Army in Europe
Pamphlet 600-8-8

Personnel - General

How To Be a Good Sponsor

Headquarters
United States Army, Europe
and Seventh Army
United States Army Installation
Management Agency, Europe
Region Office
Heidelberg, Germany

12 April 2005

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Summary. This pamphlet provides information to help military and civilian sponsors in the European theater. It must be used with AR 600-8-8 and AE Regulation 600-8-8.

Applicability. This pamphlet applies to military and civilian sponsors.

Forms. AE and higher-level forms are available through the Army in Europe Publishing System (AEPUBS).

This pamphlet is available at *https://www.aeaim.hqusareur.army.mil/library/*.

Records Management. Records created as a result of processes prescribed by this pamphlet must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System Web site at *https://www.arims.army.mil*.

Suggested Improvements. The proponent of this pamphlet is the USAREUR G1 (AEAGA-MP, DSN 370-8571). Users may suggest improvements to this pamphlet by sending DA Form 2028 to the USAREUR G1 (AEAGA-MP), Unit 29351, APO AE 09014-9351.

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THE SPONSORSHIP PROGRAM

As soldiers, civilian employees, and family members living overseas, we understand the benefits of the sponsorship program to the individual, the unit, and the command. The intent of the sponsorship program is to make newcomers feel at home in their new unit and community. Newcomers who feel at home quickly become contributing members to the workplace and the community.

This pamphlet will help you meet your sponsorship responsibilities. This pamphlet must used with AR 600-8-8, AE Regulation 600-8-8, and Army Community Service (ACS) sponsorship training.

AE Regulation 600-8-8 requires military and civilian sponsors to be appointed in writing. Appointed sponsors—

● Are responsible for the initial integration of new personnel and their families into the unit and community.

● Should have received or be scheduled to receive ACS sponsorship training. Military sponsors must also complete the Sponsorship Gateway to Europe (S-GATE) training at *https://www.sponsor-training.hqusareur.army.mil*.

REFERENCES

AR 25-400-2, The Army Records Information Management System (ARIMS)

AR 600-8-8, The Total Army Sponsorship Program

AE Regulation 190-1, Registering and Operating Privately Owned Motor Vehicles in Germany

AE Regulation 600-8-8, Military and Civilian Sponsorship

ABBREVIATIONS

ACS	Army Community Service
AAFES	Army and Air Force Exchange Service
BOSS	Better Opportunities for Single Soldiers
CPF	central processing facility
DOD	Department of Defense
DODDS	Department of Defense Dependents School
NTV	nontactical vehicle
PCS	permanent change of station
POV	privately owned vehicle
S-bus	sponsorship bus
S-GATE	Sponsorship Gateway to Europe
SITES	Standard Installation Topic Exchange Service
USAREUR	United States Army, Europe
USEUCOM	United States European Command

SPONSORSHIP DUTIES

SPONSORING ACCOMPANIED PERSONNEL

Before Arrival
Before the new person arrives, you should—

● Send a welcome letter to the newcomer. The requirement is to send this letter within 10 days after being notified of sponsorship duties. The S-GATE Web page at *http://www.1perscom.army.mil/s-gate/s-gate%20web%20page/default.htm* will be your primary source for contacting incoming military personnel. If the incoming person cannot be contacted through S-GATE, you must send the welcome letter by official mail. The letter should include information on the unit and community as well as your telephone number and e-mail address. If the new person is in the military, the letter also should direct him or her to the S-GATE Web page.

● Contact the newcomer by telephone, fax, or e-mail to inquire about and provide information on specific needs, such as—

→ Spouse employment. There are opportunities for employment in both the appropriated and nonappropriated fund areas. Civilian employment opportunities and application procedures are on the Civilian Human Resources Agency, Europe Region, Web page (*http://www.chra.eur.army.mil/*).
→ Children and their ages and special interests.
→ Childcare needs.
→ Exceptional family member requirements.
→ Pets.
→ Installation facilities.

NOTE: If the person you are sponsoring will be stationed in Germany, you must provide current information on the possession, registration, and transfer of privately owned firearms and on host-nation laws on dangerous dogs.

● Gather current information from agencies in your military community (for example, housing, Government furniture) that will help the new person prepare for the overseas move.

● Suggest that the incoming person visit his or her local ACS relocation center to prepare for the move. ACS centers have information, workshops, and briefings that can be helpful, including Standard Installation Topic Exchange Service (SITES) (*http://www.dmdc.osd.mil/sites/owa/ShowPage?p=index*) information.

● Send information from your local ACS to the newcomer.

● Inform newcomers about the inprocessing requirements they will need to take care of when they arrive. Military personnel who arrive at Rhein-Main Air Base or the Frankfurt International Airport must process through the 64th Replacement Company at Rhein-Main Air Base. Personnel who arrive in Italy at the Marco Polo Airport (in Venice) or at the Aviano Air Base must inprocess through the Vicenza Central Processing Facility (CPF) (in Davis Hall on Caserma Ederle).

● Arrange for transportation from the arrival point to the new community.

→ In Germany, transportation is available on the sponsorship bus (S-bus), which travels from Rhein Main Air Base to the military communities. Civilian employees may ride the S-bus only on a space-available basis.

→ Government nontactical vehicles (NTVs) generally will not be authorized to transport either personnel or baggage during a permanent change of station (PCS) move. Commanders may, however, authorize sponsors to use NTVs to pick up incoming personnel if the commander determines the S-bus will not meet arrival or inprocessing requirements. Commanders may also authorize use of NTVs for inprocessing when the local military shuttlebus service or commercial transportation is not responsive to an immediate requirement (for example, long delays, poor connections).

→ Use of privately owned vehicles (POVs) is discouraged. If you use your POV when community transportation or an authorized NTV is available, you may not be reimbursed.

NOTE: Pets may be transported on the S-bus only if the pet carrier fits under the passenger seat or in the cargo compartment. If the pet carrier will not fit in the cargo compartment, alternate means of transportation must be arranged. In all cases, the bus driver has the final word and may refuse pets that cannot be accommodated or that pose a health or safety risk.

● Make arrangements to meet the newcomers. Let them know who will meet them and where they will be met.

● Arrange temporary accommodations for arriving personnel and their families. If accommodations are not available on post, you should make arrangements at an off-post guesthouse or hotel.

On Arrival

Making new personnel and their families feel welcome and relaxed on arrival is important. Remember, arriving personnel will probably be tired. You, the sponsor, are responsible for making sure that new arrivals are met, greeted, and taken care of. If you will not be able to meet the newcomer, a designated representative must be assigned according to AE Regulation 600-8-8.

● Meet civilian personnel (all grades) and their families at their point of entry (for example, airport, train station).

● Meet senior military personnel (colonels, chief warrant officers 4, and above; and sergeants major) and their families at their point of entry. Other inbound military personnel and their families will be met at a designated place in the new community (generally at the CPF or inprocessing training center) or at their point of entry.

NOTE: Soldiers who arrive at Rhein-Main Air Base or Frankfurt International Airport must process through the 64th Replacement Company before departing for their new community.

● Escort newcomers to their accommodations and ensure their immediate needs are met (for example, money exchange, food, personal necessities, emergency contact numbers).

After Arrival

You should be available to the newcomers the first few weeks after they arrive to help them get oriented and solve problems that may come up. You should—

● Ensure temporary transportation is available until other means have been arranged. Newcomers should be taught how to use post transportation as soon as possible. Commanders may authorize the use of NTVs for local inprocessing activities when local military (for example, shuttlebus) or public transportation is not available or will not meet inprocessing or arrival requirements. Use of NTVs for transportation from domicile to duty is prohibited, except for taking newcomers to temporary quarters on arrival. In certain cases, commanders may authorize sponsor reimbursement for POV mileage (AE Reg 600-8-8, para 12d). However, reimbursement will generally be restricted to locations required for inprocessing.

● Assist personnel during inprocessing.

● Escort new personnel and their families to the local ACS office and other support agencies. Let newcomers know about support agency programs and services.

SPONSORING UNACCOMPANIED PERSONNEL

Unaccompanied personnel will need just as much information and help as accompanied personnel. In addition to the responsibilities in the accompanied personnel section above, you must do the following when sponsoring unaccompanied personnel:

● Check with the relocation program manager for specific installation housing policy for unaccompanied personnel.

● When escorting new personnel to the local ACS and other support agencies, include a visit to the representative of the Better Opportunities for Single Soldiers (BOSS) program.

WHAT NOT TO DO

● Do not lend a POV to incoming personnel who do not have a U.S. Forces certificate of license (AE Reg 190-1).

● Do not lend newcomers money or pay their hotel bills.

● Do not become a chauffeur. Teach the newcomer how to use post and public transportation.

ACS RELOCATION SERVICES

PRE-ARRIVAL ASSISTANCE

● Redeployment briefings.

● SITES Web page (*http://www.dmdc.osd.mil/sites/owa/ShowPage?p=index*).

● Sponsorship training for sponsors and leaders.

ARRIVAL ASSISTANCE

● Lending closet.

● Welcome orientations.

● Welcome packets.

POST-ARRIVAL ASSISTANCE

● ACS Outreach Program.

● Financial planning and counseling.

● Newcomers orientation and cultural adaptation classes.

● Youth Services Program.

OTHER ASSISTANCE

● ACS offices offer out-sponsorship and reentry training to help personnel and their families readjust to living in the United States.

● You should contact your local ACS office for more information on ACS programs, inprocessing, or sponsorship training.

USEFUL WEBSITES

http://www.hqusareur.army.mil
This is the USAREUR homepage. It provides the USAREUR mission statement as well as information on news sources, leaders, policy, and issues that affect soldiers, civilian employees, and family members in Europe.

http://www.mwr-europe.com
This Web site provides information on ACS, arts and entertainment, child and youth services, BOSS, libraries, restaurants, clubs, and more.

http://www.chra.eur.army.mil
This Web site is for civilian personnel in the European theater. It provides information on civilian personnel issues, links to Federal job listings, and a valuable section on living and working overseas.

http://www.aafes.com
The Army and Air Force Exchange Service (AAFES) operates several shopping facilities on military installations. This Web site provides information on AAFES services.

http://www.eucom.mil
This is the USEUCOM homepage. It has extensive information on living and working for the Department of Defense in Europe.

http://www.dodea.edu
This Web site provides information on Department of Defense Dependents Schools (DODDS) and links to individual DODDS school districts.

http://www.per.hqusareur.army.mil/postreintegration
This Web site provides information to help leaders recognize and resolve soldier, civilian employee, and family member post-reintegration challenges.

http://militaryonesource.com/
Military OneSource is a 24-hour, 7-days-a-week, toll-free information and referral telephone service available worldwide to active duty, Reserve, and National Guard military members and their families, and deployed civilians and their families. Military OneSource provides information ranging from everyday concerns to deployment and reintegration issues. (User ID: army Password: onesource).