

## Accountability

- After the storm, the Commanding Officer must ensure 100 percent accountability for all CG personnel and dependents and report the status via his/her chain of command. CGPAAS will provide an automated method to determine the status of all D8 personnel.
- The system will initiate a text, email and automated call to the phone numbers in Direct Access. Only one response is necessary, if you respond more than once, ensure your answer is consistent unless your status changes. CGPAAS will allow members and dependents to independently report their status as:
  - Safe and not displaced.
  - Safe and displaced.
  - Not safe and not displaced.
  - Not safe and displaced.
- Any response other than “Safe and not displaced” will trigger a follow-up by response personnel, so ensure that the correct information is sent to CGPAAS to prevent resources being wasted. For this process to work, **all Coast Guard personnel are required to keep up-to-date contact information for themselves and their dependents in Direct Access.**

## When To Return

- Listen to local authorities to determine when it is safe to return home, but be aware that the District Commander determines when evacuation allowances begin and end [See PAGE 19]. When the District Commander has made the determination that it is safe for personnel to return, the Evacuation Order will be cancelled. CG personnel shall notify their supervisors when their dependents are returning home.

- The District Commander's decision for dependents to return will be announced using the Coast Guard's Alert Warning System. The automated system will attempt to deliver the information to all Active Duty, Reserve and civilian personnel. Individual members will need to pass the information on to their dependents.
- Supervisors will contact their personnel to confirm the receipt of the Evacuation Order's cancellation.
- Depending on the time when the order is cancelled, dependents will be expected to return home the same day or the following morning.

# EVACUATION ALLOWANCES

## Overview

All information regarding evacuation entitlements can be found in Chapter 6 of the Joint Travel Regulations; this section will provide an abbreviated summary.

It is the Coast Guard's policy to reimburse members for the cost of relocating themselves and their families when the District Commander orders an evacuation. It is important to understand that civil authorities may recommend or order an evacuation, and the District Commander may not. **Entitlement allowances are only authorized when the District Commander orders an evacuation.** Personnel who elect to evacuate without the District Commander's authorization for entitlements will not receive reimbursement for evacuation.

If time allows, you may be issued travel orders in the event evacuation entitlements are authorized. Because of the expected difficulties to be encountered in preparing for an evacuation, it is likely that travel orders will be provided *after* the hurricane. **You should not expect advance payment entitlements. You should be prepared to bear the initial expenses you incur in an evacuation for such things as food and lodging.** Travel orders will be delivered to you before or when you return to work.

## **THE FOLLOWING INFORMATION ON REIMBURSEMENTS IS IMPORTANT!!!**

- Transportation: Maximum transportation reimbursement will not exceed reimbursement for the round-trip mileage between New Orleans, LA and Memphis, TN regardless of your evacuation destination.
- Per Diem: Maximum per diem reimbursement will not exceed the rate authorized for Memphis, TN regardless of your evacuation destination. **Receipts for expenses of \$75.00 and above are required. Receipts for lodging in any amount are required.** Receipts for meals are not required. **If you relocate and reside with friends or relatives, you will not be authorized per diem reimbursement regardless of payment.**
- Per Diem is paid at the full rate for the first 30 days of the evacuation to members and family members over age 12.
- Per Diem is paid at 50% rate for the first 30 days of the evacuation to family members under age 12.
- Per Diem is paid at 60% for family members over age 12 and 30% for family members under age 12 on the 31<sup>st</sup> and subsequent days of evacuation.
- More information can be found at <http://www.uscg.mil/ppc/travel/evac.asp>.

## Evacuation Eligibility

The following personnel are eligible for the evacuation entitlement in the event of evacuation:

- Active duty personnel (includes Reservists performing active duty of 30 days or more)
- Civilian employees
- Dependents of Active Duty and Civilian Employees

### **Filing Travel Claims**

Members will be required to file their travel claims (with appropriate documentation) as soon as they return to the permanent duty station.

## **OTHER ASSISTANCE**

### **Overview**

There are many local agencies that offer assistance before and after a hurricane strikes the area. In this chapter, we hope to give enough information to get you started on whatever your needs might be.

### **American Red Cross**

Members of the U.S. Armed Forces do not have to be actively deployed to benefit from American Red Cross support. The Red Cross provides services to 1.4 million active duty military members and their families. Our services are available to all branches of the military. The American Red Cross wants members of the military to get to know us before you need us. All too often, service members do not know about available Red Cross services until they are mobilized. Knowing in advance that communication links, access to financial assistance and counseling will be available in an emergency brings peace of mind to the military members and to the families from whom they are separated. Similarly, knowing that Red Cross services are available to service members and their families provides a safety net in times of need.

If you have immediate emergency needs for food, clothing, shelter, or medical care, contact one of the local offices of the American Red Cross. **You can call their toll-free number at 1-800-733-2767.** (Option 5)

### **FEMA and Ready.gov - Prepare. Plan. Stay Informed.**

Ready.gov provides some of the things you can do to prepare for the unexpected, such as making an emergency supply kit and developing a family communications plan, are the same for both a natural or man-made emergency.

However, there are important differences among potential emergencies that will impact the decisions you make and the actions you take. Learn more about the potential emergencies that could happen where you live and the appropriate way to respond to them.

In addition, learn about the emergency plans that have been established in your area by your state and local government.

Emergency preparedness is no longer the sole concern of earthquake prone Californians and those who live in the part of the country known as "Tornado Alley." For Americans, preparedness must now account for man-made disasters as well as natural ones. Knowing

what to do during an emergency is an important part of being prepared and may make all the difference when seconds count.

Some members may be able to get assistance through the Federal Emergency Management Agency (FEMA). If you feel you qualify for assistance, call one of the below numbers.

#### Disaster Aid Hotlines

[1-800-621-FEMA \(3362\)](tel:1-800-621-FEMA)

[1-800-462-7585 \(TTY\)](tel:1-800-462-7585)

#### **Employee Assistance Program**

To use the program, eligible beneficiaries may access the EAP directly by calling [1-855-CGSUPRT \(247-8788\)](tel:1-855-CGSUPRT) to schedule a consultation; the EAP contractor customer service representatives will require the caller's name, a brief description of needed assistance, and a telephone number at which a local counselor may contact the caller. The EAP assessment and short-term problem solving are provided at no cost to the employee or immediate family. Here are just a few of what EAP has to offer:

- Marital and Relationship
- Parent-child
- Child Behavioral Problems
- Substance Abuse
- Emotional and Stress
- Job-related
- Household/Family Budgeting
- Extended Family
- Legal Assistance

# CELL PHONES AND IMPORTANT PHONE NUMBERS

## Cell Phones

Communications will be difficult or impossible during and immediately following a hurricane. Expect cell reception to be limited or non-existent after a hurricane. However, text messages rely on the control channel that cell towers transmit. This means that even if it looks like a phone does not have a signal or phone calls will not connect, members may be able to send information via text message. **Be aware that this only applies to Short Message Service (SMS) texts. Individuals may need to change from Multimedia Message Service (MMS) to SMS in the phone settings.**

## Important Phone Numbers

<a href="#">Emergencies</a>	<a href="#">911</a>
<a href="#">Non-Emergencies</a>	<a href="#">1-504-821-2222</a>
<a href="#">Road Conditions</a>	<a href="#">511</a>
<a href="#">Poison Control</a>	<a href="#">1-800-222-1222</a>
<a href="#">National Center for Missing &amp; Exploited Children</a>	<a href="#">1-800-843-5678</a>
<a href="#">New Orleans Area Water &amp; Sewer</a>	<a href="#">1-504-529-2837</a>
<a href="#">Entergy New Orleans</a>	<a href="#">1-800-368-3749</a>
<a href="#">D8 Hurricane Information Line</a>	<a href="#">1-800-787-8724</a>
<a href="#">D8 Hurricane Info (backup)</a>	<a href="#">1-866-263-2656</a>
<a href="#">Locate Missing Children</a> <b>(Call Local Law Enforcement First)</b>	<a href="#">1-800-426-5678</a>