

FORT WAINWRIGHT

**KEY CALLER
NOTEBOOK**



Key Caller Welcome Letter

Thank you for volunteering to serve as a key caller. You are accepting a leadership role in the Family Readiness Group (FRG) and demonstrating your commitment to improving the quality of life for families in your unit.

You are an integral link in your chain of concern. When official information needs to be put out, you are the person we count on to get the news out quickly and accurately. When families need help, you may be the first person to whom they will turn. Your job is not to solve all the problems you encounter. You must set boundaries for yourself and your family in providing assistance to members of your contact group. Do what you can to help, but never neglect your own family because you feel obligated or guilty. The Army provides help agencies. Your responsibility is to refer people to these agencies when help is needed.

The goal of this notebook is to provide you with the resources you need to function effectively. Many times, just hearing your familiar voice on the other end of the phone and knowing you understand and are willing to listen is enough to help someone who is in crisis feel better.

Thanks again!

Guidelines

DO

- Be pleasant when you call.
- Be sure to introduce yourself.
- Write down the message you have before you call so it will be concise and clear.
- Have your Communication Log nearby when you call.
- Verify phone number and address occasionally to ensure FRG roster is correct.
- Try to answer questions as best you can; if you cannot, find a source that can answer the question and call back with the information.
- Make phone calls in a timely manner
- Keep trying to call if unsuccessful on the first attempt.
- Specify what hours are reasonable for accepting and making phone calls.
- Call your FRG leader when you have completed your calls.
- Keep your FRG leader informed of disconnected or unanswered calls.

DON'T

- Take it personally if a caller is rude, impatient, or otherwise uncooperative – you never know what might be going on at that time.
- Feel guilty if you cannot help the caller or go beyond your own limitations in providing assistance.
- Indulge in gossip or ANY type of information that is not valid and reliable.

Confidentiality

Confidentiality plays an important part in your position as a Key Caller. You must be able to guarantee any person who contacts you the freedom to discuss matters in a private and safe environment. It is your duty and obligation to keep each conversation and the personal matters discussed during such interactions in strictest confidence, with the exception of dangerous or life-threatening situations. In practice this means:

- ◆ Do not disclose the names or details of any contact or call in any way that may identify them to others.
- ◆ Obtain the permission of the person involved before sharing information about them or their situation when contacting a resource or making a referral.
- ◆ Protect contact information sheets, and destroy them when they are no longer needed.
- ◆ If a point of contact begins to discuss something with you that lies outside the area of confidentiality (e.g., suicide, child abuse, neglect, sexual abuse, assault, any other criminal activity), inform them that you will be obligated to report the call and its nature to the appropriate authorities.
- ◆ Remember, you are not responsible for finding a solution to people's problems – it is your job to know which military or community agency to refer them to for the assistance they need.
- ◆ Have a clear understanding of what situations the command expects to be reported.

Sample Phone Calls and

What to Say:

Example of a POC's First Call (deployment):

"Hello, _____, this is _____. I just wanted to call and say 'hello' and to let you know that I am your contact person for the *[unit name]* Family Phone Tree. Your spouse works with mine and I'm the person you can call if you have any concerns or questions while your spouse is deployed/in the field. I'll contact you from time to time when any information needs to be passed on that would be of interest to you. If you need anything, have any questions, or want to become involved in our unit's Family Readiness Group, my phone number is _____. Please feel free to call or email me at _____ if that is easier for you."

Example of an Information Call:

"Hi! This is _____ from *[unit name]* Family Readiness Group. Is this a good time to pass on some information? (Yes? Continue. No? "When would be a better time for me to call?") Do you have a paper and pen handy? If not, I can wait until you find one."

"The FRG is having a bake sale *[fundraiser, meeting, etc.]* to raise money for _____ on *[day, date]* from *[start time to end time]* at *[location]*. Could you bake something to bring? Would you have time to work at the bake sale from _____ to _____? Do you know where *[location]* is? I'll be happy to give you directions. I'm really glad we can count on you to help out by *[bake, work, etc.]*. Your help is really appreciated. Thanks. See you at the Bake Sale!"

TYPES OF CALLS AND HOW TO DEAL WITH THEM:

SOCIAL CALLS: "I appreciate your call and it's great chatting with you. Since I need to *[prepare dinner, put the kids to bed, etc.]*, I'll let you go. Please feel free to call me later!"

PROBLEM CALLS: "I'm glad you called me about *[problem]*. Let me make some phone calls to see what I can find out. I'll get back with you *[specific time and date]*." OR "Feel free to contact any of the referral numbers you received. I'm confident you'll be able to work this out."

CRISIS CALLS: "It sounds like this is a really stressful situation for you. How have you handled this before? Have you contacted *[relevant agency]*? What is your immediate concern? What kind of help do you need? Let me find out the best resource for you and I will call you back in ____ minutes."

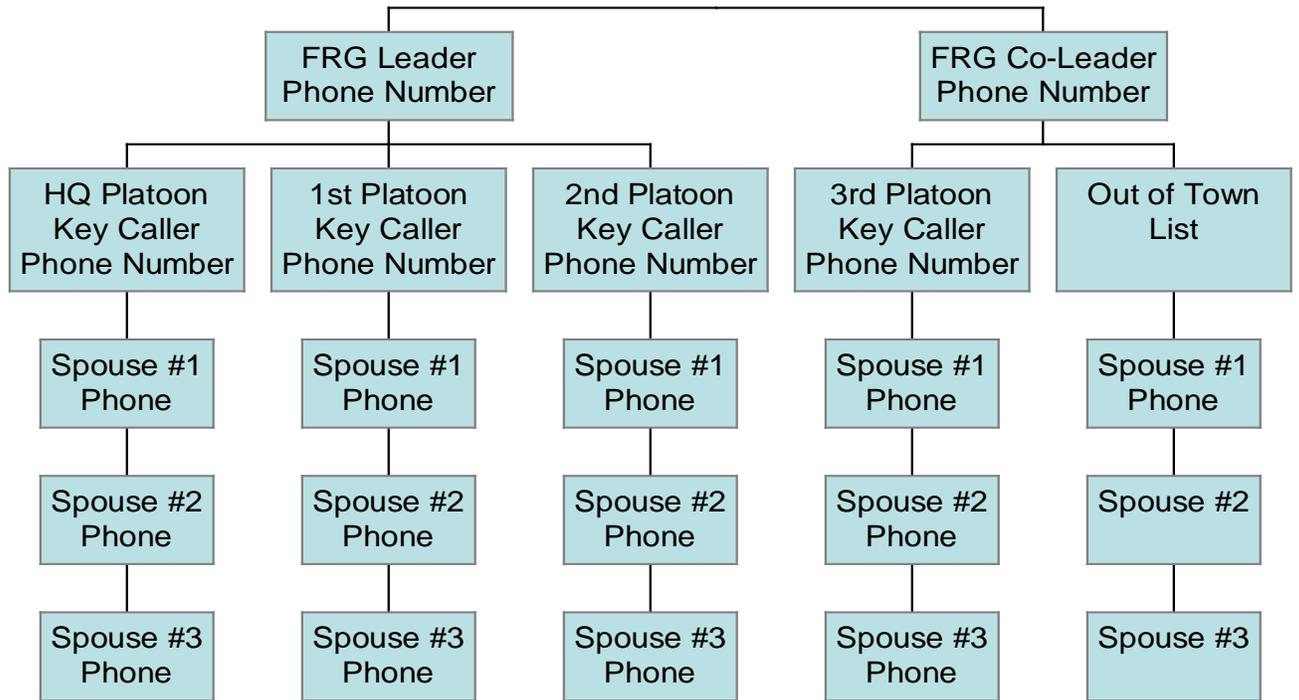
UNNECESSARY (GOSSIP) CALLS: "During stressful situations, I find that a lot of rumors begin and can quickly get out of control. If there were a significant problem, I'm sure I would be notified. Let me make a few phone calls to verify the situation and I will call you back in ____ minutes."

CHRONIC CALLS: "I find I've been spending more and more time on the phone working with FRG issues. As a result, I haven't spent much quality time with my children. I appreciate your call; however, I need to limit my calls to 10 minutes each."

TOP TEN PHONE REMINDERS

1. **LOG YOUR CALLS.**
Name, date, time, reason for call
2. **INTRODUCTION**
Prepare yourself before the call with message, paper, etc.
Be cheerful and enthusiastic.
Ask, "Is this a good time to call?"
3. **WELCOME**
Set the "atmosphere" for the call with a positive and helpful tone of voice.
Make the family member feel like a part of the FRG.
4. **MESSAGE**
Ask if they have a pen and paper ready.
Give only the FACTS – who, what, when, where, etc.
5. **LISTEN**
Really listen to concerns and questions.
Be sensitive to background noises.
Be sensitive to tone of voice – panic, distress, sleepiness, etc.
6. **QUESTIONS**
If you don't know the answer, find out and call back.
7. **COMMITMENT/CONSISTENCY**
Return your calls.
When you say you'll call back, do it.
Contact your FRG leader after every phone tree message.
8. **OBJECTIVITY**
Stick to the facts.
You are helping the family member; focus on that.
STOP RUMORS IMMEDIATELY. NO GOSSIPING ALLOWED!
9. **REFERRALS**
Remember, you do not "know it all" and that's okay!
Let the available agencies do their job.
10. **SAYING GOODBYE**
Be polite, tactful, and diplomatic.
Summarize any decisions made or commitments to call back. Write them down.

Family Readiness Chain of Concern



This document is for official government use only. At no time should this information be given to persons Not on this roster. Updated:

RD POC
Phone Number

For emergency use only
BN FRG Leaders
Phone Numbers

I Need Assistance With...



FMWR
www.ftwainwrightfmwr.com/

FT. Wainwright
www.wainwright.army.mil

Military One Source
1-800-342-9647
www.militaryonesource.com

EMERGENCY

Post Locator
353-1110

Bassett Army Community Hospital - ER
458-5565

Military Police
911
353-7536

Fire Department
911
459-6500

American Red Cross
907-646-5427
907-361-5885

American Red Cross Emergency Helpline 24/7
1-877-272-7337

Poison Control
1-907-456-7182
1-800-222-1222

Victim Advocacy Services 24/7 Response Call or Text
907-799-9770

Legal

Judge Advocate General
353-6500

Legal Assistance
353-6534

Inspector General
353-6202

Parenting /Child Care

New Parent Support Program
353-7519/2101

Exceptional Family Member Program
ACS 353-4243
BACH 361-5959

CYSS Central Registration Office
353-7713/7826

Hourly Care
353-7713/7826

Schools of Knowledge, Inspiration, Exploration and Skills (SKIES Unlimited)
361-3218

Women Infant and Children (WIC)
456-2990
456-2866

Basic Needs

DEERS
ID Cards and AG ID Cards
353-2195

Vehicle Registration
353-6144
DMV Alaska
451-5180

Financial Services
353-7438

Emergency Food
353-7453 or 353-9825

Health Care

Bassett Army Community Hospital Information
361-5172

Central Appointments
361-4000

Arctic Health Link
361-4148

Kamish Health Clinic
361-0000

Tanana Valley Clinic (Urgent Care)
459-3500

OB/GYN Clinic
361-5353

Immunization Clinic
361-5456

Tri-Care
1-800-TRI-WEST

Prescription Refills Call in
361-5803
Main Pharmacy
361-5109

Army Substance Abuse Program (ASAP)
361-1370

Behavioral Health
361-6059

Wounded/Fallen Soldiers

Soldier Family Assistance Center (SFAC)
353-7322/5878

Survivor Outreach Services
353-4004

Financial

Army Emergency Relief AER
353-7453

Financial Questions ACS
353-7438

125th Finance Customer Service
353-1307

Pets

Veterinary Services
361-2910

Abuse/Neglect

Family Advocacy (ACS) 353-7317
(Clinic) 361-6284

Office of Children's Services (OCS)
451-2650

Victim Advocacy Services 24/7 Response
Call or Text
907-799-9770

Housing

On Post Housing Office
North Haven 356-7000
South Post 356-7124/7107
North Post 356-7110/7118

Household Goods
Inbound/Outbound 353-1150/1108/1125/1155/1132/1101/3559

ACS Lending Closet
353-4333

Housing Services (HSO)
353-1190/1659/1661/1696

Education

School Liaison Office
353-9377

Education Center
361-7486

Individual/Marital/Family Counseling

Marriage & Family Counseling
361-6284

Military Family Life Consultants
388-2553

Behavioral Health
361-6059

Child and Family Assistance Center
361-6284

Post Chaplain
353-9825

Family Life Chaplain
353-8112

After Duty Hours Chaplain
353-1111

Northern Lights Chapel
353-4463

Southern Lights Chapel
353-2088

ARMY COMMUNITY SERVICE



ACS promotes self reliance, resiliency, and stability during times of war and peace to Soldiers and their Families. Staff are ready to assist you with questions from the day you process in, to the day you leave.

ARMY EMERGENCY RELIEF
353-7453

- *Emergency Financial Assistance
- *No Interest Loans
- *Emergency Food Vouchers
- *Education Scholarships
- *Helping the Army Take Care of Its Own*

**ARMY FAMILY TEAM BUILDING/
ARMY FAMILY ACTION PLAN**
353-4332/4227

- *Helping Families Understand the Army Way of Life
- *Bridging the Gap between the Army and Family Members
- *Family Readiness and Self-Reliance Training
- *AFTB Level I, II, III classes at www.mymymonesource.com

ARMY VOLUNTEER CORPS
353-4227

- *Lists of Volunteer Opportunities on Fort Wainwright
- *Assessment & placement of Volunteers
- *Assistance with Volunteer Recognition in Volunteer Management Information System (VMIS)
- *Volunteer Tools at www.mymymonesource.com

CENTRAL INTAKE
353-4227

- *Information and Referral Services
- *Individual and Family Needs Assessment
- *Coordinated Case Management

DEPLOYMENT READINESS PROGRAM
353-4332/4331/4227

- *Family Readiness Group Support & Trainings
- *Deployment Briefings & Support
- *Rear Detachment Support
- *Individual Deployment Assistance
- *Operation READY Resources
- *Family Readiness Resources
- *Family Assistance Center

EMPLOYMENT READINESS PROGRAM
353-4337/4227

- *Community Job Vacancy Information
- *Resume Critique
- *Computer Lab
- *Federal Employment: www.usajobs.gov
- *Local Employment: <https://alexsvs.labor.state.ak.us/>

EXCEPTIONAL FAMILY MEMBER PROGRAM
353-4243

- *Individual Support
- *Information & Referral Services
- *Family Support Activities
- *Educational Workshops

FAMILY ADVOCACY PROGRAM
353-7317

- *Healthy Life Skills and Parent Education Classes
353-4355 / 4248 / 6286
- *New Parent Support Program 353-7519 / 7515 / 2101
- *Victim Advocacy Program 353-4202
- *24/7 Response 907-799-9770 Call or Text
- *To report spouse or child abuse call 24 hour point of contact, MP Desk 353-7535

FINANCIAL READINESS PROGRAM
353-4369

- *Budget Counseling and Payday Payment Planning
- *Consumer Rights/Advocacy
- *Building/Repairing Credit and Debt Liquidation
- *Financial Planning for Major Purchases: Car/Home
- *Personal Financial Management Training
- *Financial Planning for Marriage/Baby/Divorce
- *Building Savings: ER Fund, Car, PCS, ETS, & TSP
- *Retirement Planning

RELOCATION READINESS PROGRAM
353-7908

- *Newcomer's Orientation
- *Sponsorship Training
- *Lending Closet 353-4333 to schedule appointment
- *Plan your move -- PCS Route Planning
- *LEVY briefing -- Mandatory for PCS
- *Installation info -- www.militaryhomefront.dod.mil

SOLDIER & FAMILY ASSISTANCE CENTER
353-5878

- *Helping Wounded Warriors and their Families
- *Educational Support

SURVIVOR OUTREACH SERVICES
353-4004

- *Outreach Services to Survivors
- *Connection to the Army Community
- *Liaison between Survivors and Agencies
- *Financial Counseling and Planning Services
353-4369

UNIT INFORMATION



FRG LEADER PHONE NUMBER _____

EMAIL: _____



CO PHONE NUMBER _____

EMAIL: _____



1SG PHONE NUMBER _____

EMAIL: _____



REAR DETACHMENT PHONE NUMBER _____

EMAIL: _____



STAFF DUTY PHONE NUMBER _____



CHAPLAIN PHONE NUMBER _____

EMERGENCIES – IF YOU CANNOT REACH THE UNIT, CALL

THE INSTALLATION STAFF DUTY OFFICE: _____

CONTACT FORMS

Information and Call Log Sheet

Name: _____ Sponsor's Name/Rank: _____

Address: _____

Housing: On Post Off Post Housing Area: _____

Phone Home: _____ Work: _____ Cell: _____

E-Mail Home: _____ Work: _____

Place of Employment: _____

Usual work hours/days: _____

Call at Work: Anytime Critical information only

Family in the area? Yes No

Best time and form of communication: _____

Who would most likely know your whereabouts if you go out of town?

Name: _____ Relationship: _____

Phone Number(s): _____

Birthday: _____ Anniversary: _____

Children:

Name

Age

Birthday

Comments

Pets(s): _____

Contact NAME:	Home Phone #:
	Work Phone #:
	Cell Phone #:
	OTHER:
	Email:
NOTES:	



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:

Key Caller Notebook



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:



Day: _____ Date: _____ Time: _____

FRG meeting reminder
 Greeting/introduction

Fundraiser/event reminder
 Other

NOTES:

Emergency Question Checklist

BIRTH

Condition of Mother: _____

Condition of Baby: _____

Location of Birth: _____

Date of Birth: _____ Time of Birth: _____

Red Cross Notified? YES NO Sex: GIRL BOY

Name: _____ Weight: _____ Length: _____

CAR ACCIDENT

Location of accident: _____

Medical assistance needed? YES NO

Medical assistance obtained? YES NO

MPs notified? YES NO

Immediate needs: _____

FINANCIAL EMERGENCY

Nature of problem: _____

Do you have enough food? YES NO

Have you contacted AER? YES NO

Immediate needs: _____

SERIOUS ILLNESS OR INJURY

Who is ill or hurt (relationship)? _____

Where are they? _____

Nature of Illness: _____

Prognosis: _____ Red Cross notified? YES NO

Immediate needs: _____

DEATH

Who died (relationship) _____

Where did death occur _____

Cause of death: _____

Date of death: _____ Red Cross notified? YES NO

Funeral arrangements (date, time, location): _____

Immediate needs: _____

Community Resources

AMERICAN RED CROSS The American Red Cross (ARC) assists with reporting and communicating messages relating to emergency leave, health and welfare, birth notification, spouse's financial situation. They also provide or offer access to emergency financial assistance in situations involving travel for the service person or spouse for emergencies involving their immediate family. The American Red Cross is a private non-profit organization. There are volunteer positions available. If interested, please call 907-646-5427 or 907-361-5685. Office hours are 0800-1600., Monday through Friday. For emergency assistance anytime, 24 hours a day, contact, 1-877-272-7337.

ARMY COMMUNITY SERVICE/FAMILY READINESS CENTER is an Army-wide program which provides information, assistance, and guidance to soldiers and their families. Army Community Service (ACS) makes referrals as needed to other military and civilian agencies. Prior to major deployment operations, ACS will expand into the Family Assistance Center (FAC) to provide a wider support base to soldiers and families remaining at USAG Fort Wainwright.

ACS is located in building 3401 (the Welcome center) Normal hours of operation are 0730 to 1630 Monday through Friday and closed Training and Federal Holidays.

ARMY EMERGENCY RELIEF (AER): Provides financial assistance to service members and their families whose resources are not sufficient to meet unavoidable or unforeseen emergencies. For more information call 907-353-7453.

ARMY FAMILY TEAM BUILDING (AFTB): Designed to enhance awareness and educate members of the total Army Family (Active Duty, Reserve, and National Guard). Participants learn to become self-sufficient through knowledge of military terms and procedures. For more information contact AFTB at 907-353-4332/4227.

CHAPEL The Chapel provides a variety of support services to Family members and Soldiers including counseling for the individual or for the couple. They have an after hours support line in order to help in a crisis situation.

- ◆ **Northern Lights (Protestant) and Southern Lights Chapel (Catholic)** offer a variety of services across the religious spectrum. PWOC and other groups meet as a support to one another and in religious study. For more information contact the Northern Lights Chapel, located at building 3430, at 907-353-2088 or the Southern Lights Chapel, located at building 4107, at 907-361-4463
- ◆ **Family Life Chaplain** is available for couples and family counseling. The Family Life Chaplain is a licensed family counselor and is located at building 3129. Call 907-353-6112 for more information.
- ◆ **After Hours** line is available for people in need of immediate help. Call 907-353-1111.

CHILD & YOUTH SERVICES Central Registry Enrollment (CER)/ Outreach Services is located in building 1045 and is open from 8 a.m. to 5:00 p.m. Monday through Friday. There are several programs offered:

- ◆ **Center Based Child Care** is provided at the CDC. Options for care include full day care for children 6 weeks to Kindergarten age, hourly care for children 6 weeks to Kindergarten and part day programs for preschoolers. For more information contact 907-353-7713.

Key Caller Notebook

- ◆ **Family Child Care (FCC)** providers care for children 6 weeks through 12 years of age in government owned or leased quarters. Each provider is trained and monitored by DS/FCC personnel and homes are inspected. For more information call 907-353-6266.
- ◆ **School Age Services (SAS)** provides care for children from 1st through 5th grade with a before and after school program, vacation camp, care during early school dismissals and delayed openings and teacher conference days. Contact 907-353-7394 for more information.
- ◆ **Youth Services (YS)** provides a wide variety of activities and programs for youth in grades 6-12 (middle school and high school). Youth Services offers a variety of programs including camps during the summer and winter breaks. Call 907-353-9545 for more information.
- ◆ **Youth Services Sports** provides organized sports programs for individuals and teams in a recreational setting. Sports vary by season. Call 907-353-9545 for more information.

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP): Assistance in locating resources and services for family members with special medical or educational needs. For more information call 907-353-4243.

FAMILY ADVOCACY PROGRAM (FAP): Specialized program for the prevention and treatment of child/spouse abuse. Program provides community awareness, parenting courses stress and anger management classes, crisis intervention, and referral services. For more information call 907-353-7317.

FINANCIAL READINESS: Services are offered to help soldiers and their families develop and maintain a realistic budget, improve their credit, reduce outstanding debts, resolve consumer complaints, and screening for Family Supplemental Subsistence Allowance (FSSA). For more information, call 907-353-4369

LEGAL ASSISTANCE OFFICE can provide advice and assistance on legal matters which are primarily civil in nature, including domestic relations/family law matters; wills and estates; adoptions and name changes; non-support and indebtedness; landlords-tenant relations; taxes; civil suits; Power of Attorney (POA) and wills; immigration/naturalization; consumer affairs. Call 907-353-6534 for appointments and legal assistance. The hours of operation are M-W-F 0900-1130, 1300-1600 and available for walk in assistance on Tuesday 0900-1130 and 1300-1600. Closed Thursdays.

LOAN CLOSET: 30-day loan of household items such as sleep mats, irons, dishes, playpens and high chairs. The loan closet is part of the ACS relocation program. For more information call 907-353-7908.

MEDICAL CARE

- ◆ The **Bassett Army Community Hospital**, located in building 5810, is open from 0730-1630 M-Th and from 0730-1200 on Fridays. Sick call is from 0730-0830 daily. For appointments call 907-361-4000. Bassett Hospital Emergency Room desk number 907-361-5236.
- ◆ A 24 hour nurse is available to take calls and answer simple medical questions at 1-800-TRICARE
- ◆ The Poison Control number is: 1-800-222-1222.
- ◆ The Behavioral Health Clinic is located in building 4066; their phone number is 907-361-6059. Hours of operation are M-F 0730-1630; you need to call ahead for an appointment.

Key Caller Notebook

NEW PARENT SUPPORT PROGRAM (NPSP): The New Parent Support Program (NPSP) provides free, professional supportive services to expectant military families and/or families with children from birth to three years of age. The NPSP will help you learn to cope with stress, isolation, deployment situations and the everyday demands of parenthood. The NPSP provides the opportunity for parents to learn new skills and improve old ones. Please call 907-353-7519.

RELOCATION READINESS: Relocation Readiness is located within the ACS building. It is a program designed to help Family members become familiar with their new home. The ACS front desk has newcomer packets upon request. Visit www.militaryhomefront.dod.mil, for more information call 907-353-7908/4227.

SCHOOL LIAISON OFFICER (SLO): This position under Child and Youth Services (CYS) connects military parents and commanders, promotes Army-school partnerships and community support for education. The School Liaison Officer's office is located in building 1045, for more information call 907-353-9879.

VOLUNTEER COORDINATOR - INSTALLATION (AVC): Screening and placement of volunteers in agencies on Fort Wainwright. Explore your interest areas and volunteer today! For more information, call 907-353-4227.

WIC AND FOOD STAMPS: For screening, eligibility and further information call 907-456-2990 or 456-2866.

ROMP AND STOMP: Romp and Stomp is a play group designed to bring new parents together, and teach parents how to play with children while promoting positive growth. Call 907-353-7519/2101 for more information.

Emergency Conditions

Road Conditions

On-Post Road Conditions:

- ◆ Green - Routine conditions
- ◆ Amber - Cautionary conditions
- ◆ Red - Extremely hazardous conditions
- ◆ Black - Life-threatening conditions

Force Protection Condition (FPCON)

The intent of FPCON is to provide the safest and most secure environment possible for soldiers, family members, DA civilians and emergency service personnel to counter the threat posed against the community. During FPCON operations, be prepared for delays, inconvenience and unexpected closures. Be prepared to change your daily activities based on guidance and orders from the installation commander. Report any unusual activity or suspicious persons to the Military Police.

- ◆ FPCON NORMAL: Normal day-to-day activities with little or no delays or inconvenience.
- ◆ FPCON ALPHA: Increased security awareness. Buildings not in use will be secured, some additional gates may be closed and an increase number of random vehicle searches will be conducted.
- ◆ FPCON BRAVO: Increased frequency of security awareness through PAO, unit and directorate briefings. 100% ID card check at gates. Increased security checks and random ID card checks inside the installation. Some gates will close.
- ◆ FPCON CHARLIE: 100% ID card checks at gates. More frequent vehicle checks. Delivery trucks may be denied access, and some non-essential activities may be closed. Additional gate closings. Civilian visitors will have to be signed in by a DoD ID Card holder. Expect delays, changes in some traffic patterns, increased random checks and increased inconvenience.
- ◆ FPCON DELTA: 100% ID card checks at gates. All vehicles entering installation will be searched. Expect all gates to be closed. If an incident has occurred on the installation, only emergency services vehicles will be allowed to move freely around the post and all non-emergency and non-essential traffic is denied. Further gate and road closures may occur. Activities such as the PX, Commissary and DCA facilities will close. Condition may last from 12 to 24 hours, and inconvenience and delays will be extremely high.