



AVIANO AB ITALY AIRMAN & FAMILY READINESS CENTER



UNIT NONCOMBATANT EVACUATION OPERATIONS (NEO) REPRESENTATIVE (UNR) GUIDE

12 Mar 10

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Disclosure: The Airman & Family Readiness Center, 31 FSS/FSFR, has reviewed the materials contained in this guide. This guide is releasable to all Unit NEO Representatives (UNRs) assigned in Aviano AB, Italy and and/or any other UNRs from other bases without restrictions.

Purpose: The purpose of this guide is to train designated UNRs the knowledge required to successfully perform duties and responsibilities during emergency/non-emergency evacuation.

Standard: Given the [Joint Publication 3-68, NEO](#) and the 31 FW NEO Plan Sup 4311-98 (U), dated Dec 09 (**currently in coordination**), the UNR will familiarize themselves with the different NEO proceedings and processes, evacuee priorities and various required NEO forms contained in the NEO folder. UNRs will review documentation in the unit noncombatant NEO folders for accuracy of information and its contents. UNR will learn to how to perform evacuation procedures during NEO exercises and real world evacuation. The UNR will also learn to look for trends and errors and how to identify deficiencies in procedures/processes and to set up quality control practices.

Proponent: The proponent of this document is 31 FSS/FSFR.

The following paragraphs are excerpts from the Joint Publication 3-68, NEO and the 31 FW NEO Plan Sup 4311-98 (U). Each military and/or civilian personnel assigned NEO duty will maintain a constant state of readiness by reviewing references cited below:

[DoD Directive 3025.14](#), "Protection and Evacuation of U.S. Citizens and Designated Aliens in Danger Areas Abroad (Short Title: Noncombatant Evacuation Operations)", November 5, 1990

[DoD Directive 1404.10](#), "Emergency-Essential (E-E) DoD U.S. Citizen Civilian Employees", April 10, 1992

[DoD Directive 1315.7](#), "Military Personnel Assignments", January 12, 2005

[DoD Instruction 1400.11](#), "Payments to Civilian Employees and Their Dependents During an Evacuation", 02/08/1980

[Sec 405, United States Code](#), Pay and Allowances of the Uniformed Services

[JFTR, Volume 1, Chapter 6](#), Evacuation Allowances

[JTR, Volume 2](#), Chapter 12, DoD Civilian Personnel Evacuation and Adverse Conditions Travel

A. General Information. This guide is not regulatory in nature but is intended to be a comprehensive and quick reference training guide for all Unit NEO Representatives (UNRs) and information on this material is for in-house training purpose only. It applies to all DOD sponsored noncombatants and certain designated aliens within the assigned Area of Responsibility (AOR). Refer to 31 FW Supplan 4311-98(U) for detailed information.

B. Stand Fast. Stand Fast for a variety of political, logistic, or military reasons, situations may develop when the evacuation of noncombatants is not possible or advisable. During these situations, noncombatants are required to remain in place and take appropriate precautions to limit exposure since immediate movement will involve unacceptable risks. The ability of noncombatants to survive in a combat environment will depend largely on local civil defense measures including the relocation of the noncombatants to remote areas away from political targets.

C. Safe Haven. Safe Haven will be determined by the Department of State (DOS), Commander, European Command (CC EUCOM), or the US Embassy in Italy. If time/situation does not permit processing at the Personnel Processing Center, evacuees will be processed upon arrival at the nearest Air Force Airman & Family Readiness Center (A&FRC) at their selected Safe Haven location. Agency assistance will be available at the Safe Haven. Evacuees will remain in the holding area or be transported to temporary billeting, if available, while awaiting relocation in Italy, or further evacuation to Safe Haven or the Continental US (CONUS).

D. Intermediate Stop. Intermediate stop is where evacuees may stop for several hours en route to an announced Safe Haven or Final Destination after authorized departure at government expense, with return also at government expense.

E. NEO Concept of Operations Phases. The phases provides the essential planning and procedural guidance necessary to effect the reception of refugees under Safe Haven and the efficient and expeditious evacuation of noncombatants and certain designated aliens from the AOR. The assistance rendered evacuees during an evacuation will vary according to the nature of the emergency and military commitment at the time. An evacuation will also be subject to any agreements between the DOS, the Government of Italy, US Ambassador in Italy and the Italy US Consulate, or constraints imposed by either party.

1. PHASE I. Preparation Stage. This phase includes the indoctrination/education of evacuees on required NEO documentation, establishing an alerting/recall system and selecting and identifying facilities to be used for assembly, processing and holding areas. This phase also establishes and prescribes exercise and rehearsal activities, as required, to ensure current planning and procedures are adequate. The squadron commander or equivalent will be responsible for the entire execution of Phase I.

1.1. UNR Tasks. Primary and Alternate UNRs during Phase I will:

1.1.1. Identify all unit level noncombatants for evacuation processing.

- 1.1.2. Identify all unit level military and civilian NEO sponsors, and provide instructions regarding the required and recommended documentation required for evacuations.
- 1.1.3. Ensure the following mandatory items are maintained in each individual NEO 6-part folders. All forms can be found on the Wing Drive, W:\NEO\MSG\NEO Folder Forms.
- Part 1
 - 31 FW Form 11R, NEO Processing Folder
 - Annual NEO Folder Review
 - 31 FW Form 12R, NEO Kit Checklist
 - Part 2 – TAB 1
 - 31 FW Form 13R, Data Card
 - 31 FW Form 15R, NEO Volunteer Information
 - PCS Orders
 - Commander’s NEO Brief
 - UNR Designation Memorandum (copy)
 - DD Form 2585 pgs 1- 4, Repatriation Processing Center Processing Sheet
 - DD Form 2585 pgs 5 -10, Repatriation Processing Center Processing Sheet
 - Part 3 – TAB 2
 - DD Form 1337, Authorization/Designation for Emergency Pay and Allowances
 - DD Form 2461, Authorization for Emergency Evacuation Advance and Allotment Payments for DOD Civilian Employees
 - Part 4 – TAB 3
 - AF Form 624, Base/Unit Locator & PSC Directory (Privacy Act)
 - AF Form 357, Family Care Certification (Mil to Mil; Single Parents Only)
 - Loco Parentis Special POAs
 - Escort Authorization Memorandum
 - DD Form 877, Request for Medical/Dental Records
 - 31 FW Form 14R, NEO Safe Arrival Note
 - Part 5 – TAB 4
 - DD Form 1299, Application for Shipment of Personal Property
 - DD Form 1252, US Customs Declaration for Personal Property Shipments
 - DD Form 2785, Household Goods (HHG) Descriptive Inventory or DD Form 1701, Inventory of Household Goods
 - DD Form 1797, Personal Property Counseling Checklist

- AF Form 1670, Valuable Property Record
 - Part 6 – TAB 5 (Copies of or location annotated)
 - Valid Identification Cards
 - Passports/Soggiornos
 - Shot Records
 - Lease Agreement
 - Utility Receipts
 - Vehicle Registration and Insurance
 - Optional/recommended items are maintained in each individual NEO Kits.
 - DD Form 2138, Request for Transfer of Outpatient Records
 - Wills and Living Wills
 - Marriage Certificates
 - Divorce Certificates
 - Birth Certificates
 - SSN Cards
 - Life Insurance/SGLI
 - POA for shipping vehicles
- 1.1.4. Brief all NEO unit sponsors regarding primary and alternate assembly points, processing and holding area locations, and requirements related to transport and evacuation of family members.
 - 1.1.5. Ensure unit commander or representative give NEO briefing (see Figure 3), [IAW AFI 36-2908, Family Care Plan](#), during in-processing and on an annual basis.
 - 1.1.6. Brief unit sponsors regarding mandatory requirement for registering evacuating dependent(s) with A&FRC, and the AF DOD agency Point of Contact (POC) Safe Haven representative.
 - 1.1.7. Review quarterly, unit evacuation, assembly and processing recall procedures and guidelines.
 - 1.1.8. **Gather/update NEO data and forward to 31 FSS/FSFR quarterly for submission for the RCS:HAF MPX (AR) 7110**, Evacuation of Air Force and Other US Noncombatant, according to [AFI 10-216, Evac & Repat for AF Family Members & Other NonCombatants](#).
 - 1.1.9. Ensure all sponsors, both military and civilian, are aware of their responsibilities regarding pets. Pets will not be turned loose on the countryside.
 - 1.1.10. Ensure sponsors will:
 - Ensure evacuation folder is complete and accurate at all times
 - Ensure that important documents and items maintained at home are readily available and their locations are annotated in unit NEO folders/kits.
 - Ensure family members are knowledgeable of the location of important documents.
 - Ensure Family Care Plan information is current.
 - Ensure family members are aware of evacuation procedures and primary and secondary assembly locations.

- Ensure family members are aware of their responsibilities regarding pets.
- Be responsible for maintaining at least a 3 day supply of food during evacuation in case a Stand Fast situation exists, or a lengthy stay in the holding area is required.
- Be responsible for maintaining at least on-half tank of fuel in automobile at all times. NOTE: 1 Privately Owned Vehicle (POV) with US specification may be authorized to accompany dependent evacuees if manifested by sealift.
- Ensure family member are aware of baggage shipping limits
- Understand they will not be allowed to accompany children if they are single parents or dual military.

2. PHASE II. Evacuation Stage. Phase II will be initiated upon receipt of valid evacuation orders and will terminate when evacuees have been evacuated from the threatened area and moved to designated Safe Havens or to the CONUS. During this phase, evacuees are alerted, moved from housing/assembly areas to processing centers and designated holding areas and moved to departure airfields/seaports for movement to the CONUS or designated Safe Havens. This phase requires commanders to support and assist, when militarily feasible, in the emergency care, protection and evacuation of all noncombatants being evacuated from, or through, their designated AOR. This includes being prepared to receive; support and process noncombatants from other areas within or outside their host country for further evacuation or stand fast operations.

Evacuation can be an unsettling experience, especially for children and families who have become separated. As a rule, presenting a patient, courteous, and professional attitude will do much to calm the situation and all evacuees.

2.1.UNR Tasks. Primary and Alternate UNRs during Phase II will:

- 2.1.1. Augment and assist when requested by the 31 FSS/FSFR during NEO.
- 2.1.2. Provide 31 FSS/FSFR with a comprehensive listing of all unit evacuees and sponsors including those on leave in the CONUS and the local area.
- 2.1.3. Conduct unit assemble and processing briefing for unit evacuees that are headed for the Safe Haven CONUS location.

2.2. Method of Evacuation. Military and commercial airlift will be the primary mode for evacuation. Commercial transportation will be utilized as a secondary mode of evacuation. Sealift transportation will be utilized only if before mentioned modes of travel is not available or non-feasible. These modes of transportation will normally be determined by the Department of State (DOS), may have to be contracted as the local base commander deems or requests to accomplish the complete evacuation process. Time factors may dictate that airlift, ground and sealift also considered insuring that non-combatants evacuate by the most expedient means possible.

2.3. Priority of Evacuees. Subsequent to receipt of orders to commence evacuation processing, the 31 FSS/FSFR, Wing NEO Director or assistants will contact each unit/agency through the Command Post (see Figure 1, Notification Chain). Unit

commanders and UNRs will be advised of the priority for each category of personnel to be evacuated. In addition, they will be directed to notify all noncombatants through the postal system or to commence their alert recall procedures and be provided time and place for noncombatants to report to the assembly and processing center. They will also be advised of any additional information that is necessary.

If it becomes necessary to establish priorities due to forecast of insufficient transportation capability, the system described below will govern the evacuation of noncombatants. A priority designator will include a combination of a roman numeral and a capital letter indicating the categories assigned to each individual.

2.3.1. Major Categories:

- Category I – American Citizens
- Category II – NonAmerican immediate family members of American citizens with documentation (either valid or expired).
- Category III – Foreign Service national and third country national employees of the US government.
- Category IV – Eligible NonAmericans who are seriously ill, injured or whose lives are in imminent peril (but who do not qualify for a higher priority).
- Category V – Other eligible individuals as directed by the US Ambassador or joint force commander.

2.3.2. Minor Categories:

- Category A – Pregnant women with or without children with higher priority afforded to those in more advanced state of pregnancy.
- Category B – Unaccompanied children under 18.
- Category C – Aged and infirm of both sexes.
- Category D – Women and men with children. Within this group, highest priority will be given to parents/escorts of the youngest children.
- Category E – Adults 18 years of age and over.

2.3.3. Minor Children. Sole military parents or dual military members who have dependent children are required to pre-arrange for the evacuation of their children in an emergency, i.e. assign escorts (see Figure 2, Escort Memorandum). Military sponsors are not authorized to accompany minor children during an evacuation and failure to pre-arrange evacuation will not excuse sponsors from duty with their units so that they can return with their children. Failure to comply with this provision may result in service-directed administrative or disciplinary action being taken against the military sponsor. Minor children of single military personnel and dual military members will travel with the agent designated IAW [AFI 36-2908, Family Care Plans](#).

2.3.4. Mixing Categories. Persons of relatively high priority may elect evacuation in a lower priority to avoid separating members of the same family group.

2.3.5. First Priority. US citizens order:

- Those with current identification such as passports, soggiornos, birth certificates, DOD IDs, seaman papers, air crew cards and anyone designated as first priority by the US Ambassador regardless of national affiliation. The US Ambassador is the final authority.
- Those with expired US passports less than 10 years old.
- Those with expired US passports over 10 years old.

2.4. *Emergency Evacuation of Appropriated Fund Civilian NonCombatants.* Policies and procedures apply to ALL appropriated fund civilian employees who are US citizens employed by an activity of the DOD and who are working under a return travel agreement. More specifically, at this installation, covered employees are those recruited from outside of Italy to work for the Air Force or DOD Dependents Schools in Italy and who meet the foregoing definition.

A staff member of the 31 FSS/FSML will brief all incoming civilian employees upon their arrival concerning established procedures and their implementation in the event of a declared emergency and NEO.

2.5. *Notification.* The method used to notify employees of an evacuation will depend on the urgency of the condition or emergency that prompts the decision to evacuate. If it is to take place days or weeks in the future, notification will be made through UNRs and the mail system. If the evacuation must take place in a matter of hours, telephone calls and personal contacts will be made through pyramid recall alert. During working hours, every effort will be made to contact all employees at their offices, classrooms, or other places of work. Upon receipt of notification from competent authority (i.e. U.S. Consulate of Italy, HQ USAFE, 31st FW/CC) to commence an evacuation, the 31 FSS/FSFR or assistants will take action as described below.

2.5.1. If evacuation is determined to be not under emergency condition, 31 FSS/FSFR, will direct the processing of non-combatant dependents for early return to the CONUS at an accelerated rate using existing peacetime facilities and organization, or unit structures at Aviano AB.

2.5.2. If evacuation has been determined to be under emergency conditions, 31 FSS/FSFR or assistants will establish and operate alternate assembly and processing centers and implement emergency NEO processing procedures. All unit commanders will be advised by 31 FSS/FSFR to alert their personnel on a time phase schedule as determines by the 31 FSS/FSFR. Evacuees will be notified when transportation is projected to arrive to preclude overcrowding of the processing center and holding areas.

- 2.5.3. Upon arrival at the processing center, evacuees will be checked for eligibility and manifested for evacuation. Other functions are optional under an emergency evacuation condition.
- 2.5.4. When notified, employees will be advised of the time and place to report for emergency evacuation out-processing. They will also be advised whether or not to be ready to travel at the time of reporting. This will determine what they should bring to the out-processing. In every case, they are to report to the assigned assembly and out-processing station with identification cards, passports, residence permits, and required NEO Folder documentation. When required, the primary assembly processing or emergency assembly processing area locations will be manned to receive and process evacuees. All POVs will be identified and will remain at assembly areas for 31 LRS/LGRT inspections, custom requirements, and shipment. Evacuees will be transported to the primary processing area (PC Stage Two) to begin their evacuation processing briefing.

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2.5. Evacuation Processing. The assembly, briefing, processing line and holding area will have the following functions and actions.

FUNCTION	ACTION
Assembly Area Primary or Emergency Alternate location PC/Station One	Take account of noncombatants within their emergency assembly sector. Check for NEO folders, passports and ID's. Assist with medical emergencies and distressed personnel. Provide water and blankets if needed. Direct all noncombatants to continue with the emergency evacuation processing, manifest and transfer to evacuation transportation or proceed via TRANS GOV to briefing area. POV's will not be allowed at briefing area and must remain at assembly areas.
Briefing Area/ PC/Station Two	Inform noncombatants about current and on going events, and necessary forms. Identify and assist emergency type medical evacuees. Have evacuees proceed to eligibility and registration station. Pets are not allowed at processing centers
Eligibility Check PC/Station Three	Check ID Card, U.S. Passport, and U.S. Visa if not a U.S. citizen and a Visa is required. If all other document are non-available, Process AE Form 525-27C for accountability and EFACC registration. Process DD form 2585 for Repatriation. Register and ID evacuee via FAMNET
Orders/Funding PC/Station Four	Process funding request DD Form 2461, or DD Form 1337. Issue Official travel orders or send to next station for manifest/boarding processing
Manifesting PC/Station Five	Issue ticket or boarding pass. Account for evacuees (by category/priority if needed) for manifesting and boarding purposes. Manifest must be prepared at the point where noncombatants depart for Safe Haven or CONUS.
Assistance Request PC/Station Six	Legal assistance, AF Aid requests, Red Cross, and Chapel Services
Holding Area PC/Station Seven	Sterile Area where noncombatants are held awaiting further transportation. Final out-bound customs check if evacuees are departing via airport terminal at Aviano AB.

2.6. Baggage. Depending of the situation, personal baggage may be limited. People should not be separated from their baggage. Baggage will be searched for firearms, explosives, ammunition or other items declared to be restricted items. Be considerate but firm; the safety of the evacuees is paramount. Separate airline-approved pet containers for each animal except those with nursing litters. Movement orders, health and vaccination certificates will be enclosed in a waterproof container and attached to the crate. Dogs and cats will wear collars with owner identification or chipped. Owners will secure all permits required to import pets.

Figure 1. Notification Chain.

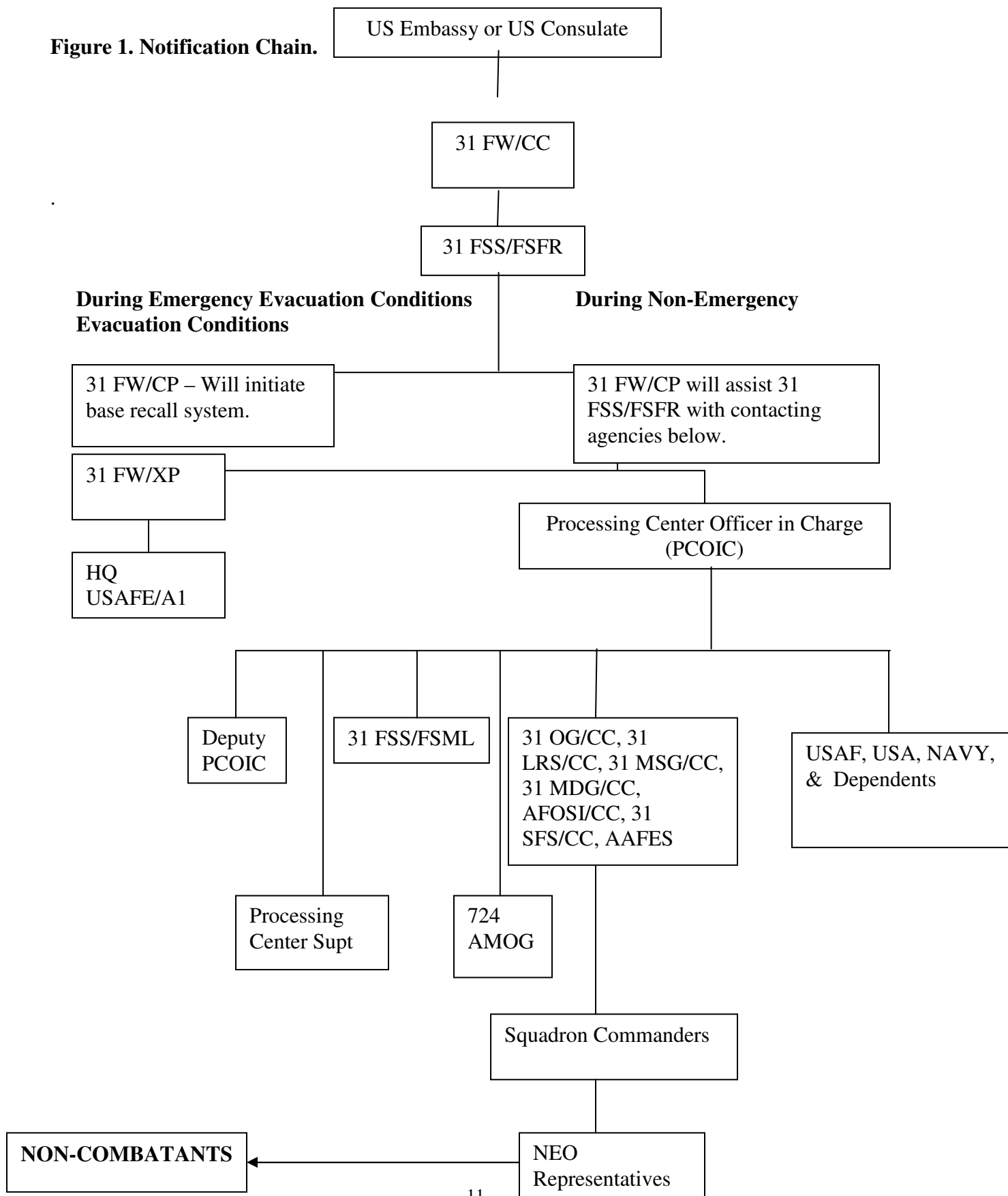


Figure 2. Unit Commander's NEO Briefing (EXAMPLE ONLY)



**DEPARTMENT OF THE AIR FORCE
31ST FIGHTER WING (USAF)**

Date

MEMORANDUM FOR ALL MILITARY & CIVILIAN

FROM: 31 FSS/CCQ

SUBJECT: NonCombatant Evacuation Operations (NEO) Initial Briefing

1. During your tour in Aviano, the possibility exists for the need to evacuate dependents and adult noncombatants from this area. This memorandum is furnished to apprise you of evacuation procedures to be followed in the event evacuation actions are implemented.
2. A number of authorizations are provided for use in assisting noncombatants being withdrawn from this area.
 - a. When general evacuation is directed, advance payment of dislocation allowance may be made to dependents of uniformed service members to assist in financial plans. Payment of an emergency station allowances, or an evacuation allowance is also authorized.
 - b. Transportation arrangements will also be made when conditions warrant evacuation. Mode of travel may be sea, air, military, or commercial, as necessary. In any case, noncombatants should be prepared to accept transportation on very short notice.
 - c. A number of agencies will be available to assist evacuees during relocation, i.e. Airman & Family Readiness Center and American Red Cross. Ensure you and your dependents are sufficiently familiar with these agencies to make full use of the services they are prepared to offer.
3. While the above listed agencies have been established by government agencies to assist noncombatants, individual families should take proper action to ensure they have the ability to make short-notice relocation.
 - a. Sponsors should consider establishing Class S (Savings Account) or Class D (Dependent Support) allotments to ensure ongoing financial needs are met during family separations.
 - b. Ensure mandatory NEO folder has all required documentation, accurate at all times and readily available.
 - c. Ensure important documents (passports, immunization records, dependent ID cards, marriage/birth/divorce certificates, life insurance policies, etc.) are maintained at home and readily available during evacuation.

- d. For dual military and single parents, appoint and authorize a guardian who can oversee the evacuation of the dependent family member and ensure AF Form 357, Family Care Certification, is current.
 - e. Understand that if you are a single parent or dual military, you will not be allowed to accompany your children upon evacuation.
 - f. Ensure family members are aware of evacuation procedures and primary and secondary assembly locations.
 - g. Ensure family members are aware of their responsibilities regarding pets.
 - h. Be responsible for maintaining at least 3 day supply of food during evacuation in case a Stand Fast situation exists or a lengthy stay in the holding area is required.
 - i. Be responsible for maintaining at least one-half tank of fuel in primary vehicle at all times.
 - j. Ensure family members are aware of baggage shipping limits.
4. In the event of a noncombatant withdrawal, Air Force sponsors should be aware their tour lengths may be shortened in accordance with the Air Force regulations and pay allowed may be adjusted accordingly.
 5. If you any concerns and/or need additional information, direct all your questions to our Unit NEO Representatives (UNRs).

Unit Commander's Signature Block

1st Ind,

TO: 31 FSS/CCQ

I have received noncombatant information contained in this memorandum and understand additional information is available through the UNR or the Airman & Family Readiness Center.

Member's Signature Block

“Return With Honor”

Figure 3. Escort Memorandum (EXAMPLE ONLY)



**DEPARTMENT OF THE AIR FORCE
31ST FIGHTER WING (USAFE)**

15 March 2010

MEMORANDUM FOR 31 FSS/CCF

FROM: SSgt Jane Smith

SUBJECT: Authorized Escorts

1. I, SSgt Jane Smith, FRXXX-XX-XXXX, biological mother of John Smith SSNXXX-XX-XXX and Jane Lea Smith SSNXXX-XX-XXX, both citizens of the United States of America, authorize Liza Mary Smith SSNXXX-XX-XXXX and/or Marlyn Ann Smith SSNXXX-XX-XXX to escort both John Smith and Jane Lea Smith back to the CONUS from Aviano Air Base, Italy in case of an emergency evacuation.

2. Please direct all your questions to me or if you need any additional information via e-mail at jane.smith@aviano.af.mil or extension 2-1234.

JANE D. SMITH, SSgt, USAF
Administrative Specialist

Privacy Act of 1974 Applies

“The With Honor”