

AIR FORCE

READINESS EDGE

*Commanders
and Supervisors*



U.S. AIR FORCE



DEPARTMENT OF THE AIR FORCE
OFFICE OF THE CHIEF OF STAFF
WASHINGTON, DC

MEMORANDUM FOR SEE DISTRIBUTION

FROM: HQ USAF/CVA
1670 Air Force Pentagon
Washington, DC 20330-1670

SUBJECT: Air Force Readiness EDGE

The United States Air Force is committed to taking care of its own. Our Air Force members and their families deserve the best support possible. The first line of support is the cadre of unit commanders, first sergeants, and supervisors. To assist this crucial linkage, please accept the support of the Air Force Community Action Information Board and the Air Force Readiness EDGE (atch).

The Air Force Readiness EDGE targets combat stress reactions, the deployment environment, and deployment-related stressors. Tailored support of the base helping agencies targets deployment challenges and engages the services of base helping agencies. Websites provide further assistance.

My first priority is to ensure distribution of this web-based guide to the deployed and home front commanders and supervisors. Also, MAJCOM CAIB and IDS members, base wing commanders, and base CAIB and IDS members can access and download the guide through their AF websites.

If you have any questions, my point of contact is Lt Col Patricia Moseley, Air Force Special Needs Program Manager, AFMOA/SGZF, 5203 Leesburg Pike, Suite 702, Falls Church, VA 22041, telephone 703-575-5151, or e-mail: patricia.moseley@pentagon.af.mil.

As always, we remain One Force, One Family.

JOSEPH H. WEHRLE, JR.
Lieutenant General, USAF
Assistant Vice Chief of Staff

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Our commitment to the war on terrorism may result in many Airmen being absent from home or working extended hours. Separation from our families is a heartfelt, somber consequence of duty. These personal sacrifices are deeply appreciated. Our Air Force members and their families deserve the best support possible with the challenges of deployment.

The United States Air Force is committed to taking care of its own. The first line of support is the cadre of unit commanders, first sergeants, and supervisors. To assist this crucial linkage, please accept the support of the Air Force Community Action Information Board and the Air Force Readiness EDGE.

It is critical to me that resources and services are readily available to you. Connection to the network of base, community, and national support services can begin with this guide. Information on the following pages provides an overview of Air Force services and staff who are ready to assist in all phases of deployment and reintegration. We stand ready to provide assistance and support to our Air Force family.

As always, we remain One Force, One Family.

JOSEPH H. WEHRLE, JR.
Lieutenant General, USAF
Assistant Vice Chief of Staff

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Associations

Phone

Air Force Survivor Assistance Program	1-877-USAF-HELP (1-877-872-3435)
Air Force Military Pay	1-800-321-1080
Air Force Personnel Center	
Family Matters Operations Branch	1-866-299-0596
American Legion	1-800-504-4098
American Red Cross	
Emergency Messages for service members	1-877-272-7238
Armed Forces Emergency Service for families	1-888-737-4306 ext. 910
Casualty Affairs	1-877-353-6807
Defense Finance and Accounting Office	1-800-321-1080
Department of Veterans Affairs	1-800-827-1000
Memorial Programs Service	1-800-697-6947
Headstone and Marker Program	
Presidential Memorial Certificate Program	
Military Family Resource Center	1-703-602-4964
National Guard Bureau Family Program Office	1-888-777-7731
Air National Guard Family Program	1-888-777-7731
National Military Family Association	1-703-931-6632
National Association for Uniformed Services	1-800-842-3451
National Cemetery System	1-800-827-1000
Veterans Administration Regional Office	1-800-504-4099
Society of Military Widows	1-800-842-3451
Social Security	1-800-772-1213
Tragedy Assistance Program for Survivors	1-800-959-8277
USAF Mortuary Affairs	1-800-531-5803
Veterans Affairs	1-800-827-1000
Wings of Light	1-623-516-1115

Installation Contacts

Agency	POC	Phone
Base Operator		
Casualty Assistance Representative		
Chaplain Services		
Child Development Center		
Family Child Care		
School Age Program		
Youth Programs		
Civilian Survivor Benefits Assistance		
Command Post		
Emergency Room		
Family Advocacy		
Family Liaison Officer		
Family Support Center		
Life Skills Support Center		
Critical Incident Stress Debriefings		
Local Police		
Military Equal Opportunity		
Mortuary Officer		
Public Affairs		
Regional Veterans Administration		
Security Forces		
Staff Judge Advocate		

Integrated Delivery System

The Air Force Integrated Delivery System (AF IDS) is the action arm of the AF Community Action Information Board (AF CAIB). The AF IDS includes representatives of the AF CAIB that have primary responsibility for providing family services and prevention and education activities related to individual, family, and community concerns. The structure and responsibilities of the CAIB and IDS are present and vital at each MAJCOM and base to resolve community issues.

CAIB and IDS membership is inclusive. The AF community is represented by Department of Personnel (Family Matters and Quality of Life representatives), Chaplain Service (Plans and Programs Division representative), Installation and Logistics (Family Member Program representatives), Surgeon General (Family Advocacy, Life Skills, Special Needs, and Health Promotions), Air Force Reserves, Judge Advocates, National Guard Bureau, Security Forces, Air and Space Operations, Office Chief Master Sergeant of the Air Force, Secretary of the Air Force /Financial Management, Deputy Assistant Secretary, Force Management, and Secretary of the Air Force/Public Affairs. Other community members such as the commanders of major tenant units, school personnel, spouses, and teens may be invited to participate.

The AF identifies, prioritizes, and addresses AF community concerns for the CAIB. Policy solutions or actions are proposed for CAIB review and approval, as well as, development and implementation of collaborative community initiatives.

The AF Community Needs Assessment, sponsored by the AF IDS, assesses the effectiveness of community services and identifies gaps in services that the CAIB members should address, in particular, the efficacy of programs offered by child care and youth, family support centers, family advocacy, life skills, chapels, and health and wellness centers. Please be aware that the 2003 AF Community Needs Assessment will be fielded soon. Your participation in this process is appreciated.

About Air Force Readiness Edge

The Air Force Community Action Information Board approved the drafting and distribution of *Air Force Readiness EDGE: A Guide to Support Commanders and Supervisors with the Services of the Air Force Integrated Delivery System*. This total force community resource directory is designed to support commanders and supervisors who are responsible for sponsors and family members involved in deployment and at the home front.

Commanders and supervisors are given checklists that identify deployment and operational stressors. Family emergency preparedness supporting Homeland Security is addressed. The challenge is recognizing the stressful situations of sponsors and family members. Specific behaviors and concerns related to deployment stress are explained. Tailored support is addressed for pre-deployment, deployment, post-deployment, task force recommendations for reintegration, and combat stress reactions. The Defense prisoner of war (POW) repatriation process is outlined. Tailored support connects commanders and supervisors supporting sponsors and family members with the base IDS helping agencies.

The *Air Force Readiness EDGE* lists and describes Air Force and other resources, their websites, and telephone numbers for family assistance. The websites are sponsored by the military services, DoD, U.S. government agencies, non-profit, and private organizations, as well as, university and military affiliated associations. Please read, ABOUT THE WEBSITES, regarding the supervision of children's use of the Internet and websites.

Commanders and Supervisors Checklists

The Air Force Integrated Delivery System (AF IDS) stands ready to assist Commanders and Supervisors with their responsibilities for managing deployment of personnel, the deployment-related stressors of family members, and family emergency preparedness. The most up-to-date, reliable information is readily available for you and your deploying members. Ensuring access to services is a crucial concern. A family's connection to the network of base, community, and national support services can begin with this guide. The following paragraphs explain how the checklists can be used.

Multiple checklists to support commanders and supervisors are provided for all phases of deployment - pre-deployment, deployment, combat stress reactions, post-deployment, and reintegration. Each checklist is based on existing professional literature (drawn from research, task force recommendations, and subject matter experts). Family emergency preparedness checklists support Homeland Security. References and acknowledgements are listed in separate sections.

COMMANDERS AND SUPERVISORS CHECKLISTS are contained in numbered Tables. Tables are labeled by the phases of deployment and descriptions of the topics. Each Table is divided into three columns: Challenge, Behavior/Concern, and Tailored support. Challenges are specific situations that might require a commander or leader's action. Behavior/Concern identifies specific signs, behaviors, or circumstances. Tailored support identifies the actions that may be used to address the challenges, behaviors, or concerns.

In-depth resources of the AF IDS are located in the section, AIR FORCE RESOURCES FOR TAILORED SUPPORT. Further assistance is located in the section WEBSITES, which lists and describes AF websites and the DoD, military services, universities, government and non-profit agencies, and military-affiliated websites.

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Table 1
Pre-deployment challenges: Managing health, fitness, safety, and mishaps

Challenge	Behavior/Concern	Tailored support
Manage the health of deploying personnel	<p>☐ Health concerns for leaders</p> <p>☐ Health concerns for personnel</p>	<p>☐ Ensure service members complete pre-deployment health preparation activities</p> <p>☐ Schedule briefings for service members to inform them of health resources availability and limitations both pre and during deployments</p> <p>☐ Ensure DD Form 2795, Pre-deployment Health Assessment is completed by every service member scheduled to deploy</p> <p>☐ People with a recent history of behavioral health problems should be cleared by behavioral health</p> <p>☐ Inform service members of exercise facilities and food choices (MREs, flight kitchen, or dining hall) availability and limitations both pre and during deployment</p> <p>☐ Ensure medical and health issues are identified and effectively managed</p> <p>☐ Ensure a current (within the last year) PHA</p> <p>☐ Ensure all immunizations are up to date so that they are not all required at the same time</p> <p>☐ Ensure sufficient medication (prescription and non-prescription) supply for duration of the deployment</p> <p>☐ Ensure DD Form 2795, Pre-deployment Health Assessment, is completed and submitted to Public Health</p> <p>☐ Ensure maintenance of approved prosthetic devices and have a battery supply</p>
Support members' fitness	☐ Fitness concerns	<p>☐ Foster healthy habits, contact HAWC personnel</p> <p>☐ Ensure availability of adequate items to maintain/establish a healthy eating and exercise program at deployed locations (see HAWC for guidance)</p> <p>☐ Consider making positive lifestyle changes while deployed, such as, start exercising and stop tobacco use. (see HAWC to get needed information and supplies)</p>
Manage members' safety	☐ Educate members on Buddy Care exposure to Critical Incidents (death, combat, bombings, etc.), Decrease stress and isolation	<p>☐ Emphasize the importance of buddy care/support</p> <p>☐ Pre-exposure training (PEP)/coordinate through base Integrated Delivery System</p> <p>☐ Keep engaged and active to prevent stress, isolation, and boredom via MWR, Chapel, and Family Support Center</p>
Manage deaths of members due to illnesses, accidents, or combat	☐ Educate the member and families regarding the support systems in place	<p>☐ Ensure that each unit deploying has a member trained in the survivor assistance program</p> <p>☐ Consult with the Services commander prior to pre-deployment briefings with units and family members regarding the survivor assistance program</p>

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 2
Pre-deployment challenges: Managing members' work-related and family concerns

Challenge	Behavior/Concern	Tailored support
Manage common pre deployment work-related concerns	<ul style="list-style-type: none"> <input type="checkbox"/> Frustration and powerlessness <input type="checkbox"/> Time pressures <input type="checkbox"/> Uncertainty -who is going where <input type="checkbox"/> Pre-deployment training may be seen as redundant unnecessary <input type="checkbox"/> Draw down uncertainty; base closures and unit deactivations are possible while deployed <input type="checkbox"/> Continuity of work left behind 	<ul style="list-style-type: none"> <input type="checkbox"/> Help develop certainty regarding who will be deploying with whom <input type="checkbox"/> Allow enough time for members and their families to prepare <input type="checkbox"/> Discuss work plan with supervisor before deploying <input type="checkbox"/> Ensure access to important projects, papers, keys, and computers, as appropriate
Be aware of and assist with members' family - related pre-deployment concerns	<ul style="list-style-type: none"> <input type="checkbox"/> Tension with family members at home <input type="checkbox"/> Guilt over leaving family members 	<ul style="list-style-type: none"> <input type="checkbox"/> Supportive discussion about family separation and general responses of all deploying members <input type="checkbox"/> Provide links to helping agencies by introducing members of the Chapel, Family Advocacy and Family Support at unit functions and deployment activities <input type="checkbox"/> Supportive discussion about family separation and general responses of all deploying members <input type="checkbox"/> Provide links to helping agencies by introducing members of the Chapel, Family Advocacy and Family Support at unit functions and deployment activities

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 3

Pre-deployment challenges: Managing challenges of daily living and the separation of deploying members and loved ones

Challenge	Behavior/Concern	Tailored support
Manage concerns of daily living and separation experienced by the deploying members, their families, and loved ones	☐ Finances	<ul style="list-style-type: none"> ☐ Work with the Family Support Center regarding financial concerns ☐ Be sure the remaining spouse is aware of all financial obligations ☐ Contact accounting and finance for financial arrangements, such as allotments
	☐ Legal issues, including powers of attorney	<ul style="list-style-type: none"> ☐ Ensure the remaining spouse has access to important papers and documents ☐ Work with base legal office to plan a will and prepare necessary power of attorney ☐ Be attentive to expiration dates or recurring obligations
	☐ Pets	<ul style="list-style-type: none"> ☐ Ensure access to veterinarian ☐ Ensure pet handler and kennel are aware of insurance, immunizations, family contacts, and managing the death of a pet
	☐ Rumors and misinformation	<ul style="list-style-type: none"> ☐ Be responsive to spouses and other family members who express concerns over rumors or communication problems ☐ Help to control rumors through linking family members with family support groups
	☐ Communication with deploying members	<ul style="list-style-type: none"> ☐ Provide emergency contact numbers to the American Red Cross ☐ Discuss with loved ones how celebrations will be handled, such as, birthdays and anniversaries ☐ Keep channels of communication open and connect frequently with family ☐ Link personnel with Family Support Center programs, such as, Hearts Apart and Air Force Aid Society phone cards, morale calls, e-mail, video phones, etc. ☐ Encourage members to develop a communication plan, that includes: <ul style="list-style-type: none"> ☐ Pre-establish phone procedures for calling from the TDY location to home base ☐ Pre-establish an open e-mail account for communicating with family members
	☐ Home repairs and vehicle maintenance	<ul style="list-style-type: none"> ☐ Ensure the remaining spouse is aware of points of contact for home repairs ☐ Discuss availability of car repair and maintenance services at Auto Skills and Exchange
	☐ The press requesting interviews with deploying members	<ul style="list-style-type: none"> ☐ Support family members contact to Public Affairs when the media requests interviews

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 4
Pre-deployment challenges: Support for deploying members and loved ones

Challenge	Behavior/Concern	Tailored support
Manage upcoming separation of the deploying members, their families, and loved ones	□ Manage rumors and misinformation	□ Educate the member and families about the IDS support systems in place
	□ Loved one's worrying about member's safety	□ When possible, include families in Chaplain briefings regarding TDY climate, religion, country characteristics
	□ Deploying members worrying about loved ones' safety	□ Support spouses with annual safety briefings to decrease accidents related to the seasons or from taking on the deployed spouses' home chores and activities
	□ Concern over well-being of family and loved ones	<ul style="list-style-type: none"> □ Be familiar with community resources □ Keep family, relatives, friends, and supervisors informed of details, as appropriate □ Let loved ones know that their personal concerns are important □ Foster development of social-support networks □ Establish a point of contact to help family members, via First Sergeants, Family Support Center, Family Readiness NCOs □ Help provide links to helping agencies by introducing members of the Chapel, Family Advocacy, and Family Support at unit functions and deployment activities □ Encourage families to take advantage of helping agency programs □ Link remaining spouses to educational programs □ Link remaining spouses to the Chaplains, as a source of spiritual support □ Link remaining spouses to medical treatment facilities' resources □ Contact base IDS for volunteer support to families from the Veterans of Foreign Wars
□ Concern over loneliness	<ul style="list-style-type: none"> □ Foster development of social-support networks □ Support volunteerism, decrease loneliness by providing avenues to help others □ Be aware of the Key Spouse Program □ Keep family engaged and active to prevent stress, isolation, and boredom via MWR, Chapel, and Family Support Center 	

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 5
Pre-deployment challenges: Support of special conditions

Challenge	Behavior/Concern	Tailored support
Be aware of special conditions affecting families and available resources	<input type="checkbox"/> Concern for family members with special medical and educational needs <input type="checkbox"/> Concern for elderly family members	<input type="checkbox"/> Encourage members to contact Special Needs Coordinators and Family Support Center Work-Life Consultants <input type="checkbox"/> Contact Family Support Center Work-Life Consultants for state and community elder care programs <input type="checkbox"/> Contact base IDS for volunteer support to families from the Veterans of Foreign Wars
Be aware of the signs of children's difficulties with separation and the base helping agencies that can assist	Children may <input type="checkbox"/> Worry about the loss of the deploying parent <input type="checkbox"/> Show fear, resentment, and hurt <input type="checkbox"/> Appear unconnected to relationships and withdraw from people and activities <input type="checkbox"/> Activities for childcare and youth	<input type="checkbox"/> Link spouses to pre-deployment support groups that help the remaining spouse to discuss their difficulties with their children <input type="checkbox"/> Seek support for parents from the base helping agencies <ul style="list-style-type: none"> ◆ Chaplains ◆ Family Advocacy ◆ Family Support Center ◆ Life Skills Support Center ◆ Medical Treatment Facility resources (Primary Care physicians) ◆ Groups for hobbies and leisure activities <input type="checkbox"/> Inform parents about Give Parents a Break, Extended Duty Family Child Care, Returning Home Care, Respite Care, and other base child care services <input type="checkbox"/> Discuss how increased child care costs will be met <input type="checkbox"/> Discuss options for obtaining financial assistance with child care costs <input type="checkbox"/> Discuss how children will receive additional help with homework <input type="checkbox"/> Discuss who will replace parent in youth volunteer activities (Boy Scouts, sports, etc.) <input type="checkbox"/> Ensure additional activities are offered for youth, in order to provide them support from other base adults

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 6
Deployment challenges: Managing environmental stressors

Challenge	Behavior/Concern	Tailored Support
Stressors faced by deployed members: <input type="checkbox"/> Working in harsh climates <input type="checkbox"/> Living conditions <input type="checkbox"/> Adjusting to living quarters <input type="checkbox"/> Long duty days <input type="checkbox"/> Limited access to phones, e-mail, and fax <input type="checkbox"/> Lack of mobility <input type="checkbox"/> Lack of information <input type="checkbox"/> Limited supplies <input type="checkbox"/> Lack of unit cohesion <input type="checkbox"/> Ambiguous roles <input type="checkbox"/> Lack of time to assimilate <input type="checkbox"/> Problems with supervisors <input type="checkbox"/> Threat from NBC <input type="checkbox"/> Threat of terrorism <input type="checkbox"/> Risk of injury or death <input type="checkbox"/> Unpredictability of threats <input type="checkbox"/> Limited leisure time <input type="checkbox"/> Boredom <input type="checkbox"/> Unclear rules of behavior <input type="checkbox"/> Lack of privacy <input type="checkbox"/> Extramarital affairs and sexual acting out <input type="checkbox"/> Sexual harassment <input type="checkbox"/> Late deployment-uncertainty, ambiguity, and boredom <input type="checkbox"/> Multinational environment <input type="checkbox"/> Ambiguity of the mission <input type="checkbox"/> Perceived lack of support from leaders/headquarters	LEADERS AT THE DEPLOYED LOCATIONS COULD OBSERVE THE FOLLOWING SIGNS AND BEHAVIORS IN THEIR PERSONNEL THAT MAY WARRANT TAILORED SUPPORT <input type="checkbox"/> Irritability <input type="checkbox"/> Fatigue <input type="checkbox"/> Withdrawal/isolation <input type="checkbox"/> Tiredness, lethargy <input type="checkbox"/> Decreased reasoning <input type="checkbox"/> Decrease problem solving <input type="checkbox"/> Decreased teamwork <input type="checkbox"/> Decreased tolerance <input type="checkbox"/> Experiencing boredom <input type="checkbox"/> Increased conflicts <input type="checkbox"/> Reckless behavior <input type="checkbox"/> Accidental injuries <input type="checkbox"/> Decreased humor <input type="checkbox"/> Use of sarcasm <input type="checkbox"/> Increased negativity <input type="checkbox"/> Inappropriate humor <input type="checkbox"/> Tearfulness <input type="checkbox"/> Depression <input type="checkbox"/> Anxiety <input type="checkbox"/> Alcohol abuse <input type="checkbox"/> Nonprescription drug abuse <input type="checkbox"/> Increased interpersonal tension <input type="checkbox"/> Racial and/or ethnic slurs <input type="checkbox"/> Sexual jokes, deprecating humor, and overt behaviors	<input type="checkbox"/> Hold frequent command briefings <input type="checkbox"/> Plan cohesion-building activities <input type="checkbox"/> Improve methods of communication with families <input type="checkbox"/> Access to telephones, internet, and e-mail <input type="checkbox"/> Deployed Chaplain support <input type="checkbox"/> Community Prevention via deployed Life Skills Support personnel <input type="checkbox"/> Life Skills Staff attending First Sergeants meetings at deployment locations <input type="checkbox"/> Deployed Family Support Center personnel support activities <input type="checkbox"/> Encourage constructive activities (learning a new language, study local culture) <input type="checkbox"/> Sports, intramural and individual <input type="checkbox"/> Daily physical exercise <input type="checkbox"/> Private space <input type="checkbox"/> Private time <input type="checkbox"/> Stress management <input type="checkbox"/> Meditation <input type="checkbox"/> Alcoholics Anonymous meetings <input type="checkbox"/> Holiday celebrations <input type="checkbox"/> Unit bulletin boards/message centers <input type="checkbox"/> Movie night (contact IDS for equipment) <input type="checkbox"/> Game night (contact IDS for equipment) <input type="checkbox"/> Music check out location <input type="checkbox"/> Stress debriefings <input type="checkbox"/> Unit "how-goes-it" <input type="checkbox"/> Rest and recreation at safe travel resorts <input type="checkbox"/> Mediation to resolve interpersonal disputes <input type="checkbox"/> Encourage First Sergeants, Senior NCOs, and Unit Commanders to ask female troops about threats or feelings of danger. <input type="checkbox"/> Provide safety for female troops walking to and from sleeping quarters, showers, and recreational facilities <input type="checkbox"/> Encourage young women to err on the side of conservative clothing <input type="checkbox"/> Remind troops to consider how romantic TDY relationships can impact their lives when they return home

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 7

Deployment challenges: Managing health and fitness in restricted environments, public health issues, and members home front work re-entry, and mishaps

Challenge	Behavior/Concern	Tailored support
Manage health and fitness of personnel related to restricted environments	<ul style="list-style-type: none"> □ Concerns over personal health and fitness 	<ul style="list-style-type: none"> □ Ensure members exercise at least 4-5 times per week □ Ensure nutritional and hydration needs of members are met □ Ensure on-going communication with members about safety, current situation, and issues affecting basic needs to alleviate member's concerns
Manage reproductive and public health issues	<ul style="list-style-type: none"> □ Sexually transmitted diseases □ Risk taking behavior that impacts interpersonal relationships with family members and loved ones at home 	<ul style="list-style-type: none"> □ Referrals for medical treatment □ Behavioral health referrals □ Chapel support
Manage members' concerns about work re-entry after deploying	<ul style="list-style-type: none"> □ Members may feel some discomfort or anxiety about changes in the work structure and fitting back into the organizational picture 	<ul style="list-style-type: none"> □ Members need to realize that the work environment may be somewhat different when they return □ Members should be advised to "go slow", when adjusting back to their work □ Advise members to talk with supervisors and colleagues and learn of changes and the rationale for those changes
Manage the deaths of military members due to illnesses, accidents, or combat	<ul style="list-style-type: none"> □ Educate members and families regarding the support systems in place 	<ul style="list-style-type: none"> □ For deaths of military members, the installation commander will assign a Family Liaison Officer, on orders, (AFI 34-1101) more information on Survivor Assistance programs can be found at 1 877-usafhelp and http://survivorassistance.afsv.af.mil

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 8
Deployment challenges: Home front - Challenges faced by deployed members

Challenge	Behavior/Concern	Tailored Support
Personal situations faced by deployed members	<ul style="list-style-type: none"> <input type="checkbox"/> Spouse or caretaker of member's children seeking support with children's behavior related to separation <input type="checkbox"/> Disappointing news from home <input type="checkbox"/> Death of a loved one, friend, or colleague <input type="checkbox"/> Apprehension and concern over family or loved ones illnesses <input type="checkbox"/> Dear John letters <input type="checkbox"/> Change in financial status <input type="checkbox"/> Change in educational status <input type="checkbox"/> Death of a pet <input type="checkbox"/> Concerns over illness of a family member or loved one <input type="checkbox"/> Concern over death of loved one or colleague <input type="checkbox"/> Concerns over status of a relationship <input type="checkbox"/> Concerns over financial crisis <input type="checkbox"/> Concerns over medical and or educational needs of family members <input type="checkbox"/> Deployed members may experience: <ul style="list-style-type: none"> <input type="checkbox"/> a feeling of anticipation as the end of the deployment approaches <input type="checkbox"/> eagerness for reunion <input type="checkbox"/> dread of a return to a problematic situation <input type="checkbox"/> mixtures of the above. All these feelings may result in tension for the returning member and their loved ones 	<ul style="list-style-type: none"> <input type="checkbox"/> Deployed member could encourage spouse or caretaker to link to support groups to discuss difficulties with children <input type="checkbox"/> Deployed member could write each child a separate letter or send an audio or video tape, if feasible <input type="checkbox"/> Establish a point of contact at home base <input type="checkbox"/> Link with appropriate supportive service at the deployed location <input type="checkbox"/> Promote self-care activities, good nutrition, hydration, exercise, and grooming <input type="checkbox"/> When appropriate, link with a member who has had a similar situation <input type="checkbox"/> Encourage member to continue routine <input type="checkbox"/> Improve methods of communication with family <input type="checkbox"/> Access to telephones, internet, and e-mail <input type="checkbox"/> Deployed Chaplain support <input type="checkbox"/> Community Prevention via deployed Life Skills Support personnel <input type="checkbox"/> Life Skills Staff attending First Sergeants meetings at deployment locations <input type="checkbox"/> Support activity information provided by Family Support work-life consultants <input type="checkbox"/> Encourage constructive activities (learning a new language, study local culture) <input type="checkbox"/> Discuss with the deploying member, the services of <ul style="list-style-type: none"> <input type="checkbox"/> American Red Cross <input type="checkbox"/> Deployed Chaplain Support <input type="checkbox"/> Information provided by Family Support work-life consultants <input type="checkbox"/> Deployed Life Skills Support Center personnel <input type="checkbox"/> Brief prior to redeployment on expected period of adjustment when returning <input type="checkbox"/> Follow-up with personnel who have had problems <input type="checkbox"/> Ask the person how he or she is doing <input type="checkbox"/> Brief returning members on available support services 1-2 weeks after return

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 9
Deployment challenges: Home front - Managing family concerns and mishaps

Challenge	Behavior/Concern	Tailored support
<p>Support remaining family members and loved ones with stressors</p> <p>Examples of significant stressors that could result in the need for the deployed member to return home:</p> <ul style="list-style-type: none"> □ Financial □ Legal □ Medical □ Mental health issues □ Child Care plans fall through □ Extended family situations 	<ul style="list-style-type: none"> □ Concern over impact of deployment on relationships □ Concerns with being overwhelmed by multiple roles □ Concern over re-entry into the work environment □ Concern over managing the household alone □ Concern over managing children alone □ Concern with financial pressure □ Concern about members' re-entry into the family environment □ Loved ones may experience: <ul style="list-style-type: none"> □ a feeling of anticipation as the end of the deployment approaches □ eagerness for reunion □ dread of a return to a problematic situation □ Mixtures of the above. All these feelings may result in tension for the returning member and their loved ones 	<ul style="list-style-type: none"> □ Discuss with the family member involvement of the <ul style="list-style-type: none"> □ Family Readiness NCO □ Family Support Center and Air Force Aid Society □ Base Chaplain □ Family Advocacy □ Medical treatment facility resources, such as, primary care physicians and health benefits advisors □ Contact base IDS for volunteer support to families from the Veterans of Foreign Wars □ Discuss with the deploying member, the services of: <ul style="list-style-type: none"> □ American Red Cross □ Deployed FSC work-life consultants □ Deployed Life Skills Support personnel □ Brief prior to redeployment on expected period of adjustment when returning □ Follow-up with personnel who have had problems □ Ask the person how he or she is doing □ Brief returning members on available support services 1-2 weeks after return
<p>Manage the deaths of deployed military members due to illnesses, accidents, or combat</p>	<ul style="list-style-type: none"> □ Grief responses of family members, loved ones, and non-deployed colleagues at the home front □ Educate members and families regarding the support systems in place 	<ul style="list-style-type: none"> □ Seek Chaplain support for family members and colleagues □ Following a death, the installation commander appoints a Family Liaison Officer (FLO), on orders, whose only duty from appointment through the funeral is assisting the family. The FLO works closely with the family for at least six months. The FLO should maintain periodic contact with the family through the anniversary of the death or until the family requests they discontinue contact.

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Table 10

Deployment challenges: Home front - Children’s behaviors and resources for the remaining parents, guardians, and caregivers

Challenge	Behavior/Concern	Tailored support
<p>Support the remaining parents with their concerns regarding children’s behaviors</p>	<p>Common behaviors:</p> <ul style="list-style-type: none"> ☐ Sadness ☐ Home disciplinary problems ☐ Poor school performance ☐ Depression symptoms <p>During the first month of the separation from the deployed parent, children may:</p> <ul style="list-style-type: none"> ☐ Show signs of loss for the deployed parent ☐ Be disorganized in usual activities and be worried <ul style="list-style-type: none"> ☐ Younger children may worry about basic needs ☐ Older children may worry about the safety and well-being of the deployed parent <p>During deployments these behaviors may occur:</p> <ul style="list-style-type: none"> ☐ Toddlers may have temper tantrums, sullenness, and difficulty sleeping ☐ Preschoolers may fall back on newly gained skills, become clingy, afraid to sleep alone, or be afraid to be left alone ☐ School-aged children may complain often and loudly, become aggressive, or place significance on missed family events, for example, birthdays, church, sports, or play ☐ Adolescents may act out, show low self esteem, misdirected anger, school problems or loss of interest in hobbies and activities ☐ Older children may worry about the safety and well-being of the deployed parent <p>Children who experienced emotional problems prior to the member’s deployment may have worsened behaviors during the time of separation</p>	<ul style="list-style-type: none"> ☐ Link spouses to support groups that help the remaining spouse to discuss their difficulties with their children ☐ Encourage the remaining spouse to keep the child engaged in routine activities and connected to social support networks ☐ Take seriously those behaviors that continue and get in the way of the child’s usual routine and activities ☐ Take all mention of suicidal thought or intentions seriously and seek attention immediately ☐ Do not neglect the support needs of adolescents ☐ Facilitate communications with deployed loved ones <ul style="list-style-type: none"> ☐ Seek support for parents from the base helping agencies <ul style="list-style-type: none"> ◆ Chaplains ◆ Family Advocacy ◆ Family Support Center ◆ Life Skills Support Center ◆ Medical Treatment Facility resources (Primary Care physicians) ◆ Groups for hobbies and leisure activities <ul style="list-style-type: none"> ☐ Anticipate that children with special needs and mental health or chronic illnesses to be more susceptible to difficulties with separations ☐ To prevent problems support parents to connect with specialized care for their children ☐ If signs of difficulty begin, support parents to connect with specialized care for their children

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Table 11

Combat stress reactions: Identifying and managing combat stress reactions during deployments

Challenge	Behavior/Concern	Tailored Support
Members exposed to combat, hostile fire, mass violence, and/or mass deaths of civilians	<ul style="list-style-type: none"> ☐ Determination of the need for debriefings and the timing of debriefings 	<ul style="list-style-type: none"> ☐ Ask the person how he or she is doing ☐ Support from the Mental Health Rapid Response Team and/or Life Skills Support at deployed locations ☐ Brief prior to redeployment on expected period of adjustment when returning ☐ Follow-up with personnel who have had problems ☐ Brief returning members on available support service 1-2 weeks after return
Members exposed to combat, hostile fire, mass violence, and/or mass deaths of civilians	<p>LEADERS OF PERSONNEL EXPOSED TO COMBAT SITUATIONS SHOULD BE AWARE OF THE FOLLOWING SIGNS AND BEHAVIORS THAT WARRANT TAILORED SUPPORT:</p> <ul style="list-style-type: none"> ☐ Anxiety, "keyed up," or worrying ☐ Irritability, easily bothered ☐ Apprehension and vague fears ☐ Decreased attention ☐ Unclear thinking ☐ Trouble sleeping ☐ Changes in appetite ☐ Grief; prolonged crying ☐ Guilt; excessive focus on errors ☐ Anger ☐ Physical stress complaints ☐ Impaired duty performance ☐ Loneliness from being away from home ☐ Poor problem solving ☐ Diminished confidence 	<ul style="list-style-type: none"> ☐ Keep the command informed ☐ Get the member to help quickly, if the airman is upset, talk calmly, and try to enlist his/her cooperation ☐ Make a quick check for physical injuries ☐ Reassure the airman that recovery from combat stress reaction usually occurs quickly ☐ Get the airman to a safer place ☐ Don't leave the airman alone ☐ Get the airman to drink water, eat food, and sleep, if tired ☐ Assign the airman to appropriate, realistic tasks and, eventually, to a return to duty ☐ Get a medic's advice, as signs could be from injury, drugs, or disease ☐ Get the airman to talk about what happened ☐ Reinforce the expectation that even severely distressed airmen can recover for full duty ☐ Welcome recovered airman back and expect them to pull their fair share
Members exposed to combat, hostile fire, mass violence, and/or mass deaths of civilians	<p>FEATURES REQUIRING IMMEDIATE ATTENTION:</p> <ul style="list-style-type: none"> ☐ Hyperactivity ☐ Exaggerated startle response ☐ Trembling or cowering ☐ Loss of feelings in limbs ☐ Loss of mobility ☐ "Spaced out" appearance ☐ Irritable or angry outbursts ☐ Reckless behaviors ☐ Speech impaired or lost ☐ Poor hygiene ☐ Memory loss ☐ Inability to sleep ☐ Hallucinations ☐ Significant mood changes ☐ Withdrawal ☐ Depression ☐ Apathy ☐ Confusion 	<ul style="list-style-type: none"> ☐ Reassurance ☐ Rest and sleep ☐ Food and fluid ☐ Hygiene ☐ Peer based after-action debriefing ☐ Restoring the airman's identity and confidence with useful work ☐ Work with members of the Life Skills Support team

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Table 12
Post-deployment challenges: Managing health (immediate, post-deployment, and long-term)

Challenge	Behavior/Concern	Tailored support
Manage members' immediate health concerns	<input type="checkbox"/> Physical Concerns <input type="checkbox"/> Anxiety <input type="checkbox"/> Irritability <input type="checkbox"/> Withdrawal/isolation <input type="checkbox"/> Depression <input type="checkbox"/> Anger <input type="checkbox"/> Alcohol and Substance abuse <input type="checkbox"/> Reckless driving <input type="checkbox"/> Risk taking behavior <input type="checkbox"/> Signs of spouse or child maltreatment	<input type="checkbox"/> Primary Care Manager, Post Deployment Health Clinical Practice Guidelines in the Primary Care Clinic <input type="checkbox"/> Foster access to Behavioral Health, Life Skills Support Center <input type="checkbox"/> Provide appropriate guidance <input type="checkbox"/> Anticipate stressors associated with homecoming <input type="checkbox"/> Be attentive to safety *Troops returning from deployment have been consistently shown to be higher risk for accidental or unintentional injury <input type="checkbox"/> Foster access to behavioral health staff *If there is significant change in the behavior of a unit member, refer for an evaluation <input type="checkbox"/> Reinforce the fact that everyone has changed during the deployment <input type="checkbox"/> Families should make time to get reacquainted <input type="checkbox"/> Make referrals to the Family Advocacy Program for violence prevention services <input type="checkbox"/> Make referrals to the Family Advocacy Program for incidents of spousal aggression or child maltreatment *Small, increased risk for spousal aggression, especially after longer deployments <input type="checkbox"/> Make referrals to helping agencies for assistance with finances, relationships, lifestyle and fitness <input type="checkbox"/> Encourage seeking help for members with continued emotional concerns after returning home <input type="checkbox"/> Encourage returning members to reconnect with social contacts and religious or spiritual groups <input type="checkbox"/> Direct members to contact Public Affairs when the media requests interviews
Manage members' post-deployment health concerns	<input type="checkbox"/> Members may be concerned about current illnesses relating to the deployment environment	<input type="checkbox"/> Ensure that DD Form 2796, Post-deployment Health Assessment, is completed and submitted to Public Health <input type="checkbox"/> Ensure that all health concerns related to deployment are reported to Primary Care <input type="checkbox"/> Know and use the health care resources available to you and your family <input type="checkbox"/> For concerns and questions about post-deployment health, review: www.pdhealth.mil or call 1-800-796-9699
Manage members' post-deployment health for the long term	<input type="checkbox"/> Decrease members' concerns for health care by supporting appropriate use of post deployment health care system	<input type="checkbox"/> Ensure that every redeployed service member completes a DD Form 2796 <input type="checkbox"/> Post-deployment Health Assessment need to be completed by members, either 5 days before return or NLT 30 days, post return from deployment <input type="checkbox"/> Ensure that all health concerns remaining post-deployment received medical attention <input type="checkbox"/> Ensure that all service members are aware of the post-deployment health care resources available to service members under the Post-Deployment Health Clinical Practice Guideline <input type="checkbox"/> Ensure that post-deployment immunizations and follow-up (such as TB test) are completed by every service member upon redeployment <input type="checkbox"/> Foster access to and eliminate stigma associated with behavioral health/life skills for service members upon return from deployment <input type="checkbox"/> Encourage post-deployment education, training, and briefings to all service members on physical and behavioral health issues and resources

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Asterisks indicate key critically related items.

Table 13

Post-deployment challenges: Situations faced by service members and their families

Challenge	Behavior/Concern	Tailored support
Situations faced by service members, families and loved ones	<ul style="list-style-type: none"> □The deployed person may feel surprised or hurt the partner did so well on their own during the separation □Deployed member may not appreciate new skills gained by the remaining spouse □Remaining spouses may be second-guessed on important decisions and being challenged in their new roles □Arguments over finances, spousal roles, and child discipline may occur □Remaining spouse may feel distant from the deployed member □The deployed person may feel jealousy at how closely the children bonded with the non-deployed parent □The military member may want to stay at home and rest, while the spouse may be eager to go out socializing □Conflicts may arise over new relationships □Concerns over loss of newly gained stability □Family members may feel stress when dreams of a “glorious return” are not realized 	<ul style="list-style-type: none"> □Continue to educate returning members to expect changes in the family □Normalize a period of re-adaptation for re-union purposes □Families need to talk about their expectations with each other □Families need to be reminded to give each other time to get reacquainted □Help link the unit members desiring assistance with re-unification □Provide information on Returning Home Care and child care services □Support family members to contact Public Affairs, when the media requests interviews □Link couples, single parents, and single members to post-deployment support groups □Seek support from the base helping agencies <ul style="list-style-type: none"> ◆Chaplains ◆Family Advocacy ◆Family Support Center ◆Life Skills Support Center ◆Medical Treatment Facility resources (primary care physicians and health beneficiaries advisors) ◆Groups for hobbies and leisure activities ◆Inform parents about Give Parents a Break, Extended Duty Family Child Care, Returning Home Care, Respite Care, and other base child care services

Note. References and acknowledgements are provided for source materials in these checklists. If material from the checklist is used for presentations or in written form, acknowledge the source and authors.

Table 14

Reintegration challenges: Task force recommendations for leaders, service members, spouses, friends, and colleagues

Challenge	Behavior/Concern	Tailored support
Leaders, service members, spouses, friends, and colleagues may experience concerns with some reactions of service members after deployment	<p>Stress reactions to be monitored:</p> <ul style="list-style-type: none"> □ Members expressing guilt about actions □ Shame over failure □ Excessive drinking or drug use □ Uncontrolled or frequent crying or other extreme reactions to stressful events that would normally be handled more calmly □ Sleep problems (too much, too little) □ Depression, anxiety, and anger □ Stress-related physical illness (headaches, gastrointestinal disorders, upper and lower back pain) □ Inability to forget scenes of horror from the war □ Difficulty concentrating or excessive worry □ Social isolation not usual to the person □ Sullenness □ Suicidal thoughts and plans 	<ul style="list-style-type: none"> □ Many reactions will be mild and should not cause much concern, if they are not prolonged (for example, a blue feeling would be normal for a few weeks) □ Hobfoll states, "Individuals may experience some rough times, but most concerns and problems should be able to be resolved with family and other social support and activation of personal resources." □ The Air Force is a team with members from diverse cultural backgrounds. Leaders need to be sensitive to the meaning of "help" within a member's culture, when considering making a referral to a helping agency. □ Base IDS helping agencies to provide support include: <ul style="list-style-type: none"> ◆ Chaplains ◆ Family Advocacy ◆ Family Support Center ◆ Life Skills Support Center ◆ Medical Treatment Facility resources (primary care physicians) ◆ Groups for hobbies and leisure activities

Note. From "War-Related Stress: Addressing the Stress of War and Other Traumatic Events," by S. E. Hobfoll, C. D. Spielberger, S. Breznitz, C. Figley, S. Folkman, B. Lepper-Green, D. Meichenbaum, N. A. Milgram, I. Sandler, I. Sarason, and B. van der Klok, 1993, *American Psychologist*, 46(8), 848-855.

Correspondence concerning this article should be addressed to Stevan E. Hobfoll, Applied Psychology Center, Kent State University, Kent, OH 44242.

If material is used for presentations or in written form from the checklist, Task Force Recommendations for Reintegration, acknowledge the source and authors.

Table 15

Reintegration challenges: Task force recommendations for service members

Challenge	Behavior/Concern	Tailored support
Service members may experience ongoing concerns	<ul style="list-style-type: none"> <input type="checkbox"/> Concerns that family was deserted at time of need <input type="checkbox"/> Delayed return home <input type="checkbox"/> Culture shock due to quick "foxhole-front porch" transitions <input type="checkbox"/> Pressures of reunion <input type="checkbox"/> Meeting own needs <input type="checkbox"/> Reorganizing financial and work responsibilities <input type="checkbox"/> Changed social relationships <input type="checkbox"/> A returning member experiencing problems may down play their importance, because of a "brief or non-violent" war experience 	<p>Individual support:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Divide major problems into manageable parts and seek support for those areas <input type="checkbox"/> Develop a positive perspective, "I can manage effectively, even if there are rough roads to travel." <input type="checkbox"/> Remember, sometimes a person alone or even with the support of loved ones, cannot successfully deal with stressful circumstances. In those situations, seek support from base ID S helping agencies, to include: <ul style="list-style-type: none"> ◆ Chaplains ◆ Family Advocacy ◆ Family Support Center ◆ Life Skills Support Center ◆ Medical Treatment Facility resources (primary care physicians and health benefits advisors) ◆ Groups for hobbies and leisure activities ◆ Contact base ID S for volunteer support to families from the Veterans of Foreign Wars <p>Stay connected to the social network:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Help yourself by helping others <input type="checkbox"/> Avoid self-pity and take charge <input type="checkbox"/> Engage in letter writing, e-mail <input type="checkbox"/> Help others in need, volunteer, and join support groups

Note. From "War-Related Stress: Addressing the Stress of War and Other Traumatic Events," by S. E. Hobfoll, C. D. Spielberger, S. Breznitz, C. Figley, S. Folkman, B. Lepper-Green, D. Meichenbaum, N. A. Milgram, I. Sandler, I. Sarason, and B. van der Kloek, 1993, *American Psychologist*, 46(8), 848-855.

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Table 16

Reintegration challenges: Task force recommendations for family life and parenting

Challenge	Behavior/Concern	Tailored support
Deployment related stressors disrupt family life	<p>Stress reactions that should be monitored:</p> <ul style="list-style-type: none"> ☐ Family conflict that does not come to resolution ☐ Any signs of verbal or physical violence ☐ Family members isolating themselves from one another ☐ Extreme dependency and clinging ☐ Making one or two family members (often children) scapegoats for the family's difficulties ☐ Children's discipline ☐ Children's academic problems 	<ul style="list-style-type: none"> ☐ Many feelings will be experienced in mild forms and should not cause much concern, if they are not prolonged. For example, families should not be expected to just "snap into shape like a military unit coming to attention." ☐ Hobfoll states, "Families may experience some rough times, but most concerns and problems should be able to be resolved with family and other social support and activation of personal resources." ☐ Service members, spouses, friends, and colleagues may experience concerns about family stress reactions. They can help by monitoring and asking families to seek help. If further support is needed, contact these resources: <ul style="list-style-type: none"> ◆ Chaplains ◆ Family Advocacy ◆ Family Support Center ◆ Life Skills Support Center ◆ Medical Treatment Facility resources, primary care physicians and health benefits advisors ◆ Groups for hobbies and leisure activities
Children's behaviors that may concern parents	<p>Stress-related difficulties that may emerge</p> <ul style="list-style-type: none"> ☐ Change in schoolwork ☐ Change in relations with peers ☐ Change in interactions with family members 	<ul style="list-style-type: none"> ☐ "Listen in a nonjudgmental way to children's thoughts, concerns, and ideas about the war and about reunions." ☐ Provide warmth and reassurance to children and don't minimize their concerns. ☐ "Adults should not impose their fears or burdens on children." ☐ "Don't make children feel they shoulder responsibilities beyond their developmental capacity." ☐ "Help children gain the positive perspective that they can deal effectively, even if there are rough roads to travel." ☐ "It is critical that parents see that seeking help for themselves, when it is needed, is the best therapy for their troubled children." ☐ Provide children with accurate information about what has happened and why, as appropriate to their age level. ☐ Involve children in helpful behaviors, in the classroom, family, and community. ☐ Support for children needs to be adjusted to an age-appropriate level. ☐ If further support is needed, contact these resources: <ul style="list-style-type: none"> ◆ Chaplains ◆ Family Advocacy ◆ Family Support Center ◆ Life Skills Support Center ◆ Medical Treatment Facility resources (primary care physicians and health benefits advisors) ◆ Groups for hobbies and leisure activities

Note. From "War-Related Stress: Addressing the Stress of War and Other Traumatic Events," by S. E. Hobfoll, C. D. Spielberger, S. Breznitz, C. Figley, S. Folkman, B. Lepper-Green, D. Meichenbaum, N. A. Milgram, I. Sandler, I. Sarason, and B. van der Klok, 1993, *American Psychologist*, 46(8), 848-855.

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Table 17
Reintegration challenges: Defense prisoner of war (POW)
repatriation process

Challenge	Behavior/Concern	Tailored support
Manage the concerns of POW's family members through Casualty Affairs	<ul style="list-style-type: none"> □ Involve the Casualty Assistance Officer (CAO) 	<ul style="list-style-type: none"> □ The CAO represents the POW's service branch in relation to the next of kin (NOK) □ Explains role, available resources, and updates on POW's status □ Regular contact until all actions are complete
Assist the POW family and relatives with the News Media through Public Affairs	<ul style="list-style-type: none"> □ Involve the Public Affairs Officer (PAO) □ Preserving the welfare of the POW is the primary concern 	<ul style="list-style-type: none"> □ Families are free to talk to media, but may bear a heavy burden of responsibility for disclosure of information that could be used against POW being interrogated □ Family "On camera" interviews not recommended while POW is captive □ Warn distant relative of the risks of interviews with the New Media interviews
Provide families information on the Missing Service Personnel Act (Title 10, US Code Section 1501-1513) 1996	<ul style="list-style-type: none"> □ Use the established system, structure, and procedures for DoD to account for missing persons *Missing person - a person who is not present at his/her duty location due to apparent involuntary reasons and whose location is not known. 	<ul style="list-style-type: none"> □ Defense Prisoner of War/Missing Persons Office implements personnel recovery. During hostile actions for AD service members on official duty, DoD civilian employees, and DoD contractors, status determinations are made by the respective Service Secretary or his/her designee □ Counsel is appointed to represent the interests of the missing person during the board inquiry □ Counsel, a credentialed attorney, with appropriate clearances, and expertise in law on missing persons, has access to all facts and evidence considered by the board, will observe all official activities and proceedings, and question witnesses and monitor deliberations
Provide families information on the Geneva Convention	<ul style="list-style-type: none"> □ There should be no reprisals for acts committed before capture that were required of combatants. 	<ul style="list-style-type: none"> □ Prisoners of war are "protected persons" and must be treated humanely at all times. □ Treating POWs under the Geneva Convention Relative to the Treatment of Prisoners of War is the responsibility of the government and soldiers of the enemy country.
Maximize positive outcomes for POW Repatriation process	<ul style="list-style-type: none"> □ Support established Decompression and the Briefing Process by using appropriate procedures and points of contacts 	<ul style="list-style-type: none"> □ Survival, Evasion, Resistance, and Escape (SERE) psychologists provide counseling and debriefings to support and ensure POW's health, stamina, and readjustment □ Casualty Affairs Office ensures families understand the process in detail to support maximum participation □ Medical care via screening, evaluation, and treatment □ Decompression to facilitate personal readjustment □ Personal Preparation time during repatriation □ Intel debriefings collate information □ Public Affairs (PA) provides guidance on dealing with mass media and family news conferences □ Legal Support provides guidance on classified material, protection of self, fellow detainees, and legal matters □ Chaplains are always there for religious worship/ personal consultation, <u>unpressured</u>, across all denominations possible
Support Operation Yellow Ribbon: The Phases of Repatriation	<ul style="list-style-type: none"> □ DoD plans and actions related to the processing returned US personnel 	<ul style="list-style-type: none"> □ Joint Personnel Recovery Agency is responsible for debriefing servicemen and women upon release from captivity. Repatriation process includes medical and psychological care and CAO support for family participation

Note. Defense POW/Missing Personnel Office Family Information Guide: What you need to know if your loved one is missing or captured.

If material is used for presentations or in written form from the checklist, acknowledge the DoD source and authors.

Table 18
Homeland security challenges: Family emergency preparation

www.ready.gov

Challenge	Behavior/Concern	Tailored support
Family Preparedness	<ul style="list-style-type: none"> □ Develop plans □ Purchase emergency items □ Practice plans with family members 	<ul style="list-style-type: none"> □ Develop family emergency preparedness and evacuation plan □ Develop and purchase supplies and clothing: include respirators and 2 days of clothing changes □ Develop alternative evacuation plans □ Develop key points of contact and emergency phone number list □ Develop local emergency response numbers and get a copy of the local community plan □ Develop home emergency items: gas powered generator, propane heater (indoor certified), propane camp stove, tent, and tone alert radio □ Prepare automobile emergency kits
Power Outage	<ul style="list-style-type: none"> □ Develop plans for summer and winter power outages 	<ul style="list-style-type: none"> □ Contact local utility company, determine reason for outage/ potential length □ Determine children's safety/impact of temperature/plan activities □ Flip electrical breakers to "off" position □ Follow appropriate generator instructions/positioning □ Check function of fire and carbon monoxide alarms and flashlights and batteries □ Have 5 gallon bucket, cat litter, and small trash bags for use as toilet □ Winter - prevent bursting pipes/ use alternative heat sources/cover windows
Industrial Accidents or Chemical Biological Radiological Nuclear and Explosive (CBRNE) Events	<ul style="list-style-type: none"> □ Develop local and out-of-area contact lists 	<ul style="list-style-type: none"> □ Locate/contact family members □ Gather cell phone/charger, extra clothing, tent, emergency kit, stove/fuel/food, First Aid Kit/Bottled Water, Address and phone book, pets/carriers/food, gas for car □ After leaving house, contact out-of-area contact person □ Leave messages for absent family members
Natural Disaster	<ul style="list-style-type: none"> □ Develop evacuation plans □ Develop alternative plans 	<ul style="list-style-type: none"> □ Contact family members □ Determine evacuation route/destination per recommendations of authorities issuing evacuation order □ Collect: Important family papers, Go Bags, Evacuation Kit, First Aid Kit, food kit/ bottled water, pets/carrier/food, gas, and small emergency tool kit □ After leaving house, contact out-of-area contact person □ Leave messages for absent family members
Shelter In Place: Industrial Accidents or Chemical Biological Radiological Nuclear Explosive (CBRNE) Terrorist Events	<ul style="list-style-type: none"> □ Develop plan for shelter-in-place 	<ul style="list-style-type: none"> □ Turn off air handling system □ Use radio for news/advisories/ ensure emergency alert radio is on /working □ Place wet towels at bottom of doors and windows, including basement □ Use duct tape to seal doors and windows *Do not stay in basement longer than necessary to find duct tape; vapors seek lowest level of buildings
Burglary	<ul style="list-style-type: none"> □ Develop family plan *Immediately leave ... escape from burglary! 	<ul style="list-style-type: none"> □ Contact 911, warn others to stay away from home, meet at specified site □ Contact insurance company/security system company □ Upon return home, locate important family papers/ use home inventory list
Terror Alert Level	<ul style="list-style-type: none"> Red - Severe Orange - High Yellow - Elevated Blue - Guarded Green - Low 	<ul style="list-style-type: none"> □ Contact the American National Red Cross for materials available to assist you in developing preparedness capabilities related to each alert level <p style="text-align: center;">http://redcross.org/services</p>

Note: The website addresses cited above provide in-depth information regarding Homeland Security.

If material is used for presentations or in written form from this checklist, acknowledge the Homeland Security or American Red Cross source and authors.

Air Force Resources For Tailored Support

Air Force Survivor Assistance

The Air Force Survivor Assistance Program provides support to families who have lost a loved one. Grieving families have different needs, thus each case is considered and is handled on an individual basis. The AF Survivor Assistance Program will marshal the available resources to meet family needs following the unexpected loss of life.

The Air Force is committed to providing support and assistance to every Active Duty and Air Force Reserve component member. Many entitlements and benefits of military service remain available to retired members and their families. Civilian employees are recognized through similar programs.

The Air Force Survivor Assistance Program aims to provide efficient information flow, prompt service delivery, and timely answers to family inquiries.

Chaplain Services

Special Chapel Worship Services

Some chapels offer special prayers and religious gatherings before and during the deployment of military members, whether the deployment is related to war or peacekeeping missions. Chaplains and other religious oriented programs may be sources of individual, family, and unit support.

Death Notification

A Chaplain, by policy, will always be a member of any Death Notification Team from the base Casualty Assistance Office. These teams officially notify family members of a casualty or death. Death Notification Teams consist of notification Officers (Line), Chaplains, and medical personnel. Notifications are never made by telephone. By policy, a chaplain is prevented from making the official death announcement, but is present to provide emotional, spiritual, and pastoral support.

Critical Incident Stress Management

Critical Incident Stress (CIS) is the stress reaction a person or group has to a critical incident. A wide range of cognitive, physical, emotional, and behavioral signs and symptoms characterize these stress reactions. Chaplains are trained members of the base Critical Incident Stress Management Team that responds to disasters, suicides, terrorism, and violence.

Grief Ministry

Family members, coworkers, and military members coping with loss or death often face uncertainty, fear, emotional agony, anger, and denial. Grief counseling, support groups, grief management, and pastoral support are ministries in which chaplains can assist.

Prayer Ministry

Chaplains are available for personal prayer and spiritual counseling. Many chapels offer prayer services, prayer meetings, or prayer retreats. Please call the local base chapel for prayer services or a list of prayer ministries. Prayer telephone lines or e-mail ministries are offered at some local bases.

Family Ministry

To assist families with issues arising from poor communication, conflict management, family worship, or children's ministry, contact your base chapel for programs. These activities help families to cope with pressures and concerns during crisis.

Funeral Services

Chaplains conduct funeral services for military members and their families. For information about memorial services, graveside ceremonies, and pastoral support, contact your local base chapel or chaplain.

The installation mortuary affairs officer has information on funeral and burial benefits, memorial services, graveside ceremonies, and headstone and memorial markers. Contact the Services commander/director for detailed information.

Pre-Deployment Briefing

To assist military members and their families adjust to life after returning from deployments, post-deployment briefings are provided. Family communication, parent-child relationships, and personal finance are topics often discussed.

Spiritual and Religious Materials

Most chapels offer spiritual, religious, and devotional literature to military and family members. The literature helps to cope with the deployment stress and separation anxiety.

Referral Services

Chaplains refer military members and their families to pastoral, family, or individual counseling services on and off base. Off base counseling usually involves a fee. Information about area religions and faiths are sometimes available.

Family Advocacy Program

Family Advocacy Services

Family Advocacy education and support services offer active duty members and spouses tools to learn and build healthy family relationships. As a member of the base Integrated Delivery System, the Family Advocacy Program partners with other agencies to support families dealing with deployments in a wide variety of ways. Programs vary from base to base but generally include the following services. Tailored support is also outlined below.

Early Childhood development education
Interactive playgroups for parents and children 0-3
Parenting education and skill development
Conflict resolution and containment for couples
Communication skills training for couples and families
New Parent Support for parents of children 0-3, can include home visits by a nurse and social worker

Resource finding and service linking to other AF programs and community resources
Family violence prevention training for leaders and service providers
Consultation with leaders and service providers on how to prevent violence in families of deployed members.

Family Advocacy provides tailored support pre-deployment, during deployment, and post deployment. If there is an open family advocacy case, then management of safety and risk issues are a primary concern. Tailored support includes education, counseling, support groups, parenting classes, and in some circumstances, childcare to support families with separation and reunifications:

For example:

Education classes on what to expect with family separation and reunification prepare families and members to cope when the deployed member is gone and then returns to the family system. Preventive individual and family counseling is provided to voluntary members and their families to help with adjustment to stress on families due to deployments.

Support groups are provided for couples wanting to improve marital communication pre, during, and post deployment.

Parenting Classes are available to prepare and handle children and family's needs due to the absence of the military parent.

Referrals to respite care are available to FAP and Special Needs clients.

Home Visitation in the New Parent Support Program

Home visits to expectant parents: A nurse and a social worker go to the home to help expectant parents with parenting skills and marital issues. Support is provided, as it relates to the expected infant before, during, and after the sponsor's deployment.

Home visits post delivery: A nurse and a social worker go to the home to help young families with parenting skills and marital issues, as it relates to the infant's development before, during, and after the sponsor's deployment.

Home visits to families with children, ages 0-3: A nurse and a social worker go to the home to help young families with parenting skills and marital issues, as it relates to the children during deployment.

Educational Materials

Pamphlets, brochures, and books for military families on the following topics:

Family separations

Single parenting

Stress management

Depression

Pregnancy

Child growth and development

Family Violence Prevention

For families, education and prevention training classes are available pre, during, and post deployment to help avoid violence as a way to handle conflict.

For leaders and installation service providers, consultation is provided on ways to prevent violence with families of deployed members.

Play and Parent/Child Interaction Groups

Family Advocacy staff sponsor numerous activities to provide support for parent and children's interactions during their sponsor's deployment. Contact Family Advocacy Program for details on groups provided below:

Activity	Frequency
Wee Ones	Scheduled
Moms, Pops, and Tots	Weekly
Walkers and Talkers	Scheduled
Twin Connection	Scheduled
Baby Safely Shower	Scheduled
HUGS Help Us Grow Safely	Scheduled

Community Life Training for Active Duty, Singles, Parents, and Couples

Education and training for active duty members, singles, parents, and couples for deployment preparation and during reunification. Contact Family Advocacy Program for details on training provided below:

Training	Frequency
Stress Management for New and Expectant Parents	Monthly
First Steps Reunion	Quarterly
Stress Management for Families	Monthly
Anger Management for Families	Monthly
Couples Communication	Monthly

Family Member Programs

Child Development Center
School Age Programs
Family Child Care
Youth Programs

Extended Duty Care

One or more family child care providers are under contract at each base to provide child care free of charge for members who are required to work late, work on weekends, whose shifts change, or who have other child care emergencies. This program is open to Air National Guard and Air Force Reserve during training weekends and annual training. Parents requiring this care should contact the base Family Child Care Coordinator.

Returning Home Care

Member returning from OPERATION ENDURING FREEDOM are authorized 16 hours of free childcare in the Extended Duty Homes to assist them in accomplishing household duties postponed because of their deployment. Parents interested in using this care should contact the base Family Child Care Coordinator.

Mildly Ill Family Child Care

Twenty-five bases are testing a program to provide care for parents whose children have mild illnesses and are not able to attend their regular child care program. To find out which bases are participating and to enroll in the program parents should contact the base Family Child Care Coordinator.

Give Parents a Break

Air Force Child Development Centers, in conjunction with the Air Force Aid Society, are open one evening a month to provide free child care to parents needing a break from parenting, especially families where one of the parents is deployed or TDY.

Homework Assistance and Tutoring

Air Force Child Development Centers, in conjunction with the Air Force Aid Society, are open one evening a month to provide free child care to parents needing a break from parenting, especially families where one of the parents is deployed or TDY.

Child Care Contingency Plan

During contingencies and deployments child development centers face additional challenges. A Child Care Contingency Protocol is posted on the Air Force Services Agency website under Family Member Programs to help bases with issues such as staffing, hours of operation, etc.

Child Development and Youth Programs

Commanders are authorized to extend the hours of the child development center and school age program to meet the needs of families during deployments. Whenever possible these needs should be met through use of the Extended Duty Child Care Program in order to avoid staffing shortages. Increasing the number of hours the centers are open should be avoided because many of the staff for these programs are spouses whose family duties are increased because of the deployment of their own spouse. Historically, some staff that are spouses terminate their employment, if their hours are increased during a deployment.

Family Support Centers

Your Family Support Center (FSC) is your primary tool for addressing family issues and concerns. The goals of the FSC are: to build community-centered family support, collaborate with other on- and off-base helping agencies, offer services that foster individual and family adaptation, utilize both high-tech and high-touch methods of service delivery, and promote leadership that understands the connection between strong families, strong communities, and strong Air Force. A well trained committed staff of family professionals is there to assess the needs of families, collaborate with other agencies through the CAIB and IDS, and deliver activities and services that promote family resiliency and support mission readiness.

Family Readiness

The FSC is the focal point for personal and family readiness services, as well as serving as a consultant for leadership on family separation concerns. Assistance and support are given to individuals, families, and leadership during mobilization and deployments, evacuations, local/national emergencies, and disaster response. The FSC, through the Family Readiness NCO and other staff members provides training and briefings to ensure Air Force members and family members are prepared for separations due to extended TDY or deployments. Pre-separation, separation, and reunion services are the focus of family readiness activities. The FSC has developed a written readiness response annex of the base disaster response plan. In the event of an evacuation, natural disaster, or any unexpected contingency, the FSC is prepared to manage a Family Assistance Center to support families and leaders.

Information and Referral Services

Your FSC is the place for leaders and families to go when they want to learn about resources and services available in your on- and off-base communities. Your FSC staff maintains comprehensive listings of helping agencies and can assist families make connections when the need arises. Follow-up is provided with customers to ensure needs have been met.

Leadership Consultation

The FSC is the commander's consultant on family issues. The FSC Flight Chief is always available to consult with commanders when they are developing family policies or dealing with a difficult family concern. FSC staff members are prepared to promote FSC services at commanders' calls, assist leaders working specific issues; help facilitate deployment support group, bring FSC classes to the squadrons, etc.

Crisis Assistance

FSCs do not provide therapy or long-term counseling; however, when facing a tough personal or family concern, the FSC is the place for customers to go. FSCs provide assistance in assessing and prioritizing their issues and customers receive appropriate referral and follow-up services.

Personal Financial Management Services

When families have personal financial difficulties or wish to be proactive and develop a family financial plan, the FSC is the place to go. As well as offering one-on-one counseling, families may attend educational programs that address financial fitness and assist families develop their financial goals. When leaders discover that members are having financial problems, the FSC should be their first resource.

Air Force Aid Society

Your FSC is the home of the Air Force Aid Society (AFAS), the official charity of the AF. This airman-helping-airman program provides a safety net when families face financial emergencies. In addition to emergency loans and/or grants AFAS community programs provide a wide-range of services to support AF families. These programs include: Give Parents a Break, Child Care for PCS, Child Care for Volunteers, Nursing Moms, Bundles for Babies, Phone Cards for deploying members, Car Care Because We Care, and Youth Employment Skills. The AFAS Officer located in the FSC, can provide details on these programs.

Career Focus Services

The Career Focus Program assists spouses with their career choices. Spouses can receive information on the local labor market, skills building classes, and information on-base employment information, and federal job opportunities. Although not a jobs program, the FSC does post employment opportunities from on- and off-base employers. The FSC is the place to go for spouses who are reentering the work force or seeking their paid employment.

Transition Assistance Services

The FSC is the focal point for transition assistance activities at the base level, providing information and services to separating and/or retiring individuals and their family members to ensure a smooth transition from the AF to the civilian world. Customers can expect one-on-one assistance as well as skills building classes such as resume preparation, interviewing techniques, “dressing for success,” and a host of other activities to assist the transitioning member and families.

Volunteer Resource Activities

The FSC is the central point in your community for volunteer issues. The FSC maintains listings of volunteer opportunities, interviews and refers potential volunteers to base agencies, and ensures that volunteers are recognized for their services.

Relocation Assistance

The FSC offers one-on-one assistance to families, as well as classes for those who are PCSing. Settling in assistance and community orientations are available to new community members. FSC staff members provide training for new sponsors and collaborate with other base agencies to ensure families feel welcomed into their new community.

Life Skills Support Programs

Critical Incident Stress Management

Commanders can contact the life skills support flight (designated point of contact) for psycho-educational and prevention oriented interventions following critical incidents. Critical Incident Stress is the stress reaction a person or group has to a critical incident. A wide range of cognitive, physical, emotional, and behavioral signs and symptoms characterize these stress reactions. Trained base team members include: Chaplains, family support center representatives, medical staff members, life skills support staff, peer volunteers. The Critical Incident Stress Management Team responds to disasters, suicides, terrorism, and mass violence.

Suicide Prevention Programs

In his 17 Dec 01 High OPSTEMPO and Suicide Prevention Memo, General Jumper said, “The basic principle of the Air Force Suicide Prevention Program is to involve the community in meeting the needs of those who serve and their families, whether that community is at their home installation or in the deployed environment.” Suicide prevention is any act that addresses quality of life issues for active duty members and their families. Commanders can contact the life skills support flight for member support and briefings.

National Guard Bureau Family Program

Air National Guard Family Program

Background

The National Guard has been an integral part of the United States from the very beginning of our nation. The mission of the National Guard requires members who can preserve and protect our freedom, and fight and win our nation's wars when necessary. To do so, they need to know that in their absence, every effort is made to nurture and support their families, and that this effort will continue upon their return.

The National Guard Bureau Family Program (NGB-FP) is the essential component supporting family readiness and complementing the daily lives of Army and Air National Guard members and their families. The National Guard Bureau Family Program performs its function to support family readiness through activities of its staff with the Department of Defense and the National Guard Bureau, and by use of State and Wing Family Program Coordinators in each state and territory. Specific resources and services that are provided by the National Guard Bureau Family Program are listed below.

The National Guard Bureau Family Program (NGB-FP)

On-Line Community

The National Guard Bureau Family Program develops and distributes materials via the <http://www.guardfamily.org> and the <http://www.guardfamilyyouth.org> websites that focus on pre-deployment, deployment and reunion information such as Family Care Plans; emergency information worksheets; discussions about feelings; the importance of including children in discussions; emotional resources; financial management assistance, Information, Referral and Follow-up; Legal Assistance; Social Services; Family Advocacy Programs to build stronger families and prevent child and spouse abuse; relocation assistance programs; employment assistance programs, programs which help families with members who have special physical, emotional or intellectual needs; respite care and support groups; remaining/stay behind parent information; communication for parents and youth; reunion, self-help; home resource information; and employer relations needs. Additional training topics focus on resiliency and emotional intelligence skills such as trust, depression, time and stress management, reunion, empathy, optimism and adaptability.

The National Guard Bureau Family Program also provides an assistance program for deployed Guard members and their family members through the on-line www.guardassist.mhn.com portal. This resource is confidential and provides access to self-assessment tools and interventions for behavioral and mental health issues.

A monthly electronic newsletter written specifically to address deployment issues for families, children, educators, and employers is also published in a reproducible format for the State Family Program Coordinators and Wing Family Program Coordinators.

National Guard Pre-Deployment, Deployment, and Reunion Packages

The National Guard Bureau Family Program develops and distributes deployment training packages in the following formats: web-based, monthly newsletter, live, train-the-trainer (electronic and CD-ROM format) with facilitator/trainer's guides, participant's manuals, workbooks and handouts.

Topics for the training packages include subjects such as: emotional resources, family violence, depression/suicide, empathy, financial information, stress management, resilience, leadership, trust, self regard, emotional self awareness, communications, and problem solving.

The National Guard Bureau Family Program has developed Army and Air National Guard Family Readiness Guides that are available on the guardfamily.org website or in print version that provide pre-deployment, deployment, and post-deployment information, tips, and checklists for Guard and family members.

The National Guard Bureau Family Program has developed and distributed age appropriate Youth Deployment Guides with specific information about deployment preparation and preparation tips for teens and children. These Guides contain activities and emotional intelligence developmental resources for children age two through eighteen.

Public Affairs

Public Affairs is available to talk with family members who wish to conduct news media interviews. Contact the local base public affairs office.

Special Needs Identification and Assignment Coordination

The Special Needs Identification and Assignment Coordination process identifies family members with special medical and educational needs for reassignment purposes. The process links military personnel flights, military treatment facilities, and family support centers to support military members by locating appropriate medical and education resources at a gaining base and community. Humanitarian reassignments and Exceptional Family Member deferments are completed through the AF Personnel Center.

Legal Programs

The Office of the Staff Judge Advocate supports the wing commander, military personnel and family members across the base in a variety of ways. Legal assistance is one example of direct support of deployments. Legal assistance attorneys and paralegals support commanders, deploying troops and dependents prior to, during, and after deployments, subject to the availability of legal staff resources and expertise. While legal personnel are present at mobility processing lines, only emergency services should be taken care of at that time. Because most legal issues involve some amount of research and sometimes preparation of documents, members should routinely review their legal needs and visit the legal office to take care of legal issues long before the mobility line.

Eligible Beneficiaries

Eligible beneficiaries for legal assistance include all active duty and retired members of the Armed Forces and their dependents; active duty and retired officers of the commissioned corps of the Public Health Service and their dependents; Air Reserve component members prior to activation for limited services; Air Reserve component members while on federal (Title 10) duty, and for a period of time after release from active duty, and their dependents; and DoD civilian employees and civilian contractors deploying to or in a theater of operations concerning wills and powers of attorney.

Mobilization- and Deployment-Related Legal Assistance

In providing support to eligible legal assistance beneficiaries, the highest priority shall be given to Air Force personnel who need mobilization- or deployment-related legal assistance to facilitate command readiness, especially when deployment is on short notice. Legal Assistance in connection with personal civil legal matters includes but is not necessarily limited to the categories below.

Consumer Affairs

Legal assistance attorneys provide counseling on a wide range of consumer issues such as bankruptcy, consumer fraud, identity theft, retail purchases, and vehicle leases. As one example, legal assistance attorneys assist service members in directly filing consumer fraud and identify theft complaints with the Federal Trade Commission on-line at the Military Sentinel public website. Military Sentinel also provides easy access to a wealth of consumer education and fraud prevention material.

Dependent Care Responsibilities

All Air Force members with families must have family care arrangements that reasonably cover all situations, both short- and long-term. Legal assistance is provided for family care arrangements and for issues dealing with adequate financial support to family members. Legal practitioners also provide assistance on issues of financial responsibility under federal and state laws, including involuntary allotments/garnishments of civil debts and the Uniformed Services Former Spouses' Protection Act.

Landlord and Tenant Issues

Legal assistance practitioners review lease agreements prior to signing and provide advice concerning landlord/tenant disputes. State laws concerning security deposits, pre- and post-lease inspections, lease terms, and termination of leases vary considerably. Therefore, a wise preventive measure is to visit your legal assistance office both prior to entering into and terminating a rental agreement.

Powers of Attorney

A special power of attorney allows another person—for example a spouse or parent—to act on behalf of a military member to do a specific act during a specific period of time. A general power of attorney is broader, but carries some risks and requires counseling prior to executing. While powers of attorney are generally accepted for transactions, there is no requirement that any power of attorney be honored. Legal assistance attorneys can advise clients on the benefits as well as the risks of using powers of attorney.

Servicemembers' Group Life Insurance (SGLI)

SGLI is a most valuable benefit. It affords service members the ability to confer as much as \$250,000 to the person(s) or entity(ies) they care most about, and provides them opportunities that may not have otherwise existed. Legal assistance attorneys counsel members on the consequences of their elections, and how best to facilitate prompt payment to intended beneficiaries.

Soldiers' and Sailors' Civil Relief Act (SSCRA)

SSCRA recognizes the need to protect persons in military service by suspending the enforcement of certain civil obligations. Some categories of protection include: maximum interest rates of 6% (excluding student loans); stays of judicial proceedings and reopening default judgments; limitations on the enforcement of mortgage foreclosures, installment contracts (excluding automobile leases unless otherwise provided for in the lease), rents, and liens; continuation of commercial life insurance policies; and reinstatement of commercial health insurance policies upon release from active duty. Legal assistance is essential for those seeking to invoke the protections of the SSCRA.

Tax Assistance

Under the legal assistance program, attorneys provide advice and assistance on legal matters pertaining to federal, state, and local tax problems. Most Air Force bases operate command-sponsored individual income tax assistance programs, through which you can file your federal, state and local returns.

Uniformed Services Employment and Reemployment Rights Act (USERRA)

USERRA and comparable state statutes afford eligible service members the right to return to civilian jobs when they are released from active duty. Legal assistance attorneys advise service members on USERRA eligibility, notice requirements, and their reemployment rights and benefit entitlements under USERRA.

Wills and Advance Medical Directives

Wills distribute a person's property after their death. Advance medical directives include living wills and medical powers of attorney. Living wills state your desires regarding the termination of life support in the event you have a terminal, incurable medical condition. Medical powers of

attorney appoint someone to make medical care decisions for you in the event you become incompetent or unable to communicate your desires. Every person should seek legal assistance to assess his or her need for these documents. Without these documents state laws will determine what will happen.

Claims Office

In addition to legal assistance, base legal offices also provide claims services to military personnel and their dependents. All Air Force personnel should be aware of one aspect of the claims program, the processing of claims under the Military Personnel and Civilian Employees' Claims Act (or Personnel Claims Act). The Personnel Claims Act allows military members and civilian employees to file a claim against the Air Force for loss or damage to personal property incident to their service. The statute's purpose is to lessen the hardships inherent in military life.

The most common types of claims filed under the Personnel Claims Act include (1) those for damage to household goods or vehicles shipped or stored at government expense during a PCS or TDY move and (2) those for damage occurring on base or at other authorized places as a result of acts of God, vandalism, theft or other unusual occurrences. If you believe you have suffered a loss to your personal property because of your service, you should visit your local claims office for more information. Keep in mind that there are requirements and limitations for payment under the statute. Further, there may be notification requirements and time limitations for filing your claim. Do not delay your visit to the claims office if you believe you have a claim.

More information on legal assistance and claims can be obtained by contacting your base legal office or by logging onto their website or the websites located at the end of this guide.

About the Websites

Index of Websites Titles

This section contains a listing of titles divided into six sections. Each section reflects similar topics, for example, Section 1 combines military websites, while Section 2 contains medically related websites.

Index of Websites

Sections 1 to 6, presents sites in alphabetical order.

Websites

Provided are 122 links to websites for assistance. Website names, brief descriptions of the sites, and the website addresses are listed. In Section 4, bold print identifies who is targeted as a primary helper. If the link to a website does not automatically take you to that website, you can copy the link, open your browser, and paste your link into the address field of the browser.

About the Websites

the following information on website selection for the *Air Force Readiness EDGE*. Websites and information services are provided for information only. This listing does not constitute sponsorship or endorsement of any non-governmental entity, product, service, or recommendation by the AF or any of its employees. The AF is not responsible for the contents of any web pages referenced. These websites have been reviewed for meeting some of the following general criteria: breadth and coverage of several related areas, linkage to related sites for additional information, current information displays, user friendliness, comprehensiveness, and usefulness.

Parents are advised to monitor any websites that would be visited by children. Some website addresses contain memorials to deceased persons and/or historical cemetery scenes. Noteworthy resources exist that are not included in this list, but would serve equally as well as the sites listed above. This list was not intended to be exhaustive, but as a beginning source of useful information related to the topic of this community resource guide.

Index of Website Titles

Section 1:

Military support for family members of Active Duty, Guard, and Reserves

Section 2:

Department of Defense and U.S. Government Medical Resources

Section 3:

Department of Defense, U.S. Government, Veteran, and Military Affiliated Organizations

Section 4:

U.S. Government, Non-Profit and Private Agencies, Universities, and National Associations

Parents and Professionals Helping Children, Families, and Communities

Helping Teens

Helping Adults

Helping Others

Section 5:

Resources for Caregivers, Teachers, and Communities

Talking about Hatred

Section 6:

Support for Casualty, Grief, Loss, and Recovery

Helping Adults and Families

Helping Children

Index of Websites

Section 1:

Military support for family members of Active Duty, Guard, and Reserves

Air Force Aid Society

Air Force Crossroads

Air Force Casualty Assistance Information

Air Force Legal Services Agency, Legal Assistance Division

Air Force Survivor Assistance Program

Employer Support of the Guard and Reserve (ESGR)

National Guard Bureau-Family Programs

National Institute of Mental Health

Reserve Affairs

USAF Chaplain Services

USAF Family Advocacy Program

USAF Family Member Programs

USAF Special Needs Identification and Assignment Coordination

USAF Suicide Prevention Services

U.S. Army Center for Health Promotion and Preventive Medicine

U.S. Army Community Services

U.S. Army Surgeon General

U.S. Department of Health and Human Services

U.S. Department of Homeland Security

U.S. Navy, U.S. Marine Corps, and U.S. Coast Guard

Section 2:

Department of Defense and U.S. Government Medical Resources

Center for Disease Control and Prevention

Deployment Health Clinical Center

Deployment Health Support

Med Line PLUS Health Information

Military Medical Support Office

Tri-Care

Section 3:

Department of Defense, U.S. Government, Veteran, and Military Affiliated Organizations

American Legion

American Red Cross

Better Business Bureau

Department of Defense, Equal Opportunities Directorate

Department of Defense and U.S. Department of Agriculture

Federal Communications Commission, "Calling Home" Program

Federal Trade Commission

Internal Revenue Service

Military Sentinel

National Adoption Information Clearinghouse
National Military Family Association
National Institute of Occupational Safety and Health
U.S. Army Center for Health Promotions and Preventive Medicine
U.S. Consumer Protection Safety Commission
U.S. Government Official Web Portal
Veterans Administration
Veterans of Foreign Wars of the United States

Section 4:

U.S. Government, Non-Profit and Private Agencies, Universities, and National Associations

Parents and professionals helping children, families, and communities

American Academy of Pediatrics

American Academy of Child and Adolescent Psychiatry

American Counseling Association

American Psychological Association

Children Now

Children Now and the Henry J. Kaiser Family Foundation

National Association of School Psychologists

National Child Care Information Center

National Institute of Mental Health and National Institute of Health

Nemours Center for Children's Health Media

New York University, Child Study Center

Ohio Commission on Dispute Resolution and Conflict Management

U.S. Department of Education

University of California Los Angeles

Helping Teens

Educators for Social Responsibility

National Association of School Psychologists

National Mental Health and Education Center

North Carolina Cooperative Extension Service

Helping Adults

American Psychological Association

Arizona State University

Helping Others

Network for Good

Section 5:

Resources for Caregivers, Teachers, and Communities

Cornell Cooperative Extension

D.C. Public Schools

International Critical Incident Stress Foundation

Kids Count, Annie E. Casey Foundation

National Association for the Education of Young Children

National Association of School Psychologists

National Education Association

National Mental Health Association
Purdue Extension
Talking about Hatred
Council on American Islamic Relations
Educators for Social Responsibility
National Association of School Psychologists
National Association of Social Workers
National Parents Teachers Association
New York University, Child Study Center

Section 6:

Support for Casualty, Grief, Loss, and Recovery
Helping Adults and Families
Air Crash Support Network
Compassionate Friends
Crisis, Grief and Healing
Gold Star Wives
Grief, Loss and Recovery
GriefNet
Grief Recovery Online - Widows and Orphans
SENA Foundation
Tragedy Assistance Program for Survivors (TAPS)
The SHIVA Foundation
Widow Net
Wings of Light
Helping Children
All Kids Grieve
Children and Grief
Hospice Net

Websites

Section 1

Military Support for Family Members of Active Duty, Guard, and Reserves

AIR FORCE CROSSROADS

The official website of the Air Force for military family members and the helping agencies that provide support. Go to Family Separation for detailed information.

<http://www.afcrossroads.com>

AIR FORCE CASUALTY ASSISTANCE INFORMATION

The Air Force Personnel Center website provides information on Casualty Assistance Representatives and Survivor Benefit plans.

www.afpc.randolph.af.mil

AIR FORCE LEGAL SERVICES AGENCY, LEGAL ASSISTANCE DIVISION

The Air Force Legal Assistance Division (AFLSA/JACA) carries out the overall administration of the Air Force Legal Assistance and Preventive Law programs and sets policy on legal assistance, tax assistance, notary, and preventive law matters that affect Air Force personnel worldwide.

https://aflsa.jag.af.mil/GROUPS/AIR_FORCE/JAC/jaca/index.html

AIR FORCE SURVIVOR ASSISTANCE PROGRAM

The Office of Survivor Assistance coordinates resources to support family needs following an unexpected loss of life.

<http://survivorassistance.afsv.af.mil>

EMPLOYER SUPPORT OF THE GUARD AND RESERVE (ESGR)

The Uniformed Services Employment and Reemployment Act provides reemployment protection and other benefits for veterans and employees who perform military service. It clarifies the rights and responsibilities of National Guard and Reserve members, as well as their civilian employers. Trained ESGR volunteers and the Ombudsmen Services national staff are available to promptly respond to inquiries and conflicts presented by employees or employers.

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

NATIONAL GUARD BUREAU FAMILY PROGRAM

The National Guard Family Program On-line Community

A full range of information, referral, follow up and support tools is offered for Army and Air National Guard members and their families through two distinct web sites.

The Guard Family site is designed to facilitate personal well being and enhance professional development throughout the deployment process. Each stage of deployment is addressed with practical day-to-day family readiness information, educational and awareness tools, self-assessment resources and intervention strategies to address emotional, behavioral, mental and physical wellness. The Guard Family web site contains links to the Guard family assistance program, pay and benefit information, legal services, insurance, medical and dental benefits as well as security and emergency information.

The National Guard Bureau Family Program offers a unique website that is designed specifically for Army and Air National Guard Youth. The Youth site contains age appropriate information and activities designed for children from two through eighteen years of age. The site also offers interactive courses that address teen deployment issues.

<http://www.guardfamily.org/>
<http://www.guardfamilyyouth.org>
<http://www.ang.af.mil>

National Guard Family Program Community
National Guard Family Youth Project
Air National Guard Website

NATIONAL INSTITUTE OF MENTAL HEALTH

Mental Health and Mass Violence: Evidence-Based Early Psychological intervention for Victims/ Survivors of Mass Violence. A Workshop to Reach Consensus on Best Practices

“Americans have been exposed to increased levels of mass violence and terrorism during the past decade...There is an urgent need to evaluate the various forms of early psychological intervention that are increasingly offered as part of the first response to these traumatic events. The U.S. Departments of Defense, Justice, Health and Human Services, Veterans Affairs, and the American Red Cross...joined together to examine the evidence associated with these interventions and attempt to identify what we know is effective, what is not, and what questions require further research.”

<http://www.nimh.nih.gov/research/massviolence.pdf>

RESERVE AFFAIRS

Reserve components include the Army National Guard, Army Reserve, Naval Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

This website includes links to the following resources: Family Readiness toolkits and calendar, a guide to Reserve family member benefits handbook, health benefits for reserve component members and their families, reserve component health care benefits upon release from active duty demobilization, TriCare dental program, return and reunion, and legal services.

<http://www.defenselink.mil/ra/familyreadiness.html>

<http://www.army.mil/usar/>

<http://www.navres.navy.mil/navresfor/>

<http://www.marforres.usmc.mil/>

http://www.afreserve.com/home2_flash.asp

<http://www.uscg.mil/hq/reserve/reshmpg.html>

<http://www.arng.army.mil>

<http://www.ang.af.mil/>

Army Reserve
Naval Reserve
Marine Corps Reserve
Air Force Reserve
Coast Guard Reserve
Army National Guard
Air National Guard

USAF CHAPLAIN SERVICE

Delivering global ministry, the USAF Chaplain's website provides specific resources for care related to deployment for military members and families.

http://www.usafhc.af.mil/readiness_newsletter/index.html

<http://www.usafhc.af.mil>

USAF FAMILY ADVOCACY PROGRAM

The mission of the U.S. Air Force Family Advocacy Program is to build healthy communities through implementing programs designed for the prevention and treatment of child and spouse abuse. At this site, registered staff members can view news relating to Air Force families and family programs in the news section, look up programs and personnel in the FAPNet directories, find answers to commonly asked questions in the FAQ component, and look for other related links in the site links component.

<http://www.airforcefap.org>

**USAF FAMILY MEMBER PROGRAMS
CHILD DEVELOPMENT CENTERS
FAMILY CHILD CARE HOMES
SCHOOL AGE PROGRAMS
YOUTH PROGRAMS**

These AF facilities provide physical environments that protect children and youth. The four programs support developmentally appropriate activities promoting the social, emotional, cognitive, and physical development of children and adolescents. To learn more go to the following Family Member Program link:

<http://www.afsv.af.mil>

USAF SPECIAL NEEDS IDENTIFICATION AND ASSIGNMENT COORDINATION

The Special Needs Identification and Assignment Coordination process website provides support for helping professionals who assist family members with special medical and educational needs for reassignment purposes. Links to national organizations are provided. Humanitarian reassignments and Exceptional Family Member deferments are completed through the AF Personnel Center.

<http://www.affap.org>

USAF SUICIDE PREVENTION PROGRAMS

The basic principle of the Air Force Suicide Prevention Program is to involve the community in meeting the needs of those who serve and their families, whether that community is at their home installation or in the deployed environment.” Suicide prevention is any act that addresses quality of life issues for active duty members and their families.

<https://www.afms.mil/afsp>

U.S. ARMY CENTER FOR HEALTH PROMOTION AND PREVENTIVE MEDICINE

Air Force base helping agencies co-located with Army posts can learn about resources provided for redeploying active duty soldiers, Army Guard members and Reservists, and their families. The guide to redeploying provides information to address issues or concerns associated with redeployment.

<http://chppm-www.apgea.army.mil>

U.S. ARMY COMMUNITY SERVICES

The *Deployment Readiness* website offers contact with Family Readiness Groups, handbooks, tools for deployment preparation and links to Army Community Services.

http://www.armycommunityservice.org/vacs_deployment/home.asp

U.S. ARMY SURGEON GENERAL

An overview of the emotional cycle of deployment, lessons learned with pitfalls, and helpful hints are provided. The website links Deployment, Homeland Defense, Family Matters, and a Benefits Signpost. The U.S. Army Surgeon General, Army Center for Health Promotion and Preventive Medicine, the Army National Guard, and the Office of the Chief, Army Reserve sponsor this website.

<http://www.hooah4health.com/environment/deployment/emotionalcycle2.htm>

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Communicating in a crisis: Risk communications for public officials

“One challenge during times of crisis is how information is communicated to the public in timely, accurate ways that do not heighten concern and fear.” A brief, readable primer is provided that describes basic skills and techniques for clear, effective crisis communications, information dissemination, and tools for media relations.

<http://riskcommunication.samhsa.gov/>

U.S. DEPARTMENT OF HOMELAND SECURITY

To prepare for natural or man-made emergencies this website provides “how to” information on assembling a supply kit and developing a family communication plan. With a little planning and common sense you can be ready for the unexpected. Links for Citizen Corps, American Red Cross, and state agencies in your local area are provided.

<http://www.ready.gov>

U.S. NAVY, U.S. MARINE CORPS, AND U.S. COAST GUARD

Lifelines is the official source of quality of life information for the Department of the Navy and LifeLines Partner Organizations. The website provides multiple articles for all phases of deployment, plus resources and useful checklists. Links to partner organizations, U.S. Marine Corps, and U.S. Coast Guard are available.

<http://www.lifelines2000.org/services/deployment>

<http://www.usn.mil>

<http://www.usmc.mil>

<http://www.uscg.mil>

Section 2

Department of Defense and U.S. Government Medical Resources

CENTER FOR DISEASE CONTROL AND PREVENTION

Terrorism and Public Health provides information for partners, professionals, and the public. The *Public Health Emergency Preparedness and Response* website advises readers to get the facts and know who to contact in an emergency.

If you believe that you have been exposed to a biological or chemical agent, or if you believe an intentional biological threat will occur or is occurring, please contact your local health department and/or your local police or other law enforcement agency. [State and selected county/city health department Web sites](#) are provided.

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

DEPLOYMENT HEALTH CLINICAL CENTER

Services to improve post-deployment health across the military health system are provided on this website. Three components include: clinical care, information, communication and education, and deployment related research.
Deployment Health Hot line 1-800-769-9699

<http://www.pdhealth.mil>

DEPLOYMENT HEALTH SUPPORT

The Department of Defense Deployment Health Support Directorate, in cooperation with the Defense Technical Information Center, publishes the DeploymentLINK website to enhance the health of and support for deploying forces. To help members better prepare for pending deployments, this site includes pre-deployment tips, pre-deployment health assessments, travel and health advisories throughout the world, and information on immunizations and countries to which you may be deploying.

<http://deploymentlink.osd.mil/>

http://deploymentlink.osd.mil/deploy/prep/prep_intro.shtml/ **Deployment Tips**

MEDLINE PLUS HEALTH INFORMATION

A website providing extensive health information from the National Library of Medicine and the National Institute of Health. Government information at NLM Web sites is in the public domain. Public domain information may be freely distributed and copied, but it is requested that in any subsequent use the National Library of Medicine (NLM) be given appropriate acknowledgement.

<http://www.nlm.nih.gov/medlineplus/temporomandibularjointdysfunction.html>

MILITARY MEDICAL SUPPORT OFFICE

The *Military Medical Support Office* was established to serve as the centralized Tri-Service point of contact for customer service and medical/dental case management; to coordinate civilian health care services outside of the cognizance of a Military Treatment Facility for Active Duty military and Reserve components. Members are referred to a liaison specific to their service by calling MMSO Customer Support 1-888-MHS-MMSO

<http://mmsso.med.navy.mil>

TRI-CARE

When member of the Guard and Reserve are on active duty for more than 30 days, their family's health and dental care needs are covered under several TRICARE options. Please make sure your information is updated with [DEERS](#). For instance, if a family chooses to move to a new location when the service member gets deployed, TRICARE Prime may not be offered in that new location. Additionally, check out the [Guide to Reserve Family Member Benefits](#). This book provides information about military benefits (to include legal assistance, pay, travel, etc.) available to Reserve Component family members.

<http://www.tricare.osd.mil/reserve/index.cfm>

Section 3

Department of Defense, U.S. Government, Veteran, and Military Affiliated Organizations

AMERICAN LEGION

The American Legion stands ready to support our men and women in uniform and their families with the [Family Support Network](#). Families in financial need, with minor children, may call on the Temporary Financial Assistance program at the National Headquarters to assist.

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

AMERICAN RED CROSS

Both active duty and community-based military can count on the Red Cross to provide [emergency communications that link them with their families back home](#), access to [financial assistance](#), [counseling](#), and [assistance to veterans](#). The website includes tips for spouses of deployed military.

<http://redcross.org/services>

<http://www.redcross.org/services/afes/> / [Military Members and Families](#)

BETTER BUSINESS BUREAU

The Better Business Bureau (BBB) system has proven that the majority of marketplace problems can be solved fairly through the use of voluntary self-regulation and consumer education. The BBB's core services include business reliability reports, dispute resolution, truth-in-advertising, consumer and business education, and charity review.

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

DEPARTMENT OF DEFENSE, EQUAL OPPORTUNITIES DIRECTORATE

This Web site, developed by the Educational Opportunities Directorate with support from [Navy Lifelines](#), provides information for military families with special needs. It is designed to share information with military families on Department of Defense efforts and civilian community programs to support families with special needs within the military community.

<http://www.efmconnections.org>

DEPARTMENT OF DEFENSE AND U.S. DEPARTMENT OF AGRICULTURE

OPERATION BUG OUT

An AF Youth Collaboration Project, "Operation Bug Out," was designed for youth, ages 3 to 8, to experience what their parents do during military exercises and deployments: recall, briefings, and deployment line procedures. A draft Plan of Action for Operation Bug Out in PDF format is housed at the following web address, under EAFB YCP Program Updates.

<http://www.nvgc.vt.edu/rdrum/ycp.html>

DEPARTMENT OF DEFENSE AND U.S. DEPARTMENT OF AGRICULTURE

HEALTH PARENTING INITIATIVE TOOLKITS - OFF THE SHELF PRODUCTS

Step into Your Child's World is a tool kit for parents of young children. The CD and creative materials provide parenting information in the context of deployment, relocation, and dangerous work, as well, as general parenting information.

Stay Connected is designed to enhance military parent-teen relationships by facilitating communication. Activities, CD, DVD, and videotapes can be used at home or in the community and can be integrated into existing programs.

Command Briefing Materials CDs identify linkages between healthy parenting, family readiness, and mission readiness. Materials are based on research from military and civilian sources with interviews and focus groups with senior commanders, instructors, and professional staff.

Your base's Family Support Center, Family Advocacy Program, and Chapel were mailed these products by the DoD Office of Family Policy. The toolkits were developed in partnership with the U.S. Dept. of Agriculture's Cooperative State Research, Education, and Extension for military specific parenting resources.

<http://mfrc.calib.com/healthyparenting>

FEDERAL COMMUNICATIONS COMMISSION "CALLING HOME" PROGRAM

The Federal Communications Commission (FCC) has launched an enhanced version of its "Calling Home" program, which provides members of the armed services and their families valuable information on telephone services. The FCC serves as the military's federal telecommunications advocate. The new campaign includes not just information on how to save money when calling home, but also helps military families make informed choices on telecom goods and services and lets them know what services are available through the FCC.

<http://www.fcc.gov/cgb/military/>

FEDERAL TRADE COMMISSION

The Federal Trade Commission (FTC) enforces a variety of consumer protection laws and provides advice on avoiding scams. Their advice covers such topics as automobile purchases, credit, diet & fitness, identity theft, investments, privacy, retail sales, and telemarketing. Its website also provides the ability to file consumer fraud and identity theft complaints directly to the FTC.

<http://www.ftc.gov/> **FTC**

<http://www.consumer.gov/idtheft/index.html/> **FTC Identity Theft website**

INTERNAL REVENUE SERVICE

The Internal Revenue Service (IRS) website provides access to federal tax forms and publications, filing information, tax tips, news releases, and links to state revenue offices. The IRS also maintains a separate website for members of the armed forces with military-specific information, such as income tax filing extensions and income tax exclusions for those serving in combat zones.

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

<http://www.irs.gov/newsroom/article/0,,id=97273,00.html>

IRS Armed Forces Webpage

MILITARY SENTINEL

The Department of Defense (DoD) and the Federal Trade Commission (FTC) jointly operate the *Military Sentinel* public website, an initiative aimed at improving consumer protection for DoD personnel. The FTC designed *Military Sentinel* to centralize the on-line collection of consumer fraud and identity theft complaints from DoD personnel, while providing easy access to consumer education and fraud prevention resources and materials.

<http://www.consumer.gov/military/> **Military Sentinel**

<http://www.consumer.gov/military/airforce.htm/> **File a Complaint**

NATIONAL ADOPTION INFORMATION CLEARINGHOUSE

The U.S. Department of Health & Human Services, Administration for Children & Families, operates the National Adoption Information Clearinghouse. The adoption clearinghouse is a comprehensive source on all aspects of adoption.

<http://www.calib.com/naic/>

NATIONAL MILITARY FAMILY ASSOCIATION

DeploymentLink, a Mobilization Guide, Medical Readiness guide, a Family Readiness Tool Kit, and access to free phone cards for active duty members are provided. Resources are affiliated with the Department of Defense, Reserve Affairs.

http://mfrc.calib.com/Enduring_Freedom/mobiliz2.htm

NATIONAL INSTITUTE OF OCCUPATIONAL SAFETY AND HEALTH

Assisting employed spouses to reduce workplace stress

Stress in the work environment may be a consideration for the employed family members of deployed military. Stress of modern work and the effects of stress on worker safety and health, and ways to reduce stress in the workplace are examined. Research and recommendations for the prevention of work-related illness and injury are provided.

<http://www.cdc.gov/niosh/stresswk.html>

U.S. ARMY CENTER FOR HEALTH PROMOTION AND PREVENTIVE MEDICINE

Targeting Stress: a workbook to managing stress in the military is for all those touched by military life – service member, family member, retiree, and civilian employee – to better cope with military unique and everyday stressors of life.

<http://www.hooah4health.com/toolbox/stress/Sec01intro.pdf>

U.S. CONSUMER PROTECTION SAFETY COMMISSION (CPSC)

CPSC is an Independent Federal Regulatory Agency that works to save lives and keep families safe by reducing the risk of injuries and deaths associated with consumer products. CPSC informs and educates consumers about safety concerns such as current product recalls and responds to consumer inquiries.

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

U.S. GOVERNMENT OFFICIAL WEB PORTAL

DisasterHelp.gov is designed to assist victims of disasters in locating the resources they need. The goal of the site is to combine the resources of all the federal agencies in our partnership in one central location. First.gov has information to help families identify benefits and find assistance, along with suggestions for those who want to help.

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

VETERANS AFFAIRS

The Department of Veterans Affairs maintains this website. Family members of deceased veterans can find information related to benefits and presidential memorial certificates.

<http://www.VA.gov>

VETERANS OF FOREIGN WARS OF THE UNITED STATES

The *Spouses and Dependents Gateway* provides linkages to the DoD websites and resources for family members of active duty military.

<http://www.vfw.org>

<http://www.VetJobs.com>

Section 4

U. S. Government, Non-Profit and Private Agencies, Universities, and Natural Associations

Parents and Professionals Helping Children, Families, and Communities

AMERICAN ACADEMY OF PEDIATRICS AND U.S. CENTER FOR MENTAL HEALTH

Communicating with children about disasters

Advice on Communicating with Children about Disasters is offered in a policy statement, “How **Pediatricians** can respond to the psychosocial implications of disasters.”

<http://www.aap.org/policy/re9813.html>

Psychosocial issues for children and families in disasters

“Psychosocial issues for children and families in disasters: A Guide for the **Primary Care Physician**” is located on the Substance Abuse and Mental Health Association website. This is published jointly by the American Academy of Pediatrics and the US center for Mental Health Services.

<http://www.mentalhealth.org/publications/allpubs/SMA95-3022/SMA3022.htm>

Psychological triage in communities experiencing child deaths

The article, “Child deaths hit communities hard: Disasters demand psychological triage,” has resources and endorses the use of **debriefings**.

<http://www.aap.org/advocacy/disarticle.htm>

AMERICAN ACADEMY OF CHILD AND ADOLESCENT PSYCHIATRY

Helping children after a disaster

A list of changes in a child’s behaviors is provided **for parents** to be alert to after a disaster. This article is available in four languages.

<http://www.aacap.org/publications/factsfam/disaster.htm>

AMERICAN COUNSELING ASSOCIATION

Helping Children Cope with Trauma

Counseling Corner has a list of ways that **parents and adults** can help young children to deal with trauma.

<http://www.counseling.org>

AMERICAN PSYCHOLOGICAL ASSOCIATION

Homecoming: Resilience after Wartime

Even when the war is over, stress and uncertainty can require the skills of resilience both from **those coming home** and from **those who stayed home**. Resilience is defined as the ability to adapt well in the face of adversity, trauma, tragedy, threats, or other significant sources of stress.

http://www.helping_agency.apa.org

CHILDREN NOW

Talking with children about disaster

Children Now is an independent, nonpartisan organization supporting **parents** and children. Children Now is dedicated to assuring that children grow up in economically secure families, where parents can go to work confident that their children are supported by quality health coverage, a positive media environment, a good early education, and safe, enriching activities to do after school.

<http://www.childrennow.org/television/twk-news.htm>

CHILDREN NOW AND THE HENRY J. KAISER FAMILY FOUNDATION

Talking with Kids About Tough Issues

Website provides articles and 10 tips for **parents** to talk with your children early. The Foundation emphasizes efforts to improve the health and life chances of the disadvantaged.

<http://www.talkingwithkids.org>

<http://www.kff.org>

The Henry J. Kaiser Family Foundation

NATIONAL ASSOCIATION OF SCHOOL PSYCHOLOGISTS

Talking with and helping older children

The website provides tips for **psychologists and others**, so click on WEBGUIDE and go to the special topic on talking about terrorism. The web guide is available in English, Spanish, Arabic, Farsi, Korean, Urdu and Vietnamese.

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

NATIONAL CHILD CARE INFORMATION CENTER

Helping children cope with violence, terrorism, and grief

Website designed for **parents, caregivers, and administrators** by the National Child Care Information Center and the Administration for Children and Families, U.S. Department of Health and Human Services. The website does not endorse any organization, publication or resource.

<http://nccic.org/helpkids.html>

NATIONAL INSTITUTE OF MENTAL HEALTH AND NATIONAL INSTITUTE OF HEALTH

Helping children and adolescents cope with violence and disasters

An article for **parents, teachers, and mental health professionals** that describes trauma, how children of different ages react to trauma, and how to help the child and adolescent survivor of trauma.

<http://www.nimh.nih.gov/publicat/violence.cfm>

NEMOURS CENTER FOR CHILDREN'S HEALTH MEDIA

Helping your child deal with the terrorist tragedy

A website for **parents, kids, teens, and teachers** dealing with terrorist attacks. KIDSHEALTH is devoted to improving the health of children and provides doctor-approved health information about children from before birth through adolescence.

http://kidshealth.org/breaking_news/tragedies.html

NEW YORK UNIVERSITY, CHILD STUDY CENTER

Talking with kids about terrorism, war, and attacks

About Our Kids provides resources and articles for **parents, teachers and mental health professionals** that explain war, terrorism, and attacks in the United States to children and adolescents. Included are tips on how to help children cope and signs of trauma-related stress.

<http://www.aboutourkids.org/articles/war.html>

OHIO COMMISSION ON DISPUTE RESOLUTION AND CONFLICT MANAGEMENT

A Guide for Parents: 10 Tips for Talking with Children about Terrorism

It's not always what you say, but how you say it that matters for young children. Here is help for **parents** to talk with their children about sensitive, difficult topics.

<http://www.state.oh.us/cdr/schools/trauma/tentips.htm>

U.S. DEPARTMENT OF EDUCATION

Helping Children Understand the Terrorist Attacks

The article explains how **adults** can talk with children about terrorist attacks, along with suggestions for **educators**, and links to additional helpful resources.

<http://www.ed.gov/inits/september11/index.html>

UNIVERSITY OF CALIFORNIA LOS ANGELES Center for Mental Health in Schools

What to look for when children experience overwhelming events

Helps **counselors, teachers, psychologists, and parents** to identify common responses that children often experience in the wake of overwhelming events: persistent fears about being separated from their families, sleep disturbances, loss of concentration and irritability, physical complaints, and withdrawal and listlessness.

<http://smhp.psych.ucla.edu>

Helping Teens

EDUCATORS FOR SOCIAL RESPONSIBILITY

Talking to Children about Violence

What if teens don't want to talk, or if they are fascinated by violent events? Educators for Social Responsibility may have answers for **teachers, parents**, families and classrooms.

<http://www.esrnational.org/guide.htm>

NATIONAL ASSOCIATION OF SCHOOL PSYCHOLOGISTS

Reactions to trauma: Suggestions for teens

This website provides brief information for **parents of teens** on normal reactions to trauma, and how they can help themselves.

http://www.naspcenter.org/safe_schools/trauma.html

NATIONAL MENTAL HEALTH AND EDUCATION CENTER

Helping Children Cope with Disaster

When no other words come to mind, a hug and saying, "This is really hard for us," will work, advises the National Mental Health and Education Center. This handout for **parents** describes children's common reactions by age group and ways to help children and teens, as the adults struggle themselves to make sense of life and feel in control.

http://www.naspcenter.org/safe_schools/coping.html

NORTH CAROLINA STATE'S COOPERATIVE EXTENSION SERVICE

Strategies for Parents and Teachers

Focusing on the themes of attachment and separation, this website offers **parents and teachers** specific activities and ideas for families and classrooms, with some helpful advice for teens and high schools.

<http://www.ces.ncsu.edu/depts/fcs/humandev/disas3.html>

Helping Adults

AMERICAN PSYCHOLOGICAL ASSOCIATION

Coping with Terrorism

Common reactions are explained, plus ways **adults** can help themselves and their children.

<http://helping.apa.org/daily/terrorism.html>

AMERICAN PSYCHOLOGICAL ASSOCIATION

Targeting stressors and solutions

“Psychology at Work” identifies sources of stress in the workplace, feelings of powerlessness, traumatic events, safety concerns, and some realistic solutions.

<http://helping.apa.org/work/stress5.html>

ARIZONA STATE UNIVERSITY

Finding Ways to Help Yourself

It’s hard to help children with their feelings when adults themselves feel stunned, confused, or anxious. Here’s some good advice for adults.

<http://www.asu.edu/provost/intergroup/resources/tragedies.html#anchor187218>

Helping Others

NETWORKFORGOOD.ORG

Finding Ways to Help Others

Twenty-four organizations, including the Red Cross and National Mentoring Partnership, have coordinated efforts with government agencies to organize help for stricken communities. Check your local paper or TV for local information on donating blood or money. Here is a list of national organizations that can channel your donations to those who need it most.

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

Section 5 Resources for Caregivers, Teachers, and Communities

Resources for Caregivers, Teachers, and Communities

CORNELL COOPERATIVE EXTENSION

Remembering September 11

Resilient Communities provides guidance and support for families, youth, communities and work leaders, supervisors, and employees.

<http://www.cce.cornell.edu/issues/cceresponds/>

DISTRICT OF COLUMBIA PUBLIC SCHOOLS

Talking to Public School Students about Disasters

The D.C. Public Schools has an outline of what to expect and how to react, when the news or events upset children.

<http://www.k12.dc.us/dcps/emergency/emergprelinks.html>

INTERNATIONAL CRITICAL INCIDENT STRESS FOUNDATION

The International Critical Incident Stress Foundation, Inc. (ICISF) is a non-profit, open membership foundation dedicated to the prevention and mitigation of disabling stress through the provision of: education, training and support services for all emergency services professions; continuing education and training in emergency mental health services for psychologists, psychiatrists, social workers and licensed professional counselors; and consultation in the establishment of crisis and disaster response Programs for varied organizations and communities worldwide.

www.icisf.org

KIDS COUNT, ANNIE E. CASEY FOUNDATION

KIDS COUNT is a national and state-by-state effort to track the status of children in the U.S. By providing policymakers and citizens with benchmarks of child well being, KIDS COUNT seeks to enrich local, state, and national discussions concerning ways to secure better futures for all children.

<http://www.aecf.org/kidscount/>

NATIONAL ASSOCIATION FOR THE EDUCATION OF YOUNG CHILDREN

Discussing the News with 3- to 7-Year-Olds: What to Do?

In times of great distress, young children need to hear that, “your grownups at home and your grownups at school know how to take care of you.” Here are specific classroom suggestions.

<http://www.naeyc.org/resources/eyly/1998/22.htm>

NATIONAL ASSOCIATION OF SCHOOL PSYCHOLOGISTS

Memorials/Activities/Rituals Following Traumatic Events: Suggestions for Schools

School memorials, ceremonies, or memory activities following traumatic experiences serve an important function in the healing process for both students and staff. Guidance is offered on planning such activities.

<http://www.nasponline.org/NEAT/memorials.html>

NATIONAL EDUCATION ASSOCIATION

Crisis Communications Guide and Toolkit

This toolkit offers approaches and activities for schools at the time of crisis, as well as in the aftermath - ways to return to a new “normal” and help in understanding how children and teens respond to trauma and stress.

<http://www.nea.org/crisis>

NATIONAL MENTAL HEALTH ASSOCIATION

Helping Children Handle Disaster-Related Anxiety

The association reminds us that each child responds differently to disasters, depending on his or her understanding and maturity. The National Mental Health Association (1-800-969-6642) can provide you with information about your local mental health association or local American Red Cross chapter.

<http://www.nmha.org/newsroom/terrorismtips.cfm>

PURDUE EXTENSION

Helping children talk about terrorism –one year later

This website provides multiple articles on helping children talk about terrorism. Access is provided to media resources and take-away printable materials for distribution.

<http://www.ces.purdue.edu/terrorism/children/index.html>

Talking about Hatred

COUNCIL ON AMERICAN ISLAMIC RELATIONS

Reporting Harassment

If you or your children have been subjected to harassment or attack, this web site has guidelines, a phone number, and an online reporting form.

<http://www.cair-net.org/ireport/>

EDUCATORS FOR SOCIAL RESPONSIBILITY

What to Do about Prejudice?

If you are hearing an increase in prejudiced anti-Arab comments, you can intervene. Here's support and advice.

<http://www.esrnational.org/guide.htm#bigotry>

NATIONAL ASSOCIATION OF SCHOOL PSYCHOLOGISTS

Promoting Tolerance and Peace in Children: Tips for Parents and Schools

“While anger is a normal response felt by many, we must ensure that we do not compound an already great tragedy and react against innocent individuals with vengeance and intolerance.” Find key messages for adults to help children and themselves.

<http://www.nasponline.org/NEAT/tolerance.html>

NATIONAL ASSOCIATION OF SOCIAL WORKERS

Website access to Health Links, Washington University, and Harvard University for support with anti-discrimination and issues related to terrorism. Go to Health Links, Social Work Associations and organizations, Topics A-Z. September 11

<http://www.socialworkers.org/pubs/news>

NATIONAL PARENT TEACHERS ASSOCIATION

Help against Hatred

Along with advice for parents on talking with children, the National PTA has posted information on talking with children about hatred and prejudice. Information is available in both English and Spanish.

<http://www.pta.org/parentinvolvement/tragedy/index.asp>

NEW YORK UNIVERSITY CHILD STUDY CENTER

When Hurt Leads to Hate

As adults we need to be aware of and stand up to physical and emotional hate and empower our children to do the same. This article from the New York University Child Study Center has ideas for how parents can help children deal with this crisis without becoming prejudiced, stereotyping specific groups, or retaliating with acts of bias.

<http://www.aboutourkids.org/articles/hate.html>

Section 6

Support for Casualty, Grief, Loss, and Recovery

Helping Adults and Families

AIR CRASH SUPPORT NETWORK

This nonpolitical, non-profit, organization aids and facilitates the grieving process of people affected by or involved in an air crash by support, referral, and partnership of survivors and volunteers.

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

COMPASSIONATE FRIENDS

The website is sponsored by a national nonprofit, self-help organization. Support is offered to families who are grieving the death of a child of any age, from any cause.

www.compassionatefriends.org

CRISIS, GRIEF & HEALING

A website sponsored privately by a professional speaker, author, and therapist that focuses on masculine grief and healing for men.

www.webhealing.com

GOLD STAR WIVES

A non-profit, national service organization website that supports all called upon in a personal way to share in the “last full measure of devotion” to our country and mankind.

www.goldstarwives.org

GRIEF, LOSS AND RECOVERY

This web page links to literature and information about loss, grief, and trauma. On-line support is not provided.

www.erichad.com

GRIEFNET

This Internet community of over 30 e-mail support groups has two websites devoted to online grief support, loss, and grief issues. DIDS AID is available for children.

<http://rivendell.org>

GRIEF RECOVERY ONLINE - WIDOWS AND ORPHANS

A non-profit corporation developed this website to provide solace for the bereaved and those who care for them.

www.groww.org

SENA FOUNDATION

This autonomous, non-profit educational organization provides free support for grief and loss and catastrophic loss.

www.sena.org

TRAGEDY ASSISTANCE PROGRAM FOR SURVIVORS (TAPS)

TAPS, a non-profit organization for those who have lost a loved one on active duty with the Armed Forces, provides a military survivor peer support network...

<http://www.taps.org>

THE SHIVA FOUNDATION

This not-for profit, non-sectarian organization website is committed to developing resources for support in the grieving process to individuals, families, and communities.

www.goodgrief.org

WIDOW NET

An information and self-help resource developed by and for widows and widowers facing grief, bereavement, and the recovery process. AARP resource listings are provided.

www.fortnet.org/WidowNet

WINGS OF LIGHT

A non-profit organization providing support to families, friends, and rescue and support personnel involved with deaths, catastrophic losses, and those who survive. Referrals are often made to the International Critical Incident Stress Foundation, Ellicott, MD, and ADEC, Association of Death Education and Counseling.

www.wingsoflight.org

Helping Children with Grief

ALL KIDS GRIEVE

All kids experience loss. The key is to help children channel their grief into personal growth, not violence or destructive behavior. AllKidsGrieve.org offers books, classroom strategies, and information on how to start support groups for kids.

<http://www.allkidsgrieve.org>

AMERICAN ACADEMY OF CHILD AND ADOLESCENT PSYCHIATRY

When a family member dies, children react differently from adults. Adding to a child's shock and confusion at the death of a brother, sister, or parent is the unavailability of other family members, who may be so shaken by grief that they are not able to cope with the normal responsibility of Childcare.

<http://www.aacap.org/publications/factsfam/grief.htm>

HOSPICE NET

Most of the time adults are reluctant to talk about death with children. These brochures from Hospice Net provide helpful guidance for talking about death with children and teenagers.

<http://www.hospicenet.org/html/talking.html>

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