

Sean McPhilamy, Northwest RRC

Suggestions and Comments:

Overall comment regarding the use of hyperlinks in the document – there are hyperlinks spelled out (with the full web address typed out) and there are hyperlinks where the address is not displayed. As a printed document, the former needs to be available, otherwise the reader cannot open the referenced website, while in the Adobe-style portable document format (*.pdf), the hyperlink is easily “clickable”. My recommendation – pick the former style version for the printed document, and the latter for the document available for download.

There are multiple occurrences of an announcement for National Institutes of Health (NIH) websites with an announcement that the NIH websites are changing (“... moving the launch of its new website to the fall ...”); I recognize the redundancy, however I point each out as the links may need to be updated once the NIH organization posts the change(s).

On page 4, item 2.c, **Top Excuses for not having an Estate Plan and Reasons to Act**, the [hyperlink](#) is not working.

On page 5, item 2.g, **Living Will and Healthcare Power of Attorney**, the two hyperlinks (for the National Institute on Aging (NIA), under the National Institutes of Health (NIH) are working, however both website display an announcement that the NIH websites are changing (“... moving the launch of its new website to the fall ...”)

On page 6, item 2.g, at the top of the page, **Health Insurance Portability and Accountability Act (HIPAA) Release**, the [hyperlink](#) is not working.

In the next paragraph, the [hyperlink](#) needs to be corrected (there is an extra space inserted, so the link is broken).

Later in this same section, another NIH [hyperlink](#) is referenced (same issue as above with the new website announcement).

On page 7, item 2.h, **Funeral Directors and Planners**, I recommend shortening the [hyperlink](#) to this [version](#).

Later in this same section, **Before You Call Checklist**, the [hyperlink](#) needs to be [corrected](#) (removing the “afpims” in the address).

On page 9, item 2.j, **Coast Guard Personal Financial Management Program (PFMP)**, does the 2025 CG SUPRT Education Catalog [website](#) need to be updated?

On page 13, item 4.f, **Information on how you can ...**, the eBenefits website has been phased out, so the [hyperlink](#) is no longer working. Possibly an option would be the “Getting started with VA” [hyperlink](#).

On page 14, item 4.g, the title, **Coast Guard Chaplain Corps.**, is inaccurate. Recommend revising to **Chaplain and Chapel Locations**.

In that same section, the Military Officers Association of America (MOAA) [hyperlink](#) needs to be corrected to this [hyperlink](#) (by adding a punctuation mark).

On page 15, item 4.h, **Information for Survivors of USCG, USCGR, NOAA and PHS Retirees**, the [hyperlink](#) is broken (“404” error); a possible replacement, **How to Apply for Your Retired Pay and Survivor Benefit Plan Guide**, found at this [hyperlink](#) might be useful.

On page 16, item 6.a, another three NIH [hyperlinks](#) are referenced (same issue as above with the new website announcement). Also, regarding editing, the item 6.a is listed twice in a row.

On page 18, item 6.f, **Veterans Administration (VA) Caregivers Program**, the [hyperlink](#) for the Caregiver Support Program (CSP) Team Locator attempts to connect to a Coast Guard SharePoint site (not accessible outside the Coast Guard data network).

In that same section, there is a broken [hyperlink](#) for “Primary Family Caregivers enrolled in the Program of Comprehensive Assistance for Family Caregivers (PCAFC) access to expert-led legal and financial planning services”.

Still on page 18, item 6.g, the **National Council on Aging** (NCOA) is mentioned with a [hyperlink](#) to another organization, **Aging in Place**. I recommend changing this to the NCOA organization’s [hyperlink](#), as I am unclear on how the two organizations are related.

Also on page 18, item 6.k, **National Institute on Aging** (NIA), I encourage changing the pamphlet description on language options to something like, “publications are available in English and Spanish” as the current description is confusing.

On page 19, item 6.o, I encourage spelling out the NRD acronym again (for the **National Resource Directory**) as the previous reference was four pages earlier.

Also on page 19, item 7 (and 7.a) has another two [hyperlink](#) occurrences of the NIH webpage’s announcement of pending website change.

On pages 19 and 20, item 7.b is listed twice sequentially.

On the top of page 20, in item 7.b, I encourage changing the description for the **National Alliance for Care at Home**, to something like, “previously known as the **National Hospice and Palliative Care Organization** (NHPCO).” The organization has an updated [hyperlink](#).

In that same section, under the Caring Info section, updating the description from a “program of the **NHPCO**” to a “program of the National Alliance for Care at Home” (without an acronym).

Still on page 20, in the latter item 7.b, **End-of-Life Care at Home**, there are three more [hyperlink](#) occurrences of the HIH webpage announcement of pending website change (with the links for “comfort care”, “hospice care”, and “respite care”).

On the top of page 21, in item 7.c, two more occurrences of the NIH website announcement (with the links for “palliative and hospice care” along with “making medical decisions”).

On page 22, item 8.g, **Death Notification Checklist**, there may be a better option available. The current hyperlink (for www.joincake.com) automatically forwards to another [hyperlink](http://altogetherfuneral.com) (for altogetherfuneral.com). I recommend removing the word Checklist, and instead add the following verbiage from the Coast Guard’s Office of Casualty Affairs:

“For Coast Guard members handling casualty matters, all references for the deaths of uniformed members (or their dependents) have been moved to the internal Casualty Response Teams page. Request access at HQS-SMB-CGPSC-PSDFS-CASUALTY@uscg.mil.”

Next on page 22, in item 8.h, another section from the **National Institute on Aging**, with four more occurrences of the NIH website announcement (with the first link, spelled out, along with three clickable links to the NIH for “home”, “hospital”, and “nursing home”).

On page 23, item 8.t, **Star Life Insurance** (also listed on page 15 in item 4.h, **Life Insurance**) – my questions include:

- should we have a private insurance company listed in this document?
- if we list one, do we have an obligation to list others?
- does this listing create a perception of endorsement?

On page 26, item 10.a, **Comprehensive Survivor Guide**, the [hyperlink](#) is broken (“404” error). I was unable to find this guide on USCG’s DCMS, PSC and PPC websites.

Also on page 26, item 10.b, **Survivor’s Guide Trifold Brochure**, the [hyperlink](#) is also broken (“404” error). I was able to find this brochure on PPC’s website at this [hyperlink](#).

Finally on page 26, item 10.c, **Reporting a Death to PPC-RAS**, I encourage changing this title to **Reporting a Death of the Retiree or Annuitant** and removing the [hyperlink](#) (the details are clear with the email address and the telephone number provided).

On page 27, still in item 10.c, there is a broken [hyperlink](#) (“Page Not Found”) following the description of, “PPC website includes hyperlinks to many forms...” This [hyperlink](#) might be used in lieu, unless there is a specific set of PPC forms (not CG forms).

Also, at the bottom of page 27, item 11.a, the title, **Coast Guard Chaplain Corps.**, is inaccurate (same comment as on item 4.g). Recommend revising to **Chaplain and Chapel Locations**.