

2012

HURRICANE EVACUATION GUIDE FOR ATC



United States Coast Guard
Aviation Training Center
8501 Tanner Williams Rd.
Mobile, AL 36608

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PREPARATIONS

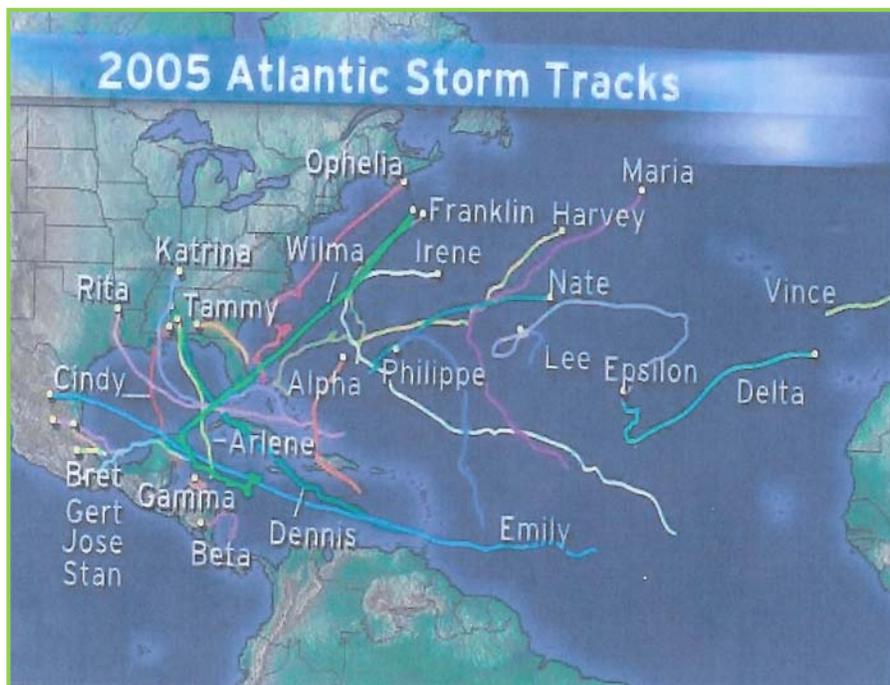
Overview It's never too early to begin preparations for the hurricane season. Hurricanes are a part of life on the Gulf Coast, and having a plan in place will save you and your family a lot of aggravation. Over the past couple of years, this area has seen several major hurricanes. This guide is designed to assist you in making all necessary preparations prior to a major tropical storm or hurricane.

Why Worry?

The 2005 Hurricane season was one of the busiest in recorded history.

- First season with 28 named storms
 - First season with 15 hurricanes
 - First season with 4 category 5 hurricanes
 - First season with 4 major hurricanes making land fall in the U.S.
 - Costliest season - \$75 billion
 - One of the deadliest (Katrina) as of mid-May 2006 – 1775 dead, 1690 still missing.
 - 2005 retired 5 names: Dennis, Katrina, Rita, Stan & Wilma
-

End.



USCG HURRICANE VETERAN'S FAMILY CHECKLIST

Overview

Hurricanes are simply a part of life on the Gulf Coast. 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 found 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.

Important Information To Include in Your Disaster Plan

- Food, water and supplies recommended for your family
- Tips and supplies for taking care of pets
- Important documents and files to collect and protect
- Disaster Kits
- Your local evacuation routes
- Contact information for local emergency providers
- Checklist of important things to do before, during and after a disaster, and more!

End.

USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

Financial Preparedness

Preparing for hurricanes can be costly and requires advance planning for those living in a 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.
- 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 \$300.00. 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 \$15.00 per night.
- Cash on hand. It is a good idea to have ample cash on hand, because credit card 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.
- 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.

Continued on next page.

USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

Anticipating Needs/Beating The Crowds

- Purchase and store your supplies (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 in coverage require a 30 day waiting period to take effect. Review your requirement for flood coverage. Remember, most policies do not cover flood related damage, and 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

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.

Criteria For Contact Person:

- Someone who responds well under stress
- Has call waiting
- Has 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 the mentally challenged, 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).

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

Plan For Family Notification and Communication

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 _____



Kids

A disaster can be a very scary and difficult time for everyone, but especially for young children. The effects of a disaster may cause your family to leave your home and sleep somewhere else for a while. 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 and 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 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

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)



You wouldn't leave your child behind, so don't 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 can't 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
- Collar with Pet's Identification Tag
- Pet food and water
- Food and Water Bowl
- Medications
- Name and contact information of you're 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 Pan for Kitty
- Muzzle for Fido

Never leave your pets at your home if you choose to evacuate.

Remember, "If it's dangerous for you, it's dangerous for them."

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)



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 in the refrigerator. It is also good if the food doesn't 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 suggestions of foods to have prepared:

- 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

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

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
 - Fire extinguisher
 - Work gloves
 - Shovel hand saw, axe and work knife
-

Clean-Up And Recovery Supplies

- Camera/Extra film to record damage prior to clean up for insurance
 - Mops/Brooms/Brushes/sponges
 - Buckets/hose
 - Towels, old blankets, rags
 - Plastic yard bags
 - Rubber gloves
 - Disinfectants/bleach
 - Box fan/hair dryer
 - Detergents
 - Plastic sheeting/visqueen, blue tarps for temp roof patching
-

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)



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 six months. ***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 plastic containers. Plastic soft drink bottles are fine for use, but don't 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). Don't forget extra water for your pets!

Other Water (for toilets, etc)

You can fill your bathtubs and plug them 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 bag of ice for each person per day. In order to keep your refrigerator and freezer 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.

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)



Ice And Refrigeration

Freezer-

- A full freezer will last at least 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. 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 the things 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

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)



First Aid And Medical Supplies

- 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

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 area 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

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

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 Mobile area neighborhoods for up to one week following the storm. Those with portable generators found themselves much more comfortable, particularly when accompanied by a small 110V powered window AC unit to keep one of their rooms cool.

Myth- taping windows does not help. Windows are typically damaged by wind driven debris, and the tape doesn't stop a thing. The only way to protect your windows and home is to shutter or board windows to keep the hurricane outside.

Evacuation

For USCG families, you must plan on evacuating without the active duty member. The decision for reimbursable CG dependant evacuation to a designated safe haven site is typically made early. Your command will keep you 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 a 3-day survival/emergency car kit
 - Take a battery powered radio
-

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

- Evacuation**
- 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 ear
- Booster Cables
- Fire Ext
- Personal hygiene items
- First Aid Kit/Special Meds
- 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 the home. Let trusted neighbors know when you leave and where you intend to go
- Ensure you have made arrangements for your pets (evac or boarding)
- Ensure all communications requirements have been arranged (i.e. 3rd party contact, USCG evac communications requirements)
- Use recommended evac routes
- Tune in to local EAS radio broadcast stations for evac updates
- Once you arrive at safe haven, make contact with CG evac rep. and your out of town third party contact

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USCG HURRICANE VETERAN'S FAMILY CHECKLIST (cont'd)

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
- 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

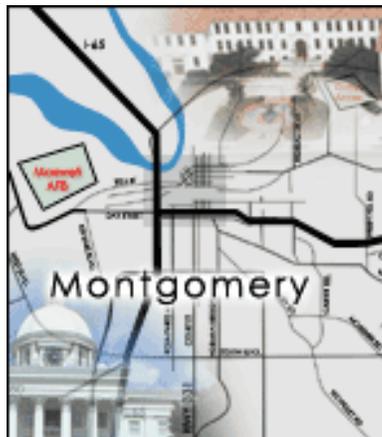
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SAFE HAVEN MAXWELL AFB

Overview

Maxwell, AFB in Montgomery, AL is our designated safe haven. It is about 180 miles north of Mobile and takes approximately 3 hours to get there. During a mandatory evacuation I-65 turns into four lanes around the Bay Minette exit and then back into two lanes somewhere around Greenville, Al; traffic maybe very heavy so it is recommend that you leave early to avoid traffic jams. In this chapter we will provide you with some good information about Maxwell, AFB.

Maxwell, AFB



From the first U.S. civilian flying school established by the Wright Brothers in 1910, to the establishment of Air University in 1946, Maxwell Air Force Base today remains a major subordinate of Air Education and Training Command and the center of USAF Professional Military Education.

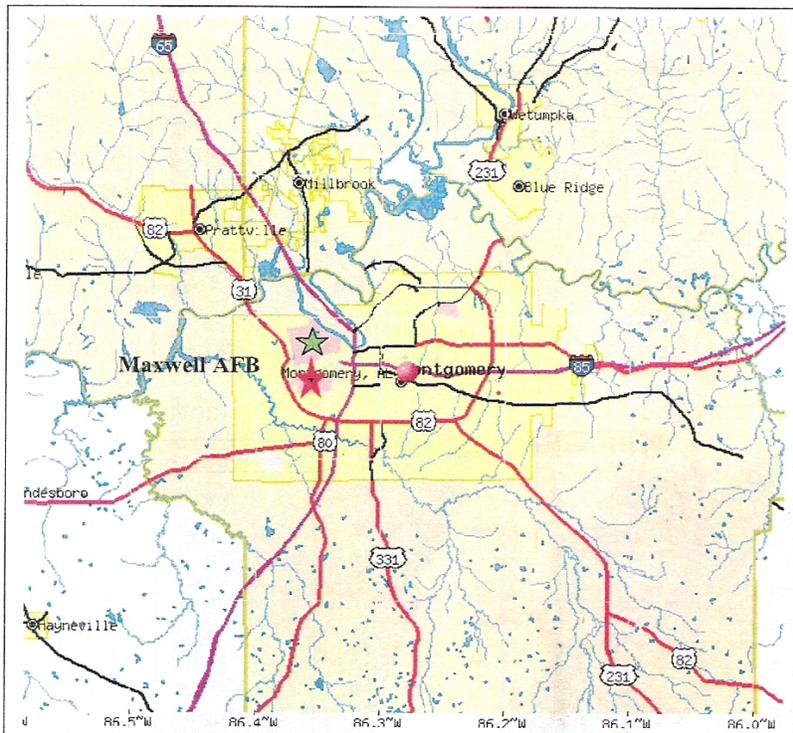
Maxwell is located in Montgomery, Alabama, Alabama's second largest city. The city of Montgomery is Alabama's state capital. The Greater Montgomery Metropolitan area consists of Montgomery, Autauga and Elmore counties with a current population of 320,000.

Mission

Maxwell provides the full spectrum of Air Force education, from pre-commissioning to the highest levels of professional military education, including degree granting and professional continuing education for officers, enlisted and civilian personnel throughout their careers. The university's Professional Military Education (PME) programs educate airmen on the capabilities of air and space power and its role in national security. These programs focus on the knowledge and abilities needed to develop, employ, command, and support air and space power at the highest levels. Specialized Professional Continuing Education (PCE) programs provide scientific, technological, managerial, and other professional expertise to meet the needs of the Air Force. Air University conducts research in air and space power, education, leadership, and management.

End.

HOW TO GET TO MAXWELL, AFB



 Bell Street Gate

Figure 2

From US 231 (From areas south of Montgomery): Follow signs to *I-85 South*. Exit onto *I-65 North*. Immediately exit at *Herron Street* and follow directions at figure 3 to *Bell Street Gate*.

From I-85 S (From areas east of Montgomery): Turn right onto *I-65N* and immediately exit at *Herron Street*. Follow directions at figure 3 to *Bell Street Gate*.

From US 331 (From areas south of Montgomery): Turn left onto *US 82* and follow signs to *I-65 North*. Enter *I-65N* and exit at *Herron Street*. Follow directions at figure 3 to *Bell Street Gate*.

From US 80 (From areas south and west of Montgomery): Turn right onto *US 82* and follow signs to *I-65 North*. Enter *I-65N* and exit at *Herron Street*. Follow directions at figure 3 to *Bell Street Gate*.

From I-65S (From areas north of Montgomery) Exit at the *Bell Street exit* and follow signs to the *Bell Street Gate*. See figure 3.

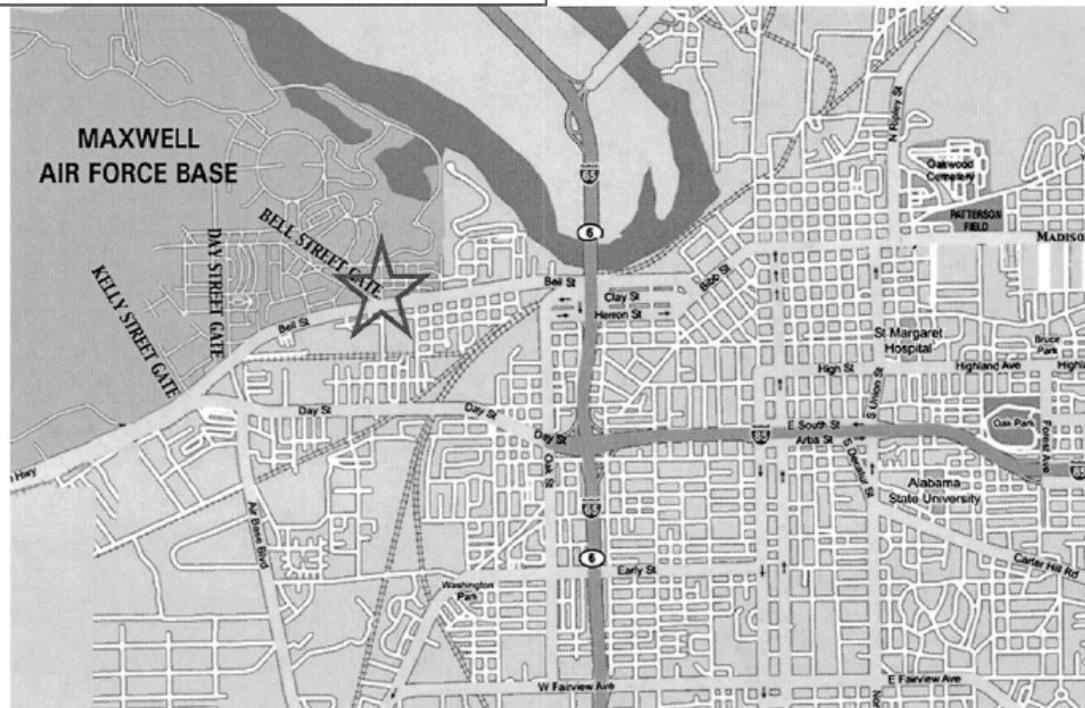
From US 82 (From areas south and east of Montgomery): Turn right onto *US 82* and follow signs to *I-65 North*. Enter *I-65N* and exit at *Herron Street*. Follow directions at figure 3 to *Bell Street Gate*.

Maxwell AFB may be accessed in Montgomery via **US 331, US 231, I-65, I-85, US 82 and US 80**. Expect extremely heavy traffic. Depending upon the size of the storm and the evacuating force, I-65 south lanes will be reversed.

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HOW TO GET TO MAXWELL, AFB (cont'd)

Zoom to 200% for easier reading.



Directions to Bell Street Gate from areas south. Exit I-65 at **Herron Street**. Proceed through **Clay Street** intersection and turn left (W) at 3rd light. Continue on **Bell Street** and follow directions to MAFB. Exit from **Bell Street** at the gate. Security personnel will direct evacuees to the Reception Center.

Figure 3

End.

WHAT TO EXPECT AT MAXWELL, AFB

Maxwell, AFB The Maxwell-Gunter lodging complex has 41 buildings with more than 2,300 rooms. University Inn is one of the largest lodging operations in



the United States. All rooms are provided with a television, telephones and refrigerators, and many are equipped with a small kitchen facility for your convenience.

Checking - In Depending on how soon you get there you may be directed to the Evacuation Reception Center (ERC) or asked to go straight to the University Inn (building 836). Wherever you go, there will be a CG representative there to greet you. You must check-in with them and give them your name and the name of your sponsor (active duty members) and your room number. Also, inform them if you or any of your family members have any special/medical needs.

Fees There is a fee for quarters. Based on room availability the cost will range from \$39.00 to \$53.25. Temporary Lodging for Family (TLF) is available. **FIRST COME FIRST SERVE.**

ID Cards Required ID cards are required to get a room. Either the spouse or the sponsor must provide an ID card.

Address & Phone Numbers	450 North Lemay Plaza Maxwell Air Force Base Alabama Montgomery, AL 36112	Front Desk (334) 953-1690 Reservations (334) 953-3931
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Firearms You are not authorized to bring any firearms on base. If you have a firearm in your car you are directed to turn it in to the security police when arriving at any of the gates.

End.

PETS

Pets Shelters

Pets will not be allowed in government lodging. However, the Airman & Family Readiness Center runs a volunteer program called the “host family program”. Prior to hurricane season each year, the Airman & Family Readiness Center puts out a call for volunteer families willing to accept families, pets, or both. Evacuating personnel will be directed by Security Force Personnel to the Evacuation Reception Center (ERC). At the ERC, a team will be available to place families with



volunteers, provide directions and answer any questions. In the event this resource is saturated, a mass pet shelter will be established, supported by base vets and volunteers. Personnel bringing pets must bring a disaster supply kit.

Pet Disaster Supple Kits

Personnel bringing pets must bring a disaster supply kit including, but not limited to, the following:

- Carrier
- Vaccination Information
- Food
- Special toys
- Blankets or other “soft” bedding
- Medications
- Litter (for cats)

[Carriage Hills Animal Hospital And Pet Resort](#)

In Montgomery, AL. Carriage Hills Animal Hospital and Pet Resort have offered to give all military personnel a discount if you would like to board your pets there instead of using Maxwell, AFB. You must make a reservation prior to arriving (334) 277-2867. Please remember to bring updated vaccination papers, if your pet(s) is/are not currently vaccinated they will have to do it and charge you for it.

End.

OTHER USEFUL INFORMATION ABOUT MAXWELL, AFB

Commissary



The Maxwell commissary is a modern facility stocked with over 15,000 brand name items. The commissary has a deli, bakery, offering fresh meat, cheese and baked goods. The commissary does accept food stamps and WIC vouchers.

Hours of Operation and Phone Numbers	Hours of Operation	Phone Numbers
	SUNDAY: 1100-1700	Main: (334) 953-7175
	MONDAY: Closed	Bakery: (334) 953-7175, Ext. 4017
	TUESDAY: 0900-1900	Deli: (334) 953-7175, Ext 4024
	WEDNESDAY: 0900-1900	
	THURSDAY: 0900-1900	
	FRIDAY: 0900-1900	
	SATURDAY: 0900-1700	



The Maxwell exchange offers a variety of merchandise including gift items, clothing, hardware, stereo equipment and gardening supplies. The exchange offers layaways, check cashing and accepts major credit cards. There is also a food court, flower shop, optical shop, watch repair, barber and beauty shop located in front of the BX.

Hours of Operation and Phone Numbers	Hours of Operation	Phone Number
	Sunday: 10:00 a.m. - 6:00 p.m.	(334) 834-5946
	Monday-Saturday: 9:00 a.m. - 8:00 p.m.	

Continued on next page.

OTHER USEFUL INFORMATION ABOUT MAXWELL, AFB (cont'd)

Pharmacy



The main pharmacy, located in the Maxwell Clinic, fills new prescriptions and offers drop-off service for later return and pick-up. The drive thru is available for new prescriptions only. Refill pharmacies are located in the refill center at MTF and

Gunter Annex. The pharmacy stocks a wide variety of medications; however, due to budget constraints not all medications can be stocked. A clinical pharmacist is available to assist patients with everything from education to refills. It is the staff's goal to provide quality pharmaceutical care with safety and patient satisfaction our top priorities. If you have concerns or questions, please contact the pharmacy staff at ext 953-6868.

Hours of Operation and Phone Numbers	Pharmacy Staff:	Hours:
	Pharmacy Technician: (334) 953-6868	0700-1700 Mon, Tues, Thurs.
	Pharmacist: (334) 953-6868	0700-1630 Wed
	Drive-Thru Pharmacy: (334) 953-8732	0800-1630 Friday

End.

100% ACCOUNTABILITY

Overview After the storm, the Commanding Officer must ensure 100 percent accountability for all active duty members and dependents and report the status via his/her chain of command. In order to assist with this process, ATC has developed a collateral duty called the Hurricane Evacuation Liaison Chief (HELIC). The Chief and their assistant will be evacuating to our safe haven (Maxwell, AFB) prior to any evacuation notice. They will be there to greet and assist you and to account for all personnel.

Important Phone Numbers Following Hurricanes Ivan, Dennis and Katrina, ATC was without power and phone lines for several days. It is for this reason that the (HELIC) has an out of area cell phone. In the event that you evacuate somewhere other than Maxwell AFB, you must call this number and let the (HELIC) know that you have arrived safely at your destination (evacuation point). If that phone line does not work for any reason, you must call the D8 people cell. Active Duty members and dependents are required to check in. Please write these numbers down and put them with your hurricane kit.

HELIC's cell phone	(334) 201-2356
ATC Disaster Recall Information Hotline	(251) 441-5145
ATC Operations Center	(251) 441-6861

Third Party Contact Communications are often very bad after a major hurricane, with this in mind the CO has directed every active duty member to provide a third party contact (non (251) area code)) phone number. This number will only be used by the (HELIC) to locate unaccounted for Active Duty members and dependents after the storm. Click on the link "Third Party Contact" to see information regarding Family Notification and Communication.

The Hurricane Evacuation Form must be completed by all Active duty personnel attached to ATC. The form is verified annually and updated as necessary during the annual weigh-in completed by the Servicing Personnel Office (SPO).

End.

EVACUATION ALLOWANCES

Overview Active Duty members and their eligible dependents are entitled to evacuation allowances when ordered to evacuate by proper authority. For ATC, the evacuation order will come from Coast Guard District Eight.

References <http://www.defensetravel.dod.mil/>

Frequently Asked Question **What happens if I evacuate before the proper authority issues an order?**

You are free to evacuate before an order is issued, but will not be entitled to reimbursement for any cost incurred prior to the official evacuation order from District Eight.

How much will my family and I receive?

The maximum 2012 per diem reimbursement for a dependent family is lodging: \$86.00 and M&IE: \$56.00 for Birmingham, AL (alternate safe haven) per day or the actual total daily lodging cost incurred by the family, whichever is less.

Mileage is paid at the rate of \$.555 per mile. If two vehicles are used then both will be compensated. Only the drivers are entitled to this allowance.

End.

EVACUATION ALLOWANCES (cont'd)

Frequently Asked Questions

What if Maxwell AFB is full? Will I be reimbursed to stay somewhere else?

If Maxwell AFB is full, you will be authorized the max per diem for Birmingham, AL (alternate safe haven). The University Inn works on a first come first serve basis as well.

I have friends in evacuation location/safe haven. If I stay with them, will I receive the lodging portion of the PERDIEM?

If an evacuated dependent stays with friends or relatives while at a safe haven, no cost for lodging is allowed, whether or not any payment for lodging is made to the friend or relative.

My parents/neighbors are elderly and need assistance when hurricanes come through, are they authorized to come to Maxwell, AFB with me?

No. ATC's Memorandum Of Understanding with Maxwell, AFB stipulates that only members and their eligible dependents are authorized to stay there.

How will I know when to return?

The (HELIC) or his/her assistant will let you know when it is safe to return. All military members enrolled in the Coast Guard Emergency Notification System will receive a text message, email or a combination of both depending on individual registered data stating the current status of ATC. All military personnel are required to return to work as soon as possible, usually the day after the storm passes (unless on a Saturday or Sunday and they are not scheduled for duty).

End.

LOCAL AGENCIES

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 don't 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 don't 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.

POC: Ron Baughman, Disaster Response Director (251)-544-6110

[Emergency Needs](#) If you have immediate emergency needs for food, clothing, shelter, or medical care, contact the local Mobile, AL offices of the American Red Cross at (251) 544-6100.

[Federal Emergency Management Agency](#) 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

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

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

continued on next page.

LOCAL AGENCIES (cont'd)



To use the program, eligible beneficiaries may access the EAP directly by calling 1-855-CGSUPRT(247-8778) 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

[POC: Helena Roldan \(251\) 478-5050](#)

end.

IMPORTANT PHONE NUMBERS

Overview Expect poor communications after a major hurricane. Most home phone lines and cell phones cannot be used during the peak of the storm. You may want to invest in a non-cordless phone since all cordless phones require electricity. The old fashion phones where you plug them directly into the outlet may provide you with a little more usage if your electricity goes out.

Text Messaging While cell phone use was limited after Hurricanes Ivan, Dennis, and Katrina, some of our members were able to send messages via text messaging. Even when they could not get a signal on their cell phones, text messaging worked. *Note: There are charges for text messaging so you may want to check with your cell phone provider for fees.*

Important Phone Numbers	Emergencies	911
	Non-Emergencies (Mobile Police)	251-208-7211
	Road Conditions	334-242-4128
	Poison Control	1-800-222-1222
	Poison Control Center (Alabama)	1-800-462-0800
	Alabama Power Company	1-800-888-2726
	Ambulance (Mobile County)	251-633-2414
	Ambulance (non-emergency)	251-208-7311
	Bay Area Food Bank	251-653-1617
	Child Find of America	1-800-426-5678
	National Center for Missing & Exploited Children	1-800-843-5678
	Parental Stress Help Line	1-800-367-2543
	Mobile Area Water & Sewer	251-694-3100
	Mobile Gas	251-450-4674
	Hurricane Evacuation Liaison Chief	334-201-2356
	District Eight People Cell	1-800-787-8724
	ATC Disaster Recall Information Hotline	251-441-5145

end.

