

Hello All,

I hope this newsletter finds you well and happy. Alma Buckley (Ombudsman for Sector & kind of our unofficial leader) was kind enough to make a Hurricane newsletter for us in the New Orleans area. PLEASE print this out and have it easily accessible in the event of a hurricane AND keep it with you if you have to evacuate. It's got all the important information you need. I've put my own words and tidbits on the very last page.

As always, stay safe and call us if you need anything,

Shelley & Rina

Rina: 954-931-9306

Shelley: 435-640-7962

Email: OmbudsBNOLA@gmail.com



Hurricane Season 2013 Ombudsman Newsletter

Hurricane Season is almost here...

Are you ready?

New Orleans and areas south and west are very prone to severe flooding and wind damage. You must be prepared to evacuate. The most important thing for you to understand is that Base New Orleans personnel will be performing their duties before, during and after a hurricane. You need to establish a family plan to evacuate without your active duty spouse.

Establishing a plan now that includes the following will reduce stress:

- Know our safe haven is Memphis.
- Keep all vehicles full of gas throughout hurricane season.
- Plan your evacuation route.
- Create an emergency supply kit.
- Make sure you have personal property insurance (renters or home insurance).
- Prepare your Special Power of Attorney (document that allows a CG Member to select an agent in writing to file an insurance claim on his/her behalf).

Hurricane Kit

Make it as portable as possible and ready to deploy.

- Portable generator – purchase one now in the event “shelter in place” orders are given. This happened during Hurricane ISAAC and many were without electricity.
- Water -- at least one gallon per person per day for at least three days
- Food -- nonperishable food for at least three days
- Manual can opener
- First aid kit with dust masks, disinfectant, and prescription medications
- Sanitation supplies such as moist towelettes, disinfectant, and garbage bags
- Formula and diapers for any infants
- Flashlight and extra batteries, battery-powered or hand-crank, NOAA weather radio and cell phone charger
- Important documents -- personal, financial, and insurance in a water proof container
- Maps, your family emergency plan, and emergency contact numbers
- Command reporting information
- Food, water, other supplies, and documents for any pets
- Money -- \$100 - \$500 in smaller bills

Evacuation

Ways to obtain information on Base’s evacuation status:

One of the major complaints following Hurricane ISAAC was the lack of information flow. One of our efforts to keep you better informed will be through the

CG Emergency Notification System (ENS).

When you sign up, ENS will generate text messages to any number or email address you select (be sure to include a dependent phone number & email addresses).

To sign up, go to: <http://ens.osc.uscg.mil/>, instructions are on the left under "user guide".

The Base New Orleans Hurricane Hotline.

It will be updated and activated to provide voice messages about facility status (open/closed/etc.) and what actions personnel and/or dependents should take when a storm threatens our area.

Number 877-377-1633

Evacuation Orders.

The determination on whether to evacuate or shelter in place is made by the District Eight Commander. If you are directed to evacuate:

- Top off your gas tank.
- Pack your bags
- Get your medication supplies and important documents together.
- Get your hurricane kit
- Grab your cash and be ready to go!!

Once you’ve evacuated, dependents should not return home until directed by the District Eight Commander (working with local government officials).

Active duty, reserve, auxiliary, and civilian employees who are ordered to return to their units may do so with proper credentials and id’s. Be prepared for the worst conditions!

Personnel Accountability

The safety of every member of the Coast guard team and family is the Command’s top priority.

If you get separated or lose contact during a storm event, call the Base OOD to report your location and status.

Contacts:

MSU Morgan City LT Jay Michalczak	(985) 380-5334
Ombudsman Morgan City Karen Wagner	(985) 384-2021
MSU Houma Mr. John Knapp	(985) 851-1692x240
MSU Baton Rouge LT Victoria Saxon	(225) 298-5400x241
Ombudsman Baton Rouge Melissa Beckley	(251) 923-6908
Sector Nola and sub-units LT Evelyn Bruno	(504)365-2107
Ombudsman Sector Alma Buckley	(786) 352-7388
Ombudsman Venice Ian Vala	(504) 563-7432
Ombudsman Base NOLA Shelley Mateu Rina Turner	(435) 640-7962 (954) 931-9306

Save Havens



Safe havens are pre-designated locations where prior arrangements have been made to house people during hurricane evacuations.

Primary designated safe haven evacuations site for dependents and personal assigned to Coast Guard Base New Orleans:

- Memphis, TN: specific hotel information will be passed at the time the evacuation order is given.

Memphis, TN: the “Safe Haven” for families and personnel, however you are permitted to evacuate to a location of your choosing. Just be aware, Memphis serves as the extreme limit for evacuations in regards to

mileage and per diem reimbursement. Use the distance between your residence and Memphis as a radius to create a circle of range of where you can go and receive full reimbursement. Meals, incidentals, and lodging will be reimbursed at the rate approved for Memphis.

PETS

Normally, hotel rooms for personnel and their dependents will be secured prior to the arrival of evacuees. Depending upon availability of hotels, pets may or may not be permitted, so you may need an alternate plan. Pet carriers/kennels are a must have item during an evacuation.

To find [pet-friendly hotels](http://petfriendlyhotels.com), and other related pet-travel services and information go to petswelcome.com,

Just start your search by typing a city in the Instant Pet-Friendly Hotel Search at the top of the page.

Or, if you're not sure where you'll be stopping, then use Search by Route feature. It will allow you to find a pet-friendly lodging ANYWHERE along the route to your final destination.

During the threat of a hurricane, a phased evacuation will be based on geographic location and time in which tropical storm winds are forecasted to reach affected areas.

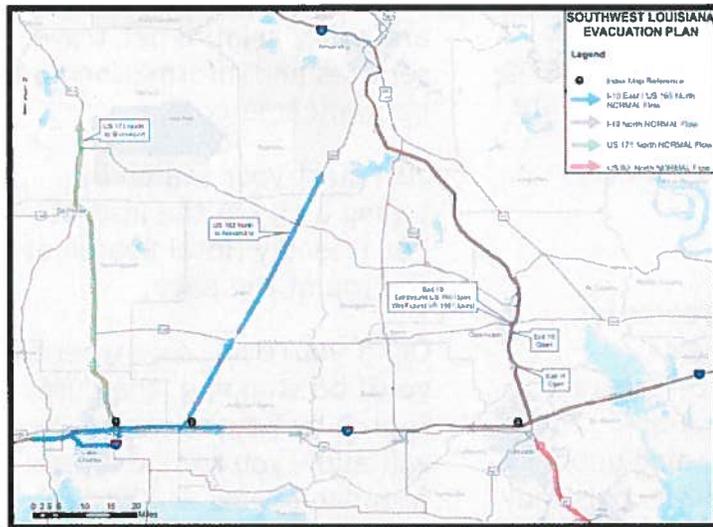
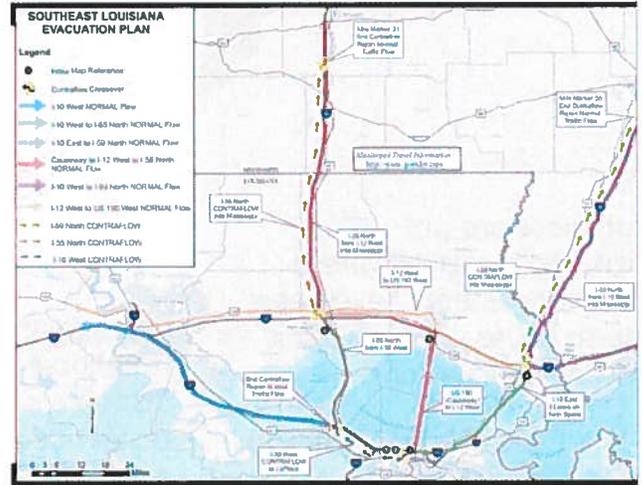
Phase I – 50 Hours before onset of tropical storm winds. Includes area south of the Intracoastal Waterway. These areas are outside any levee protection and are vulnerable to Category 1 and 2 storms. These areas are depicted in RED on the Evacuation Map. During phase I, there are no route restrictions.

Phase II – 40 hours before onset of tropical storm winds. Includes area south of the Mississippi River which are levee protected but remain vulnerable to Category 2 or higher storms. These areas are depicted in ORANGE on the Evacuation Map. During Phase II, there are no route restrictions.

Phase III - 30 hours before onset of tropical storm winds. Includes areas on the East Bank of the Mississippi River in the New Orleans Metropolitan Area which are within levee protection system but remain vulnerable to a slow-moving Category 3 or any Category 4 or 5 storm. These areas are depicted in YELLOW of the Evacuation Map. During Phase III, certain routes will be directed and the Contraflow Plan implemented. Phased evacuation procedures are for the traffic management purposes only.

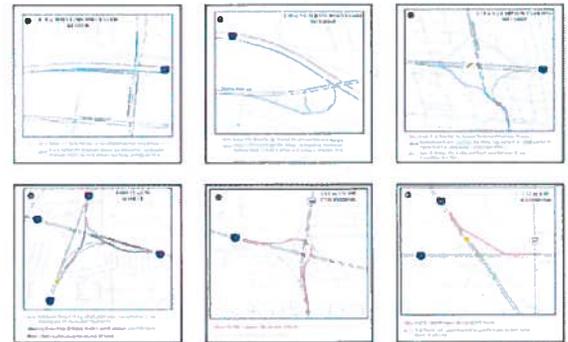
Southeast Louisiana Contraflow Plan.

Southwest Louisiana Contraflow



Check this for complete guide:
<http://www.gohsep.la.gov/evacinfo/LAHurricaneGuide>

SOUTHEAST LOUISIANA CONTRAFLOW MAP INSETS



Nice to know before, during and after the storm.

Reimbursement for generator purchased post-disaster

Will FEMA reimburse me for the generator I purchased after the disaster?

In order to be considered for reimbursement for a generator purchased after a federally declared disaster, there must be an existing medical condition which requires you to have medical equipment/appliance for medical purposes.

In addition to the eligibility requirements for the Individuals and Households program, the following criteria will apply to generators:

- Generator is purchased or rented to power a medically-required appliance or piece of equipment
- Generator is purchased or rented on or after the Governor's Declaration of a State of Emergency up to the end of the incident period or the date power is restored to the applicant's home, whichever occurs first

Applicants will need to send FEMA:

- A copy of the proof-of-purchase or rental receipts for the generator
- Proof that the appliance or equipment is required for medical purposes (e.g. letter from physician on letterhead that the applicant/occupant has a medical need for the appliance or equipment).

You may fax your documents to 1-800-827-8112 or physically mail correspondence to:

FEMA - Individuals & Households Program
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-8055

Please write your name, last four digits of your social security number, disaster number and registration number on all pages of your correspondence and keep a copy for your records.

Apps than can save lives



Hurricane and Tornado by American Red Cross.

- One touch "I'm safe" messaging that allows users to broadcast reassurance to family and friends via social media outlets that they are out of harm's way
- Location-based NOAA weather alerts for the United States and its territories users can share on social networks
- Remote monitoring of personalized weather alerts where family and friends reside
- Locations of open Red Cross shelters
- Simple steps and checklists people can use to create a family emergency plan
- Preloaded content that gives users instant access to critical action steps even without mobile connectivity
- Toolkit with flashlight, strobe light and audible alarm
- Badges users can earn through interactive quizzes and share on social networks



2-1-1 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community during crisis or any time.

2-1-1 responds immediately and directs callers to services most appropriate for their needs.

For example, 2-1-1 can offer access to:

- Coordinated Disaster Information
- Food, Clothing
- Shelters
- Special Needs Housing
- Volunteer Management
- Evacuation Routes
- Transportation Assistance
- Crisis Counseling
- Prescription Assistance
- Missing Persons
- Post Disaster Child Care
- Rebuilding Assistance

2013 Louisiana Hurricane Preparedness Sales Tax Holiday in May

For the fourth year in a row, the state of Louisiana is waiving sales tax on storm supplies if you buy them the week before hurricane season.

Louisiana Revised Statute 47:305.58 provides for an annual state sales tax holiday on sales of hurricane-preparedness items or supplies made on the last Saturday and Sunday of each May. **You'll still pay any parish or municipality tax, but the four percent sales tax collected by the state will be waived.**

[Get more info here, http://revenue.louisiana.gov/sections/publications/HurricanePrepSalesTaxHoliday.aspx.](http://revenue.louisiana.gov/sections/publications/HurricanePrepSalesTaxHoliday.aspx)

The sales tax exemption applies to the first \$1,500 of the purchase price of each of the following items:

- Self-powered light sources, such as flashlights and candles
- Portable self-powered radios, two-way radios, and weather-band radios
- Tarpaulins or other flexible waterproof sheeting
- Ground anchor systems, straps or tie-down kits
- Gas or diesel fuel tanks
- Batteries, sizes AAA, AA, C, D, 6-volt, or 9-volt (Automobile batteries and boat batteries are ineligible)
- Cellular phone batteries and chargers
- Non-electric food storage coolers
- Portable generators
- Storm shutter devices (Materials and products manufactured, rated, and marketed specifically for the purposes of preventing window damage from storms)
- Carbon monoxide detectors
- "Blue Ice" (and similar re-usable cooling products)

Resources after the storm

- **Apply for Disaster Assistance**

There are three ways to apply for assistance:

Apply Online at DisasterAssistance.gov

Apply via a smartphone at m.fema.gov

Apply by Phone:

Call (800) 621-3362.

Call TTY (800) 462-7585 for people with speech or hearing disabilities.

- **Replace Your Vital Documents**

Address Change – When you move, be sure to change your address with the Post Office, IRS, and other government agencies, so that you'll continue to receive mail and any government benefits at your new location.

Bank Records (PDF) Get financial tips and resources for disaster recovery.

Birth, Marriage, and Death Certificates

– Get records based on the location of the birth, death, marriage, or divorce.

Damaged Money – The Treasury Department will exchange mutilated or damaged U.S. currency.

Document Restoration: Fire – The Library of Congress offers information on restoring fire-damaged documents and collections.

Document Restoration: Flood – The National Archives offers information on how to care for your flood damaged photos, books, papers, and more.

Drivers' Licenses and Vehicle

Registration – Find your state's motor vehicle department to get or replace your driver's license, and register your car.

Federal Civilian Personnel Records – Go to the National Archives website for guidance on requesting personnel records for former federal civilian employees. Current federal workers can get personnel records from their human resources office.

Green Card Replacement – Get instructions on how to replace a lost, stolen, or damaged permanent resident card (green card).

Medicare Card Replacement – Learn how to replace a lost, stolen, or damaged Medicare card.

Military Service Records – Get copies of military service records, to prove military service or to research genealogy.

Passport – Report your lost or stolen passport immediately. Contact the nearest U.S. embassy or consulate if your passport is lost or stolen overseas.

Replace a Savings Bond – Replace lost, stolen, or destroyed paper savings bonds.

School Records – Contact your former school or the appropriate school district if the school has closed.

Social Security Card Replacement – Learn how to replace your lost or stolen Social Security card.

Tax Return – Request a copy of your federal tax return from the Internal Revenue Service (IRS).

<http://www.usa.gov/Citizen/Topics/Family-Issues/Vital-Docs.shtml>

- **Prevent Illnesses and Injuries**

<http://www.bt.cdc.gov/disasters/hurricanes/otherhazards.asp>

- **Hurricane Telephone Hotlines**

<http://www.usa.gov/Citizen/Topics/PublicSafety/Hurricane-Recovery/Telephone-Hotlines.shtml>

- **Donate and Volunteer**

<http://www.serve.gov/>

- **Disaster Recovery and Building Reconstruction**

http://www1.eere.energy.gov/buildings/disaster_recovery/

- **Federal Emergency Management Agency (FEMA)**

<http://www.fema.gov/> call (800) 621-FEMA or visit disasterassistance.gov.

- **Food and Water Safety**

<http://www.fda.gov/Food/ResourcesForYou/Consumers/ucmo76881.htm>

Disaster Unemployment Assistance

Those living in parishes that qualify for FEMA individual assistance are eligible for disaster unemployment assistance as well.

Applications must be filed with the Louisiana Workforce Commission. Call (866) 783-5567 or access the forms online at laworks.net.

Disaster Food Stamps

The program provides assistance to those not already qualified for SNAP benefits who are living in certain parishes. Those seeking



food assistance may apply by calling (888) 524-3578.

Insurance Concerns

The Louisiana Department of Insurance can answer questions and take reports of concerns at (800) 259-5300. The Mississippi Insurance Department can be reached at (800) 562 2957.

Salvation Army

The Salvation Army is assisting those affected by Hurricane in a variety of ways, including "physical, spiritual and unique needs" of individuals. Their services and locations are posted at salvationarmyusa.org.

American Red Cross

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

Federal Employees, Military and Veterans Hot Lines

- **Federal Employees Impacted by Hurricane**

1-800-307-8298: OPM Toll-free Helpline for current and retired federal employees.

- **Military Families Resources (Military OneSource)**

Toll-free 1-800-342-9647. For military members or families in need of services or support.

- **Coast Guard Support**

Contact a Consultant: 1-855-CG SUPRT (247-8778)
Military Crisis Line: 1-800-273-TALK(8255) Press 1

Tips & Ideas from the locals

In terms of preparation, remember the big four - Documents, Cash, Food & Pets.

Documents – My family always had what we called a “ready box” for hurricanes. It was a regular small, plastic file box (like the ones from Wal-Mart) with all our important documents in them (birth certificates, marriage certificates, health and insurance documents, etc.). It contained everything we’d need on hand if the worst (fire or flood) happened. All members of the family knew what and where the box was (by a desk in the den).

Cash – Inside the box was an envelope with cash. In today’s climate it’d be around \$500. Why? Power goes out...it’s the VERY first thing that happens, always. And if it stays out, you’ll need cash. With no power you can’t access your funds via ATM (and NO ONE will take a check, trust me), a gas station can’t run a credit card and groceries & restaurants will be a cash-only operation. This was also a partial Christmas fund. My mom & dad would put away \$20 a week starting Jan 1 and by August, they’d have a nice little “Hurricane Fund” going. If no hurricanes hit that year, my parents had extra cash for Christmas gifts. Then they’d start up again, saving on Jan 1 the next year.

Food – Have a decent-sized cooler and an at least 2 empty 2 liter bottles. You’ll have time to fill them 80% full of water & freeze them before you have to evacuate. When frozen, use one for your cooler, the other for the freezer (extra oomph! to keep food frozen). When evacuating, leave the food that you can easily replace or that will take up too much space in the cooler (pickles, mayo, etc.). Take the meats & cheeses, maybe the milk if you think you’ll REALLY need it, but you’ll have to consume it quickly (It will spoil fast in a cooler). Assume you’ll be grilling out so take the stuff in the fridge/freezer you’ll use and leave the stuff you don’t mind losing. You’ll need to fight the urge to keep everything. Unless you are going someplace where you KNOW you’ll have a freezer/fridge, chances are if you take too much, you’ll lose the majority of it because ice will be scarce.

***A refrigerator without power will keep food cool (edible) for 24 hours – as long as no one opens the door. If it’s a good model, you might be able to stretch 72 hours out of it before you have to start throwing things out. The freezer stuff, simple – if it’s thawed out completely, eat it. If it has any frozen parts, it can be re-frozen.

Pets – Don’t forget their needs as well. Can your dog or cat be in the car without panicking? Will someone be able to pet/soothe them on the drive. The family dog will need a potty break, make sure she’s in a part of the car where she won’t hurt herself getting in and out (& make sure she’s not by any food). Will you be able to set up a litter box for the kitty? Maybe put it on the floor of the back seat. **DON’T FORGET THEIR FOOD and FRESH WATER.** If you simply feel you cannot take the pet when you evacuate, please do not just leave the animal. Google volunteer groups that care for the animal and can take them to safety.

Coming home after – A different kind of stress!!

Just because the hurricane’s over people think you can relax. Nope! Now you’ll have to put everything back! The outside of your house may be a mess. You may have to mend a fence or transplant/throw out some of your plants. Maybe you’ll have to mend/repair/redo your garden. You’ll definitely have to pick up trash and debris from your yard. And putting everything back into the fridge/freezer and deciding what can stay and needs to go is depressing to say the least. That first trip to the grocery store after a hurricane evacuation will have a large tab and that’s okay... because your Hurricane Plan included an insurance policy that will reimburse you for food spoilage. The quicker you can get back to “normal” the better. Cut yourself some slack and realize it’ll all be okay. It is what it is. If you have power restored, get into the AC for a glass of ice water and relax as often as you like. Play some music. Try to laugh. And at the end of that very first day back, even if you didn’t get it all done, pat yourself on the back for making it through. Everything’s better from here on out.

If you ever need anything, please don’t hesitate your ombudsman. Be smart and be prepared.

