

**Commanding Officer  
Electronic Attack Squadron  
One Three Five**



**“WORLD FAMOUS BLACK RAVENS”  
2020 DEPLOYMENT HANDBOOK**

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WFBR and families,

Deployment is rapidly approaching. As the command works long hours to prepare our jets and personnel to leave, we must also etch out time to prepare our families. All deployments are hard, but the complicating effects of COVID-19 make this one even more stressful. Please work hard now to prepare your families and yourselves for events that are difficult to handle on a normal day, and are even harder when you are 16 time zones away from Washington.

This guide is for both deploying BLACK RAVENS and for our family members. Capt McClure and 1Lt D'Armas made this guide to provide easy-to-find and current points of contact for people and organizations that are commonly needed in day to day Navy life, and that are there to help when things go bad. This guide is also helpful if you look through the pages and see if you and your family have thought about contingencies and scenarios where planning is key to successful outcomes.

When a plan collapses or an unpredictable event occurs, communication will help guide you to back to normal. Please never hesitate to reach out to Annie Payne, our Ombudsman, or to the members of our newly re-established Family Readiness Group. Their experiences combined with their passion for support will you get back on track.

It is difficult to leave your loved ones behind or to have your spouse leave, especially during a pandemic. The BLACK RAVENS mission while deployed is critical to maintaining peace in a region that has nations that would rather the United States not be present to help maintain that peace. Events from our deploying region have not been in our news over the past six months, but that does not mean that all is quiet. Our presence in the region helps to ensure borders are respected and international law is upheld. The BLACK RAVENS will help ensure that Americans back at home can focus on domestic issues without worrying about war abroad.

Set your individual expectations, have a plan, and keep communicating.

NV

CDR Nick Mollenhauer  
VAQ-135 CO



In order to have a successful deployment, it's critical for every World Famous Black Raven (WFBR) to have a loving, stable, and supportive deployment family readiness plan/atmosphere. Three ways we can achieve this goal is to provide access to updated and current information the best we can, effectively plan based upon the information available, and actively communicate with our families whenever the opportunity arises. This pre-deployment handbook is designed to provide immediate access to available resources. The information was up-to-date at the time of printing. Please remember that some of the information may change, so it is best to check with the appropriate agencies just to make sure. The references to families include those family members for married, single Sailors, and single parent Sailors.

At every step in the deployment process, we continue to provide our WFBR's the most up to date and accurate information available. Any information about our whereabouts, mission, and deployment schedules, shall be treated as confidential and never discussed or displayed on social media and never discussed on non-secure email or phones (cell/work/home phones). The purpose of keeping everyone informed is so we can alleviate stress and give our families the utmost opportunity to plan effectively. Every successful deployment requires strong communication between the service members and their families. We hope the information in this handbook will encourage all WFBR's to plan ahead and stimulate communication within their families. If you have any suggestions to improve this handbook, please send ideas to [Steve.C.Reden@navy.mil](mailto:Steve.C.Reden@navy.mil) or call my 360-257-8388. So much will depend on your advanced preparations. The more you can learn and accomplish before the deployment, the more confident everyone will be when departure time comes.

Based upon my numerous years of direct combat, shipboard and expeditionary deployments, the best deployments are ones where both WFBR's and family members find ways to stay engaged with their routine. Resources are available to keep our families informed, benefit from a strong support network, and provide a forum to address questions if necessary. Our Family Readiness Group (FRG) led by Mrs. Amanda Ellis will publish FRG events every month on deployment. It is highly encouraged that all families participate, if possible. Additionally, our command Ombudsman Mrs. Annie Payne will be available to answer questions and provide a vital link between our families and the command. Please feel free to contact her at 360-632-8315. MWR is another great organization to bring our families together and provides an important resource for family support. With the COVID-19 pandemic changing the way we interact and support each other, I ask that families still interact, but only when it is safe to do so and COVID-19 mitigation factors are being followed. Staying positive and utilizing the time to the best of your ability will result in a healthier you and more resilient family as they endure this temporary separation.

Today's Navy benefits from many forms of instant communication. While it's expected that we will have a reliable source of connectivity during deployment, we may be ordered to places where it's less reliable or not available, please be prepared. As I talked with WFBR's on our last deployment, they often discussed the nice things they are missing at home and how they wish they were with their families. Unfortunately with the speed of social media, a few poorly chosen words can have the wrong effect on all involved. Service members can be punished for

not practicing social media discipline. This communication works both ways. I humbly request that WFBR's remind family members that utilize social media to choose their words and what they share carefully prior to hitting send. Naval Aviation is inherently dangerous, and a deployed WFBR in the wrong frame of mind adds to the issue. I implore with you as your Command Master Chief to let me know if you or your family are suffering in silence. Most service members love to receive letters and packages, so start the dialogue with your families about sending you a bit of joy from home.

As a final note, the pre-deployment period causes different levels of stress and reactions to stress for service members and families. I encourage all WFBR's to spend quality time with your loved ones, if and when the schedule permits.

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S.C. Redden

CMDCM (AW/CAC/NAC/FMF/SW), USN



## A Message from the VAQ-135 Ombudsman

Hello Black Raven families! I'm your Command Ombudsman, Annie Payne. I'm a Black Raven Spouse, a Mom of two daughters, 18 and 12, and one very spoiled Labrador. Our family has been on Whidbey Island for 16 years, and we love this community.

The Ombudsman is designated by the Commanding Officer to serve as a communication link between our leadership and Black Raven families as well as provide information and referrals as needed. As your Ombudsman, I am committed to supporting our Command's mission and helping our families navigate this military life.

I can be reached by phone or email during working hours, but I am always available for emergencies. If you have family members or extended family that you would like to add to my communication roster, please email me their contact information and let me know their relationship to you. In keeping up with families' preferred methods of communication, texting is welcome. I also will be posting valuable local and Navy information on the VAQ-135 Ombudsman Facebook page.

I look forward to serving our Black Raven families throughout this deployment.

Annie R. Payne  
World Famous Black Raven Ombudsman  
360-632-8315  
vaq135ombudsman@gmail.com  
Business hours: 9:00AM to 6:00PM  
Crisis Emergencies: 24/7  
Facebook: VAQ-135 Ombudsman

Thanks,

Annie R. Payne  
VAQ-135 Ombudsman  
(360) 632-8315



## **VAQ-135 Family Readiness Group**

Family Readiness Groups (FRG) are command-sponsored organizations that operate on Department of Defense installations. The purpose of the VAQ-135 FRG is to plan, coordinate and conduct informational, care-taking, morale-building and social activities. Essentially, we help families better cope with deployment by connecting them with valuable resources; we build a support system by connecting you or them with others that are experiencing the same things; and we plan some pretty fun events such as holiday celebrations, half-way parties and homecoming! Our group is a great way to get involved, to learn new things, and to meet new people. Membership is open to command members (both military and civilian employees) in their personal capacity, their spouses, children, other family members, and other civilians associated with the command (e.g. retired members).

Have questions? Feel free to email the FRG Board at [vaq135frg@gmail.com](mailto:vaq135frg@gmail.com)

Also, please join our Facebook group VAQ-135 FRG to keep up-to-date on upcoming meetings and events! All meetings are family friendly, so bring the whole crew; we cannot wait to meet you all!

**FRG President- Amanda Ellis**

**FRG Vice President- Misty Mcnear**

**FRG Secretary- June Tellez**

**FRG Treasurer- April Gomez**

## EMERGENCY PHONE NUMBERS

<b>PHONE NUMBERS</b>	
EMERGENCY (POLICE/FIRE/MEDICAL)	911
911 DISPATCH (NASWI)	360-257-3333
911 DISPATCH (OAK HARBOR)	360-279-4700
POLICE (OAK HARBOR)	360-279-4600
SHERIFF'S OFFICE (ISLAND COUNTY)	360-678-4422
SARC HOTLINE (NASWI)	360-914-7867
VICTIM ADVOCATE SERVICES	866-854-0638
NAVY EMERGENCY DISPATCH SERVICES (WESTERN WASHINGTON)	257-3122
POISON CONTROL CENTER (EMERGENCY)	1-800-222-1222
POISON CONTROL CENTER (SEATTLE ADMIN OFFICE)	206-517-2350
DOD SAFE HELPLINE (24/7)	1-877-995-5247 TEXT: 55247
VAQ-135 OMBUDSMAN: NAS WHIDBEY ISLAND CLINIC	CELL: 360-632-8315
MEDICAL APPT LINE	360-257-9500
DENTAL APPT LINE	360-257-2302
LABOR AND DELIVERY	360-257-9777
HEALTH BENEFITS ADVISOR/TRICARE ENROLLMENT	360-257-9571
WHIDBEY MEDICAL CENTER (COUPEVILLE)	360-678-5151
ISLAND HOSPITAL (ANACORTES)	360-299-1300
SEATTLE CHILDREN'S HOSPITAL	206-987-2000

**HOW DO I REACH MY SAILOR ON DEPLOYMENT  
IN AN EMERGENCY?**

**OMBUDSMAN: 360-632-8315**  
**REDCROSS EMERG MESSAGE: 1-877-272-7337**

## WHIDBEY FREQUENTLY CALLED NUMBERS

<b>Air Terminal</b>	<b>257-2604</b>
<b>Auto Hobby Shop</b>	257-2295
<b>Auto Care Center</b>	257-0630
<b>Back Alley Bar</b>	257-4847
<b>Barber Shop (Ault Field)</b>	257-0511
<b>Barber/Beauty Shop (Seaplane)</b>	257-0530
<b>BEQ Check-In</b>	257-4093
<b>Navy Gateway</b>	257-2529
<b>Convergence Zone</b>	257-2432
<b>Chapel</b>	257-2414
<b>Child Development Center</b>	257-3302 Clover 257-6570 Regatta
<b>Commissary</b>	257-3318
<b>Chief's Club</b>	257-2891
<b>Dental</b>	257-2302
<b>DRMO</b>	257-6745
<b>Environmental Affairs</b>	257-1009
<b>Fleet &amp; Family Service Center</b>	257-6289
<b>Fire Dept.</b>	911
<b>911 Dispatch NASWI</b>	360-257-3333
<b>Gallery Golf Course</b>	257-2178
<b>Gym</b>	257-2420

<b>Housing</b>	1-800-876-7022
<b>Human Resources Office</b>	257-2979
<b>Kegler's Kafe</b>	257-1567
<b>Uniform Shop (dry cleaning/tailor)</b>	257-0507
<b>Legal Office</b>	257-2126
<b>ITT Information</b>	257-2432
<b>Liberty Center</b>	257-3309
<b>NEX – Ault Field</b>	257-0503
<b>NEX – Seaplane Base</b>	257-0600
<b>Officer's Club</b>	257-2852
<b>Outdoor Recreation</b>	257-2432
<b>Personal Property</b>	257-3104
<b>Police</b>	911
<b>Public Affairs</b>	257-2286
<b>Quarterdeck, NASWI</b>	257-2631
<b>Recycling</b>	257-5481
<b>Security Police (Western WA)</b>	257-3122
<b>Self Help</b>	257-8962
<b>Skywarrior Theatre</b>	257-5530
<b>Space 'A' Travel</b>	257-2604
<b>Tipsy Taxi</b>	257-2827
<b>TRICARE WEST</b>	1-844-866-9378
<b>Veterinary Clinic</b>	257-2001

## Important Phone Numbers for Kids

<i>My Name is:</i>			
<i>My Address is:</i>			
<i>My Phone Number is:</i>			
	<b>Phone</b>	<b>Number</b>	<b>Address</b>
<i>Mom/Dad's Work</i>			
<i>Our Doctor</i>			
<i>Close Family</i>			
<i>Friends to call in an emergency</i>			
<i>Neighbors</i>			
<i>School</i>			
<i>Grandparents/other relatives</i>			
<i>Church</i>			

**FLEET & FAMILY SERVICE CENTER - 360-257-6289**



## **Team Whidbey's Command Religious Program**

The NAS Whidbey Island Religious Ministries Team provides and facilitates worship and ministry for all faith groups. Protestant services are held weekly at the Chapel. Information on Roman Catholic, Jewish, Muslim, Buddhist, Latter-day Saints, and other worship opportunities in the area is also available at the Chaplain's Office.

Chaplains provide pastoral care and counseling for active duty, Reserve military personnel, retirees, and their family members. You may schedule appointments by calling or visiting the Chaplain's Office. Walk-in appointments are also available. You can reach the chapel staff at 360-257-2414.

CREDO Detachment Whidbey Island provides a program of free retreats and workshops to enable military members and their families to develop personal and spiritual resources. Retreats include, but are not limited to, Marriage Enrichment Retreats, Family Enrichment Retreats, Personal Resiliency Retreats, Marriage Enrichment Workshops, Marriage Preparation Workshops, Suicide Intervention and Prevention Workshops, and Bystander Intervention training. Sailors interested in attending these workshops or retreats can call CREDO at 360-257-4516 or go to our Facebook site at <https://www.facebook.com/CREDO.Northwest>.

The Chapel/CREDO office hours are 7:30 a.m. to 4 p.m. Monday through Friday. Staff is also available on-site during worship services and chapel events.

After normal working hours and on weekends and holidays, the duty chaplain can be reached at 360-914-7938.

- Sunday Open Christian Worship: 10:00 am

For information about The Navigators, Bible study, contact Tim McCarthy at 206-226-0531.

The following programs are discontinued until further notice due to the COVID-19 crisis.

- ~~Sunday Fellowship Hour: 11:00 am~~
- ~~First Sunday of each month: Potluck Supper, 11:00am~~
- ~~"3<sup>rd</sup> Place" Thursdays at 1130:am~~

## **VIDEO CHAT GUIDE**

Expeditionary deployments often provide the unique opportunity to stay in touch by Skype / Facetime. Sailors and families are encouraged to stay close with these great programs. Deployments can be just as stressful on family members back home as they are on the deployed Sailors, and the Command completely recognizes this stress. Below are some good tips to keep in mind when communicating with your loved ones:

- a. The time zone to most of our deployed locations is exactly opposite, almost 12 hours ahead of Whidbey Island time. Which means the bright start to your day may be the end of a trying day on deployment, or the pre-coffee zombie walk of your morning is at the end of a successful day on the flight line.
- b. Safety and mission effectiveness are the Command's primary goals on deployment. Problems will arise back home, but remember your Sailor is over 6,000 miles away and is sometimes helpless in solving those problems. My Sailors are problem solvers/doers and sometimes the context of problems can be lost due to the distance. The importance of what your Sailor is doing and the level of focus they need to maintain in order to execute our mission safely is paramount. Their focus can become compromised, and sometimes puts them and others in a dangerous situation, because they are simply trying to think of a way to solve those problems. I encourage families to be mindful of putting more stress on their Sailor and to reach out to the great resources back home, such as the ombudsman, FRG, FFSC, etc.
- c. Share your feelings as openly and freely as you can, and let your spouse know you'd like them to share his/her feelings.
- d. Express yourself clearly and unequivocally, so he/she won't say "I wonder what was meant by that?" Don't try to interpret what the other says, don't read between the lines and don't distort the meaning. If you don't understand, ask questions. Otherwise, take things at "face value".
- e. Try to schedule time for the children to participate.
- f. Ensure you schedule time for Skyping without the kids, as well.
- g. Like when emailing, sometimes there isn't much to say, or some stress needs to be worked out at the gym. Don't feel as if Skyping everyday needs to be on the permanent to-do list.
- h. Remember OPSEC - keep the specifics of times, dates, and locations off the conversation.

## **BEFORE YOU EMAIL/MAIL THAT LETTER...**

There are times in every deployment when the pressures and disappointments build to a point that the spouse must verbalize his/her feelings and explode. This is normal and can be managed if channeled properly.

When you haven't heard from your spouse, and everyone you know has received mail, it is easy to become hurt, angry frustrated, or disappointed. It's natural to want to vent those feelings. An excellent way is to go ahead and write that letter/email, the one that will have ears burning for a week. But DON'T, I say again, DON'T mail it for **at least 3 days!** Keep the letter in a prominent place where you will see it daily; if an email, print it out, and put it by the computer. Think about what you have written. Don't brood over your feelings when you wrote it, but consider the actual contents. How would you like to receive that letter/email? Have you written as often as he/she expects? What will you do when you receive 14 letters from him/her the day after you mail/email it? Will your correspondence really do any good, or is he/she just going to become angry and cease all communications? After 3 days, re-read what you have written. Do you still feel the same way? Are you really headed home to Indiana? Did you mean it when you said you weren't writing anymore, and if you never heard from him/her again it would be too soon?

No one is saying these feelings aren't normal, but think: What kind of situation or responsibility is he handling right now? Is there a big inspection coming down? Is he studying for that advancement exam? Does he have a critical job that leaves little or no time for more than a meal on the run and a quick nap? A standard work week is a minimum of 12 hours a day (most put in a few more, plus have watches to stand, 7 days a week). Not quite like being home, is it?

Now, sit down with your acid letter and start over. Speak quietly, calmly, how you feel and WHY. Many members, perhaps yours, don't understand the pressures you feel anymore than you can understand theirs. They know how much they enjoy your correspondence, but that's because it's the only news of home they get. They figure since you know what's going on from watching CNN, (and they truly think you do), you don't need "newsy", chatty letters from them. Tell them how much their correspondence means to you; how a bad day can be made right again with just a few minutes stolen from his/her busy day. Deployed members need to know how you worry when you don't hear from them. Members need to hear that even when they're gone, they are still the most important thing in your life, and letters are the highlight of, our days.

Then put the original letter into a shoe box and save them for your Sailor to read when he returns. After they have been home a few days, you can take the children out for an ice cream cone and give your Sailor the box of letters, with the explanation that it is a record of your very worst days of the deployment. Perhaps the next cruise will show they understand your struggles a little bit better.

Handle your correspondence with the same tact and understanding you want them to have for you. You want to know everything that goes on around them, good or bad. You want to know about their friends and how they spend their off-duty time. You want to know they still love and need you. They want to hear things from you, too. Patience is the most important keyword in deployment communications.

## LETTER/EMAIL WRITER'S GUIDE

The need for two-way communication continues during separation. The following is a guide to enhance talking back and forth to each other by letter. This may seem juvenile at first, but follow a few steps, and it will help add a personal touch to your letter, guaranteed.

- a. Answer all questions. Write with his/her letter and picture in front of you as though you were talking to your spouse.
- b. Ask advice when needed; however, remember most Sailors are problem solvers/doers, and the context of the problem can be lost over 6,000 miles.
- c. Explain problems clearly. Answer issues clearly. If they are vague and unresolved, your spouse will worry. Again, it is often difficult to solve problems from the other side of the world in an opposite time zone.
- d. Express appreciation for letters, tapes, etc... mentioning one or two point of special interest.
- e. Tell of your daily activities in an amusing and interesting way.
- f. Remember the importance of the amount and frequency of expressions of affection, such as, "I Love You" and "I think about you often".
- g. Share your feelings as openly and freely as you can without indulging in self-pity. Let your spouse know you'd like them to share his/her feelings.
- h. Express yourself clearly and unequivocally so he/she won't say "I wonder what was meant by that?" Don't try to interpret what the other says, don't read between the lines, and don't distort the meaning. If you don't understand, ask questions. Otherwise, take things at "face value."
- i. If you have children and they can write, have them enclose notes in your letters (or pictures/drawings). Children can use separate envelopes and decorate them. Send pictures of home and activities. Have the deployed member write emails to their children specifically. Just mentioning them in emails to your spouse is not as personal as writing to them directly.
- j. Give good news about the neighborhood, friends, and relatives. If the news is unpleasant, carefully choose your wording to express the situation or urgency.
- k. Write OFTEN. If that's hard, supplement with cards (funny and/or romantic). Send an occasional gift or care package.
- l. Email is not the Squadron's mission on deployment – there may be days that emails don't fit the schedule, especially days to and from detachment and particularly heavy operational days.
- m. Occasionally – okay, almost all the time – deployment is mundane and there just isn't much to say. Woke up, went to work, went to gym, ate dinner, and watched a movie. The same happens at home. Don't sweat sending or receiving a short, boring email.
- n. Always use OPSEC. Do not reference dates, times, locations, and operations.

## **Deployment Checklist for Families**

### **FINANCIAL**

- \_\_\_\_\_ Make a long range budget to include those once a year expenses.
- \_\_\_\_\_ Make a monthly budget to include basic needs and regular bills. (i.e. rent, utilities, groceries, loan payments, credit card payments, entertainment, etc.)
- \_\_\_\_\_ Allotments - start making arrangements four months in advance if possible.
- \_\_\_\_\_ Checkbook - who will write the checks and on what account?
- \_\_\_\_\_ Suspend auto insurance while deployed. (For vehicles not being driven.)
- \_\_\_\_\_ Forward billing address if desired for certain billings.

### **LEGAL**

- \_\_\_\_\_ Will - everyone needs a will. Make sure it is valid and applicable.
- \_\_\_\_\_ Important Papers/Records – what are they, where are they?
- \_\_\_\_\_ Insurance - auto, life, renters or home.
- \_\_\_\_\_ Power of Attorney (General/Special) – Do you need something special? Are you moving, selling a house, a car, making investment changes? If so, you need a POA
- \_\_\_\_\_ Emergency data form – update it the month before deployment.

### **NAVY SERVICES**

- \_\_\_\_\_ Do you understand use of medical facilities and Tricare/Triwest.
- \_\_\_\_\_ DEERS enrollment - check expiration date. Will your child turn ten years old prior to you returning?
- \_\_\_\_\_ Do you understand the Ombudsman, Family Service, Red Cross, and Navy Relief organizations?
- \_\_\_\_\_ Household goods - organize prior to deployment if needed.
- \_\_\_\_\_ ID cards – current? Expiration date?

### **KEEPING IN TOUCH**

- \_\_\_\_\_ Mail - how often and what kind of information will you share? Number your letters to help keep them sequential.
- \_\_\_\_\_ Relatives - who will write, send gifts to parents, who can visit?

- \_\_\_\_\_ Emergencies - ensure parents and in-laws know how to reach your spouse.
- \_\_\_\_\_ Duplicate calendars - note special events, birthdays, school and community activities.
- \_\_\_\_\_ Children's discipline - establish rules in advance, chores, curfews, etc.
- \_\_\_\_\_ Gifts - buy gifts in advance and leave with a friend/family member for anniversary or birthdays.
- \_\_\_\_\_ Keep the connection - look for creative ways to keep that special something in your relationship.

## **SETTING GOALS**

- \_\_\_\_\_ Support systems - family, friends, church, school, co-workers, spouses club, ombudsman, hobbies.
- \_\_\_\_\_ Once a week outing for spouse left behind - movie, dinner, bowling.
- \_\_\_\_\_ Discuss your feelings on the deployment and the return home with your husband/wife.
- \_\_\_\_\_ Refer to section on Deployment and the Family.
- \_\_\_\_\_ Communication with the Navy community to keep abreast of what is going on.
- \_\_\_\_\_ A routine that can be maintained before, during, and after deployment.
- \_\_\_\_\_ Family activities that help maintain Sailor's presence - send photos, video tape everyday activities.

## **AROUND THE HOUSE**

- \_\_\_\_\_ Emergency phone numbers - have readily available.
- \_\_\_\_\_ Home security check - use a checklist, one is provided in this guide.
- \_\_\_\_\_ Trouble calls - have a list of contacts for various problems (i.e. plumber, electrician, etc.)
- \_\_\_\_\_ Auto maintenance - have a plan, refer to checklist provided in this guide.
- \_\_\_\_\_ Auto storage - Plan ahead if you need it.
- \_\_\_\_\_ Ombudsman contact info.

## Pre-Deployment Checklist for Singles

### Financial Preparation

- Bill payment plan
- Allotment(s) Setup
- Savings account setup
- Financial goals (long-and short-term)
- Set a budget

### Personal Preparation

- Family members know how to access Red Cross
- Family members have command address and phone numbers for ombudsman, etc..
- Family members know how and what to send in a care package
- Liberty Clothes (check command policy)
- Personal items: toiletries, contact lens, or eye glasses, books, camera, music, etc..
- Writing materials
- Uniforms
- PACE courses
- Correspondence courses
- Calendar with birthdays, anniversaries, etc. noted

### Practical Preparation

- Updated Page 2
- Updated SGLI
- Power of Attorney
- Will
- Vehicle storage
- Car insurance/registration
- Lease/renter's insurance
- Storage insurance

## **NAVY AND MARINE CORP RELIEF SOCIETY**

The Navy and Marine Corps Relief Society (NMCRS) is a non-profit charitable organization whose purpose is to assist Navy and Marine Corps personnel and their families in times of need. The Society is sponsored by the Department of the Navy and operates nearly 300 offices ashore and afloat at Navy and Marine Corps commands throughout the world. Trained Volunteers ensure requests are handled by persons familiar with the special conditions of service life and who have a realistic understanding of the potential hardships facing service members and their families.

Who can NMCRS help?

- Active duty Sailors and Marines
- Retired Sailors and Marines
- Family members of personnel listed above
- Family members of deceased active duty and retired Sailors and Marines

What NMCRS can do?

It can provide interest free loans and grants to help meet emergency needs such as:

- Emergency leave transportation
- Funeral expenses
- Medical/dental bills (patients' share)
- Food, rent and utilities
- Disaster relief assistance
- Child care expenses
- Essential vehicle repairs

Other Services provided by NMCRS

- Educational loans/grants for children and fleet personnel enrolled in commissioning programs
- Visiting Nurses-House Calls and instruction to mothers with newborns, housebound retirees and widows/widowers
- Layettes/"junior seabags"
- Thrift Shops- used items at low cost
- Food Lockers at many locations for emergency grocery needs, formula and diapers.
- Coordination with other civilian/military agencies like the American Red Cross, Veterans' Administration (VA), Social Security, Navy Family Service Center, Disbursing Personnel and Navy Legal Services Office.

**CONTACT NMCRS TO REGISTER FAMILY 30 DAYS PRIOR TO DEPLOYMENT.**

## What NMCRS Can't Do

*It cannot be expected to help with conveniences such as:*

- *Pay bills for non-essentials*
- *Finance liberty and/or vacations*
- *Pay fines or legal expenses*
- *Pay for cable television programming*
- *Finance recreational boats/vehicles*
- *Help you live beyond your means*

### **When you or your family need assistance:**

Apply for assistance at your local NMCRS office. Through reciprocal agreements, you may also seek assistance from the Air Force Aid Society, Army Emergency Relief, or Coast Guard Mutual Assistance.

If your immediate needs occur after hours, or you are not near a military facility, contact the nearest American Red Cross chapter (dial 1-800-555-1212 and ask for the American Red Cross 1-800 number for the state to which you are presently dialing from within if traveling cross country) to request NMCRS assistance.

When you visit the NMCRS office, or any of the offices above, bring your military/dependent ID card, leave and earning statement if possible, payment books, and any other information which might be helpful in processing your request.

### **Contact Info:**

<http://www.nmcrs.org/locations/entry/whidbey-island>

Naval Air Station  
260 W Pioneer Way, Bldg. 13  
Oak Harbor, WA 98278

**Phone:** (360) 257-2728

**DSN:** 820-2728

**Fax:** 360-257-2732

**DSN Fax:** 820-2732

[WhidbeyIsland@nmcrs.org](mailto:WhidbeyIsland@nmcrs.org)

**AMERICAN RED CROSS**  
**Whidbey Island Chapter**

**SERVICES**

COMMUNICATIONS - Direct messages using emergency communication lines to overseas stations, ships, and deployed units. These types of messages include Health and Welfare Reports, birth notices, financial problems, pregnancy notices, critical illness verification and death notifications. If you need to make an Emergency Red Cross Message call 877-272-7337.

PERSONAL AND FAMILY PROBLEMS - The Red Cross provides budget and personal counseling to those who request assistance. All interviews and files are kept strictly confidential.

EMERGENCY LEAVE - Verification of the emergency is obtained to assist the command in making leave decisions. When an emergency arises, the family should immediately contact the Red Cross following the instructions on the next page.

VOLUNTEER ACTIVITIES - The Red Cross has always been proud of the dedicated and hard working volunteers who keep the spirit growing. The volunteers participate in every facet of the organization. Volunteers help in offices and in hospitals. They perform numerous duties including casework, office help, large varieties of hospital jobs, instructing for classes, and much more.

The Red Cross is looking for a few good spouses to act as volunteers. Volunteers are always needed for all types of positions, with a variety of background experiences. Give them a call for more information and details at (360) 257-2096/1 (877) 272-7337.

Around the clock and around the world, the Red Cross is standing by to help you!

**HOW DO I REACH MY SAILOR ON DEPLOYMENT**  
**IN AN EMERGENCY?**

**OMBUDSMAN: 360-632-8315**  
**REDCROSS EMERG MESSAGE: 1-877-272-7337**

## EMERGENCY LEAVE

If an emergency arises that requires the presence of your spouse, it is necessary for you to contact the nearest American Red Cross Office. They have offices throughout the United States and many foreign countries. In Oak Harbor call 257-2096 or the 24/7 line at 877-272-7337. A Red Cross emergency leave report or verification is normally provided upon your request or the request of the Commanding Officer when serious illness, death or other grave or urgent situations involve a service member or his family. **Remember only the military grants emergency leave: the Red Cross verifies emergency situations and reports them to the military.** All information obtained by the Red Cross is held in the strictest confidence. If the operational situation permits, emergency leave will normally be granted in the following circumstances.

1. When the return of the member will contribute to the welfare of a critically ill or dying member of his immediate family.
2. Upon the death of a member of his immediate family.
3. When an accident to, or serious illness of a member of the immediate family, poses a serious problem to the family which can only be resolved by the service member's presence.
4. When the failure of the service member to return home would create a severe and undue hardship on either himself or his family.

### **Persons who qualify as immediate family members are:**

- Spouse
- Children
- Parents
- Guardian (person who acted in place of natural parent(s))
- Brother or Sister (Service Members)
- Only living relative

If the emergency is of an ongoing nature, the Navy does have provisions for assistance to its members.

## **IMPORTANT MESSAGES OF A NON-EMERGENCY NATURE**

**E-MAIL** – As an Expeditionary Squadron, most Sailors will have internet access MOST of the time (not ALL of the time). Emailing your Sailor directly is probably the easiest way to contact them. Your OMBUDSMAN can also help you get in touch via email if you should require more direct assistance.

**PHONE** - Sailors will have the ability to use internet enabled video chat at MOST times (not ALL of the time). They will also have access to phones enabled with international plans at their own discretion and expense. Again your OMBUDSMAN will be able to assist you in connecting with your Sailor if you require more direct assistance.

### **MAIL -**

Command address for personal mail:

SAILOR NAME  
VAQ 135  
UNIT 209161 BOX \_\_ (3-299 VIRTUAL BOX RANGE)  
FPO AP 96601

How long does it take? (Average delivery time):

Letter mail – expect minimum 07-10 days

Packages can vary up to more than a month so try to keep patient!

**NOTE:** FEDEX, DHL, and EXPRESS MAIL will not be delivered to the FPO address.

## **Military Housing Liaison Officer (MHLO)**

The concept of the MHLO is to assist family members of deployed personnel with any housing issue or question that may arise while their spouse is deployed. Having a Navy representative to whom they can direct any question, requests for information, advice and/or assistance to while dealing with the Housing Office is critical for effective communication between all parties. The MHLO will help resolve housing matters between Hunt Housing and the family member. The MHLO should be used primarily as the liaison between the civilian sector and the military to assist in problems that are beyond the normal scope of the Commanding Officer/Executive Officer, Command Master Chief and Ombudsman abilities while deployed.

NASWI MLHO contact info:

1. Name: Chief Estella Garcia
2. Email: [estella.m.garcia@navy.mil](mailto:estella.m.garcia@navy.mil)
3. Phone: 360-257-1013

**Housing Office (Fleet and Family) – 360-257-3331**

## CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

In the event of death or serious injury of a service member, the next of kin will be personally notified. When a unit is ashore at NAS Whidbey Island, responsibility for casualty notification and conduct of CACP remains with the unit. When a unit is operating away from NAS Whidbey Island, the responsibility for the notification process is coordinated by COMVAQWINGPAC. They have certain people assigned to each squadron - these people are known as **Casualty Assistance Calls Officer or CACO**. The Commanding Officer of NAS Whidbey Island shall assume casualty assistance service for personnel of deployed units not home ported at NAS Whidbey Island but who have next of kin in the local area. The CO of NAS Whidbey Island also acts as CACO for SEAOPDET personnel attached to AIMD.

A CACO will be appointed within 24 hours after receipt of the casualty report. Notification procedures, in the event of casualty, will be handled in a quick, tactful, and sympathetic manner. Upon checking into a squadron/detachment, the service member should receive an **Emergency Data Sheet**. These sheets should be completed immediately and returned to the command. Use of the Emergency Data Sheet will give specific information on the victim's desires for notification of the next of kin.

After notification, the CACO will assist with items of immediate importance. Entitlements, funeral arrangements, transportation, administrative matters, and claims will be explained and assisted. It is imperative that current emergency data be filed. No one likes to think about an accident or fatality happening - but if one does, by having the Emergency Data Sheet on file, the CACO can be greater assistance to you.

## **PERSONNEL ISSUES**

### **IDENTIFICATION CARD**

If your Family Member's I.D. Card is lost, stolen, damaged, or expires while VAQ 135 is deployed, simply go to the Personnel Support Activity Detachment (PSD) across from the Convergence Zone at Naval Air Station Whidbey Island or the ID card office at the Seaplane base in building 13, Room 151, to receive assistance. If you encounter difficulties or a lot of "red tape" the squadron's ADMIN Department can and will assist you. Out of area family members contact the nearest PSD or military installation in your area.

Service members need to check the expiration dates of their family member's ID cards prior to leaving for deployment. Family members will require a DD Form 1172 (ID card application) before going to PSD for ID cards that will expire, Family member's turning ten (10) years of age or ID cards that happen to get damaged while on deployment. Service members need to stop by Admin/Personnel at the latest one week prior to departure. For those ID Cards that get damaged, service member's can stop by Admin/Personnel while on deployment.

In the event a family member's ID card is lost or stolen, please advise them to report it to base security. After notification from the service member, VAQ-135 Admin/Personnel will fax a signed ID card application directly to PSD. In the event a family member requires an ID card before VAQ-135 can provide a faxed copy to PSD, they can go to PSD with a copy of the report and obtain a 30 - 60 day temporary ID card.

The PSD will send a message request to VAQ 135 for verification of your sponsor's status. In turn, VAQ 135 will return a message giving verifying information and authorization for PSD to issue a new I.D. card.

This process should take no less than three days, and may take longer depending on communications restrictions at the time.

- If your I.D. (or your child's) card is expired or damaged: take the card with you to PSD.
- If your I.D. card is confiscated: you need to take the confiscation notice with you to PSD.
- If your I.D. card is lost or stolen: you must report it immediately (during business hours) to any PSD.
- If your child will become eligible for his/her first I.D. card while VAQ 135 is deployed, an I.D. application will be required before going to PSD. The application should be completed prior to our departure.

**NAS Whidbey Island PSD phone: (360) 257-1390.**

When in doubt, contact your spouse or OMBUDSMAN to help resolve any questions

## **LEGAL ISSUES**

The Naval Legal Service Office is located inside the Naval Operational Support Center (NOSC) building 2739 behind the gas station. Assistance is available M-F from 0745-1615. Please call (360) 257-2126/2127 to make an appointment for any legal service your family may need while you are deployed. Currently the Base Legal is working remotely but is available during those times by phone or email. For emergencies during off duty hours please call their Command Duty Officer at 257-4546 ext. 734.

## **LEGAL ASSISTANCE**

Under the Navy's Legal Assistance Program, service members and their families may obtain legal advice and assistance from judge advocates regarding personal legal rights and responsibilities in any given situation.

A judge advocate is an attorney who has graduated from law school, is licensed to practice law by the highest State court or by a Federal court, and has graduated from Naval Justice School. Judge advocates assigned to assist individuals with personal legal problems are known as legal assistance attorneys (LAAs).

Legal advice and assistance available includes:

- Wills, powers of attorney, and bills of sale.
- Domestic relations (adoption, separation, nonsupport, and referral to civilian lawyers for divorce).
- Change of name, notarizations, civil rights, and depositions.
- Contracts.
- Taxation.
- Landlord/tenant problems and interpretation of leases.
- Consumer problems (product injury, and product failure).
- Citizenship, immigration, and passports.

**WHO?** Spouses of active duty service members are eligible for legal assistance at no charge.

However, legal assistance officers cannot represent clients in the courts of this state. Generally, advice is not given over the phone however Covid policies may be an exception.

Information obtained during legal assistance is confidential and cannot be divulged to anyone without the permission of the individual concerned. When legal problems are not within the scope of the Navy Legal Assistance, referral can be made to civilian counsel.

**ADVICE:** The best advice concerning legal matters is to plan ahead and to catch small problems before they grow into large ones. The best time to ask question about a contract is before you sign it, not when the clause or provision comes into dispute.

## **POWER OF ATTORNEY (POA)**

A power of attorney is a legal designation by an individual that grants the authority to execute documents in the name of the grantor, as if he/she actually signed the documents. While you are deployed it may be necessary for your spouse, a parent, or another competent person to act for you in your behalf. Before you execute a power of attorney, be sure you understand exactly what you want your attorney-in-fact to do in your place. For example, you may want to limit the duration of the power of attorney to the period of time you expect to be deployed.

A *special POA* is normally better than a general one because it is limited and you narrow your agent's authority. If a general POA is more than you need (or are willing) to grant, but you still need to appoint another to act for you consider a special POA. Whenever possible, this is the recommended type.

A *general POA* allows your agent to do almost everything you could do if you were present. A general POA has enormous potential for abuse. For example, the holder of a general POA can contractually bind you, empty your bank account, or sell your most cherished possessions. The disadvantage of the general POA is the same as its advantage: your agent can do almost anything in your name. If the person who holds your general POA cannot be trusted or turns against you when you are away, watch out! Your car could be sold or your bank account cleaned out when you return. Because of the dangers of a general POA, you should limit its duration. When it expires, third parties cannot legally rely on it. This protects you from liability for your agent's acts after it ends. Currently base legal is not providing general POA's.

**HOW?** Obtain power of attorney forms from Legal Assistance. Email Christine.tjaarda@navy.mil for the forms and instructions.

POA Notes: \* There are some actions that cannot be accomplished by using a POA because these actions are so personal in nature that they cannot be delegated to another. \* When you no longer desire your appointed attorney-in-fact to continue in that position, revoke your POA. See your Legal Assistance Office for revocation forms and instructions.

## **LAST WILL AND TESTAMENT**

A will is a legal expression or declaration of an individual's wishes concerning the disposition of his/her property after death. It is always easier for one's survivors to take care of things if there is a legally executed will. If one dies without leaving a will, personal and real property are distributed by state law, which might not necessarily coincide with the way the individual would have wanted it.

**HOW?** Obtain a Will Questionnaire from the Legal Assistance Officer or email Christine.tjaarda@navy.mil. Complete the questionnaire and return it to Christine.tjaarda@navy.mil.

## **OTHER LEGAL ISSUES**

- Motor Vehicle Registration and laws
- Insurance (Life/Automobile) Policies
- Loco-Parentis (child care)
- Medical Power of Attorney for Children