



# Up Top In Operations

December 2004

Monthly Newsletter of the National Operations Department

Volume 12

## Season's Greetings

On behalf of the entire Operations staff, please accept my wish for a joyous holiday and safe, peaceful and productive New Year for you and yours. Thank you for all of your contributions to the CG Auxiliary and the public during 2004. With your help, we look forward to meeting the challenges of 2005!

All the best,



### Securing our Future - The Role of Operational Security James M. McCarty, BC-OEI

How easy is it to schedule our surface and air patrols by merely posting the proposed schedule on the Flotilla web site! We can have our Coxswains and crews just fill in their availability throughout the season. **"Ain't technology grand"**? What would we do without it?

In today's world of instant information sharing through web sites and email, there are some basic security issues that deserve a few minutes of our time.

we must be careful that we are not distributing sensitive operational information to the wrong people. Who are those people?

The news media, hackers intent on being disruptive, criminals, and yes, even terrorists may be interested in knowing our patrol schedules, USCG Auxiliary procedures, and other mission sensitive data that relates to the *who, what, where, when, why and how* of our daily operations. So how do we improve the security of this information, while still using technology to the fullest? Here are a few ideas...

- ♥ **Never post your OPSKED**, missions, or procedures on the **Flotilla web site**; this merely invites the curious & the disruptive types into **"our house"**, uninvited.
- ♥ Whenever possible, use direct "person to person" emails to distribute sensitive information from the FSO-OP, AV, CM or MS to coxswains, pilots, crewmembers and others with a need to know when scheduling patrols and other operational missions.
- ♥ Does your FSO-OP, AV, CM and MS have access to Adobe Acrobat® (not just the "Reader®")? Using Acrobat®, they can send their

e-mails to coxswains, pilots, crews and other members assigned to duty using "password protected" **Adobe® attachments** that are more difficult to compromise. The process is easy and quick in Adobe Acrobat®. Click "Document" on the tool bar (at the top), then select "Security", "Opening and Restrict Editing", and then merely create a "password" that authorized members can use to open the document using their Adobe Reader® (takes about 20 seconds altogether). The password itself should be communicated to members by telephone (or separate email for instance, the next day) and changed each month.

These simple steps can help us secure sensitive operational information, while still giving us the full advantage that technology offers. *Continued on page 3*



## Lifetime of Service, Fifteen Minutes of Fame

Andy Warhol is quoted as saying "in the future everybody will be famous for 15 minutes". This past October provided that short glimpse of fame for the long time Department of Operations staff member Charles Ford. Charles was featured in "Seaworthy", the Boat US Marine Insurance and Damage Avoidance Report. The article featured many veterans of the sea and discussed their accomplishments during their years on the water. Well, Charles Ford is a fitting "poster child" for the value of experience. Known affectionately as the "Dean of Operations", Charles has been using his wisdom to teach us all along the way. Congratulations, Charles! Savor these moments, they are well deserved!

## I Was an Auxiliary Mishap... and What I Learned from the Experience

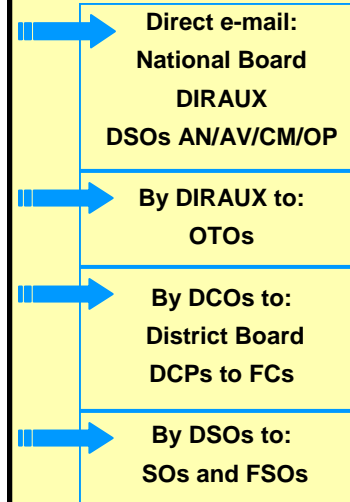
Linda A. Nelson, DC-O

Yes, I was. I'll spare you the details and we'll get right to the punch line. I ended up in the Emergency Department, waited an awfully long time, had some X-Rays, got some pain medication and headed home. It was finally over.

WRONG! The fun had just begun. Dealing with my new status as a "ward of the state" was even more painful than the injury itself. Negotiating the Federal Bureaucracy takes planning, patience and persistence. Here are some tips to keep in mind if you or a member of your crew has a mishap while on duty.

So what is a mishap? A mishap is

### DISTRIBUTION:



any unplanned, unexpected or undesirable event causing injury, occupational illness, death or property damage/loss. A mishap may involve persons, property or both.

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# SEAWORTHY

The BoatU.S. Marine Insurance and Damage Avoidance Report\*

## On Golden Pond: A Passion for the Water

*They Have More Experience*

*and Spend More Time*

*on the Water Than*

*Any Other Age Group . . .*

*Tapping into the Wisdom*

*of Senior Boaters*



Charles Ford of Queenstown, Maryland uses his boat routinely, including going out on patrols for the USCG Auxiliary. The 87-year-old has been boating for almost 80 years, but says he still learns something every trip.

## Securing our Future - The Role of Operational Security

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Some Flotilla leaders may be concerned that their FSO-OP, AV, CM or MS do not have the standard version of Adobe®, and will therefore be unable to create password protected documents that would be used to distribute operational schedules and other sensitive information (Adobe Reader® does not permit the creation of documents). This is a legitimate concern. Here are some options:

- ♥ Any Flotilla that currently features a web site probably already has the Adobe® Standard License v6 or higher which is used for documents posted on web sites. The Flotilla web master could be assigned to convert sensitive documents for the flotilla staff officer in question. The attachment (say a schedule, password protected) is returned to the flotilla staff officer for re-distribution of the document to crewmembers in its protected format, just as we suggested above.
- ♥ The Flotilla could purchase the Adobe® Standard License v6 using the Flotilla as the licensee. (Adobe® products are available through the AUXCEN at discounted rates; see <http://www.uscgaux.org/~auxcen/auxcen/adobespecial.html> ). The flotilla staff officer designated by the Flotilla Commander (FC) would be the authorized user of that software. This person would have the capability to create password-protected documents that contain sensitive information. The FC would maintain control over that user (and license), and the license would stay with the Flotilla, not



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the individual user. As long as only one person is authorized to use that license at any given time, the Flotilla would comply with licensing rules.

There really is no "silver bullet" when it comes to protecting electronic information; truly dedicated and technically astute individuals can always find ways to illegally access information that we want to safeguard. These suggestions are designed to increase our level of information security so that we can use the technology available to improve our performance and accomplish our mission efficiently.



## I Was an Auxiliary Mishap... and What I Learned from the Experience

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Although all mishaps will be investigated, they are not all equal. Some will be handled at the unit level, while others may require an investigation by Commandant. The levels of mishap severity are classified as:

- Class A** - Fatality or property damage in excess of \$1 million dollars
- Class B** - Permanent partial disability or property damage \$200 K to \$1 million
- Class C** - Injury requiring medical attention/loss of work or property damage \$20-200K
- Class D** - Injury requiring more medical attention than simple first aid/ loss of work or property damage \$1-20K
- Class E** - Aviation mishaps which involve engine damage only

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## I Was an Auxiliary Mishap... and What I Learned from the Experience

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We should report any injury or illness resulting in death, days away from work, restricted duty, transfer to another job, medical treatment beyond first aid. Property damage, including personal property owned by Auxiliary units or Auxiliarists under orders that is damaged in the course of duty requires reporting as well. USCG Safety and Environmental Health Manual COMDTINST M5100.47 (series) details other events that are considered mishaps. Many things don't require reporting, however. These include:

- Minor Off Duty Injuries
- Non Occupational Illness or Intentional Injury/Acts of Violence
- Normal Wear and Tear of Equipment
- Conditionally Predicated Damage (cannot be reasonably prevented...i.e. storms)
- Normal Testing and Calibration
- False Indicator Readings (i.e. in an aircraft)

What should you do if you suffer some personal injury while engaged in your official duties? First and foremost, get the medical attention that you need. However, in less serious situations, you may be directed to the nearest military hospital or a CG civilian contract facility (the order issuing authority should know if this is an option for your care). Any follow up care that is required will be referred to the Department of Labor (DOL), Office of Workman's Compensation. If you are seeing your family physician, check to

determine if he/she will accept the DOL rate of reimbursement for your care.

Notifications need to be made as soon as possible. Be sure to notify not only the order issuing authority, but the Director of Auxiliary and DSO-Legal. In addition, notify your private insurance company of your injury. Now you can recover, but you can't relax! Next you need to do some paperwork.

You will need to gather the following:

- Itemized bills
- Copy of the orders from the day of the injury
- All paid receipts for care received
- Narrative medical report
- The physician must complete the Health Insurance Claims Form (OWCP/HFCA 1500)
- DOL's Report of Traumatic Injury (CA-1) – complete the first part of the form
- Other forms as needed (consult with DIRAUX as your situation dictates)

These forms are all available on line, either via either the CHIDIRAUX or the Department of Labor website . At this point, your Assistant Director/OTO and the DSO-Legal should be advising you about what needs to be sent to the District Office. All of the claims will go from your DIRAUX to the Chief Director. After review, it will be forwarded to the Department of Labor. Once this occurs, further correspondence about this claim will be handled through the Department of Labor.

As mentioned previously, all mishaps require an investigation. Class A or B mishaps (where there is loss of life or significant injury and property loss) may require convening a Commandant's Mishap Analysis Board. Most other mishaps will be investigated at the unit level. Documentation of the event and

critical factors that could play a role in the mishap will be reviewed. This documentation may include statements (prepared by you and others who were witness or party to the event), photographs or videotapes, blood or fluid analysis (which may be required of you), electronic equipment or date and records of training, qualification and certification. You should prepare a statement as soon as possible to avoid a fading recollection of the events.

What is painfully obvious to me is that we can prevent many potential mishaps. We need to pay attention to the basics. We need to do the requisite preventive maintenance on our aircraft and vessels. We need to do our personal "PMS" and find opportunities to train and improve our proficiency, like the Operational Excellence program. We need to continually do risk management during the planning and execution of our patrols and missions. And we need to take care of one another...we are shipmates.



If you need more information, the following references can be helpful.

- USCG Safety and Environmental Health Manual COMDTINST M5100.47 (series)
- USCG Auxiliary Manual COMDTINST M16790.1 (series)
- CG Claims and Litigation Manual COMDTINST M5890.9 (series)

***Let's be safe out there!***