

USS ANTIETAM (CG 54)

Commanding Officer (CO)

CAPT Robert Tortora

Executive Officer (XO)

LCDR Jeremy Aujero

Command Master Chief (CMC)

CMDCM Reinaldo Rosado



HANDBOOK

USS ANTIETAM (CG 54) COMMAND SUPPORT TEAM

Ombudsman

(619) 687-7961

A family member's first point of contact should be the Ombudsman. If there is a situation that requires immediate attention and you cannot reach the Ombudsman, you should contact another member of the Command Support Team (hereafter called CST). If you are unable to reach any of these representatives, and an urgent situation needs

immediate attention contact

SURFPAC Ombudsman at (619) 556-7422.



COMMAND SUPPORT TEAM

USS ANTIETAM (CG 54) OMBUDSMAN

The Ombudsman is the primary link between the families and the Command. She is a reliable source of information and can be assisted by other members of the CST. The Ombudsman abides by the established policies of the Navy Family Ombudsman Program.

The Ombudsman is a mandated reporter for:

- All suspected child abuse/neglect
- Alleged spouse abuse
- Suspected/potential homicides, violence, or life endangering situations
- All suspected/potential suicide risks
- Issues identified by the Commanding Officer as reportable: Drug and/or Alcohol abuse

The Ombudsman is authorized to:

- ⇒ ***Maintain the highest degree of confidentiality***
- ⇒ Serve as a reliable source of information
- ⇒ Pass information between the families and the Command
- ⇒ Help cut through “red tape” to resolve issues
- ⇒ Advocate for families
- ⇒ Bring items to the Command’s attention when necessary
- ⇒ Refer people in need of assistance to various helping agencies such as Red Cross, Navy Marine Corps Relief Society, Fleet and Family Support Center, and civilian agencies

The Ombudsman is not authorized to

- x Assume ownership of “problems”
- x Provide or recommend baby-sitting services
- x Provide transportation of any sort
- x Approve emergency leave or bring service members home (See Emergency Leave)
- x Move anyone into or out of housing

OMBUDSMAN’S ROLE

CUT IT OUT!

Rumors are one of the most destructive things that can happen within a Command. Rumors can lower morale and create tension among service members and their families. We can all help control rumors by squelching them when we can, and by encouraging others not to pass them along. Always contact the Ombudsman to get the latest **official** information.

The E-mail/Phone Tree is activated by the Ombudsman. It is used to quickly disseminate important news such as the ship's arrival time/date (when unclassified), official ship information, mail drops, etc...

- ◆ It is **VERY IMPORTANT** to keep the Ombudsman and your phone tree caller informed of any changes to your phone number in addition to any out of state trips.
- ◆ Phone tree messages **WILL NOT** be left on an answering machine-you **MUST** call back your phone tree caller
- ◆ Remember that all phone tree callers are spouses that volunteer their time so please be courteous and return their calls.

As we conduct the business of training, equipping and deploying naval forces around the world to combat terrorism, a review of classification and disclosure policies is warranted to ensure we properly safeguard the information that supports these critical operations.

The proper disclosure of both **classified** and **sensitive unclassified** information to only those individuals with appropriate clearance and/or a need to know is the strongest protection available.

The following are examples of information which is classified at least **confidential** and should be disclosed to only authorized individuals:

- ◇ Discussion of any ongoing or future operations to include details of specific combat missions, force movements, and deployment schedules
- ◇ Disclosure of ship's departure/arrival dates to/from U.S. ports greater than 48 hours prior to arrival/departure
- ◇ Precise, current location of the ship while at sea
- ◇ Ship schedules

The following are examples of **sensitive, unclassified** information that can be discussed with civilians:

- ◆ Disclosure of the ship's departure/arrival to/from deployment within 7 days
- ◆ Disclosure of ship's departure/arrival date in foreign ports may only be disclosed on the actual day of departure/arrival
- ◆ Disclosure of theatre of operations such as South Pacific, Arabian Gulf, etc...

You may believe that you and your family have a special "code" that no one else can figure out, but remember that it is a terrorist's job to break that "code". Please use extreme caution with any ship information that you are given. **The safety of the crew, the ship, and the United States is at risk.** There is no single approach to protecting information. The fact remains that the vast majority of information we deal with on a daily basis is unclassified. The point is that much of this **unclassified information should still be considered sensitive and for official use only.** It is in these areas that personnel are being asked to be more vigilant in assessing their role in disclosure of such information

OPERATIONAL SECURITY (OPSEC)

E-mail communication with the ship is a **PRIVILEGE** we will enjoy during underway periods. Address e-mail in the following format: The first initial of the member's first name followed by the first seven initials of the member's last name, followed by @cg54.navy.mil. For example, to email Michael Adam Johnson, you would use mjohnson@cg54.navy.mil. It is helpful to number and date all e-mails in the body of your letter.

The purpose of e-mail is to improve crew morale. Please be aware that your e-mails will be screened and therefore read by more people than just the member you are writing. Please keep in mind the following items:

- Reports of deaths, serious injuries, and illnesses should be sent via the Ombudsman and the American Red Cross
- Attachments are allowed; however keep size to a minimum
- All e-mail will be screened by the Command for security/welfare purposes
- Profanity or code words are not allowed
- **Never** discuss dates, ports being visited, or ship operations; these items will prevent your e-mail from being transmitted as well as jeopardizing the safety of the crew and ship
- E-mail transmission requires special ship conditions and may not be operable for days at a time

REGULAR MAIL (VIA FLEET POST OFFICE)

During the deployment the ship will receive regular mail deliveries. Incoming and outgoing mail deliveries can be delayed due to ship operations, overseas mail service, and unexpected changes in the ship's schedule. Mail may follow the ship around for weeks. Please do not send time sensitive items via regular mail; contact the Ombudsman for assistance. Mail sent to the ship should be addressed as follows:

(Rate/Rank & Name)
USS ANTIETAM (CG 54)
FPO AP 96660-1174

Envelopes and packages require postage and must meet postal regulations. Packages should be well wrapped and the contents protected in a sturdy container. Mailing valuables should be avoided if at all possible.

OVERSEAS PHONE INFO

It is strongly recommended that the service member and family members purchase international calling cards and/or check into international rates on their home telephone plan. The method in which to contact the ship overseas will change with each port of call.

COMMUNICATION WITH THE SHIP

WHAT IS EMERGENCY LEAVE?

Emergency leave is time off granted when a verified personal or family emergency requires a member's immediate presence. Verification from American Red Cross **IS** required. Emergency leave is charged against a member's normal leave account.

FEW RED CROSS MESSAGES RESULT IN EMERGENCY LEAVE, BUT THEY ARE REQUIRED BEFORE EMERGENCY LEAVE CAN BE GRANTED

Emergency leave **may** be granted under the following circumstances:

CAUTION: Personnel transfers at sea can be very dangerous. Some must be conducted open ocean and weather conditions can make it difficult or impossible to accomplish. Personnel safety is always considered first when attempting personnel transfers at sea.

1. When the return of a member will contribute to the welfare of an immediate family member (father, mother, siblings, wife, children) who is near death. It should be noted that this does not include grandparents, uncles, cousins, nieces, etc.
2. Upon death in a member's immediate family.
3. When an accident or serious illness within a service member's immediate family results in a serious problem and imposes important responsibilities on the service member which must be met immediately and cannot be accomplished without the service member's presence.

*****Funded transportation is not by any means, a guarantee or a right*****

Family members are encouraged to request assistance in emergency situations from American Red Cross.

In an emergency, coordinate all requests for member's return through the Ombudsman at (619) 687-7961

EMERGENCY LEAVE

The Fleet & Family Service Center offers the following free services & programs:

- Child Development Program
- Counseling for individuals, couples & families
- Crisis Intervention Counseling
- Deployment Assistance
- Transition Assistance Management Program
- Employment Assistance Program
- Financial/Budget Planning
- Information and Referral Service
- New Parent Support Team
- Relocation Assistance
- Sexual Assault Prevention
- Victim Services
- Family Advocacy
- Volunteer Opportunities
- Welcome Aboard Service
- Exceptional Family Member Program

The Fleet and Family Service Center serves as a source of information and assistance for military members and their families. FFSC for Navy Region South West is located at 3005 Corbina Alley Bldg 259/ 263 San Diego, CA 92136 next to the NEX. Their hours of operation are Monday through Friday from 0730 to 1630. For more information call (619) 556-7404/9866.

Family Advocacy Program (FAP) Restricted Reporting

A domestic abuse victim may access information, support, advocacy, and medical care without Command, law enforcement, or FAP notification. To keep your information confidential you may disclose the abuse to the following individuals:

- FAP Victim Advocate
- Fleet & Family Support Program Clinical Counselors
- Military Medical Personnel

Any verbal, written, or electronic communication disclosed to one of these individual is protected information and may not be disclosed to anyone else without victim authorization or if one of the following exceptions applies:

- When there is imminent threat to health or safety of the victim or another person
- When child abuse is suspected
- When required for fitness for duty in disability retirement boards
- For supervision of direct victim treatment or services
- When a military, federal, or state judge issues a subpoena
- When required by federal or state statute or applicable international agreement

To report abuse call the Fleet & Family Support Center at 556-7404/9866 and ask to speak to a Victim Advocate or call the National Domestic Violence Hotline at 1-800-799-SAFE (7233).

Navy Chaplains represent a number of faith groups. Chaplains conduct religious services, administer the rites and sacraments of their respective faith groups, and are available for pastoral counseling related to marital, personal, substance abuse, growth and adjustment issues. To contact the Chaplain that provides support for USS ANTIETAM, please call (619) 556-4496 ext. 1113; after hours please call the Ombudsman, Lyndonna Strain at (619) 687-7961.

FLEET & FAMILY SERVICES

The Navy-Marine Corps Relief Society assists Navy-Marine Corps personnel and their families with financial emergencies. Assistance may be in the form of interest free loans, grants or a combination of both. The local branch may be reached at 619-238-1587/1589, from 0800 to 1600, Monday-Friday. Contact the American Red Cross for after hours emergency financial assistance at 877-272-7337 or the local chapter of the American Red Cross if you are not on or near a military installation.

Financial assistance may include:

- Funds for transportation in case of critical illness or death in the immediate family
- Basic living expenses due to temporary lack of funds
- Essential emergency car repairs
- Medical and dental expenses in excess of TRICARE coverage
- Some funeral expenses
- Educational assistance

Other services offered:

- Budget Counseling
- Layettes for newborn babies
- A thrift shop (open Monday, Wednesday, Friday 0900-1330). The thrift shop is located in Building 92 on the wet side. Their number is 619-556-8624.
- A food locker to assist families with emergency needs (baby formula, baby food and diapers are also available).
- Visiting nurse services free of charge
- Volunteer opportunities with childcare and mileage reimbursement.

A signed Preauthorization Form is required for assistance to be provided to families during deployments. The service member is encouraged to complete this form prior to deployment so it may be retained on file at the Navy-Marine Corps Relief Society's office.

NAVY-MARINE CORPS RELIEF

Naval Legal Services Office is located in Building 52 on the wet side. Hours of operation are Monday – Friday 0800 – 1500. Free legal services are offered to active duty personnel and their families.

The following walk-in services are available (no appointment necessary):

- ◆ Power of attorney; general and special.
- ◆ Notarizations.
- ◆ Personal Property Tax Exception Forms.
- ◆ VITA (Income Tax Assistance by Volunteers); Form 1040 EZ

Services that require an appointment:

- ◇ Drafting of wills
- ◇ Durable Powers of Attorney for Health Care.
- ◇ Mediation Service (Dispute Resolution).
- ◇ Landlord/Tenant Issues.
- ◇ Debtor/Creditor Matters.
- ◇ Military Rights and Benefits.
- ◇ Bankruptcy.
- ◇ Soldiers' and Sailors' Civil Relief Act.
- ◇ Sales Contract Problems.
- ◇ Consumer Law.
- ◇ Repair Work Disputes.
- ◇ Family Law (Divorce, Legal Separations, Spousal and Child Support, Paternity).
- ◇ Income Tax Forms 1040 and 1040A. Call to schedule and appointment for this service.

For further assistance or to schedule an appointment call (619) 556-6848. Legal emergencies can be seen without an appointment. Call or stop by to have your case screened.

LEGAL SERVICES

The USS ANTIETAM Family Readiness

Group (FRG) is dedicated to supporting spouses, families and crew members of USS ANTIETAM, especially during times of separation and deployments. We provide resources, social activities, outreach programs, and a warm, inviting environment for fun, friendship, and coping while separated from loved ones. The USS ANTIETAM Family Readiness Group's schedule of monthly meeting, projects & activities will be available in the Ombudsman's monthly newsletter.

USS ANTIETAM FRG INFORMATION:

President: _____ PH: _____
Vice President: _____ PH: _____
Treasurer: _____ PH: _____
Secretary: _____ PH: _____

FAMILY READINESS GROUP (FRG)

Navy Family Accountability and Assessment System

(NFAAS) standardizes a method for the Navy to account, assess, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. NFAAS provides valuable information to all levels of the Navy chain of command, allowing commanders to make strategic decisions which facilitate a return to stability.

NFAAS allows Navy Personnel to do the following:

- Report Accounting Status**
- Update Contact/Location Information**
- Complete Needs Assessment**
- View Reference Information**

Log on to : <https://www.navyfamily.navy.mil/> and complete your family profile

Eligible family members must be enrolled in DEERS (Defense Eligibility Enrollment System) to receive medical and dental benefits.

Active Duty Family Member Dental Plan is a voluntary program and the active duty member must enroll his family members. Premiums are deducted from the active duty member's payroll.

For information/inquiries:
United Concordia
TDP Customer Service
P.O. Box 69410
Harrisburg, PA 17106-9410
1-800-866-8499
www.tricare dental program.com

Claims Mailing Address:
United Concordia
TDP Claims Processing
P.O. Box 69411
Harrisburg, PA 17106-9411

TRICARE

Active duty family members, enrolled in DEERS are eligible for TRICARE Standards, TRICARE Extra or TRICARE Prime for medical benefits. For an explanation of benefits, registration in the appropriate program, and travel questions contact the TRICARE Health Benefits Advisor toll-free at 1-888-874-9278 or visit their website at www.triwest.com.

There are many health care options available to you so please take a moment to not the name, location and telephone number of your Primary Care Manager (PCM) for easy reference during deployment. If you have more than one PCM due to multiple family members, please note each member's PCM on the back of this sheet.

Name: _____

Location: _____

Telephone: _____

EMERGENCIES: Go to the Emergency Room at the nearest hospital or dial 911. Call TRICARE at 1-888-874-9378 within 24 hours after arriving at the hospital for an authorization number.

**DENTAL & MEDICAL INFORMATION
EMERGENCY CONTACTS**

Traveling During the Deployment

If you plan to travel out of your geographical area while the ship is deployed, contact the Ombudsman and provide a contact address and phone number. **It is very important that we are able to locate the next of kin for all service members in case of emergency.** Also, this ensures that you are provided prompt information regarding the ship.

Overseas Port Visits to Meet the Ship

- ⇒ You will need a passport and possibly a visa
 - ◇ Are these documents still current if you already have them
- ⇒ You will need certified birth certificates-copies WILL NOT work – it may take some time to get these
 - ◇ Do you know the process involved to receive these?
- ⇒ There may be immunization requirements
 - ◇ When is the last time that you had a complete physical?
- ⇒ Bureau of Consular Affairs website: www.travel.state.gov
 - ◇ Have you checked the requirements for your destination?
- ⇒ Ship schedule often change
 - ◇ Do you have a back-up plan?
- ⇒ Security and safety measures change throughout the world
 - ◇ Are you aware of security issues that may occur during your travel and at your destination?
- ⇒ Highly recommend traveling with a group and make all arrangements for accommodations before arrival
 - ◇ Do you know what to do when you arrive at your destination?
- ⇒ Plan in advance
 - ◇ Have you asked about package deals (airfare, hotel & car rental all in one)?
- ⇒ Try to purchase refundable tickets if at all possible and have a back-up plan
 - ◇ Are you willing to lose money paid for tickets if plans change?
- ⇒ Communication with the Ombudsman will keep you abreast of last minute changes
 - ◇ Do you know the Ombudsman and how to contact her?
- ⇒ *Stay flexible* -the ship may not be where we expect it due to last minute schedule changes.
 - ◇ Are you willing to travel there alone?

TRAVEL

The American Red Cross Armed Forces Emergency Services (AFES) helps community-based military members and their families cope with separation and other special needs related to service in the armed forces

Services include:

- Death or serious illness of a family member
- Birth of a child
- Other family emergencies
- Health and welfare inquiries
- Emergency financial assistance
- Information, referral and advocacy
- Health and safety courses
- Volunteer opportunities

To expedite the verification process for sending messages ensure that you have the following information available:

Service member's full name

Rank/rate

Social security number

Branch of service

Military address

Work and home phone numbers

Name of the person that the emergency involves

Relationship to the service member

Location of the emergency (city and state)

If hospitalized:

 Name and phone number of hospital

 Room number

 Name of attending physician

If the family member is deceased, the name and phone number of the funeral home

Local point of contact (family member at the emergency location who can provide additional information regarding the situation)

To reach member of your family in times of emergency, call the AFES Center toll free worldwide: 1-877-272-7337. For other services and questions, contact the local chapter on 34800 Bob Wilson Drive San Diego, CA 92134 (Balboa) at 619-532-8435

As with all emergency situations, please be sure to notify the Ombudsman @ (619) 687-7961

AMERICAN RED CROSS

San Diego Police Department	619-531-1540
Emergency/Ambulance (off base)	619-280-6060
Poison Information Center	1-800-222-1222
Suicide and Crisis Center	1-800-784-2433
Emergency Room (Balboa)	800-453-0491
Ambulance (Naval Station)	911

Area Code for
San Diego is
(619)

Helpful Contacts

American Red Cross	619-687-7961	www.redcross.org/
Youth Sports	619-556-6167	
Central Appointments (NBSD)	866-923-6478	
General Information (NBSD)	619-556-1011	http://www.cnic.navy.mil/sandiego/
Commissary (NBSD)	556-8657x3051	william.vick@deca.mil
Navy Exchange (NBSD)	619-556-5085	www.mynavyexchange.com/
Fleet & Family Support Center (FFSC) (NBSD)	1-866-923-6478	http://mwrtoday.com/sandiego/families/ffsc/
Personal Property Shipping Office (PPSO)	619-556-6683	Personal.property@navy.mil
Morale Welfare Recreation (MWR)	619-556-5085	
MWR Ticket Office	619-556-2180/7498	
Navy Lodge	619-234-6142	www.navy-lodge.com/
Navy Legal	619-556-2211	
Navy Marine Corps Relief Society	619-556-8624	www.nmcrs.org/
Chaplains	619-556-2658	
Pass & ID	619-556-1653	
Personnel Support Detachment (PSD)	619-806-2356	
Schedule Airline Ticket Office (SATO)	619-556-6299	
School Liaison (Shannon Milde)	619-532-4251	Shannon.milde@navy.mil
Tricare	1-888-874-9278	www.triwest.com
County of San Diego Animals Services Department	858-694-3900	www.sddac.com/
Housing (NBSD)	619-556-8443	

IMPORTANT NUMBERS & WEBSITES