



# KATRINA Daily News

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## Recovery starts by taking care of yourself

By Tech. Sgt. Dan Neely  
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For Keesler AFB people impacted by Hurricane Katrina, this organization is the ultimate support headquarters for people seeking ways to help themselves recover. Known as the Family Assistance Control Center, the FACC, located in the Levitow Bldg., is a virtual umbrella of agencies – and more – each poised to help people meet their needs in a stressful period filled with many unknowns: How will I evacuate my family and pets? How will my bills get paid if I'm evacuating? How can I be expected to cope with all these problems?

People like Tech. Sgt. Anthony Thomas, Keesler's Readiness NCO, are doing their utmost to answer those questions.

"We've made this a one-stop shop of legal, finance, chaplain, life skills, and family support center," Sergeant Thomas said. "When people want to know how they can help themselves, it really depends on what the need is, and then we try to encompass every aspect of the person, from the spiritual aspects to what the natural needs are as well. One of the biggest things is to just try to get the person to relax a little bit and try to de-escalate some of the stress, and we do that by having all the agencies here."

One way the center is minimizing stress is offering Air Force Aid grants, on a case-by-case basis, to help offset the cost of evacuations.

"Unfortunately, there are many rumors going around," Sergeant Thomas noted, "but the agencies that can help in those situations are right here."

Another way Keesler people and their families can ease their stress is through the FACC chaplain's office. The chaplain staff affords a large recreation room stocked with everything from movies, foosball tables, board games, a limited supply of musical instruments, cold or hot beverages and much more.

"We're here to help our folks with anything – spiritual or not," said 81st Training Wing Chaplain (Capt.) David Barns. "We can provide answers for those wanting to know who to talk to for many different things. We seem to be a good control hub of getting info out to people, and this is a good place for people to get out of their hot dorms that are without power."

Within the FACC is yet another supportive agency that can help ease the worries of one of the most common problems facing Keesler's hurricane survivors – the legal office's claims center. The typical person coming to us is obviously concerned about the loss of their personal property," said Maj.



President George W. Bush talks with Maj. Gen. Chip Utterback, 2nd Air Force commander, and Brig. Gen. William Lord, 81st Training Wing commander, during a brief stop at Keesler to assess damage to the Gulf Coast region. Also in attendance was U.S. Senator Trent Lott of Mississippi. (U.S. Air Force photo by Tech. Sgt. Michael Buytas)

Patrick Franzese, 81st TRW deputy staff judge advocate. "So the types of questions we're getting are what they can do to file claims. The primary advice we're giving people is that if you have private insurance you do have to contact them first."

"The military can reimburse you for losses incident to service," the major added. "For example, with on-base housing, if your vehicle was on base, if you were in a dorm room or lodging, and you received damage, the government may be able to reimburse you in addition to what your private insurer may reimburse you for."

Perhaps one the best ways Keesler's hurricane victims can help themselves is by getting the necessary documents to ensure their legal and financial obligations can continue to be met, even in the most trying times.

"Powers of attorney are very important for people whose families are evacuating or if they themselves are TDY here," Major Franzese said. It's very important for them to understand that they can come to our office to get these so they can give the authority to people to handle their legal and financial affairs."

Through the office's legal assistance services, storm victims can also seek help with landlord-tenant issues or cases where those living off base have problems collecting from their private insurer.

## KEESLER BASICS:

### General Information

**Food** – Hot meals are available Sunday at the Magnolia Dining Facility from 10 a.m. to 1 p.m. and 5 to 9 p.m. Monday's hours are 5:30 to 8 a.m. and 5 to 9 p.m.

**AAFES** – The mini mall BX will extend hours of operation beginning Monday from 10 a.m. to 5 p.m. The BX accepts cash, credit and debit cards and personal checks. Milk, bread and more are available with no purchase limit.

**Gasoline** – Gasoline is available at the AAFES Service Station. Members and their families evacuating the area have priority over personnel remaining on Keesler. There is a \$25 cash limit and must be pre-paid.

**Showers** – Shower facilities are available at the Blake Fitness Center from 10 a.m. to 10 p.m. Bring a towel.

**Fitness Center** – The Blake Fitness Center will open Monday for fitness/recreational activities.

**Family Assistance Center** – Personnel and family members needing assistance dealing with personal issues can visit the Family Assistance Center at the Levitow Bldg.

### Personnel Information

**Assignments** – Outbound personnel PCSing from Keesler AFB with a report no later than date of August through Dec. 31 will be accelerated so they can report early to their next assignment. Assignments will be cancelled or changed for inbound personnel PCSing to Keesler AFB within the next 60 days.

**Food Service** – All able A&A Food Service employees are requested to return to work when safe to do so.

### Claims Information

**Claims Briefings** – The Base Legal Office is providing claims briefings at the Levitow Bldg. Hourly briefings for all personnel, to include permanent party and dependents take place from 8 a.m. to 6 p.m.

**USAA** – Representatives from USAA have set up a claims room at the Levitow Bldg. Their hours of operation are 8:30 a.m. to 4 p.m. Personnel should contact a representative calling toll-free (800) 531-8222 before visiting.

**GEICO** – A representative from GEICO is available to answer questions at the Levitow Bldg. until further notice. Please call claims into the GEICO regional office at (800) 841-3000.

**Vehicle Damage** – If your vehicle is damaged, do not move it until you talk to your insurance company. For additional information, visit the Base Legal representatives at the Levitow Bldg.

### Finance Information

**Finance** – Limited financial services are available at the Levitow Bldg. from 7 a.m. to 7 p.m. Customer service hours are 7 a.m. to 5 p.m. To reach a representative for customer service/travel pay related issues call DSN 597-7479. For

budget issues, call DSN 597-2770. Contact a finance representative at DSN 597-7256 for additional information.

**Cash Advances** – Up to \$200 is available from the finance office located in the Levitow Bldg. Additionally, Travel pay and pay advances are available to military members and their spouses from other military installations' finance centers.

**Air Force Aid Society** – A limited number of monetary grants for evacuation purposes are available to families in need through the Air Force Aid Society. Single active duty military members from all services may be eligible to receive up to \$250, and military members with families may be eligible to receive up to \$500. Contact your unit first sergeant for application instructions.

### Medical Information

**Emergency Room/Urgent care clinic** – Medical care is available at the EMEDS tent hospital located directly across from Tyer House and beside the Sablich Center. Routine or non-urgent sick call hours are 8-11 a.m. and 3-6 p.m. daily. 24-hour emergency care is available at the Clinical Research Laboratory located behind Tyer House. Those not in the local area can contact the nearest military medical facility or call (800) 444-5445.

**Transportation** – A medical shuttle will transport personnel for routine medical issues from 8 to 11 a.m. and 3 to 6 p.m. Shuttles will stop at the Welch Theater, Thompson Hall, Wolfe Hall, Building 5022, Shaw House, Muse Manor and the Clinical Research Laboratory.

### Chapel Information

**Worship** – Chapel services will take place Sunday at the Triangle Chapel as follows:

**8 a.m. Protestant Worship**

**10 a.m. Catholic Mass**

**Noon Gospel Service**

For additional information, contact a member of the chapel staff by calling DSN 597-2331.

**MRE Leftovers** – Unused MRE leftovers are being collected by chapel staff for distribution to the local community.

### In Quotes

*A young evacuating Airman pulls into the base gas station and all his car's windows are gone. When questioned about the safety of driving with no windows, the Airman replies "I don't need windows, I brought goggles."*

## Name this "operation" contest:

You survived it, you're living it, now name it. Here's your opportunity to name the Hurricane Katrina recovery operation. Submit your name idea to your UCC or the Public Affairs UCC, room 148, Wolfe Hall, or email 81 TRW/PAall. DEADLINE: Sept. 5

**Operation Name:** \_\_\_\_\_

Your name \_\_\_\_\_ Shelter \_\_\_\_\_