



AVIANO AB AIRMAN & FAMILY READINESS CENTER



UNIT NONCOMBATANT EVACUATION OPERATIONS (NEO) CUSTOMER GUIDE

12 Mar 10

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MEMORANDUM FOR US Military and Civilian Employees and Family Members

FROM: 31 FSS/FSFR

SUBJECT: Noncombatant Evacuation Operation (NEO)

1. In the event that evacuation of noncombatants becomes necessary – you must be prepared! Your preparatory actions will aid your timely and safe evacuation. Please carefully read this training package, which will assist you in preparing an accurate NEO kit.
2. I encourage you to discuss NEO with you family and, when possible, to have them participate in our NEO processing exercises. By doing so, you will better understand how we work together to provide safe evacuation in the face of crisis.
3. If you have any questions about NEO, please contact your unit NEO representative.

Jane Hammonds, YC-02, DAF
Chief, Airman & Family Readiness Center

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OVERVIEW

- A. Personnel Affected
- B. What to Expect
- C. Responsibilities
- D. Preparation
- E. Processing
- F. NEO Folders
- G. Sample Notification Memorandums
- H. Review

A. Personnel Affected.

1. The following personnel listed below are eligible for evacuation and can be ordered to depart.
 - 1.1. US noncombatant civilian employees and their dependents (DoD employees who have been designated by DoD as mission essential for continued operations will not evacuate).
 - 1.2. US military personnel and their dependents assigned to the Embassy or Consulate (Defense Attaché, security assistance personnel, etc.).
 - 1.3. Designated aliens located within the Treviso, Belluno regions, and the Friuli-Venezia-Giulia province.
 - 1.4. Dependents of all other US military personnel including those assigned to military commands in the Consular district.
2. The following personnel listed below are entitled to assistance but cannot be ordered to depart.
 - 2.1. US citizen employees of non-US Government organizations/commercial activities
 - 2.2. US citizens employed by or assigned to international organizations.
 - 2.3. Other US citizens, i.e. tourists.
 - 2.4. Foreign nationals the US Government has formally agreed to include in NEO.
 - 2.5. Other foreign nationals approved by the Dept of State or Chief of Mission (COM)

B. *What to Expect.* Depending on the situation, an emergency evacuation may take several different forms. These range from a gradual and deliberate speedup of normal PCSing back to the United States to a more urgent situation where evacuees are moved as rapidly as possible via

airplane to a safe area and then eventually to the United States. Under an urgent evacuation, only a few hours' notice may be available to prepare.

Evacuees will be gathered in phases, as aircraft or other modes of transportation arrive/become available. If all evacuees were to show up at one time, the entire process would come to a standstill due to the sheer number of people; therefore, you will be notified when to report to the Processing Center. This will be only after the means of evacuation has been determined and solidified.

Families will remain together during an evacuation as much as possible, depending on circumstances and ages of family members.

Should the evacuation occur during the school year, children will be kept at school until parents are contacted for pick up or released at normal dismissal time (i.e. children will not be released early without parental accountability).

Hospitalized dependents in local medical facilities will be screened and discharged for evacuation with family members; however, if patients are seriously ill, they will be evacuated separately to ensure adequate medical support.

The flight will be made without the aid of the military member (active duty sponsor). You must be mentally prepared for the trip, which may be made under adverse conditions. Rest assured that military commanders will be doing everything possible to guarantee your safety and welfare during every point along the evacuation route.

Foreign nationals (unless they are bona fide dependents) will be allowed to accompany evacuees ONLY under certain circumstances approved by the Department of State.

Military married to military, single parents, and those requiring special arrangements under AFI 36-2908 must make arrangements ahead of time for dependents to travel with someone else to a pre-selected location in the United States, such as a relative's house or other caretaker.

C. Responsibilities.

1. The Wing Commander is responsible for the state of preparedness of all evacuees at Aviano Air Base.
2. Individual active duty sponsors are responsible for the state of preparedness of their family evacuees.
3. Each individual adult evacuee and sponsor should take the following steps for a quick and safe evacuation NOW, while there is no immediate pressure for action make sure you have all necessary items and that your questions are answered. Prepare your family NEO folder and ensure it is maintained with all mandatory/ recommended documents. Store it in a safe place where it can be easily located. Military to military couples and single parents should make arrangements for their dependents' evacuation.

D. Preparation. Historically, people are not prepared for evacuation. **BE READY.** Maintain your family NEO folder and evacuation kit containing everything you will need. These items should be ready to be loaded into a vehicle at a moment's notice. This information packet, your family NEO folder, and other important documents should be kept in a safe place, readily available. Food, clothing, and other equipment should be packed in suitable carrying cases/duffel bags when the order to evacuate is received. Remember, your safety is directly related to the speed with which you are ready to move; advanced planning and preparation can gain speed.

1. **Evacuation Kit.** NEO Evacuation kits should be prepared and maintained for each family and should be ready to go at a moment's notice. The following items should be contained in the kit.

- 1.1. **Family NEO folder (See F).** In order to prevent delay for administrative reasons, it is imperative that you have required documents on hand. These documents are contained in your family NEO folder. A check book and/or credit cards may be helpful but should not be depended on since many places may not accept them. DD Form 1337 (active duty) or 2461 (DoD civilian employees), Authorization for Emergency Pay and Allowances, can be used to receive emergency funds from the Finance Office, provided sufficient funds and time is available.
- 1.2. **Clothing.** Your trip may be made under inclement weather conditions; therefore, you should bring appropriate and adequate clothing. Select your clothes based on comfort and your destination.
- 1.3. **Food:** It is your responsibility to provide yourself and your family members with sufficient, non-perishable food to last three days. Under emergency evacuation conditions, your trip may be something in the nature of a campout. Select canned and sealed items which are not bulky and require no cooking or refrigeration. Be sure to bring a can opener and plastic eating utensils.
- 1.4. **Blankets.** Recommended two per person, but not required.
- 1.5. **First Aid Kit.**
- 1.6. Thermos filled with **water** and/or separate water bottles.
- 1.7. **Toiletry items,** i.e, tissues, toilet paper.
- 1.8. **Flashlight** and extra batteries.

1.9. **Medications.** If you are being treated for a medical condition, pick up your medical records prior to processing. Evacuees requiring daily medications should have at least a 30-day supply on hand.

2. **Pets.** As much as the US Government would like to, it may not be possible for pets to be evacuated at the same time you are. Do not turn your pet loose in the Italian countryside or leave them locked up in your quarters when you leave. Your pets will be cared for and evacuated in the most expeditious manner possible. If you have an alternate plan to care for your pets in your absence, please document this in your NEO folder for evaluation by you unit monitor.

3. **Personal Property.** In the event of an evacuation, all personal property will be left behind. For insurance purposes and compensation from the government, it is desirable to have a detailed inventory of personal property or pictures to include household furnishings, electronics, jewelry, collections, paintings, clothing, etc. Documents such as car registration, insurance policies, stock and bonds, powers of attorney, etc. should be taken with you.

E. Processing.

1. **Evacuation Procedures.** After you have received the order to evacuate, remain CALM and follow instructions quickly. Your unit NEO Monitor will brief you on your processing time and location. Detailed instructions will be given during processing. Make sure you have your family NEO folder with all necessary documentation, luggage tagged, supplies for your evacuation kit, and equipment ready. Evacuees will be picked up at the Processing Center in sufficient time to take them to the departure airfield/port of evacuation.

2. **Processing Procedures.** Evacuees will assemble at their active duty sponsor's unit, where the unit NEO Monitor will ensure they have all required documentation. Evacuees will be processed for rapid movement to an area of greater safety at the Emergency Family Assistance Control Center (EFACC). The processing agencies will include, but are not limited to 31 MSS to US passports, DoD ID cards, copies of active duty sponsor's PCS orders, and/or other documents, 31 LRS for transportation support, 31 SFS for verification of POVs, Medical, Chaplain, and other base agencies/organizations.

F. NEO Folders.

1. All identified potential evacuees will complete a NEO folder within 30 days of the family arrival. NEO folders will be maintained by the identified evacuee. Your UNR will guide you through the completion of your folder.

G. Sample Notification Memorandums

SAMPLE LETTER NUMBER 1

**EMERGENCY NOTICE TO ALL AMERICANS STANDFAST WARNING
(IN YOUR HOMES)**

The United States Government has declared an emergency in this area. It is imperative for all Americans to remain in their homes.

Efforts are being made with Italian security authorities to guarantee your protection. You will be notified when the emergency period has passed and it is safe for you to leave your home. If necessary, further written instructions will also be distributed.

Should this emergency period continue so long that families will need a renewed supply of food at home; an announcement will be forthcoming about how the food will be provided. Should an emergency require you leaving home to reach the hospital take all precautions to be inconspicuous and protected as possible.

DO NOT discuss these plans and actions with persons not affected by these precautionary measures.

SAMPLE LETTER NUMBER 1

SAMPLE LETTER NUMBER 2

EMERGENCY NOTICE TO ALL AMERICANS MOVE TO RELOCATION SITES

Because of the seriousness in the present situation, senior officials of the United States Government have decided that all American dependents and non-essential employees in this area must be moved to sites outside the area. You must read the instructions in this notice carefully and carry them out precisely as explained.

As stated in these instructions, you should proceed as quickly as possible to the processing center located at XXX (XXX will be determined at time of evacuation). Plans have already been made for you to proceed from here to the relocations site at XXX. However, to facilitate those plans, you must read these instructions carefully and take sufficient time to abide by them.

Do not attempt to contact your spouse/sponsor at his/her office or your children who are in the U.S. Dependent School. They are being informed of this announcement. Your children will remain at school until picked-up or return home at normal times. Your spouse will contact you as soon as possible.

INSTRUCTIONS

1. Pack your bags. You will be limited to 2 bags not more than 70 pounds each, per person; remember that there will probably be no one to assist you in carrying the bags. Do not forget special baby foods and medicines. Pack enough food for your family for three days. Bring with you all-important papers. These specifically include one of the following that you have: passports, health certificates, residence permits and exit permits.
2. When you vacate your home, lock all doors and windows. Everyone who owns a private car should drive to the processing assembly area at XXX. If there is room in you car for neighbors who do not own one, you should bring as many of them as you can.
3. Vehicles will be available at the processing/assembly area for the ride to the relocation site. It is impossible to predict how long the stay will be at the relocations site. Arrangements for return to your home or else to another location will be made as quickly as possible. **DO NOT** discuss these plans and actions with persons not affected by these precautionary measures.

SAMPLE LETTER NUMBER 2

SAMPLE LETTER NUMBER 3

EMERGENCY NOTIFICATION TO ALL AMERICANS WARNING FOR STAGED EVACUATION

In view of the gravity of the present situation, senior officials of the United States Government have decided to urge all non-essential Americans in this area to arrange for their immediate departure.

Your attention is invited to the fact that if you do not take advantage of this opportunity and the current situation worsens, you and your family may encounter extreme difficulty in an emergency evacuation letter. In addition, if Foreign Service posts are closed, you would lose the protection of the U. S. Government. Insure that all steps identified in the Emergency Relocation Instructions package have been accomplished.

To assist you in making transportation, documentation, and other arrangements, processing centers have been established at XXX (XXX will be identified/determined at time of evacuation). You should report at XXXX hours to the processing center for all processing.

DO NOT discuss this notice with anyone not affected by this evacuation.

SAMPLE LETTER NUMBER 3

SAMPLE LETTER NUMBER 4

EMERGENCY NOTIFICATION TO ALL AMERICANS EMERGENCY EVACUATION NOTICE

Senior officials of the United States government have decided that because of the grave present danger to the safety of its citizens, this area must be evacuated immediately. You must read these instructions carefully and carry them out with the least possible delay.

In accordance with these instructions, you should proceed as quickly as possible to the evacuation-processing center XXX at XXXX hours. Plans have already been made for you to proceed from there to a place of safety outside of the area. However, to facilitate those plans, you must first read these instructions carefully and take sufficient time to abide by them.

Do not attempt to contact your spouse/sponsor at his/her office or your children who are in the U.S. Dependent School. They are being informed of this announcement. Your children will remain at school until picked-up or return home at normal times. Your spouse will contact you as soon as possible.

These instructions are sensitive and must not be discussed with anyone not directly concerned with the evacuation. All Americans should have received this notice and are preparing to evacuate.

INSTRUCTIONS

1. Pack your bags. Maximum weight is 2 pieces of luggage @ 70 pounds each, bring the following.
 - a. Important Documents
 - b. Suitcases (necessary clothing)
 - c. Non-Perishable food for 3 days
 - d. Baby items (if applicable)
 - e. Toilet articles (Shaving kit, toothbrush)
 - f. Required Medications
2. If you own a car and are bringing it, put the following items in it:
 - a. First aid kit
 - b. Normal car tools
3. If you leave your vehicle at your quarters, bring the keys with you to be turned in at the processing center.]

DO NOT discuss this notice with anyone not affected by this evacuation.

SAMPLE LETTER NUMBER 4

H. Review. If you are away from home or duty station, depending on the time factor, go to the nearest US installation, Consulate or Embassy, or return to your home station. If you cannot get to any of these, try an Allied Consulate. Notify your home/duty station immediately by any means available as to your location. When you leave your residence make sure perishable foods are disposed of and disconnect all electrical appliances. Turn off all water faucets and gas outlets. Close and lock all doors and windows. Take keys with you. The following listed below may help you get through an evacuation.

1. **Mental Attitude.** Remember that an evacuation is for your own safety. You will probably have to give up comforts that you are used to. Military members may be required to work at their duty station, so family members must be mentally and physically able to evacuate by themselves. Commanders and unit NEO Monitors will keep you informed. Obey the rules and help yourself, your family, and neighbors. It will make things easier, safer, and faster.
2. **Preventative planning.** If the word comes down that we are going to evacuate, check your preparedness. Are your documents up to date? Do you have the essential documents? We may have to wait for a short period before things start rolling. This is the time for last-minute planning and double checking, not trying to get it all together.
3. **No Hesitation.** When told to “move,” there can be no hesitation. Dress for the weather, both here and on the route. Bring your evacuation kit, luggage, medicine, and food to your sponsor’s unit and then on to the Processing Center.
4. **Air Evacuation.** Make sure you can hand carry all of your items. Each family member is entitled to 2 pieces of luggage, not to exceed 70 pounds each.
5. **Sick or Injured Individuals.** Contact medical authorities. They will move patients through medical channels, but make sure their essential documents are with them.

BE CALM and prepare NOW for a possible future evacuation!