

1. As the War on Terrorism continues and the United States prepares to protect its citizens from potential biological, chemical or weapons of mass destruction attacks both CONUS and OCONUS, it is important that commanding officers become aware of online resources which are available for disaster preparedness, response and recovery. These resources are for active duty, reservists, retirees, civilian employees and family members.

2. Commands are highly encouraged to use and promote the following key online resources:

- For chaplain and religious support for ALL Sea Service personnel go to:  
[www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil)
- For other useful online resources specifically addresses crisis response listed below go to:  
[www.lifelines2000.org](http://www.lifelines2000.org)

A. Dealing with Disasters Website [found in the Self-Help Information Section of LIFELines]. This section provides comprehensive disaster preparedness, response and recovery information for all types of disasters, accidents and terrorism. It provides printed resources, planning guides, supply kits/lists, phone numbers, just-in-time training resources, news, 1-800 numbers, and listings of helping agencies that can be of assistance nationally, regionally and locally.

B. Casualty Assistance Calls Officer Four Part Video Training Series. These four short online videos help CACOs learn how to break bad news with compassion, how to deal with the emotional outbursts of grief, how to work with Chaplains and other helping agencies, and what to expect when making a Casualty Call.

C. When Disaster Strikes: A Commanding Officer's Guide to Trauma Response Twelve Part Video Training Series. These twelve short online videos were created by LIFELines, BUMED and the Psychiatry Department of the Naval Hospital in San Diego. They tell commanding officers what they need to know about Critical Incident Stress Management. Tips included will help prevent the negative effects of Post Traumatic Stress Disorder when service members and civilian First Responders have extensive exposure to crisis response operations.

D. Casualty Assistance Self-Help Information. LIFELines provides numerous self-help articles and resources for CACOs, Chaplains, QOL Program Managers/Specialists, Command Leaders/Spouses and families who have a service member who has become a casualty. Links to BUPERS and HQMC Casualty Assistance information and staff are available from the Dealing with Disasters website found on LIFELines' front page.

E. Chaplain Self-Help Information. LIFELines provides information about the services provided by Navy and Marine Corps Chaplains. The Navy's ChaplainCare website for 24/7 chaplain support can be accessed from the Dealing with Disaster website.

F. Hotlines and Helplines. LIFELines has created a list of hotlines, helplines, advice lines and CARE Lines which will link service and family members with national, regional and local information and sources of assistance. The latest addition to this list is Marine Corps' new One Source Call Center for 24/7 information and referral [1-800-433-6868]. In the event a disaster situation occurs, this list will be updated with the latest phone numbers for DOD Family Assistance Centers, shelters, and toll-free numbers.

G. Deployment Readiness. In cooperation with Navy Fleet and Family Service Centers (FFSC) and Marine Corps Community Services (MCCS), LIFELines has created extensive self-help resources for service and family members who are preparing for and experiencing extended separations and deployments. Phone numbers for all FFSCs and MCCSs are included in the Dealing With Disasters website from LIFELines front page.

H. Naval Reserve Ombudsmen Online Website. LIFELines is currently assisting the Naval Reserve Component and its Ombudsman Program by offering the latest information about mobilizations, pay and benefits, and training resources via the Naval Reserve Ombudsmen Online website found in the My Community section of LIFELines. It also has streaming video of the 2002 Worldwide Town Hall Meeting mobilization broadcasts found in Multi-Media section of LIFELines.

I. MCPON Direct Line. The Master Chief Petty Officer of the Navy (MCPON) and the Navy Chief's community has created a communication network which can be accessed from the front page of LIFELines. This dynamic, interactive community provides the latest information on personnel support issues, resources, benefits and more.

J. Ombudsmen and Key Volunteer Network [KVN] Support . Support and information for Navy Ombudsmen and representatives from the Marine Corps Key Volunteer Network (KVN) can be found from websites listed in the bottom left column of LIFELines front page.

K. Medical/Dental/Pharmacy. LIFELines and BUMED have developed extensive online resources to support the medical, dental and pharmacy resources for the Total Force. Crisis response medical guidance is currently available on referenced websites.

L. Safety and Wellness. BUMED, BUPERS [PREVENT] and Marine Corps' Semper Fit programs have helped LIFELines provide health promotion information for prevention of accidents, drug and alcohol problems, and maintenance of stress levels, physical fitness, healthy backs, hearts and lungs.

M. News Center / Newsstand. In cooperation with CHINFO, Marine Corps Public Affairs and the Navy Media Center, LIFELines provides the latest Personnel Support and Quality of Life (QOL) multi-media news and online news resources. This includes breaking news that affects service members, the weekly Navy Marine Corps News Show (television), photo galleries, MCPON Minutes, access to online hometown newspapers and a radio station locator for hometown radio stations streaming over the Internet.

N. Naval District Washington's website [[www.ndw.navy.mil](http://www.ndw.navy.mil)] provides sample Disaster planning guides, resources and checklists which can assist commanding officers in planning for the safety and evacuation of their employees who work on Navy and Marine Corps bases.

3. In partnership with Dear Abby, the American Association of Retired Persons, the White House Commission on Remembrance and Larry King Live, LIFELines continues to offer the websites <http://anyservicemember.navy.mil> and <http://operationdearabby.net> for the purpose of expressing support for our deployed service members. Commands can see these messages of support online via the Internet and can download/print these messages for morale building purposes.

4. Command Leaders, service and family members are encouraged to provide LIFELines with feedback on these online support resources and additional services that may be needed in the days ahead via the Feedback button on LIFELines front page.