

# FAMILY-FOCUSED DEPLOYMENT GUIDE



***AN ARMY FORWARD—ANY MISSION, ANYWHERE!***

## FOREWORD

Families have been and will continue to be a cornerstone of support for our Soldiers and civilians. During deployment we ask that you take on additional roles, roles that enable deployed Soldiers and civilians to concentrate fully on their missions with the knowledge and confidence that all is well on the “home front.” Experience tells me that a good measure of the success achieved by our Soldiers in combat is due to the incredible support given by our families.

You remain a part of our great European community in the absence of your loved ones. You do this while maintaining the home, taking care of the children, paying the bills, supporting each other, and in many cases working a full time job outside the home. In order to ease your burden while your loved one is deployed, I will ensure that your commanders and support personnel work hard to assist you in every way possible.

This guide is designed to provide you with useful information that is easily available at your fingertips. I offer you my grateful appreciation for your dedication and support. Thank you for everything you do to keep our USAREUR team together and ready to accomplish Any Mission, Anywhere.

A handwritten signature in black ink, appearing to read 'B. B. Bell', with a stylized, cursive script.

B. B. BELL  
General, USA  
Commanding

1 November 2004

Personnel - General

## Family-Focused Deployment Guide

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For the CG, USAREUR/7A:

E. PEARSON  
*Colonel, GS*  
*Deputy Chief of Staff*

Official:



GARY C. MILLER  
*Regional Chief Information*  
*Officer - Europe*

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**Summary.** This pamphlet provides useful information for family members of deployed soldiers and civilian employees.

**Applicability.** This pamphlet applies to family members of U.S. Army active, Reserve, and National Guard soldiers and civilian employees who are deployed.

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

**Suggested Improvements.** The proponent of this pamphlet is the USAREUR G1 (AEAGA-M, DSN 370-7550/6984). Users may suggest improvements to this pamphlet by sending DA Form 2028 to the USAREUR G1 (AEAGA-M), Unit 29351, APO AE 09014-9351.

**Distribution.** B (AEPUBS).

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# CHAPLAIN



## DEPLOYMENT AND FAMILIES

Long-term deployments are very stressful and challenging for both soldiers and DA civilians who deploy and for their family members who remain behind. Every family unit must make numerous decisions regarding the family's well-being to ensure that the period of separation is productive and a time for personal growth.

The chaplaincy, the medical community, and Army Community Service are among a handful of caring agencies in the Army family that are available to help during the long separation. They are well-equipped to help answer questions such as, Will my spouse be the same when returning from a combat zone? Will we be able to communicate with each other? Will our relationship endure the months of separation? Will our children be able to handle the time away from Mom or Dad? Am I equipped to handle all the financial responsibilities? What happens if my spouse gets hurt? Can I count on the rear detachment to help me if there is a problem?

These and so many issues are legitimate concerns during deployment. The deployment guide you have in your hands is one of many tools available to you to make this deployment as manageable and successful as possible.

Most importantly, you need to know that you are not alone. No question is trivial. No concern is unimportant. We are available to help you whenever you need us, and together we can resolve any issue and face any challenge that comes your way.

Your deploying soldier or DA civilian is providing a vital service to our Nation. As a spouse and family member you are part of this great team called the United States Army. Thank you for your courage and determination. Together, we will make this forthcoming deployment a huge success!

# CHAPEL TELEPHONE ROSTER

## 6th Area Support Group

Patch Barracks 430-5000

## 22d Area Support Group

Aviano, Italy 632-5211  
Naples, Italy 625-5615  
Rota, Spain 727-2161  
Sigonella, Sicily 624-5888/4295  
Vicenza, Italy 634-7719

## 26th Area Support Group

Babenhausen 348-3819  
Darmstadt 348-6512  
Heidelberg MTV 370-1570  
Heidelberg PHV 379-6596  
Kaiserslautern 480-6148  
Landstuhl 486-8399  
Mannheim 380-9448  
Ramstein/Vogelweh/Sembach 489-6859

## 80th Area Support Group

Brussels 368-9677  
Chièvres 361-5381

## 98th Area Support Group

Ansbach 467-1570  
Bamberg 469-1570/8719  
Giebelstadt 352-7407  
Illesheim 467-4642  
Kitzingen 350-1570  
Schweinfurt 354-6250

## 100th Area Support Group

Grafenwöhr 475-1570/7142  
Hohenfels 466-1570  
Vilseck 476-1570/2879

## 104th Area Support Group

Friedberg 324-3508  
Gießen 343-8020  
Hanau 322-1570

## COUNSELING ASSISTANCE

The Army has started a telephonic counseling service called Army One Source (AOS). AOS is available for everyone who has deployed or been affected by deployments in support of Operation Iraqi Freedom, Operation Enduring Freedom, and Operation Noble Eagle. This is in addition to the regular counseling from Army Community Service, the chaplains office, and the hospital. The service is free. AOS provides 24-hour, 7-days-a-week, toll-free information. **The OCONUS number is (access code) 00-800-464-81077 (dial all 13 digits) and is free of charge to callers. Calls may also be made collect to 484-530-5889.**

Highly trained professional staff is ready to provide assistance and to give customized information for your special needs. The staff is able to respond to anyone's needs regardless of primary language, cultural background, or physical challenges, such as hearing or vision problems. The staff is supported by an immediate translation service that allows soldiers and family members to speak with a counselor in the language they are most comfortable with while a translator is on the line.

AOS provides information ranging from day-to-day concerns to deployment and reunion problems. If there is a need for face-to-face counseling, AOS will arrange for counselors here in theater. Personal counseling is provided through Army in Europe marriage and family counselors. All family members of deployed soldiers and civilians have the opportunity to use AOS anywhere, anytime, and can remain anonymous if they want. The staff focuses on privacy and will discuss the limits of that privacy with the caller upfront. There may be times when complete privacy is not possible, but the staff will explain what those limits are when necessary.

If you need someone to talk with, do not hesitate to call and get the confidential and professional support you want, when you need it.

## Stress Symptoms

The following stress danger signals focus on the medical and physical symptoms common to tension stress. Your physician can best determine your medical condition, but these guidelines will provide a general indication of your stress level. The more signs that are present, the stronger the likelihood that there is a serious problem. See your physician if you are concerned about these symptoms.

- General irritability, hyperexcitability, depression
- Dryness of mouth and throat
- Overpowering urge to cry or run
- Feelings of unreality, weakness, dizziness, fatigue
- Emotional tension and alertness
- High-pitched nervous laughter
- Bruxism or grinding of the teeth
- Hyperactivity, increased tendency to move about
- Frequent need to urinate
- Migraine headaches
- Loss of appetite or excessive appetite
- Alcohol or drug abuse
- Accident proneness
- Pounding of the heart
- Impulsive behavior, emotional instability
- Inability to concentrate, flight of thoughts
- Floating anxiety, being afraid and not knowing why
- Trembling, nervous tics, easily startled
- Stuttering, other speech difficulties
- Insomnia
- Excessive sweating
- Diarrhea, indigestion, queasiness, vomiting
- Pain in neck or lower back
- Increased use of prescribed drugs
- Nightmares

ARMY ONE SOURCE: Assistance and information is available 24 hours a day through a toll-free number and Internet access:

- ▶ From the United States: 1-800-464-8107.
- ▶ From outside the United States ONLY (toll-free): (access code) 800-464-81077 (please dial all 11 digits) or call collect: 484-530-5889.
- ▶ Online: <http://www.armyonesource.com>, Userid: Army; Password: onesource.

## Suicide Prevention Helpcard

### Suicide Warning Signs

- appears depressed: sad, tearful, poor sleep, poor appetite, hopeless
- threatens suicide
- talks about wanting to die
- shows changes in behavior, appearance, mood
- abuses drugs, alcohol
- experienced significant loss
- deliberately injures self
- giving away possessions
- recent breakup in a relationship

### What To Do

Provide **A I D**:

**Ask.** Don't be afraid to ask "Are you thinking about hurting yourself?"

**Intervene** immediately.

**Don't** keep it a secret.

Follow the acronym **L I F E**:

**Locate help:** Staff duty officer, chaplain, doctor, nurse, friend, family, crisis line, hospital emergency room.

**Inform:** Chain of command of the situation.

**Find:** Someone to stay with the person—**Do not leave the person alone.**

**Expedite:** Get help immediately. A suicidal person needs immediate attention by helpers.

# SAFETY



## SAFETY

Living and working in Europe while your spouse is deployed can be challenging and demanding. Here are some insights and safety information to help you.

**Risk Management.** This Army process is taught to our soldiers to protect them from injury and it applies just as much to you and everything you do. You are home with a lot of responsibilities. Adjust your assessments and decisions to reflect the threats in your home and work environment. For example, family outings or trips to the commissary may involve speed, drowsiness, alcohol, and lack of seatbelt use. These are all potential threats to you and your family. Decisions on driving techniques, trip length, weather, traffic, and route must be adjusted accordingly.

**Driving.** Driving in Europe may seem a little frightening, but by taking time to learn the basic rules of the road, you will feel much more at ease. First, let us put driving in Europe in perspective: fatal traffic accidents are much less likely than they are in the United States (for example, 11 fatalities per 100,000 people in Germany versus 16.1 fatalities per 100,000 people in the United States). The basic traffic rules you need to be familiar with are the right-of-way rules, traffic signs, and higher speeds. Review the Driving in Europe video and get briefed on local and seasonal driving issues. The Driving in Europe video (#A0954-02-0410) can be obtained through training support centers. Local and seasonal driving issues are addressed in the USAREUR 2004-2005 Winter Safety Campaign ([http://www.per.hqusareur.army.mil/services/safetydivision/usareur\\_winter\\_safety\\_campaign.htm](http://www.per.hqusareur.army.mil/services/safetydivision/usareur_winter_safety_campaign.htm)). Specific information on local conditions can be obtained through base support battalion safety offices throughout the Army in Europe. Use the drivers manual for the country you live in to review the right-of-way rules and the meanings of European traffic signs. The more familiar you are, the more at ease you will feel. Speed is the number one factor in fatal accidents for Americans in Europe. Drive at the speed at which you are most comfortable and in control of your vehicle. European laws require seatbelts be worn, and failure to use them can result in fines or loss of driving privileges. Failure to wear seatbelts on an Army installation will result in a 7-day license suspension on the first offense. Wearing a seatbelt significantly increases your chances of not being fatally injured by 42 percent and of not suffering a serious injury by 62 percent.



Children are also required by law to be secured in an approved child-safety system. The safest place for your children is in the back seat secured in a child-safety seat. The Army in Europe has implemented the “Click It or Ticket” campaign to increase seatbelt use. The campaign involves increased enforcement and awareness efforts over major holiday weekends.

The use of cell phones while driving a vehicle is illegal in Europe. You have heard it before, but it is even truer in Europe, **Don’t Drink and Drive!** In some countries the blood-alcohol limit is **0** and in all countries is lower than in most States. The Army in Europe is serious about DUI prevention. A “Booze It and Lose It” campaign was implemented to increase DUI prevention and media efforts around major holiday periods. Take advantage of the excellent public transportation system and special prices available to see Europe and avoid the traffic and stress. For more information, contact your local vehicle registry or safety office.



**Fire.** House fires are a major cause of property loss and injuries to families. Unattended cooking followed by electrical fires are the two major causes of fires in homes. Never leave food cooking on a stove unattended. Do not overload the electrical system, use extension cords, or leave transformers operating with high loads when no one present. Never leave candles burning when no one is in the room. Children playing with open-flame devices are another serious concern. Be prepared for home emergencies! What is the emergency number? It is not 911. See the table below and write down the numbers for your area.

| <b>Civilian Emergency Contact Numbers</b> |             |                |                |
|---|-------------|----------------|----------------|
|   | <b>Fire</b> | <b>Medical</b> | <b>Police</b>  |
| <b>Austria</b>                            | <b>122</b>  | <b>144</b>     | <b>133</b>     |
| <b>Belgium</b>                            | <b>100</b>  | <b>100</b>     | <b>101</b>     |
| <b>England</b>                            | <b>999</b>  | <b>999</b>     | <b>999</b>     |
| <b>France</b>                             | <b>18</b>   | <b>15</b>      | <b>17</b>      |
| <b>Germany</b>                            | <b>112</b>  | <b>112</b>     | <b>110</b>     |
| <b>Italy</b>                              | <b>113</b>  | <b>118</b>     | <b>112/113</b> |
| <b>The Netherlands</b>                    | <b>112</b>  | <b>112</b>     | <b>112</b>     |
| <b>Switzerland</b>                        | <b>118</b>  | <b>144</b>     | <b>117</b>     |

Make time to review emergency and evacuation procedures where you live—they could save your life! Take time to teach your children basic fire-safety measures: in case of a fire. . . get out quickly and meet other family members at a designated location; touch doors before opening; crawl low under the smoke; use towels to seal cracks under doors to keep smoke out; if your clothing catches fire. . . **STOP, DROP, and ROLL**. If you need assistance, contact your local fire-prevention specialist.

**Winter Safety.** There are two important concerns regarding winter: be prepared for cold, damp weather by dressing appropriately, and ensure your vehicle and you are both ready for winter-driving conditions.

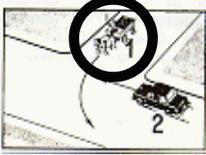
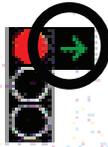
**Water Safety.** Military communities in Europe publish a list of approved safe swimming areas each year. Swimming areas in Europe are managed differently than what you may be used to in the United States. Ensure swimming areas are approved, lifeguards are present, and areas have passed health and safety inspections, and always provide adult supervision for young children.

By taking just a few moments to become familiar with these basic procedures and issues, you can make the most of this experience. Contact your local safety office for more information.

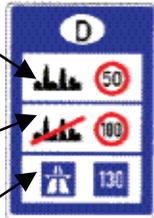
USAREUR Safety: DSN 370-8084

# SELECTED EUROPEAN TRAFFIC SIGNS YOU MUST KNOW

## Right-of-Way Signs

|   |  |   |  |
|---|--|---|--|
|  | <p>In the absence of any other sign, car 2 must yield to the vehicle on the right, regardless of the relative size of the roads.</p> |   |  |
|  | <p>“Priority Road.” You have the right of way.</p>   |  | <p>You have the right of way at THIS INTERSECTION ONLY.</p>                                |
|  | <p>“Priority Road” will change direction at this intersection (heavy line).</p>  |  | <p>You must YIELD to all traffic at this intersection.</p>                                 |
|  | <p>“Priority Road” ENDS HERE. Vehicles on right again have the right of way.</p>   |  | <p>NO RIGHT ON RED except at this green arrow sign, but you must yield to all traffic.</p> |

## Speed-Limit Signs

|   |  |   |  |
|---|--|---|--|
|  | <p>Speed limit.</p>  |  | <p>“Implied” speed limit for built-up areas applies (50 kph in Germany and Italy).</p> |
|  | <p>“Implied” speed limit for outside built-up areas applies (100 kph in Germany, 90 kph in Italy).</p> |  | <p>Autobahn ends. “Implied” speed limit for outside built-up areas applies.</p>        |
|  | <p>Speed limit ends; return to “implied” speed limit.</p>  |  |    |
|  | <p>Autobahn implied speed limit (unlimited in Germany (130 kph is recommended); 130 kph in Italy).</p> |  | <p>Sign at country border crossings specifying “implied” speed limits.</p>             |

## SAFETY PRECAUTIONS

Follow these tips whether your spouse is home or not. To suddenly change the way you conduct your home and yourself may advertise your spouse's absence.

- Do not tell people your spouse is gone.
- Do not discuss your spouse's absence in public, even with friends, because someone with ill intent may overhear you.
- When someone calls on the telephone and asks for your spouse, NEVER tell the caller that your spouse is not at home. Tell the caller that your spouse cannot come to the telephone and offer to take a message.
- Keep emergency telephone numbers and your address by all telephones in your home.
- Always lock your doors and windows, draw your shades at night, and leave a few lights on.
- Whenever possible, leave lights on inside and outside.
- Have a deadbolt lock and a safety chain installed. A deadbolt is the most secure type of lock to have. (**NOTE:** A safety chain is NOT adequate protection in case someone tries to force a door open.)
- Never open your door even a crack for anyone uninvited or unexpected. Use a peephole. If they claim it is an emergency, make the telephone call for them.
- Do not allow salespeople, repair people, delivery people, or any stranger into your home when you are alone. If you are expecting one, have another person with you and call the company when the employee arrives.
- If you are not certain if someone else may have keys to your home, have the locks changed. (Previous tenants and their friends or neighbors may have keys.)
- Discontinue paper delivery if you will be away. Ask the local post office to hold your mail until you return.

- Instruct children, family, and babysitters to not give out information about who is home, who is out, or for how long.
- Do not leave extra keys hidden outside your home. They are too easily found.
- Keep your doors locked at home when you are not there and when you are in it.
- Most burglars and intruders enter homes through open doors and windows, or through doors and windows that are easily jimmied.
- If you notice a stranger loitering in your neighborhood, notify the police, give them a description of the stranger, and tell them when and where you saw him or her.
- To discourage burglars, have items (such as televisions, stereos, and cameras) engraved with your name and the last four numbers of your social security number. Check with your local police for more information and current recommendations about engraving.
- If you suspect your home has been broken into, DO NOT go in. Call the police from a neighbor's home.
- Do not go places alone, especially at night. Use the buddy system.
- Do not bring in your mail or newspaper, or gather clothing from your clothesline after dark.
- When going to your car, have your keys in your hand.
- Look under the car as you approach it.
- Look inside the car before you put the keys in the door.
- Once inside the car, lock all the doors immediately.
- If you are on the autobahn and your car breaks down, put up the hood, turn on the emergency flashers, set out a warning triangle, and wait for help behind the guardrail, not on the shoulder of the autobahn or in the vehicle.

- If someone stops to help you, give him or her a telephone number to call.
- If you travel, consider carrying a cell phone.
- When approaching a stop, look all around; leave enough room to be able to pull around the car in front of you in case of emergency.
- If someone hits your car from the rear, do not get out of the car in an unsafe place. Instead, go to a well-lit, populated area. If you have a cell phone, use it.
- While walking, keep your head up and your eyes open. Being aware of what is going on around you is your best defense.
- Do not go shopping at night.
- Change your daily route, but at the same time stay out of dangerous areas.
- If you think someone is following you while walking, cross to the other side of the street and change your route to a well-lit populated area. If you are driving, go to the police station.
- Stay well away from bushes, parked cars, alleyways, beggars, and bums.
- When you go anywhere, ask yourself, “What would I do if I were attacked right now?” Be prepared.

# ASG/BSB SAFETY OFFICE TELEPHONE ROSTER

## 6th Area Support Group

|                            |          |
|----------------------------|----------|
| Garmisch                   | 422-2595 |
| Stuttgart, Kelley Barracks | 421-2752 |

## 22d Area Support Group

|                |          |
|----------------|----------|
| Livorno, Italy | 633-7841 |
| Vicenza, Italy | 634-7719 |

## 26th Area Support Group

|                |          |
|----------------|----------|
| Darmstadt      | 348-1670 |
| Heidelberg     | 370-1670 |
| Kaiserslautern | 489-7227 |
| Mannheim       | 380-1670 |

## 80th Area Support Group

|          |          |
|----------|----------|
| Chièvres | 361-5535 |
| Schinnen | 360-7270 |

## 98th Area Support Group

|             |          |
|-------------|----------|
| Ansbach     | 468-1670 |
| Bamberg     | 469-1670 |
| Kitzingen   | 355-1670 |
| Schweinfurt | 354-1670 |
| Würzburg    | 351-1470 |

## 100th Area Support Group

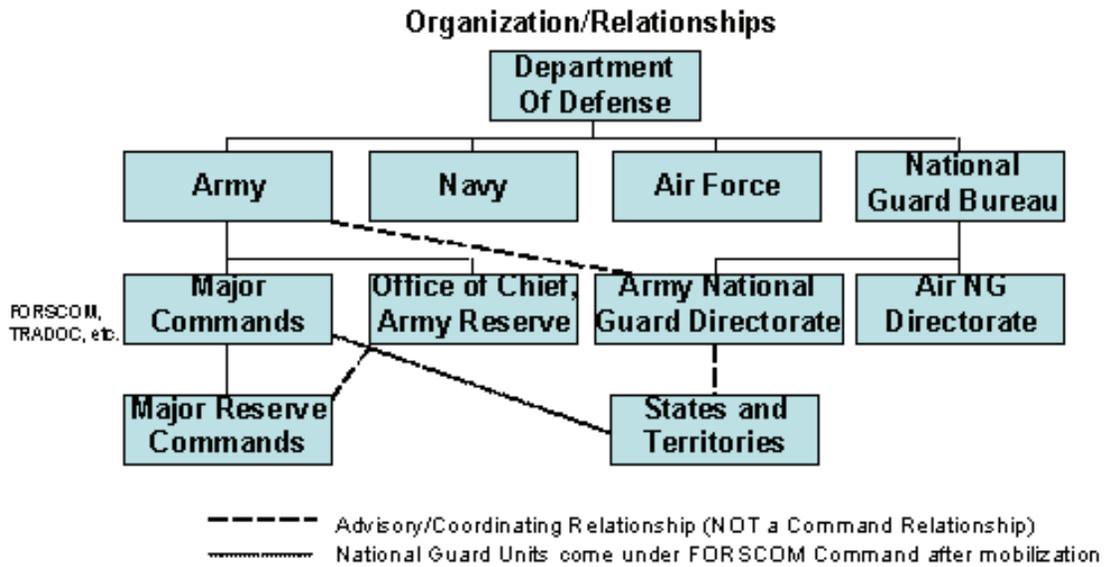
|            |          |
|------------|----------|
| Grafenwöhr | 475-1470 |
| Hohenfels  | 466-1670 |
| Vilseck    | 476-1870 |

## 104th Area Support Group

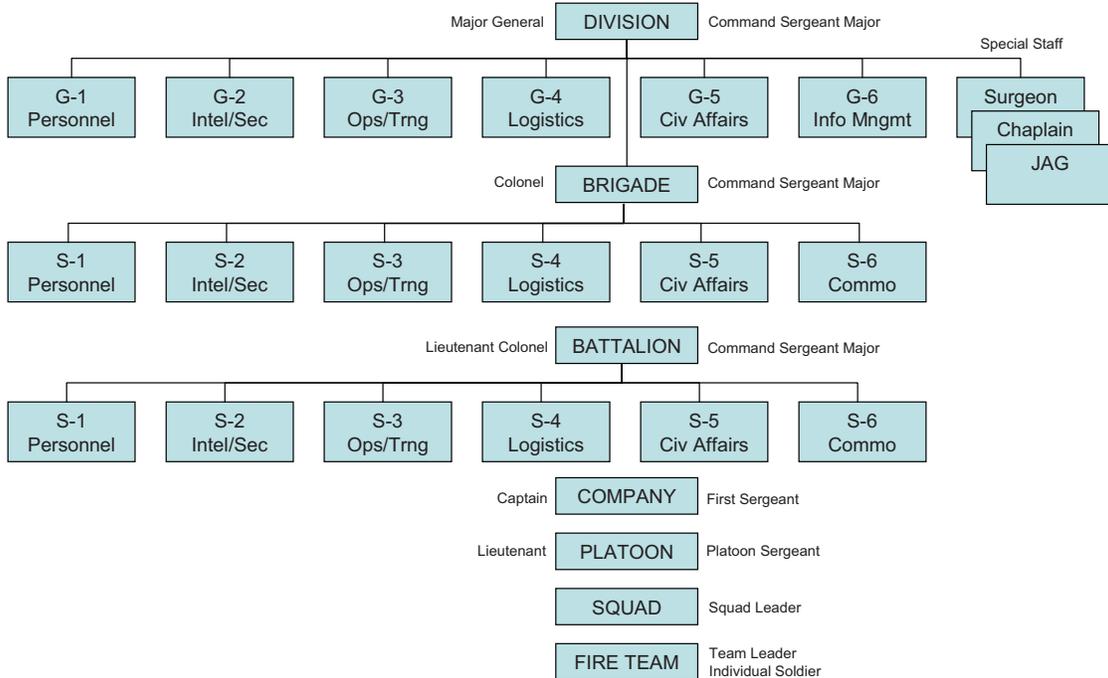
|            |          |
|------------|----------|
| Baumholder | 485-1670 |
| Gießen     | 343-1670 |
| Hanau      | 322-1670 |
| Wiesbaden  | 337-1670 |

# ARMY STRUCTURE AND TALK

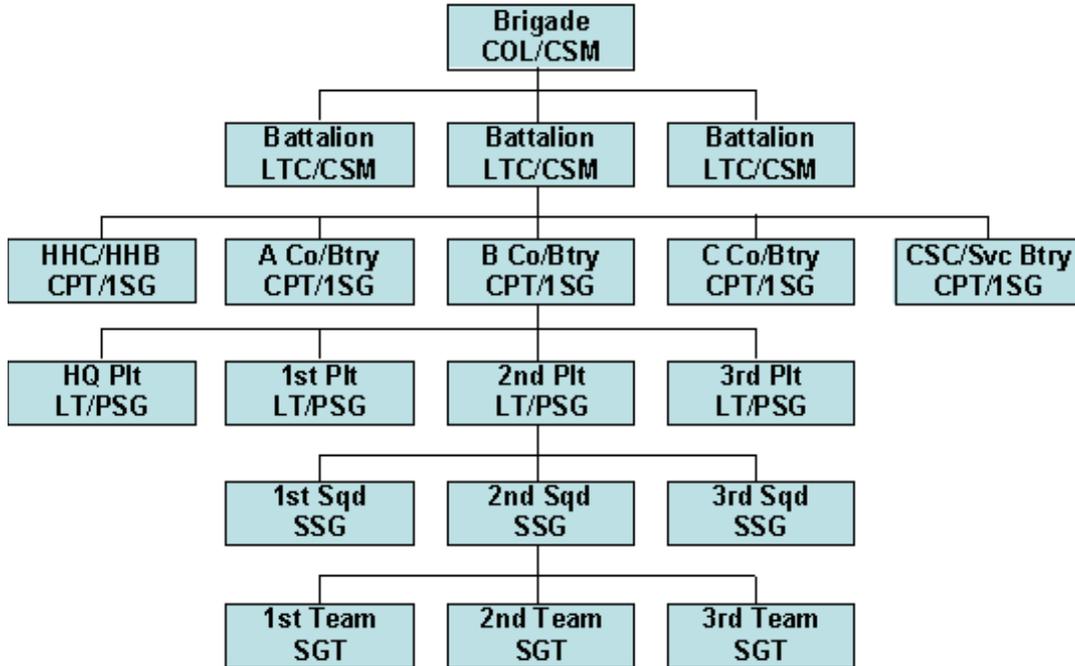
## Organizational Structure



## Army Staff Structure



## Unit/Organization Command and Composition



| Unit/Organization     | Composed of  | Commanded by                                   |
|-----------------------|--|--|
| Battalion/squadron    | Headquarters and two to six companies/batteries/troops | Lieutenant colonel<br>(command sergeant major) |
| Company/battery/troop | Headquarters and two or more platoons                  | Captain<br>(first sergeant)                    |
| Platoon               | Two or more squads/sections                            | Lieutenant<br>(platoon sergeant)               |
| Squad/section         | 7 to 11 soldiers                                       | Staff sergeant                                 |

## MILITARY GRADE

### Commissioned Officers

Commissioned officers receive their commissions from four sources: United States Military Academy (West Point), the Reserve Officers' Training Corps (ROTC), Officer Candidate School (OCS), and by direct commission. The following list of officer grades is from senior to junior. Company-grade officers are pay grades O1, O2, and O3. Field-grade officers are pay grades O4, O5, and O6. General officers are pay grades O7 and above.

| Abbreviation | Grade              | Pay Grade | Insignia           |
|--------------|--------------------|-----------|--------------------|
| GEN          | General            | O10       | four silver stars  |
| LTG          | Lieutenant general | O9        | three silver stars |
| MG           | Major general      | O8        | two silver stars   |
| BG           | Brigadier general  | O7        | one silver star    |
| COL          | Colonel            | O6        | silver eagle       |
| LTC          | Lieutenant colonel | O5        | silver oak leaf    |
| MAJ          | Major              | O4        | gold oak leaf      |
| CPT          | Captain            | O3        | two silver bars    |
| 1LT          | First lieutenant   | O2        | silver bar         |
| 2LT          | Second lieutenant  | O1        | gold bar           |

### Warrant Officers

Warrant officers are appointed "by warrant" by the Secretary of the Army based on their tactical and technical competence. When promoted to chief warrant officer 2, warrant officers are commissioned by the President and have the same legal status as traditional commissioned officers; however, they are addressed as Mr., Mrs., or Ms.

| Abbreviation | Grade                   | Pay Grade | Insignia                            |
|--------------|-------------------------|-----------|-------------------------------------|
| CW5          | Chief warrant officer 5 | W5        | silver bar with long black stripe   |
| CW4          | Chief warrant officer 4 | W4        | silver bar with four black squares  |
| CW3          | Chief warrant officer 3 | W3        | silver bar with three black squares |
| CW2          | Chief warrant officer 2 | W2        | silver bar with two black squares   |
| WO1          | Warrant officer 1       | W1        | silver bar with one black square    |

## Enlisted

Noncommissioned officers (NCOs) are soldiers in the grade of corporal (CPL/E4) and above. They have the authority to issue order

| Abbreviation | Grade                  | Pay Grade | Insignia/<br>Silver Bar           |
|--------------|------------------------|-----------|-----------------------------------|
| CSM          | Command sergeant major | E9        | Six stripes, star within a wreath |
| SGM          | Sergeant major         | E9        | Six stripes with star             |
| 1SG          | First sergeant         | E8        | Six stripes with diamond          |
| MSG          | Master sergeant        | E8        | Six stripes                       |
| SFC          | Sergeant first class   | E7        | Five stripes                      |
| SSG          | Staff sergeant         | E6        | Four stripes                      |
| SGT          | Sergeant               | E5        | Three stripes                     |
| CPL          | Corporal               | E4        | Two stripes                       |
| SPC          | Specialist             | E4        | Inverted chevron with eagle       |
| PFC          | Private first class    | E3        | One stripe above one arc          |
| PV2          | Private                | E2        | One stripe                        |
| PV1          | Private                | E1        | No insignia                       |

## Military Time

Telling military time can confuse the new Army spouse. The time up to 1200 (noon) is the same as civilian time without the colon (:). After 1200, subtract 1200 from the number (for example, 1400 minus 1200 is 2 p.m.). Once you master this, you will be able to go back and forth between military time and civilian time (see the following chart).

| Civilian time     | Military time | Civilian time         | Military time |
|-------------------|---------------|-----------------------|---------------|
| 1 a.m.            | 0100          | 1 p.m.                | 1300          |
| 2 a.m.            | 0200          | 2 p.m.                | 1400          |
| 3 a.m.            | 0300          | 3 p.m.                | 1500          |
| 4 a.m.            | 0400          | 4 p.m.                | 1600          |
| 5 a.m.            | 0500          | 5 p.m.                | 1700          |
| 6 a.m.            | 0600          | 6 p.m.                | 1800          |
| 7 a.m.            | 0700          | 7 p.m.                | 1900          |
| 8 a.m.            | 0800          | 8 p.m.                | 2000          |
| 9 a.m.            | 0900          | 9 p.m.                | 2100          |
| 10 a.m.           | 1000          | 10 p.m.               | 2200          |
| 11 a.m.           | 1100          | 11 p.m.               | 2300          |
| 12 p.m.<br>(noon) | 1200          | 12 a.m.<br>(midnight) | 2400          |

## SOCIAL OBLIGATIONS

Military social life is one of the nicest traditions. Friendships and camaraderie grow out of this tradition. It is characterized by the exchange of visits, invitations, and other courtesies. The thoughtful and conscientious military couple realizes that when they accept an invitation to a dinner, party, or any social function, they have a responsibility to return the hospitality. It is not necessary to return a sit-down dinner for a sit-down dinner. Remember to be yourself, to do what is comfortable for you, and to keep it within your budget. This way you will do the entertaining because you enjoy it and soon will find you are building friendships.

### Invitations

There are a variety of invitations to choose from depending on the type of event. You may use informal notes, boxed invitations, or handmade creations. On an invitation, use only ONE of the following requests for a response: 1) RSVP, 2) Regrets Only. If using two or more telephone numbers, include the corresponding name or names.

### Types of Responses

Nearly every invitation will have request for a response in a lower corner.

**RSVP.** RSVP is French (*Répondez s'il vous plaît*) and means "Please reply." Call to tell the host or hostess if you will or will not attend.

**Regrets Only.** Always call your host or hostess when you are unable to attend. Never assume that you will not be missed.

### To Go or Not To Go?

You may have a conflict of obligations and interests when it comes to deciding which functions to attend. Of course, your family is your top priority. When you receive an invitation, remember your old-fashioned good manners and reply within 48 hours. Consider the waste of time and money if the host or hostess prepares food for 20 people and only 8 come. If after receiving an invitation you see the host or hostess, you may refer to the party, but do not consider that as your RSVP. You must still RSVP by telephone or by written note. When you decline an invitation, an explanation is not required and should never be requested. If an emergency arises after you have accepted an invitation, you may call the host or hostess and decline. Remember, once you decline an invitation, you cannot reverse your response.

### Thank You

Thank-you notes for hospitality and courtesies received are a must and a sign of gracious manners. If your host or hostess is a close friend, a telephone call is sufficient. A handwritten thank you is appropriate for any occasion, whether it is for a meal, a gift received, or simply a kind deed. Address thank-you notes to the wife (if the host has one) and send it within 5 days.

## ACRONYMS AND COMMON TERMS

**What does it mean?** You will quickly discover that the military has its own language. This language consists of acronyms and common terms. Once you understand that acronyms all stand for a phrase, you will easily learn to speak military jargon. You may at least attempt to guess what they represent. Following is a list of some acronyms and common terms you may encounter.

|                   |   |                   |   |
|-------------------|---|-------------------|---|
| <b>A rations</b>  | hot meals (made with real food)   | <b>BNCOC</b>      | Basic Noncommissioned Officer Course  |
| <b>AAFES</b>      | Army and Air Force Exchange Service (PX/BX)   | <b>BOQ</b>        | bachelor officer quarters   |
| <b>ACAP</b>       | Army Career and Alumni Program  | <b>CAC</b>        | Combined Arms Center  |
| <b>ACS</b>        | Army Community Service  | <b>cadre</b>      | personnel permanently assigned to a training or provisional unit or to a unit being newly organized |
| <b>ADA</b>        | air defense artillery   | <b>CALFEX</b>     | combined arms live-fire exercise  |
| <b>AER</b>        | Army Emergency Relief   | <b>CAV</b>        | cavalry   |
| <b>AFAP</b>       | Army Family Action Plan   | <b>CDS</b>        | Child Development Services  |
| <b>AG</b>         | adjutant general  | <b>CFC</b>        | Combined Federal Campaign   |
| <b>AIT</b>        | advanced individual training  | <b>CG</b>         | commanding general  |
| <b>ANCOC</b>      | Advanced Noncommissioned Officer Course   | <b>CHAMPUS</b>    | Civilian Health and Medical Plan of the Uniformed Services  |
| <b>APF</b>        | appropriated funds (come from Congress and must be used only for stated purpose)                                | <b>Chinook</b>    | a large helicopter that carries soldiers and equipment  |
| <b>APO</b>        | Army post office  | <b>CID</b>        | criminal investigation division   |
| <b>AR</b>         | Army regulation   | <b>CLP</b>        | Community Life Program  |
| <b>ARCOM</b>      | Army Commendation Medal   | <b>CO</b>         | commanding officer  |
| <b>ARNEWS</b>     | Army News Services  | <b>co</b>         | company   |
| <b>ARSTAF</b>     | Army Staff  | <b>COB</b>        | close of business   |
| <b>ARTEP</b>      | Army Training and Evaluation Program  | <b>Cobra</b>      | a small Army assault helicopter   |
| <b>Article 15</b> | punishment other than court martial imposed by the company commander, battery commander, or battalion commander | <b>CofS</b>       | chief of staff  |
| <b>ASAP</b>       | as soon as possible   | <b>COHORT</b>     | Cohesion Operational Readiness Training   |
| <b>AUSA</b>       | Association of the United States Army   | <b>colors</b>     | flag of a nation or an Army unit  |
| <b>avn</b>        | aviation  | <b>commissary</b> | military grocery store  |
| <b>AWOL</b>       | absent without leave  | <b>CONUS</b>      | continental United States   |
| <b>BAH</b>        | basic allowance for housing   | <b>OCONUS</b>     | outside the continental United States   |
| <b>BC</b>         | battery commander   | <b>CP</b>         | command post  |
| <b>bde</b>        | brigade   | <b>CPO</b>        | civilian personnel office   |
| <b>BDU</b>        | battle dress uniform  | <b>CPX</b>        | command post exercise   |
| <b>BEQ</b>        | bachelor enlisted quarters  | <b>CQ</b>         | charge of quarters  |
| <b>bn</b>         | battalion   | <b>CQ runner</b>  | person who runs errands for the CQ  |
|                   |   | <b>CWOC</b>       | Catholic Women of the Chapel  |

|                      |   |
|----------------------|---|
| <b>DA</b>            | Department of the Army                          |
| <b>DAC</b>           | Department of the Army civilian                 |
| <b>DB</b>            | daily bulletin                                  |
| <b>DCSPER</b>        | deputy chief of staff for personnel             |
| <b>DEERS</b>         | Defense Enrollment Eligibility Reporting System |
| <b>DENTAC</b>        | dental activity                                 |
| <b>detail</b>        | a special duty assigned to one or more persons  |
| <b>DISCOM</b>        | division support command                        |
| <b>div</b>           | division  |
| <b>DIVARTY</b>       | division artillery                              |
| <b>DMZ</b>           | demilitarized zone                              |
| <b>DOD</b>           | Department of Defense                           |
| <b>DODDS</b>         | Department of Defense Dependents Schools        |
| <b>DPCA</b>          | director of personnel and community activities  |
| <b>DPW</b>           | director of public works                        |
| <b>DUSA</b>          | Daughters of the United States Army             |
| <b>duty roster</b>   | duty schedule maintained by unit 1SG            |
| <b>DZ</b>            | drop zone                                       |
| <b>EDRE</b>          | emergency deployment readiness exercise         |
| <b>EFMB</b>          | Expert Field Medical Badge                      |
| <b>EFMP</b>          | Exceptional Family Member Program               |
| <b>EIB</b>           | Expert Infantry Badge                           |
| <b>EM</b>            | enlisted member                                 |
| <b>engr</b>          | engineer  |
| <b>EOCO</b>          | equal opportunity coordinating office           |
| <b>ETA</b>           | estimated time of arrival                       |
| <b>ETS</b>           | expiration term of service                      |
| <b>FA</b>            | field artillery                                 |
| <b>family member</b> | spouse and children of soldiers                 |
| <b>FACMT</b>         | Family Advocacy case management team            |
| <b>FAP</b>           | family action plan                              |
| <b>FCC</b>           | family childcare                                |
| <b>FDO</b>           | fire direction officer                          |
| <b>FLC</b>           | Family Life Center                              |
| <b>FLO</b>           | family liaison office                           |
| <b>FM</b>            | field manual                                    |

|                 |   |
|-----------------|---|
| <b>FMEAP</b>    | Family Member Employment Assistance Program                               |
| <b>FOD</b>      | field officer of the day  |
| <b>FORSCOM</b>  | United States Forces Command  |
| <b>FRG</b>      | family readiness group (formerly family support group (FSG))              |
| <b>FSB</b>      | forward support battalion   |
| <b>FTX</b>      | field training exercise   |
| <b>FY</b>       | fiscal year (starts 1 October each year)                                  |
| <b>FYI</b>      | for your information  |
| <b>G1</b>       | general's staff dealing with personnel administration                     |
| <b>G2</b>       | general's staff dealing with military intelligence                        |
| <b>G3</b>       | general's staff dealing with training                                     |
| <b>G4</b>       | general's staff dealing with supply                                       |
| <b>G5</b>       | general's staff dealing with civil affairs                                |
| <b>GED</b>      | general equivalency diploma (equivalent to a high school diploma)         |
| <b>GI</b>       | Government issue  |
| <b>GI party</b> | soldiers get together to clean and scrub their barracks                   |
| <b>HHB</b>      | headquarters and headquarters battery                                     |
| <b>HHC</b>      | headquarters and headquarters company                                     |
| <b>HOR</b>      | home of record  |
| <b>Howitzer</b> | indirect-fire weapon; the core of the field artillery                     |
| <b>HQ</b>       | headquarters  |
| <b>ID card</b>  | identification card (family members 10 years old and older must have one) |
| <b>IG</b>       | inspector general   |
| <b>INF</b>      | infantry  |
| <b>ITT</b>      | information, tours, and travel; also intertheater transfer                |
| <b>IVC</b>      | installation volunteer coordinator  |
| <b>JAG</b>      | judge advocate general  |
| <b>KISS</b>     | keep it short and simple  |
| <b>KP</b>       | kitchen police  |
| <b>LES</b>      | leave and earnings statement  |
| <b>LN</b>       | local national  |

|                    |   |
|--------------------|---|
| <b>LOC</b>         | logistic operation center   |
| <b>LOI</b>         | letter of instruction   |
| <b>M16A2</b>       | semi-automatic/automatic rifle (also known as the M16)                  |
| <b>MEDDAC</b>      | medical activity  |
| <b>MEDEVAC</b>     | medical evacuation  |
| <b>MFR</b>         | memorandum for record   |
| <b>MI</b>          | military intelligence   |
| <b>MOS</b>         | military occupational specialty   |
| <b>motor pool</b>  | military maintenance area   |
| <b>MP</b>          | military police   |
| <b>MRE</b>         | meal, ready-to-eat  |
| <b>MSM</b>         | Meritorious Service Medal   |
| <b>NA</b>          | not applicable  |
| <b>NAF</b>         | nonappropriated fund  |
| <b>NATO</b>        | North Atlantic Treaty Organization                                      |
| <b>NCO</b>         | noncommissioned officer   |
| <b>NCOER</b>       | NCO evaluation report   |
| <b>NCOIC</b>       | noncommissioned officer in charge                                       |
| <b>NCOWC</b>       | Noncommissioned Officers Wives Club                                     |
| <b>NLT</b>         | not later than  |
| <b>OJT</b>         | on-the-job training   |
| <b>old man</b>     | slang for commander   |
| <b>PAC</b>         | personnel administration center   |
| <b>PAO</b>         | public affairs office   |
| <b>PBO</b>         | property book officer   |
| <b>PCS</b>         | permanent change of station   |
| <b>PLT</b>         | platoon   |
| <b>PMO</b>         | provost marshal office  |
| <b>POC</b>         | point of contact  |
| <b>police call</b> | a detail with instructions to clean up the grounds in a designated area |
| <b>POV</b>         | privately owned vehicle   |
| <b>PT</b>          | physical training   |
| <b>quarters</b>    | place of residence of military personnel and their family members       |

|                    |   |
|--------------------|---|
| <b>RA</b>          | regular Army  |
| <b>RC</b>          | Reserve Component   |
| <b>re-up</b>       | reenlist  |
| <b>RSVP</b>        | <i>Répondez s'il vous plaît</i> (please reply)                                  |
| <b>S1</b>          | brigade- or battalion-level personnel office                                    |
| <b>S2</b>          | brigade- or battalion-level intelligence office                                 |
| <b>S3</b>          | brigade- or battalion-level operations and training office                      |
| <b>S4</b>          | brigade- or battalion-level supply and logistics office                         |
| <b>S5</b>          | brigade- or battalion-level civil actions office                                |
| <b>SATO</b>        | Scheduled Airlines Ticket Office  |
| <b>SDNCO</b>       | staff duty noncommissioned officer  |
| <b>SDO</b>         | staff duty officer  |
| <b>short-timer</b> | a soldier who has little time left in the Army or at a duty station             |
| <b>sick call</b>   | the time of day when individuals can go for medical care without an appointment |
| <b>SIG</b>         | signal (communication)  |
| <b>SJA</b>         | staff judge advocate  |
| <b>SM</b>          | servicemember   |
| <b>SOP</b>         | standing operating procedure  |
| <b>SSN</b>         | social security number  |
| <b>TA-50</b>       | field clothing and equipment  |
| <b>TBA/TBD</b>     | to be announced/to be determined  |
| <b>TMC</b>         | troop medical clinic  |
| <b>TMP</b>         | transportation motor pool   |
| <b>TOC</b>         | tactical operation center   |
| <b>top</b>         | slang for first sergeant  |
| <b>TRADOC</b>      | United States Army Training and Doctrine Command                                |
| <b>UCMJ</b>        | Uniform Code of Military Justice  |
| <b>USAR</b>        | United States Army Reserve  |
| <b>USR</b>         | unit status report  |
| <b>XO</b>          | executive officer (in a unit)   |

**NOTE:** Due to the military's constant endeavor to improve facilities and services, acronyms are constantly being changed or deleted.



# MILITARY PERSONNEL



## **ACTIVE ARMY STOP LOSS/STOP MOVEMENT POLICY**

The Army recently published a stop loss/stop movement policy for active duty soldiers assigned to units deploying in support of OIF-2 and OEF-5. All soldiers assigned to deploying units are subject to stop loss/stop movement and will not be able to PCS, ETS, or retire until after the policy is lifted (date to be determined). Soldiers in deploying units with separation, retirement, or PCS dates before 16 May 2005 will have their DEROS adjusted to 15 May 2005 to give them enough time to deploy and perform all their PCS and separation actions on redeployment. Soldiers who are released early or who complete their deployment will be given 90 days to outprocess. The Commanding General, Human Resources Command (HRC), is the approval authority for requests for exception to the stop loss/stop movement policy. On termination of the stop loss/stop movement policy, soldiers will be given a 90-day stabilization period before movement or separation. This program is designed only to affect OIF-2 and OEF-5 units and those that have been deployed as transitional forces to cover the gap between OIF-1 and OIF-2.

## **CASUALTY OPERATIONS**

The casualty-notification process begins when the USAREUR Casualty Area Command (CAC) at 1st PERSCOM receives an official casualty report from downrange. The information is then forwarded to the ASG or BSB supporting the soldier's unit so that the official next-of-kin (NOK) notification can be made if the NOK resides in Europe. If the NOK resides or is temporarily located in CONUS, the Department of the Army Casualty Branch will notify the NOK. The USAREUR goal is to notify the NOK within 4 hours after receipt of the casualty report from downrange. Methods of notifications can be either by telephone or in person, based on the severity of the soldier's injuries. Rumor control is key to the success of the casualty-notification system.

## **RED CROSS NOTIFICATION**

If your spouse is deployed and you have an emergency that requires getting in touch with him or her, follow these directions for the fastest results:

**Notify your local Red Cross office** for emergency reporting and verification services, such as for death or serious illness in the immediate family. After hours, call DSN 431-2334 or civilian 07031 115 334.

The Red Cross will ask for the following:

- Soldier's full name
- Social security number
- Branch of service
- Military unit
- Grade
- Name of person involved in the emergency
- Nature of the emergency
- Name and location of the hospital (if applicable)
- Name of the attending doctor (if applicable)

Contact the rear detachment commander with the same information.

If your spouse has an emergency or serious problem (such as an illness or injury), the military chain of command, the Red Cross, or a military chaplain will contact you.

## **EMERGENCY-LEAVE PROCEDURES**

Emergency-leave travel is authorized at Government expense for soldiers and their family members to travel from OCONUS to CONUS and return, provided a true emergency-leave condition exists. If a spouse wishes to travel on emergency leave at Government expense without his or her sponsor, the spouse must contact the sponsor's unit S1 to validate the emergency-leave request and obtain the necessary paperwork to take to the PSB to get the travel approved. The spouse must also bring the following documents to the unit S1 to prevent any unnecessary delays:

- Sponsor's deployment order (if applicable)
- PCS orders to Europe with the names of family members, or a travel-authorization message for those who did not perform concurrent travel with their sponsor
- A current U.S. passport for each traveling member
- A current military ID card for each traveling member (if applicable)

On confirmation of the request and verification of the travel entitlement, the PSB will approve Government travel for family members traveling without their sponsor and give them a fund-cite number to travel at Government expense using commercial or Space-A (if available) transportation. Family members can then make travel arrangements through the nearest military travel office to complete emergency-leave travel.

## **DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)**

- Newborn children, newly court-appointed wards, newly adopted children, and newly married family members must be enrolled in DEERS. DEERS enrollment is done at the local personnel detachment. If the sponsor is not present at the time of enrollment, the family member must bring the following items to the personnel detachment:
- DD Form 1172 signed by the sponsor in block 90 with a notary seal and signature, or signed by a person in possession of a valid power of attorney (may be verified by an official from another ID card site).
- Source documents (for example, court order, birth certificate, adoption paperwork, marriage certificate). These must be originals, court-certified copies, or photocopies that show the court file number.
- Photo ID for everyone except children.

Please contact your local personnel detachment for more details.

For ID cards, see your local PSB ID card section.

## ***IN LOCO PARENTIS* AUTHORIZATION**

1. **PURPOSE**. To provide information about requesting *in loco parentis* authorizations. The *in loco parentis* program is for U.S. Forces personnel deploying in support of peacekeeping efforts in the Balkans and current operations related to the September 11 events. The German Federal Ministry of Finance has authorized the USAREUR Provost Marshal, as the CG USAREUR Customs Executive Agent (CEA), to grant customs and tax exemptions for non-SOFA status personnel while caring for the children of single soldiers and civilian component members, and dual-military and civilian component personnel deployed or deploying in support of such efforts.

2. **PROCEDURES**. Requests for *in loco parentis* authorizations must be forwarded to the USAREUR Provost Marshal (Host Nation Customs Policy Branch), Unit 29931, APO AE 09086-9931. When doing so, the following information and supporting documentation must be included:

a. The soldier's or civilian's full name, grade, SSN, unit or organization address, APO number, unit or organization telephone number, DEROS, quarters address and telephone number, deployment location and duration, and deployment orders or deployment verification, in writing, by the unit commander, rear detachment commander, or organization head.

b. Marital status.

c. Number and ages of children.

d. Full name of the person acting *in loco parentis*, passport or identification card number and a copy of the document referenced, nationality, actual date of arrival in Germany and purpose of stay, place of residence and address, and type of drivers license, including the drivers license number. (An international driver's license should be obtained in the United States before coming to Germany, because an international drivers license obtained in Germany is not valid in Germany.) If the person acting *in loco parentis* is not a U.S. citizen, a copy of the visa for Germany or residence permit (*Aufenthaltsgenehmigung*) issued by German authorities must be submitted.

e. The CEA approves and signs a memorandum of authorization and an ID card, if applicable, to enable the person acting *in loco parentis* to properly discharge his or her duties.

## **ESTABLISHING PARENTS, PARENTS-IN-LAW, STEPPARENTS, AND PARENTS-BY-ADOPTION AS DEPENDENTS**

1. **PURPOSE.** To provide information regarding the procedures on processing requests for dependency for parents, parents-in-law, stepparents, and parents-by-adoption.

2. **REFERENCE.** AR 600-8-14, Identification Cards for Members of the Uniformed Services, Their Family Members, and Other Eligible Personnel.

3. **ELIGIBILITY CRITERIA.** Parents, parents-in-law, stepparents, and parents-by-adoption are entitled to ID cards if certain requirements are met:

a. The parent (father, mother, father-in-law, mother-in-law, step-parent, or parent-by-adoption) must be dependent on an authorized sponsor for over half of his or her support, or was at the time of the sponsor's death.

b. The parent must also be living in a household with the sponsor or one maintained by the sponsor to qualify for full benefits and privileges.

4. **APPLICATION.** Eligibility determination requests must be sent to the Defense Finance and Accounting Service (DFAS) either by mail or fax as follows:

Defense Finance and Accounting Service - Indianapolis Center  
Director of Military Personnel, Special Assist Division,  
Dependency/Garnishment  
8899 East 56th Street  
Indianapolis, IN 46249-0855

Fax: DSN 699-2331/2332/7915 or civilian (317) 510-2331/2332/  
7915

Tel: DSN 699-2822/2823 or civilian (317) 510-2822/2823

## **DOCUMENTATION REQUIRED:**

- DD Form 1172, Application for Uniformed Services Identification Card - DEERS (have your servicing PD verify this form in section IV, blocks 92 through 99).
- Proof of relationship (birth certificate of the sponsor or spouse; adoption papers). If showing relationship for parents-in-law, include a copy of the sponsor's marriage certificate.
- DD Form 137-3, Servicemember Parents Dependency Affidavit (an affidavit from the parents or parents-in-law; ensure it is notarized).
- Memorandum from the sponsor stating the following:

Whether the parent was claimed as an exemption on the last income-tax return. If so, include the name and location of the Internal Revenue district to which the return was submitted, or if not, the reason.

Whether the parent is occupying Government quarters or quarters maintained by the sponsor, and for what periods.

## LIST OF PROHIBITED MAIL ITEMS TO IRAQ

The following items may not be mailed to Iraq according to the U.S. Postal Bulletin:

- Mail addressed to “any servicemember” or with similar wording (such as “any soldier,” “any sailor,” “any airman,” or “any marine”) and mail addressed “military mail.” Mail must be addressed to an individual or job title, such as “commander” or “commanding officer.”
- Obscene articles, prints, paintings, cards, films, videotapes, and similar items, and horror comics and matrices.
- Any matter depicting nude or seminude persons, pornographic or sexual items, or unauthorized political materials. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.
- Pork or pork byproducts.
- Fruits, animals, and living plants.
- Alcoholic beverages, including those that may be mailed under DMM C021.
- Materials used to produce alcoholic beverages (for example, distilling material, hops, malts, yeast).

**NOTE:** Express Mail Military Service (EMMS) may not be used to send items to or from Iraq.

## MAIL SIZE AND WEIGHT LIMITS

According to the Domestic Mail Manual, the size and weight limits for mail are as follows:

- 130 inches (length and girth combined)
- 70 pounds

# CIVILIAN PERSONNEL



## **LEAVE AND EXCUSED ABSENCE INFORMATION FOR SPOUSES OF DEPLOYED SOLDIERS AND CIVILIANS**

Generally speaking, information about leave and absences for Army employees can be found on the Civilian Human Resource Agency Web site at <http://www.chra.eur.army.mil/> (click on *Management Tools*, then *Hours of Work/Leave Administration*).

In consideration of the impact of deployments on our employees, the Army in Europe has established several specific policy regarding leave and excused absences.

AE Pamphlet 690-630 allows supervisors to grant excused absence (absence from work with no charge to any category of leave) to spouses who want to attend family readiness group (FRG) meetings. Supervisors should grant excused absence when possible. The pamphlet is available in at <https://www.aeaim.hqusareur.army.mil/library/> under *AE Pamphlets*.

A liberal leave policy is in effect for civilian employees whose spouses are returning home for either R&R or block leave. Managers will approve either annual leave or leave without pay during these periods unless this would adversely affect the mission, and will ensure the policy is applied in a fair and equitable manner.

The following memorandums provide more information.



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, UNITED STATES ARMY, EUROPE, AND SEVENTH ARMY  
OFFICE OF THE COMMANDING GENERAL  
UNIT 29351  
APO AE 09014-9351

AEAGA-CE

26 November 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Leave for Spouses of Personnel on Rest and Recuperation and Block Leave

This memorandum expires in 2 years.

1. Reference memorandum, HQ USAREUR/7A, AEAGA, 15 September 2003, subject: Support to Personnel on Rest and Recuperation (R&R) Leave.
2. Soldiers and civilian employees who are in the European theater for rest and recuperation (R&R) and block leave will be given the maximum amount of family time possible. Spouses of personnel returning for leave will need time off to participate in leave activities. A liberal leave policy is in effect for civilian employees whose spouses are returning for R&R and block leave.
3. Managers will approve requests for accrued annual leave or leave without pay during R&R and block leave periods unless this would adversely affect the mission. Where possible, managers will look for alternate ways to accomplish the mission to allow spouses time off. In cases where several employees have spouses returning for R&R or block leave at the same time, managers must ensure that leave is granted fairly and equitably.
4. Commanders and managers must balance the requirements of critical missions with an understanding of the needs of Soldiers, civilian employees, and family members. R&R and block leave are opportunities to recognize the sacrifices made by deployed Soldiers and civilian employees and their families. Commanders and managers at every level will ensure this policy is applied in a fair and equitable manner to provide the best possible support to deployed personnel and their families.

  
B. B. BELL  
General, USA  
Commanding

DISTRIBUTION:  
A (AEPUBS)

*This memorandum is available at <https://www.aeaim.hqusareur.army.mil/library/>.*



DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY, EUROPE, AND SEVENTH ARMY  
OFFICE OF THE COMMANDING GENERAL  
UNIT 29351  
APO AE 09014-9351

AEAGA-CE

15 December 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Excused Absences for Spouses of Redeploying Soldiers and Civilian Employees

This memorandum expires in 2 years.

1. Reference memorandum, HQ USAREUR/7A, AEAGA-CE, 26 November 2003, subject: Leave for Spouses of Personnel on Rest and Recuperation and Block Leave.
2. Soldiers and civilian employees who are redeploying to the European theater from Operation Iraqi Freedom, Operation Enduring Freedom, or other long-term (6 months or more) deployments will be given the maximum amount of family time possible. Spouses of redeploying personnel will need time off to participate in reintegration activities. Activities include welcoming and award ceremonies, family counseling before and after redeployment, financial and legal counseling, benefits briefings, and other officially sanctioned reintegration activities. During these activities civilian employees whose spouses are redeploying will be granted excused absence. When no official activities are scheduled, the liberal leave policy prescribed by the reference in paragraph 1 will be in effect.
3. Managers will approve requests for excused absence unless this would adversely affect the mission. Where possible, managers will look for alternate ways to accomplish the mission to allow spouses time off. In cases where several employees have spouses redeploying at the same time, managers must ensure that excused absences are granted fairly and equitably.
4. Commanders and managers must balance the requirements of critical missions with an understanding of the needs of Soldiers, civilian employees, and family members. The sacrifices made by deployed Soldiers, civilian employees, and their families must be recognized when they redeploy. Commanders and managers at every level will ensure this policy is applied in a fair and equitable manner to provide the best possible support to redeployed personnel and their families.

B. B. BELL  
General, USA  
Commanding

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A (AEPUBS)

*This memorandum is available at <https://www.aeaim.hqusareur.army.mil/library/>.*

**CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)  
TELEPHONE ROSTER**

| CPAC   | DSN      | Civilian       |
|--|----------|----------------|
| <b>Bad Aibling CPAC</b>  |          |                |
| Customer Service   | 441-3830 | 08061-38-3447  |
| <b>BENELUX CPAC (benelux.cpac@cpoceur.army.mil)</b>              |          |                |
| Human Resources Officer  | 361-5036 | 068-27-5036    |
| Nonappropriated Fund   | 361-5143 | 068-27-5143    |
| <b>Grafenwöhr CPAC (grafenwoehrcpac@cpoceur.army.mil)</b>        |          |                |
| Human Resources Officer  | 475-1630 | 09641-83-1630  |
| Customer Services  | 475-6648 | 09641-83-6648  |
| Nonappropriated Fund   | 475-7496 | 09641-83-7496  |
| Vilseck Office   | 476-2663 | 09662-83-2663  |
| Nonappropriated Fund   | 476-2663 | 09662-83-2663  |
| Hohenfels Office   | 466-2833 | 09472-83-2833  |
| Nonappropriated Fund   | 466-2771 | 09472-83-2771  |
| <b>Hanau CPAC (hanaucpac@chrma.hqusareur.army.mil)</b>           |          |                |
| Human Resources Officer  | 322-1430 | 06181-88-1430  |
| Baumholder Team  |          |                |
| Appropriated Fund  | 485-6735 | 067-836-6735   |
| Nonappropriated Fund   | 485-6566 | 067-836-6735   |
| Gießen Team  |          |                |
| Appropriated Fund  | 323-2411 | 06181-180-2411 |
| Nonappropriated Fund   | 343-8618 | 0641-402-8618  |
| Hanau Team   |          |                |
| Appropriated Fund  | 323-2614 | 06181-180-2614 |
| Nonappropriated Fund   | 322-1630 | 06161-88-1630  |
| Wiesbaden Team   |          |                |
| Appropriated Fund  | 337-5776 | 0611-705-5776  |
| Nonappropriated Fund   | 337-5272 | 0611-705-5272  |
| <b>Heidelberg CPAC (heidelbergcpac@cpoceur.army.mil)</b>         |          |                |
| Customer Assistance  |          |                |
| Appropriated Fund  | 370-1630 | 06221-57-1630  |
| Local National Personnel   | 370-6325 | 06221-57-6325  |
| Nonappropriated Fund   | 370-7500 | 06221-57-7500  |
| <b>Kaiserslautern CPAC (kaiserslauterncpac@cpoceur.army.mil)</b> |          |                |
| Human Resources Officer  | 489-7255 | 0631-536-7255  |
| Team Chief, 21st TSC   | 489-6618 | 0631-536-6618  |
| Team Chief, all other serviced<br>organizations                  | 489-7959 | 0631-536-7959  |
| Nonappropriated Fund   | 489-7341 | 0631-536-7341  |

**CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)  
TELEPHONE ROSTER (Continued)**

| CPAC   | DSN      | CIVILIAN       |
|--|----------|----------------|
| <b>Stuttgart CPAC (stuttgartcpac@cpoceur.army.mil)</b>     |          |                |
| Human Resources Officer                                    | 421-1430 | 0711-729-1430  |
| General Information  | 421-2665 | 0711-729-2665  |
| 6th ASG and Tenants Team                                   | 421-2831 | 0711-729-2831  |
| USEUCOM, Marshall Center, JAC,<br>and 52d Signal Team      | 421-2899 | 0711-729-2899  |
| Nonappropriated Fund                                       | 421-2191 | 0711-729-2191  |
| <b>Vicenza CPAC (vicenzacpac@chrma.hqusareur.army.mil)</b> |          |                |
| Human Resources Officer                                    | 634-7537 | 0444-51-7537   |
| Appropriated Fund  | 634-7356 | 0444-51-7536   |
| Nonappropriated Fund                                       |          |                |
| Livorno  | 633-7032 | 050-54-7032    |
| Vicenza  | 634-7349 | 0444-51-7439   |
| <b>Würzburg CPAC (wuerzburgcpac@cpoceur.army.mil)</b>      |          |                |
| Human Resources Officer                                    | 351-1430 | 0931-889-1430  |
| Würzburg Team  |          |                |
| Appropriated Fund  | 351-4667 | 0931-296-4667  |
| Nonappropriated Fund                                       | 355-8252 | 09321-305-8252 |
| Kitzingen Team   |          |                |
| Appropriated Fund  | 355-8281 | 09321-305-8281 |
| Nonappropriated Fund                                       | 355-8252 | 09321-305-8252 |
| *Schweinfurt Team  |          |                |
| Appropriated Fund  | 354-1630 | 09721-96-1630  |
| Nonappropriated Fund                                       | 354-6444 | 09721-96-6444  |
| *Bamberg Team  |          |                |
| Appropriated Fund  | 469-8812 | 0951-300-8812  |
| Nonappropriated Fund                                       | 469-7717 | 0951-300-7717  |
| *Ansbach Team  |          |                |
| Appropriated Fund  | 469-7896 | 0981-183-7896  |
| Nonappropriated Fund                                       | 468-7822 | 0981-183-8922  |

\*Appropriated-fund personnel are available at these locations on Wednesday and Thursday only. On other days, contact the Würzburg Team.

## EMPLOYMENT INFORMATION FOR SPOUSES OF DEPLOYED SOLDIERS

The primary sources of information about job opportunities are on the Internet. When searching for employment in the overseas area as a U.S. citizen, candidates should access the Civilian Human Resources Agency (CHRA) Web site (<http://www.chra.eur.army.mil/>). Vacancy announcements are updated daily.

After accessing the Web site above, for appropriated fund employment (GS and other similar jobs), click on *Employment* and select *AF - U.S. Appropriated Fund Program*. This will take you to a page with links to vacancy announcements and other important items, such as information about eligibility for military-spouse preference. To apply using family-member status, click on the link to *Announcements in Europe*, which will open a window with the Vacancy Announcement Board. Go to the box that indicates *Country* and highlight the country of your interest (hold down the CTRL key to highlight more than one). Scroll to the bottom of the page and click on *Get Results* to get a list of vacancy announcements in the selected country. The Vacancy Announcement Board can also be accessed at the Army's civilian personnel site at <http://cpol.army.mil/>; click on *Employment*, then *Army's Vacancy Announcements*.

Be sure to read the instructions in the Army Centralized Job Application Kit, which can be found on the CHRA Web site (or on the Army employment Web site under *Army Job Application Kit*). You will need to have a résumé in the system and then self-nominate for the positions you are interested in.

You may also apply for positions listed on the *AF - U.S. Appropriated Fund Program* page under *Other Federal Job Opportunities in Europe*. Review these job announcements carefully, as procedures for applying differ from those described above.

When searching for employment in the overseas area for nonappropriated fund vacancy announcements, candidates should access the CHRA Web site and click on *NAF - U.S. Non-Appropriated Fund Program*. Select the types of jobs you are interested in and search by community on this page. You will also find needed application forms and instructions.

Computers with Internet access are available in SHARE (Self-Help Automated Resources for Employment) centers at each main civilian personnel advisory center (CPAC) to use for job searches and application processing. If you need information about SHARE locations, available hours, or other information, contact the local CPAC.



# FINANCE



## FINANCE DEPLOYMENT ISSUES

**W2s.** Currently spouses do not have access to MyPay. However, “view only” access is an initiative for the future. Military members will have access to view, save, and print their tax statements from MyPay at <https://mypay.dfas.mil/mypay.aspx>. Statements are normally available no later than 26 January. An agent appointed as the soldier’s agent under a power of attorney may request a copy of the soldier’s W2 by submitting a pay inquiry through the rear detachment personnel assistance office.

**Leave and Earnings Statement (LES).** The finance office will continue to print all LESs and give them to rear detachment units for distribution. It is the responsibility of the rear detachment to ensure LESs are distributed to authorized personnel.

**Deployed Entitlements.** Soldiers deploying to Iraq and Kuwait in support of Operation Iraqi Freedom will be authorized the following additional entitlements:

- ❑ Hostile Fire Pay (HFP): \$225 per month
- ❑ Combat Zone Tax Exclusion (CZTE): exempts pay from Federal income taxes up to \$6315.90 per month for CY 04
- ❑ Hardship Duty Pay – Location (HDP-L): soldiers with duty in Iraq or Kuwait for more than 30 days are entitled to \$100 per month
- ❑ Family Separation Allowance (FSA): soldiers who have a family and who are deployed for more than 30 days are entitled to \$250 per month
- ❑ Per Diem - \$3.50 per day: an incidental expense that will be paid to the soldier on return from deployment by the servicing finance office in Europe
- ❑ Basic Allowance for Subsistence (BAS): soldiers receive BAS during deployment

### **Savings Deposit Program (SDP).**

- ❑ Soldiers can deposit up to \$10,000 in a savings plan that earns 10 percent interest annually (compounded quarterly). Monthly deposits cannot exceed the soldier’s unallotted current pay and allowances.
  - An agent with a special power of attorney from the member may make deposits, either by allotment or by cash, into the SDP on behalf of the member, if the special power of attorney states the authority to establish, change, or stop allotments. If the spouse is the agent, he or she can make deposits to the SDP on behalf of the soldier.

- ❑ Deposits can be made by allotment (preferred method), check, cash, or money order for monies earned while deployed.
- ❑ Keep a copy of all cash collection vouchers (DD Form 1131) received from the finance office for deposits made by the soldier or spouse.
- ❑ Soldier must withdraw funds no later than 90 days after redeployment.
- ❑ Except when the 90-day limitation applies, interest will stop at the end of the month in which full repayment is made to the member or the member's heirs.
- ❑ SDP withdrawal request forms are available on the 266th FINCOM Web page (<https://www.266fc.hqusareur.army.mil>) under *Hot Topics*.

**Allotments.** The holder of a member's special power of attorney may use that document to establish, change, or stop an allotment. The special power of attorney must specifically state the authority to establish, change, or stop allotments. A general power of attorney is not acceptable to establish, change, or stop an allotment.

**Cost of Living Allowance (COLA).** If family members return to CONUS at their own expense and are gone more than 30 days, the soldier's COLA should be adjusted accordingly to reflect only the number of family members that remain OCONUS at the permanent duty station. The effective date of the adjustment begins on the 31st day. If family members return to OCONUS, the soldier's COLA should be readjusted accordingly. If family members are authorized early return of dependents to CONUS and want to return to OCONUS, the soldier must request command sponsorship through the unit before adjustments to COLA can be made. Spouses should notify the unit commander before departing OCONUS for more than 30 days to ensure the soldier's COLA entitlement is adjusted accordingly. Adjustments to the soldier's COLA are done using DA Form 4187 and approved by the unit commander. The soldier's signature on DA Form 4187 is not mandatory; the form can be processed without it.



# MEDICAL



## **MEDICAL SUPPORT IN IRAQ**

Soldiers and civilians deploying to Iraq have the best medical and dental support any Army has ever experienced. It starts with the individual deploying with the protection of immunizations and training in buddy aide. Soldiers will also be supported by a combat medic who is better trained and equipped than any corpsman of the past. American military healthcare in Iraq, Kuwait, and neighboring countries is provided in the following areas:

- Comprehensive medical capabilities
- Combat stress control
- Dental
- Ground and air evacuation
- Medical logistics
- Preventive medicine
- Veterinary

If necessary, the Air Force Evacuation System is prepared to immediately transfer patients to anywhere in the world.

## **MEDICAL CARE FOR REMAINING SOLDIERS AND FAMILY MEMBERS**

The United States Army Europe Regional Medical Command will continue to provide high-quality care for soldiers and families. Hospitals and community health clinics in the Army in Europe will offer the same accessible health and dental care. This includes the following:

- Primary care
- Specialty care
- Labor and delivery
- Inpatient ward
- Mental-health services

## DEPLOYMENT INFORMATION AND HELPFUL TIPS

### **Pregnancy or Incapacitation**

Being deployed overseas presents many issues for uniformed members and their families. When the spouse of a servicemember becomes pregnant or incapacitated and needs emotional or actual assistance, the physical location overseas negatively compounds the situation. It can be worse when the servicemember is on a long deployment.

Following are some hints that may help:

- ◆ Ensure you have a valid family care plan (FCP).
- ◆ Include a spouse FCP in case the spouse needs support due to emergencies. Include provisions for relatives to come in and provide support.
- ◆ Contact your patient liaison at your local MTF.
- ◆ Contact your local ACS Information and Referral Program manager for possible referral services.
- ◆ Contact your TRICARE hotline to see what TRICARE can and cannot support.
- ◆ Contact FRG members; they may be able to help in an emergency.
- ◆ Contact the unit or organization commander and inform him or her in advance of any elective surgery and potential support needed.
- ◆ Save contingency funds to pay for family-member travel from the United States. These costs are considered personal, as are any costs related to in-home domestic services, such as housekeeping.
- ◆ If your surgery is elective, can you postpone it until the servicemember has returned and can care for you and your children?

### **Available Agencies and Resources**

Patient liaisons are typically the front-line contact with hospitalized patients and are available to facilitate the care process. They work with military-treatment-facility case managers to help find host-nation resources (for example, medically related homecare) for patients; however, other agencies can help with this process:

### **Army Community Service**

- ◆ **Information and Referral Program.** The Information and Referral Program can provide contact information for services on base and in the local host-nation community.

◆ **Exceptional Family Member Program.** The Exceptional Family Member Program identifies family members who require special medical, psychological, or educational services. Spouses or family members with potentially life-threatening conditions, mental-health disorders, or medical care requirements above the level normally provided by a family practitioner in an outpatient-clinic setting should be screened for enrollment.

**6th ASG Stuttgart**  
<http://www.stuttgart.army.mil>  
BSBs  
Garmisch AST (ACS 442-2777)  
Bad Aibling AST (ACS 441-3701)

**98th ASG Würzburg**  
<http://www.98asg.wuerzburg.army.mil>  
BSBs  
235th Ansbach/Illesheim  
(ACS 467-2915)  
279th Bamberg (ACS 469-8855)  
280th Schweinfurt (ACS 354-6486)  
417th Würzburg/Kitzingen  
(ACS 350-7130)

**22d ASG Vicenza**  
<http://www.22asg.vicenza.army.mil>  
BSBs  
Livorno AST (ACS 633-7084)  
Vicenza (ACS 634-7500)

**100th ASG Grafenwöhr**  
<http://www.grafenwoehr.army.mil/100asg>  
BSBs  
282d Hohenfels (ACS 466-2081)  
409th Vilseck/Grafenwöhr  
(ACS 476-2650)

**26th ASG Heidelberg**  
<http://www.26thasg.heidelberg.army.mil>  
BSBs  
233d Darmstadt (ACS 348-6440)  
Babenhausen AST (ACS 348-3647)  
293d Mannheim (ACS 385-2315)  
411th Heidelberg (ACS 370-8010)  
415th Kaiserslautern  
(ACS 489-6476)

**104th ASG Hanau**  
<http://www.104thasg.hanau.army.mil/default.htm>  
BSBs  
221st Wiesbaden (ACS 337-5754)  
222d Baumholder (ACS 485-6565)  
284th Gießen (ACS 343-7618)  
Friedberg AST (ACS 324-3465)  
Dexheim AST (ACS 334-5622)  
414th Hanau (ACS 322-8828)

**80th ASG Chièvres**  
<http://www.80asg.army.mil>  
BSBs  
NATO SPT Activity (ACS 368-9721)  
254th Schinnen (ACS 3650-7452)

**Relatives as Household Members.** There are provisions in USAREUR Regulation 600-700 to designate relatives as household members for up to 6 months while they are here visiting. This will allow them to receive a privilege card and benefits of logistic support, except for legal and medical services. A household member is then authorized Space A travel to return to CONUS. Currently, there are no provisions available to get the family members here or provide them a passport.

◆ **TRICARE Standard.** The TRICARE Standard covers homecare services on a cost-shared basis for family members of active duty military personnel and military retirees, their dependents, and their survivors.

Use this page to record important information. Keep the following information for your records and make a copy for your rear detachment commander and your spouse, just in case.

### **PEOPLE TO CONTACT IN A FAMILY EMERGENCY**

#### **Parents/CONUS Family**

*Name:*

*Telephone Number:*

*Relationship:*

#### **Children**

*Names:*

*School:*

*Teachers Names:*

#### **Rear Detachment Commander**

*Name:*

*Telephone Number:*

#### **FRG Leader**

*Name:*

*Telephone Number:*

#### **Others**

*Name:*

*Telephone Number:*

*Name:*

*Telephone Number:*

REMEMBER, an emergency can happen at any time. If you have children and your spouse is deployed, take the time to get prepared. Check out your local medical facility, talk to your TRICARE representative, and help your FRG plan to support families in emergency situations. The more you know, the better off you, your family, your spouse, and your unit are. YOU HAVE THE LEAD! For more information, check the USAREUR G1 Web site at <http://www.per.hqusareur.army.mil>.

## **EXCEPTIONAL FAMILY MEMBER PROGRAM**

The Exceptional Family Member Program (EFMP) is designed to provide services to you and your family members with special needs. The care and welfare of family members is paramount to us during deployment. If you feel the special-needs condition of your family member has changed, or the needs of the exceptional family member are not being met, please contact the EFMP manager. The EFMP manager will help refer your family member for evaluation.

EFMP managers are located at Army Community Service (ACS) centers in each community to help answer questions at every point of the deployment cycle. You can contact the ACS in your area support group to locate the EFMP manager nearest you.

|                                 |                          |
|---------------------------------|--------------------------|
| <b>6th Area Support Group</b>   | <b>DSN 430-7176/5312</b> |
| <b>22d Area Support Group</b>   | <b>DSN 634-8582/7500</b> |
| <b>26th Area Support Group</b>  | <b>DSN 373-8141</b>      |
| <b>80th Area Support Group</b>  | <b>DSN 423-5777</b>      |
| <b>98th Area Support Group</b>  | <b>DSN 351-4283</b>      |
| <b>100th Area Support Group</b> | <b>DSN 475-6655/7451</b> |
| <b>104th Area Support Group</b> | <b>DSN 322-8828</b>      |

## **DEPLOYMENT HEALTH CLINICAL CENTER HELPLINE**

If you have any deployment-related medical questions or concerns—those having to do with physical or mental healthcare—use the Deployment Health Clinical Center Helpline to get an answer. If Deployment Health Clinical Center Helpline personnel cannot immediately answer your question, it will be forwarded to the appropriate healthcare expert. You will be contacted as soon as possible.

The Deployment Health Clinical Center Helpline is located in Washington, DC, and is manned 7:30 a.m. to 4:30 p.m. Eastern Standard Time (1:30 p.m. to 10:30 p.m. Central European Time), Monday through Friday, except on Federal and training holidays. Callers may leave a message after duty hours or when the helpline is busy. Calls will be returned the same day or on the following workday.

Toll-free and DSN numbers have been activated in Germany, Italy, Belgium, Spain, England, Hungary, and the Netherlands to help soldiers and family members contact the Deployment Health Clinical Center Helpline in the United States. The DSN number works from all U.S. Government telephones in Europe that support the worldwide DSN.

For family members and veterans, the DSN and toll-free numbers from Europe to the Deployment Health Clinical Center Helpline are as follows:

DSN: 312-662-3577

Toll-free: 00800-8666-8666

Numbers from the United States to call the Deployment Health Clinical Center Helpline are as follows:

Toll-free: 1-800-796-9699

Civilian 202-782-3577 or DSN 662-3577

When leaving a message with the helpline, callers should identify themselves and their duty location, and provide complete DSN and civilian telephone numbers, including country codes, so that calls may be successfully returned to Europe. For example:

DSN 314-371-3317 (314 is the DSN country code to Europe)

Civilian: 011-49-6221-17-3317

The helpline is for all family members of active duty servicemembers, DOD contractors, and civilians who have been deployed and who have medical questions or concerns. Military retirees may also use this service.

National Guard soldiers and Reservists not on active duty who have medical questions or concerns related to deployment should contact the Veterans Administration helpline at 800-749-8387. This number is not toll free if called from outside the continental United States.

More information on the Deployment Health Clinical Center may be found at <http://www.pdhealth.mil> and <http://www.deploymenthealth.mil>.

Your point of contact in Europe is at DSN 371-3317 or civilian 06221-17-3317.

# TRICARE

## What is TRICARE?

In response to the challenge of maintaining medical combat readiness while providing the best healthcare for all eligible personnel, the Department of Defense introduced TRICARE. TRICARE is a regionally managed healthcare program for active duty and retired members of the uniformed services, their families, and survivors. TRICARE brings together the healthcare resources of the Army, Navy, and Air Force, and supplements them with networks of civilian healthcare professionals to provide better access and high-quality service while maintaining the capability to support military operations. TRICARE is being implemented throughout the United States, Europe, Latin America, and the Pacific as a way to—

- Improve overall access to healthcare for beneficiaries.
- Provide faster, more convenient access to civilian healthcare.
- Create a more efficient way to receive healthcare.
- Offer enhanced services, including preventive care.
- Provide choices for healthcare.
- Control escalating costs.

## Who is Eligible for TRICARE?

- Active duty members and their families.
- Retirees and their families.
- Survivors of all uniformed services who are not eligible for Medicare.

If you have other primary healthcare insurance, TRICARE Prime may not be your best option. Health-benefits advisers are available at your local TRICARE service center (TSC) or military treatment facility to help you decide which option is best for you. TRICARE offers eligible beneficiaries three choices for their health care:

- **TRICARE Prime**, where military treatment facilities are the main source of health care.
- **TRICARE Extra**, a preferred provider option that saves money.
- **TRICARE Standard**, a fee-for-service option (the old CHAMPUS program).

The main challenge for most eligible beneficiaries is deciding which TRICARE option, Prime, Extra, or Standard, is best for them. Active duty personnel are enrolled in TRICARE Prime and pay no fees. Family members of active-duty personnel pay no enrollment fees, but they must choose a TRICARE option and apply for enrollment in TRICARE Prime. ***There are no enrollment fees for families of active-duty personnel in TRICARE Prime.***

## IMPORTANT TELEPHONE NUMBERS FOR TRICARE INFORMATION

| <b>Hospital/Clinic</b>  | <b>DSN</b>  | <b>Civilian</b>                                      |
|---|---|--|
| Babenhausen HC  | 348-3574/3313   | 06073-38-574/313                                     |
| Bad Aibling Clinic  | 441-3851  | 08061-803851   |
| Bamberg HC  | 469-7897  | 0951-300-7897  |
| Baumholder HC   | 485-6570  | 06783-6-6570   |
| Büdingen HC   | 321-4789/4717   | 06042-80-789   |
| Butzbach HC   | 345-4014  | 06033-81-4014  |
| Coleman HC  | 382-5386/4274   |  |
| Darmstadt HC  | 348-7379  | 06151-69-7379  |
| Dexheim HC  | 334-5956  | 06133-69-956   |
| Friedberg HC  | 324-3112  | 06031-81-3112  |
| Giebelstadt HC  | 314-350-3873/2200                                     | 0931-804-3873/2200                                   |
| Grafenwöhr HC   | 475-7152  | 09641-837152   |
| Hanau HC  | 328-6598  | 06181-500-6598                                       |
| Heidelberg MEDDAC   | 371-2362/2363   | 06221-17-2362/2363                                   |
| Hohenfels HC  | 466-4528  | 09472-83-4528  |
| Illesheim HC  | 467-4512  | 09841-83-512   |
| Kaiserslautern  | 483-6358/6052   | 0631-411-6358/6052                                   |
| Katterbach HC   | 467-2619  | 09802-832619   |
| Kitzingen HC  | 355-8415  | 09321-3058415  |
| Landstuhl RMC   | 486-6374  | 06371-86-6374  |
| Livorno HC  | 633-7883  | 39-050-54-7883                                       |
| Mannheim HC   | 380-4708  | 0621-730-4708  |
| NATO Brussels HC  | 368-9503  | 32-2-717-9503  |
| Schweinfurt HC  | 354-6560  | 09721-966560   |
| SHAPE HC  | 423-5974  | 32-65-44-5974  |
| Stuttgart   | 430-8624  | 0711-680-8624  |
| Vicenza HC  | 634-8304  | 39-0444-518304                                       |
| Vilseck HC  | 476-2026  | 09662-832026   |
| Wiesbaden HC  | 337-5248/5070   | 0611-705-5248/5070                                   |
| Würzburg MEDDAC   | 350-3873/3732   | 0931-804-3873  |
| <b>If you do not know who or where to call, please call our Central Service Center:</b> |   |  |
| <b>Central TRICARE Service Center</b>   | <b>Staffed from 0900 to 2100 (Monday thru Friday)</b> | <b>DSN 496-7433/6320 civilian 06302-67-7433/6320</b> |

# LEGAL



## **LEGAL/ADMINISTRATIVE**

The family legal services office advises you and your family about personal legal affairs, including wills, powers of attorney, adoptions, name changes, landlord and tenant relations, consumer affairs, marital rights and obligations, and other legal matters. In addition, notary public services are normally available. All assistance is free. However, some legal matters involve civilian-court proceedings. Military attorneys generally may not represent you in court but can refer you to civilian attorneys or to civilian legal-service agencies that may be able to help you.

### **THE NATO SOFA AND YOU**

Living in Germany can be exciting and fun. There are many sights to see and things to experience. While living in Germany, however, you are governed by special international agreements, including the NATO Status of Forces Agreement, or SOFA. This agreement governs the relationship between Germany and the U.S. military on matters of civil and criminal jurisdiction, passport and visa regulations, taxes, claims, drivers licenses, airport regulations, and other civil and legal matters.

German courts have jurisdiction over all parties in civil actions, regardless of nationality or military status. You may sue and be sued in German courts for such matters as failure to pay debts or breach of a lease. In criminal matters, U.S. civilian employees and U.S. family members accused of criminal offenses are always subject to German jurisdiction. If the German Government declines to prosecute, then the United States may take legal action against those individuals, provided the offense committed is punishable by imprisonment for more than 1 year.

If a soldier is deployed outside of Germany on temporary duty (TDY) or temporary change of station (TCS) orders, he or she remains assigned to the Army in Europe and his or her military family members retain all rights under the SOFA; their status does not change in any way. However, if the soldier leaves Germany on permanent change of station (PCS) orders, the family-member status changes and the family members' privileges expire 90 days after the departure of the soldier unless the family members are entitled to SOFA privileges in their own right.

## **What types of legal assistance are available to family members?**

Family members may receive confidential advice and assistance for legal matters by visiting their local legal assistance office. Legal assistance offices can help family members (those authorized an ID card) with legal matters such as estate planning and wills, taxes, family law (adoption and custody overseas, enforcing child support, paternity, separation, and divorce), and consumer law (debt collection, fair credit reporting, identity theft, and consumer contracts).

These offices can also provide support on some legal problems that soldiers and their families routinely face in Germany. These include purchasing used cars or telephone services, divorce and marriage, passport questions, and dual citizenship.

Finally, these offices can notarize documents and provide powers of attorney. A power of attorney is a powerful tool that gives another person (your agent) the legal right to manage your affairs. There are two types of powers of attorney. A general power of attorney gives your agent authority to conduct all of your affairs. Using a general power of attorney, your agent could buy a car, rent a house, or sell your property. Therefore, a general power of attorney should not be given lightly or to a person that you do not know well and trust.

A special power of attorney only allows your agent to perform those acts that you specify, such as the following:

- Ship and receive household goods
- Use and possess a car
- File insurance claims
- Obtain medical care for children
- Sell and buy a car
- Cash checks
- Receive payments and settle claims
- File taxes

## **How do I file our taxes?**

Tax assistance, for both Federal and State taxes, can be obtained at the tax assistance centers listed above. These centers will usually have all the necessary Federal and State tax forms and can assist in completing the forms and filing the returns, electronically in most cases.

Usually, the deadline to file a tax return or to pay any tax due is extended for soldiers deploying to a combat zone (CZ) or qualified hazardous duty area (QHDA). This extension lasts for 180 days from when the soldier leaves the CZ or QHDA or leaves the hospital from an injury sustained in a CZ or QHDA. Deploying soldiers and their families may file their taxes before the soldier deploys, file while the soldier is deployed, or file within 180 days after the soldier returns from the CZ or QHDA. Depending on individual circumstances, family members who want to file tax returns while the soldier is deployed may need some or all of the following documents:

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Military and family member ID card</li> </ul>                                | <ul style="list-style-type: none"> <li>• W-2 forms for all working family members</li> </ul>        |
| <ul style="list-style-type: none"> <li>• A copy of last year's State and Federal tax returns, if available</li> </ul> | <ul style="list-style-type: none"> <li>• All papers relating to rental properties</li> </ul>        |
| <ul style="list-style-type: none"> <li>• All papers relating to self-employment</li> </ul>                            | <ul style="list-style-type: none"> <li>• Documentation of major charitable contributions</li> </ul> |
| <ul style="list-style-type: none"> <li>• Any 1099 forms received by the filers</li> </ul>                             | <ul style="list-style-type: none"> <li>• A specific power of attorney from the soldier</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Social security cards for filers and family members</li> </ul>               |   |

**NOTE:** A family member may still be able to file a tax return on behalf of a deployed spouse without a power of attorney, but must see a tax center for assistance.

## STATE TAX INFORMATION AND FORMS

The Web sites below provide State-specific tax information and forms. If any Web site does not work, please check the State links available at <http://www.govspot.com/tax/staterevenue.htm>.

Information on Federal taxes may be obtained at <http://www.irs.gov>.

|  |   |
|--|---|
| Alabama - <a href="http://www.ador.state.al.us/">http://www.ador.state.al.us/</a>                                  | Montana - <a href="http://www.mt.gov/revenue/">http://www.mt.gov/revenue/</a>                                       |
| Alaska - <a href="http://www.revenue.state.ak.us/">http://www.revenue.state.ak.us/</a>                             | Nebraska - <a href="http://www.revenue.state.ne.us/index.html">http://www.revenue.state.ne.us/index.html</a>        |
| Arizona - <a href="http://www.revenue.state.az.us/">http://www.revenue.state.az.us/</a>                            | Nevada - <a href="http://tax.state.nv.us/">http://tax.state.nv.us/</a>  |
| Arkansas - <a href="http://www.state.ar.us/dfa/">http://www.state.ar.us/dfa/</a>                                   | New Hampshire - <a href="http://www.state.nh.us/revenue/index.htm">http://www.state.nh.us/revenue/index.htm</a>     |
| California - <a href="http://www.ftb.ca.gov/">http://www.ftb.ca.gov/</a>   | New Jersey - <a href="http://www.state.nj.us/treasury/taxation/">http://www.state.nj.us/treasury/taxation/</a>      |
| Colorado - <a href="http://www.colorado.gov/taxes.htm">http://www.colorado.gov/taxes.htm</a>                       | New Mexico - <a href="http://www.state.nm.us/tax/">http://www.state.nm.us/tax/</a>                                  |
| Connecticut - <a href="http://www.ct.gov/drs/site/default.asp">http://www.ct.gov/drs/site/default.asp</a>          | New York - <a href="http://www.tax.state.ny.us/">http://www.tax.state.ny.us/</a>                                    |
| DC - <a href="http://www.dccfo.com/">http://www.dccfo.com/</a>   | New York City - <a href="http://www.ci.nyc.ny.us/html/dof/home.html">http://www.ci.nyc.ny.us/html/dof/home.html</a> |
| Delaware - <a href="http://www.state.de.us/revenue/default.shtml">http://www.state.de.us/revenue/default.shtml</a> | North Carolina - <a href="http://www.dor.state.nc.us/">http://www.dor.state.nc.us/</a>                              |
| Florida - <a href="http://sun6.dms.state.fl.us/dor/">http://sun6.dms.state.fl.us/dor/</a>                          | North Dakota - <a href="http://www.state.nd.us/taxdpt/">http://www.state.nd.us/taxdpt/</a>                          |
| Georgia - <a href="http://www2.state.ga.us/Departments/DOR/">http://www2.state.ga.us/Departments/DOR/</a>          | Ohio - <a href="http://www.state.oh.us/tax/">http://www.state.oh.us/tax/</a>  |
| Hawaii - <a href="http://www.state.hi.us/tax/tax.html">http://www.state.hi.us/tax/tax.html</a>                     | Oklahoma - <a href="http://www.oktax.state.ok.us/">http://www.oktax.state.ok.us/</a>                                |
| Idaho - <a href="http://tax.idaho.gov/">http://tax.idaho.gov/</a>  | Oregon - <a href="http://www.dor.state.or.us/">http://www.dor.state.or.us/</a>                                      |
| Illinois - <a href="http://www.revenue.state.il.us/">http://www.revenue.state.il.us/</a>                           | Pennsylvania - <a href="http://www.revenue.state.pa.us/">http://www.revenue.state.pa.us/</a>                        |
| Indiana - <a href="http://www.ai.org/dor/">http://www.ai.org/dor/</a>  | Rhode Island - <a href="http://www.tax.state.ri.us/">http://www.tax.state.ri.us/</a>                                |
| Iowa - <a href="http://www.state.ia.us/government/drf/">http://www.state.ia.us/government/drf/</a>                 | South Carolina - <a href="http://www.sctax.org/">http://www.sctax.org/</a>  |
| Kansas - <a href="http://www.ink.org/public/kdor/">http://www.ink.org/public/kdor/</a>                             | South Dakota - <a href="http://www.state.sd.us/drr2/revenue.html">http://www.state.sd.us/drr2/revenue.html</a>      |
| Kentucky - <a href="http://revenue.state.ky.us/">http://revenue.state.ky.us/</a>                                   | Tennessee - <a href="http://www.state.tn.us/revenue/">http://www.state.tn.us/revenue/</a>                           |
| Louisiana - <a href="http://www.rev.state.la.us/">http://www.rev.state.la.us/</a>                                  | Texas - <a href="http://www.window.state.tx.us/">http://www.window.state.tx.us/</a>                                 |
| Maine - <a href="http://www.state.me.us/revenue/">http://www.state.me.us/revenue/</a>                              | Utah - <a href="http://tax.utah.gov/index.html">http://tax.utah.gov/index.html</a>                                  |
| Maryland - <a href="http://www.comp.state.md.us/default.asp">http://www.comp.state.md.us/default.asp</a>           | Vermont - <a href="http://www.state.vt.us/tax/index.htm">http://www.state.vt.us/tax/index.htm</a>                   |
| Massachusetts - <a href="http://www.dor.state.ma.us/">http://www.dor.state.ma.us/</a>                              | Virginia - <a href="http://www.state.va.us/tax/tax.html">http://www.state.va.us/tax/tax.html</a>                    |
| Michigan - <a href="http://www.treas.state.mi.us/">http://www.treas.state.mi.us/</a>                               | Washington - <a href="http://dor.wa.gov/">http://dor.wa.gov/</a>  |
| Minnesota - <a href="http://www.taxes.state.mn.us/">http://www.taxes.state.mn.us/</a>                              | West Virginia - <a href="http://www.wvrevenue.gov/">http://www.wvrevenue.gov/</a>                                   |
| Mississippi - <a href="http://www.mstc.state.ms.us">http://www.mstc.state.ms.us</a>                                | Wisconsin - <a href="http://www.dor.state.wi.us/">http://www.dor.state.wi.us/</a>                                   |
| Missouri - <a href="http://dor.state.mo.us/">http://dor.state.mo.us/</a>   | Wyoming - <a href="http://revenue.state.wy.us/">http://revenue.state.wy.us/</a>                                     |

## **CLAIMS ADVICE FOR PCS MOVES**

### **How do family members file claims while the soldier is gone?**

Congress has passed laws governing payment to you for losses as a result of your military service. Judge advocates process claims made against the Army for the loss or damage of household goods. Family members can call the telephone numbers listed above for assistance in identifying where to obtain claims assistance. They may also contact the 1ID OSJA Claims Division, DSN 350-7122 or civilian 0931-889-7122, to locate a local claims office.

Moving is something all soldiers are familiar with. Unfortunately, moves often result in the loss or damage to the items being shipped. Whether it is a scratch on a family heirloom or the disappearance of a box of your favorite compact disks during the move, such losses can be traumatic. The military claims system is designed to help soldiers recover such losses.

### **BEFORE THE MOVE**

Family members of deployed soldiers may find themselves preparing for a PCS move before the soldier redeploys. The best way to ensure you will be compensated for loss and damage during a move is to take a few precautions before the move. This is the best time to document what you own.

Documenting what you own is perhaps the most important thing to do before your move. Ensure that you save receipts, bills, appraisals, high-value item inventories, and other proof of ownership. These important documents should never be shipped with your household goods. Ship them separately or, better yet, hand-carry them. This way, if your entire shipment is lost, your proof of ownership will not be lost as well.

An excellent way to document what you own is to take pictures or make a videotape of the items in your house immediately before the move. If you have an extensive compact disk collection or a number of Hummel or Lladro figurines, this is an excellent way of demonstrating the extent of your collection. Ensure that you videotape the open jewel covers of your compact disks, showing the disks inside. Pictures and videotapes have an added benefit; not only will they show what you own, but they will also demonstrate the condition of your items. If the movers scratch your dining-room table, you will have a much easier time proving that the scratch occurred during the move if you have a picture of the table taken immediately before the move. Carry the photos and videotapes with you; do not ship them.

## DURING THE MOVE

When the packers arrive to pick up your household goods, you should be ready for them. You should have already decided which items you want the movers to pack and which items you will hand-carry to your new assignment. It is critical to lock items you plan to hand-carry in a separate room or in your car where they are not accessible to the movers.

It is best to hand-carry small, valuable items such as jewelry, rather than to allow the movers to pack them. If you decide to have the movers pack your jewelry, ensure that **each** item is listed **separately** on the inventory. **Cash, coin collections**, and similar items should never be packed; you **will not be paid** for these items if they are lost. As mentioned above, receipts and similar proof of ownership should either be hand-carried or, as a minimum, shipped separately.

When the movers have completed packing up your household goods and loading them onto the truck, they will present you with an inventory of all of your belongings. You should check this document carefully to ensure that it is accurate. Each line item of the inventory will include a description of what it is (such as “3.0 cubic foot carton” or “chair”). For furniture, preexisting damage will be listed using a code found at the top or bottom of the form (for example “sc, ch - 6, 8, 9” means that the legs and right side of your chair are scratched and chipped). Examine preexisting damages carefully; if the movers have exaggerated the amount of preexisting damages, you should state your disagreement directly on the inventory in the “remarks” section directly above your signature. Do not argue with the movers; simply list your disagreement on the form.

When the movers deliver your household goods, make sure that they have delivered everything. Have a copy of the inventory handy and check off the numbers of items when the movers bring them into your new home.

**If you notice that any items are missing or damaged, note this on the pink form (DD Form 1840), which the movers will give you. Do not leave this form blank if you have missing or damaged items; the Government uses this form later to evaluate whether the carrier did a good job. There is no need to unpack all your items at this time; you can note additional missing and damaged items later on the reverse side of the pink form (the reverse side is DD Form 1840R).**

## AFTER THE MOVE

Unlike most civilian moves where loss and damage must be noted immediately after delivery, **soldiers have 70 days to notify the local claims office of loss and damage. This means that after your household goods have been delivered, you have 70 days to unpack them and note any loss or damage on the reverse side of the pink form (DD Form 1840R).** Thoroughly inspect your items: turn on electrical items to ensure they still operate; open the jewel covers of your compact disks to ensure the disks are still there; check your figurines to ensure they are not chipped. At this point, it is sufficient to state the general nature of the damage, such as “stereo - does not work.” There is no need to get a repair estimate at this stage.

**You must turn in the reverse side of the pink form (DD Form 1840R) to your nearest Army claims office within 70 days after the delivery of your household goods. Failure to do so will make it impossible for the claims office to collect from the carrier responsible for your loss. As a result, the claims office invariably will not pay you for any items that you fail to report within 70 days.**

When you turn in your DD Form 1840R, the claims office will provide you forms and information on filing your claim. At this point you will need to get repair estimates and other documentation to substantiate the amount of your loss. **You have 2 years after the date of the original delivery (not from the date you turned in your DD Form 1840R) to file a claim. If you are late in filing your claim, the Government will not be able to pay you anything.**

The Army claims system is designed to help you. However, you also have a responsibility to protect yourself. If you keep proper records of what you own and promptly document damages that occur during the move, you should be able to recover the fair value of your loss. If you have questions, your local transportation office and local claims office can provide the answers!

# CLAIMS OFFICES

## V Corps

### Heidelberg

Patton Barracks, building 107  
DSN 373-5053  
Civilian 06221-17-5053  
Office hours: MTWF 0900-1600;  
Th closed

### Hanau

Pioneer Kaserne, building 4  
DSN 322-8392  
Civilian 06181-88-8392  
Office hours: MTWF 0800-1300;  
Th 1300-1500

### Darmstadt

DSN 348-6527  
Civilian 06151-69-6527  
Cambrai-Fritsch Kaserne, building 4006  
Office hours: MTWF 0800-1200,  
1300-1700; Th closed

## 1st ID

### Würzburg

Leighton Barracks, building 47A  
DSN 350-7122  
Civilian 0931-889-7122  
Office hours: MTW 0800-1200, 1300-  
1500; Th 1300-1500; F 0800-1200

### Schweinfurt

Conn Barracks, building 1  
DSN 353-8809  
Civilian 09721-96-8809  
Office hours: MTWTh 1300-1600;  
F 1300-1500

### Katterbach

Katterbach Kaserne, building 5817  
DSN 467-2104  
Civilian 09802-83-2104  
Office hours: M-F 0800-1200 (walk-ins)  
Th 1300-1500

### Kitzingen

Harvey Barracks, building 170  
DSN 355-8535  
Civilian 09321-305-8535  
Office hours: MTWF 0900-1200;  
Th 1300-1500

### Bamberg

Warner Barracks, building 7000  
DSN 469-8633  
Civilian 0951-300-8633  
Office hours: MTWF 0900-1200;  
Th closed

### Vilseck

Rose Barracks, building 245  
DSN 476-2240  
Civilian 09662-83-2240  
Office hours: M-F 0900-1130;  
MWF 1300-1500

### Grafenwöhr

Grafenwöhr Training Area, building 216  
DSN 475-8428  
Civilian 09641-83-8428  
Office hours: MWTh 0900-1130,  
1300-1530; TF 0900-1130

## CLAIMS OFFICES (Continued)

### 1st AD

#### Wiesbaden

Wiesbaden Army Airfield, building 1024N  
DSN 337-4714  
Civilian 0611-705-4714  
Office hours: M-F 0700-1730

#### Gießen

Gießen Army Depot, building 7  
DSN 343-8269  
Civilian 0641-402-8269  
Office hours: F only, 0830-1430

#### Friedberg

Ray Barracks, building 6811  
DSN 324-3864  
Civilian 06031-81-3864  
Office hours: MTTh 0830-1630;  
W 0830-1500; F closed

#### Baumholder

Smith Kaserne, building 8222  
DSN 485-6507  
Civilian 06783-6-6507  
Office hours: MTWF 0800-1630;  
Th closed

### USASETAF

#### Vicenza

Caserma Ederle, building 241  
DSN 634-7432  
Civilian 0039-0444-51-7432  
Office hours: M-F 0800-1200 (walk-  
ins); M-F 1300-1600 (appts only)

#### Livorno

Camp Darby, building 303  
DSN 633-7227  
Civilian 0039-050-54-7227  
Office hours: M-F 0800-1200,  
1300-1700

### 21st TSC

#### Kaiserslautern

Kleber Kaserne, building 3210  
DSN 483-8414  
Civilian 0631-411-8414  
Office hours: M-F 0800-1130,  
1300-1500

#### Schinnen

Horizonstraat, 75 Brunssum  
DSN 364-6211  
Civilian 0031-45-563-6211  
Office hours: MTWF 0800-1200,  
1300-1630; Th 0800-1200,  
1300-1630 (appts)

#### Mannheim

Taylor Barracks, building 332  
DSN 381-8191  
Civilian 0621-730-8191  
Office hours: MTThF 0900-1130,  
1300-1600; W - walk-ins

#### Stuttgart

Kelley Barracks, building 3312  
DSN 421-4597  
Civilian 0711-729-4597  
Office hours: M-F 0900-1630

#### Mons

SHAPE, building 318, room 208  
DSN 423-4061  
Civilian 0032-65-44-4061  
Office hours: M-F 0830-1230,  
1315-1730

# LEGAL ASSISTANCE OFFICES

## V CORPS

### Heidelberg

Patton Barracks, building 107  
DSN 373-5058/5059  
Civilian 06221-17-5058  
Office hours: MTWF 0900-1700;  
Th 1300-1500

### Hanau

Pioneer Kaserne, building 4  
DSN 322-8993  
Civilian 06181-88-8993  
Office hours: M-F 0900-1700

### Darmstadt

Cambrai Fritsch Kaserne, building  
4006  
DSN 348-1745  
Civilian 06151-69-7145  
Office hours: MWF 0900-1200,  
1300-1700 (appts for counsel);  
T (walk-ins) 0900-1200,  
1300-1600; Th 1300-1500

## 1st ID

### Würzburg

Leighton Barracks, building 47a, room  
203  
DSN 350-6255/7174  
Civilian 0931-889-6255/7174  
Office hours: M-F 0800-1200,  
1300-1600

### Giebelstadt

Giebelstadt Army Airfield, building 609,  
third floor  
DSN 352-7970  
Civilian 09334-877-970  
Office hours: MTW 0900-1200,  
1300-1600; Th 1300-1600;  
F 0900-1200, 1300-1500

### Bamberg

Warner Barracks, building 7000, room  
302  
DSN 469-7609/8832  
Civilian 0951-300-7609/8832  
Office hours: MTWF 0800-1130,  
1300-1630

### Grafenwöhr

Grafenwöhr Training Area, building  
216, room 13  
DSN 475-7114/6170  
Civilian 09641-83-7114/6170  
Office hours: M-F 0800-1200,  
1300-1630; Th 0800-1130,  
1300-1600

### Hohenfels

Hohenfels Training Area, building 313  
DSN 466-2401/2402  
Civilian 09472-83-2401/2402  
Office hours: MTWF 0900-1130,  
1300-1600; Th closed; F 1300-1600

### Illesheim

Storck Barracks, building 6506, room  
112  
DSN 467-4576/4511  
Civilian 09841-83-576/511  
Office hours: MTWTh 0900-1200,  
1300-1700

## LEGAL ASSISTANCE OFFICES (Continued)

### 1st ID (continued)

#### **Katterbach**

Katterbach Kaserne, building 5817C  
DSN 467-2103/2105  
Civilian 09802-83-2103/2105  
Office hours: MTWF 0900-1200,  
1300-1700; Th 1300-1500

#### **Schweinfurt**

Conn Barracks, building 1  
DSN 353-8384/8505  
Civilian 09721-96-8384/8505  
Office hours: MTWF 0900-1700;  
Th 1300-1500

#### **Kitzingen**

Harvey Barracks, building 170  
DSN 355-8412  
Civilian 09321-305-8412  
Office hours: MTWF 0900-1200,  
1300-1600; Th 1300-1700

#### **Vilseck**

Rose Barracks, building 245, room  
109  
DSN 476-2289/2288  
Civilian 09662-83-2289/2288  
Office hours: M-F 0800-1200, 1300-  
1600

### 1st AD

#### **Wiesbaden**

Wiesbaden Army Airfield, building  
1023N  
DSN 337-4725  
Civilian 0611-705-4725  
Office hours: MTWF 0900-1200,  
1300-1700; Th 1300-1500

#### **Friedberg**

Ray Barracks, building 6811  
DSN 324-3873  
Civilian 06031-81-3873  
Office hours: MTWF 0900-1100,  
1300-1630; Th 1300-1500

#### **Gießen**

Gießen Army Depot, building 7  
DSN 343-8269  
Civilian 0641-402-8269  
Office hours: MTWF 0900-1700;  
Th 1300-1500

#### **Baumholder**

Smith Kaserne, building 8222  
DSN 485-6506  
Civilian 06783-6-6506  
Office hours: MTWF 0900-1600;  
Th 1300-1500

### USASETAF

#### **Vicenza**

Caserma Ederle, building 241  
DSN 634-7041  
Civilian 0039-0444-51-7041  
Office hours: M-F 0800-1200,  
1300-1700

#### **Livorno**

Camp Darby, building 303  
DSN 633-7227  
Civilian 0039-050-54-7227  
Office hours: M-F 0800-1200,  
1300-1700

### 21 TSC

#### **Kaiserslautern**

Kleber Kaserne, building 3210  
DSN 483-8848  
Civilian 0631-411-8848  
Office hours: M-W 0900-1130,  
1300-1600; Th 1300-1500;  
F 0900-1130, 1300-1500

#### **Schinnen**

Horizonstraat 75, Brunssum  
DSN 364-6204  
Civilian 0031-45-563-6204  
Office hours: MWF 0900-1200,  
1330-1630; T 0900-1200, 1330-  
1500; Th 1330-1500

## LEGAL ASSISTANCE OFFICES (Continued)

### **Mannheim**

Taylor Barracks, Building 332  
DSN 381-7259/8792  
Civilian 0621-730-8191  
Office hours: MWF 0900-1200,  
1300-1700; T 0900-1200,  
1300-1530; Th 1300-1500

### **Stuttgart**

Kelley Barracks, building 3312  
DSN 421-4152  
Civilian 0711-729-4152  
Office hours: MTWF 0900-1630;  
Th closed

### **Mons**

SHAPE, building 318, room 219  
DSN 423-4868/4910  
Civilian 0032-65-44-4868/4910  
Office hours: M-F 0900-1230,  
1330-1700

## FAMILY-MEMBER MISCONDUCT

### What are the consequences of family-member misconduct in Germany?

Under our Status of Forces Agreements with Germany, U.S. Forces family members in Germany who are accused of criminal offenses are always subject to arrest by German police, trial in German courts, and imprisonment in a German jail. This is true whether the alleged offense occurred on or off a U.S. military installation or in a U.S. housing area. The Office of the Staff Judge Advocate will monitor and observe any criminal proceeding involving a U.S. Forces family member in a German court to ensure the rights of the accused are protected and the proceedings are conducted fairly.

In addition, the U.S. Army provides support (for example, drivers licenses, living quarters, and the PX) for family members who accompany the U.S. Forces in Germany. This support is conditional on good behavior. When family members break German or U.S. laws or regulations, the civilian misconduct action authority (CMAA) may temporarily or permanently suspend or revoke this support. The CMAA is usually the base support battalion (BSB) commander. Privileges that may be suspended or revoked include but are not limited to the following:

- AAFES sales facility privileges.
- Commissary privileges.
- Participation in MWR activities.
- Club privileges.
- Check-cashing privileges.
- The privilege of living in Government quarters.
- Ration privileges.
- Class Six privileges.
- Driving privileges.

In addition to the suspension or revocation of privileges, the CMAA may also take the following actions to address misconduct by a family member:

- Oral counseling.
- A letter of warning.
- Bar the family member from U.S. Forces installations.
- Order the advance (early) return of family members.

CMAA actions are administrative, not criminal. German authorities may always pursue a criminal case when serious misconduct is involved.

# PUBLIC AFFAIRS AND COMMAND INFORMATION



## DEALING WITH THE MEDIA

The media is always interested our soldiers and what they are doing. Because you are the family member of a soldier, the media is also interested in you. When dealing with the news media, remember:

- ▶ You do not have to talk to the media; it is strictly voluntary. In many situations, a public affairs officer (PAO) will be present. If you do not wish to talk to the media, the PAO can help you.

- ▶ If you choose to talk to the media, talk about your experiences, your soldier, and your personal interests.

- ▶ All discussions with reporters are “on the record.” If you do not want to read it in the paper or hear it on television, do not say it.

- ▶ Be honest, open, and forthright. If you do not know the answer to a question, simply say, “I don’t know.” Do not be evasive. Think about your response before you answer—you do not have to answer immediately.

- ▶ This is your opportunity to communicate to a large audience. Make your answer clear and relevant, and use examples that are easily understood (avoid using jargon and acronyms).

- ▶ Be patient, even if the reporter is aggressive or the questions seem silly. If the reporter interrupts you, pause, let the reporter finish, then continue your response.

- ▶ Do not let the reporter put words in your mouth. Do not repeat their “buzz words.” You do not have to accept the reporter’s facts or figures as the truth.

- ▶ Do not be afraid to ask a reporter to repeat a question.

- ▶ Most important of all, relax.

If you feel uncomfortable or have any questions or concerns about dealing with the media, contact V Corps Public Affairs at DSN 370-5816/585 or civilian 06221-57-5815; USAREUR Public Affairs at DSN 370-7364 or civilian 06221-57-7364; or your local BSB or ASG public affairs offices at extensions 1400 and 1600.

## COMMAND INFORMATION

### **Planning For Your Spouse's Absence**

This guide helps you prepare for the possibility that you and your spouse may be separated by a deployment. Some things to keep in mind:

- Know the various financial obligations your family has and budget accordingly.
- Know how you are going to receive your spouse's financial support. (Depending on the circumstances, financial assistance or emergency aid may be obtained from the local Red Cross or Army Emergency Relief.)
- Know what security precautions you should take.

**Army Knowledge Online.** AKO ([https://www.us.army.mil/portal/portal\\_home.jhtml](https://www.us.army.mil/portal/portal_home.jhtml)) is a Web site that provides services such as mail, instant messenger, and chat service, which can help ensure family readiness. Soldiers, civilians, spouses, family members, and Government contractors can prepare for and be able to cope with mobilization, deployments, and prolonged separations through AKO lines of communication. AKO is a Government system for use by AKO full-account holders and AKO guest-account holders (by sponsorship). Information on AKO and how to sign up or sponsor someone should be provided by individual chains of command, family readiness groups, family assistance centers, and Army Community Service.

**Message Boards/Send a Message To Our Soldiers.** The Army is providing an opportunity to send a message of support to soldiers who are serving in the Global War on Terrorism. This Web site (at <http://www.army.mil/tooursoldiers/messages/1.html>) has been established as an alternative to traditional postal mail service to allow individuals to post a message to an individual soldier, group, or unit serving. Though the program has proved tremendously popular, it is not designed to be a letter-writing service, instant-messaging service, e-mail service, bulletin board, or general chat service. These messages are viewed individually and edited or deleted based on content. Profanity and violations of operational security, privacy, and propriety will not be posted. The intent is for soldiers around the world to appreciate your thoughts and feelings of support.

**AFN/TKS TV Support.** Question: Something is wrong with my television and radio signal. Who do I need to talk with to improve it?

If you get your signal through Government cable, start with your cable provider. Customers receiving service through cable on base or in leased housing should call or send an e-mail message to TKS Cable (civilian 0631-35-22222, e-mail: [tkskl-technik@t-online.de](mailto:tkskl-technik@t-online.de)).

If this is not your cable service, the next step is to call the AFN Europe 24-hour trouble number at DSN 329-4444 or civilian 069-15688444. From outside Germany, add the country code 49-69-15688444. An AFN staff member will help track the problem and determine the most efficient solution.

With radio-related problems, call your AFN Europe affiliate first. Locations and telephone numbers are listed below and can be found on the AFN Europe Web site. The AFN Europe affiliate staffer will help track the problem. When you call AFN Europe, please provide exactly when you experienced the problem (date and time), what frequency or channel you were tuned in to, and what service you were tuned in to.

### **What is this organization called AFN Europe?**

Since 1943, American Forces Network, Europe, has been providing American servicemembers, families, and Defense Department civilian employees stationed in Europe with the best of American radio and television services. AFN Europe is committed to bringing you the latest uncensored news, information, and entertainment from home and around the world. The American Forces Radio and Television Service (AFRTS) is the Defense Department agency that provides radio and television services to the U.S. military around the world. AFRTS works with the entertainment industry and brings you a variety of services. The latest music, news, and information services are sent to AFN Europe and are available on a number of AM and FM stations broadcasting throughout the United States European Command, on-base cable systems, and through satellite decoders.

### **AFN Affiliate Stations in Europe**

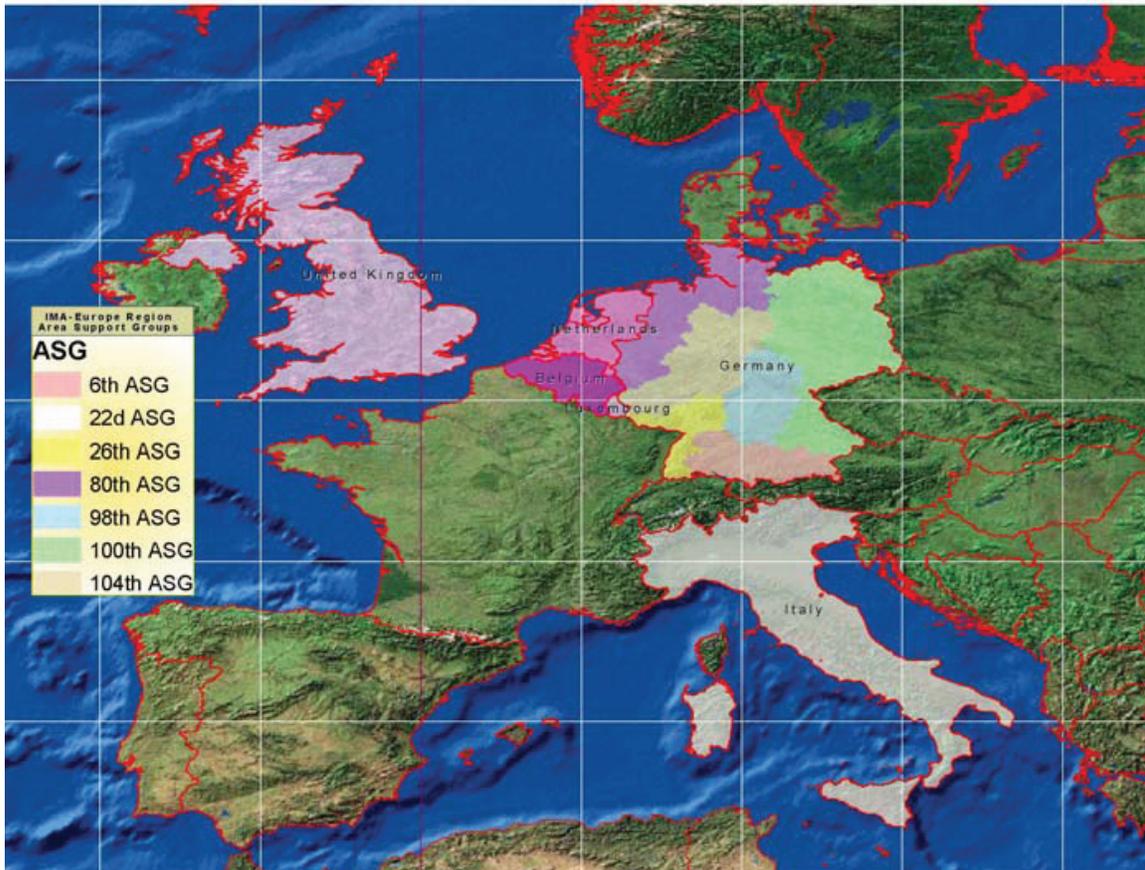
AFN affiliate stations are located throughout the United States European Command. Stations provide news and information for your local area throughout the broadcast day. Most stations provide programming information on two distinctly different radio services: Power Network and ZFM. Power Network is a news, information, talk, and sports-dominated service, while ZFM is a music-based service.

Many local stations also broadcast one over-the-air television channel with local news, weather, and information for you. The remainder of the radio and television programming originates from the American Forces Radio and Television Service, Riverside, California; or the American Forces Network, Europe, Headquarters in Frankfurt, Germany, to over 56 countries.

AFN Bavaria: DSN 476-3172, civilian 09662-83-3172 (fax 476-3171)  
AFN Hessen: DSN 329-4280, civilian 069-15688280 (fax 329-4403)  
AFN Heidelberg: DSN 375-6495, civilian 0621-487-6495  
AFN SHAPE: DSN 423-4121, civilian 065-44-4121  
AFN Würzburg: DSN 370-7142, civilian 931-889-7142  
AFN Vicenza: DSN 634-7857, civilian 0444-51-7857  
AFN La Maddalena: DSN 623-8247, civilian 0789-727-433  
AFN Livorno: DSN 633-8300, civilian 39-050-54-8300 (fax 633-8286)  
AFN Naples: DSN 629-6903/6904/6909/6917, civilian 081-811-6903/6904/6909/6917  
AFN Sigonella: DSN 624-4265, civilian 095-56-4265 (fax 095-713-0101)



# IMA-E



# **Community Web Addresses**

## **6th ASG**

[www.stuttgart.army.mil](http://www.stuttgart.army.mil)

## **22nd ASG**

[www.22asg.vicenza.army.mil](http://www.22asg.vicenza.army.mil)

## **26th ASG**

[www.26thasg.heidelberg.army.mil](http://www.26thasg.heidelberg.army.mil)

## **80th ASG**

[www.80asg.army.mil](http://www.80asg.army.mil)

## **98th ASG**

[www.98asg.wuerzburg.army.mil](http://www.98asg.wuerzburg.army.mil)

## **100th ASG**

[www.grafenwoehr.army.mil](http://www.grafenwoehr.army.mil)

## **104th ASG**

[www.104thASG.hanau.army.mil](http://www.104thASG.hanau.army.mil)

# Frequently used phone numbers

## Emergency Numbers

|  |      |                 |        |
|--|------|-----------------|--------|
| DSN Emergency Numbers  |      |                 |        |
| Medical  | Fire | Military Police |        |
| 116  | 117  | 114             |        |
| Civilian Emergency numbers<br>(Civilian prefixes must be used) |      |                 |        |
|  | Fire | Medical         | Police |
| Belgium  | 100  | 100             | 101    |
| England  | 999  | 999             | 999    |
| Germany  | 112  | 110             | 110    |
| Italy  | 117  | 114             | 112    |
| Netherlands  | 112  | 112             | 112    |

## Country Codes

|                    |     |
|--------------------|-----|
| Austria            | 43  |
| Belgium            | 32  |
| Bosnia-Herzegovina | 387 |
| Bulgaria           | 359 |
| Croatia            | 385 |
| Czech Republic     | 42  |
| Denmark            | 45  |
| England/U.K.       | 44  |
| Finland            | 358 |
| France             | 33  |
| Germany            | 49  |
| Greece             | 30  |
| Hungary            | 36  |
| Ireland            | 353 |
| Italy              | 39  |
| Liechtenstein      | 41  |
| Luxembourg         | 352 |
| Macedonia          | 389 |
| Netherlands        | 31  |
| Norway             | 47  |
| Poland             | 48  |
| Portugal           | 351 |
| Romania            | 40  |
| Russia             | 7   |
| Slovenia           | 386 |
| Spain              | 34  |
| Sweden             | 46  |
| Switzerland        | 41  |
| Turkey             | 90  |
| United States      | 1   |
| Yugoslavia         | 381 |

## ASG/BSB Standard Numbers

|                           |      |
|---------------------------|------|
| ASG CDR                   | 1300 |
| ASG XO                    | 1310 |
| ASG SGM                   | 1320 |
| ASG SCTY, PLANS, AND OPS  | 1330 |
| ASG SVCS & MATERIAL (DOL) | 1340 |
| ASG PERS & ADMIN (DPCA)   | 1350 |
| ASG DEH                   | 1360 |
| ASG CHAPLAIN              | 1370 |
| ASG PROVOST MARSHAL       | 1380 |
| ASG PUBLIC AFFAIRS        | 1400 |
| ASG DRM                   | 1410 |
| ASG IG                    | 1420 |
| ASG CPO                   | 1430 |
| ASG DOIM                  | 1440 |
| ASG HHC                   | 1450 |
| ASG AFN TROUBLE           | 1490 |
| BSB CDR                   | 1500 |
| BSB XO                    | 1510 |
| BSB SGM                   | 1520 |
| BSB S-2/3                 | 1530 |
| BSB S-4                   | 1540 |
| BSB S-1                   | 1550 |
| BSB ENGR                  | 1560 |
| BSB PROVOST MARSHAL       | 1580 |
| BSB PUBLIC AFFAIRS        | 1600 |
| BSB HDD                   | 1610 |
| BSB CPO SERVICE CENTER    | 1630 |
| BSB DOIM SVC CENTER       | 1640 |
| ASG/BSB SAFETY OFFICE     | 1670 |
| BSB BILLETING             | 1700 |
| BSB CMTY COUNSEL CTR      | 1710 |
| BSB DENTAL ACTIVITY       | 1720 |
| BSB FINANCE               | 1730 |
| BSB LIBRARY               | 1740 |
| BSB MEDICAL ACTIVITY      | 1750 |
| BSB RED CROSS             | 1760 |
| BSB SCHOOLS               | 1770 |
| BSB TAX RELIEF OFFICE     | 1780 |
| BSB THEATER               | 1790 |
| BSB TMP                   | 1800 |

*Note: For calls from Germany, Italy, Belgium, and the Netherlands, dial 00 before dialing the international code. For calls from CONUS, dial 011 before dialing the international code.*

## EMERGENCY WORKORDER NUMBERS

Below is a list of DPW telephone numbers. For after-hour emergencies, call the local services number (fire/police).

| Location                        | Duty-Hours<br>Emergency | Telephone<br>Number<br>(DSN) | Telephone<br>Number<br>(Civilian ) | After-Hours<br>Emergency<br>(DSN) | Telephone<br>Number<br>(Civilian) |
|---------------------------------|-------------------------|------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| <b>6th ASG</b>                  |                         |                              |                                    |                                   |                                   |
| Stuttgart                       |                         | 421-6200                     | 0711-729-6200                      | DSN 115                           | 0711-729-115                      |
| <b>22d ASG</b>                  |                         |                              |                                    |                                   |                                   |
| Vicenza                         |                         | 634-7491                     | 0444-51-7491                       | DSN 634-7491                      | 0444-51-7491                      |
| For Leased Quarters             |                         | 634-8888                     | 0444-51-8888                       | DSN 634-8888                      | 0444-51-8888                      |
| Livorno AST                     |                         | 633-8082                     |                                    |                                   |                                   |
| <b>100th ASG</b>                |                         |                              |                                    |                                   |                                   |
| Grafenwöhr                      |                         | 475-6324                     | 09641-83-6324                      | DSN 475-8303                      | 09641-83-8303                     |
| 409th BSB<br>Vilseck            |                         | 476-2705                     | 09662-83-2705                      | DSN 476-2883                      | 09662-83-2833                     |
| 282d BSB<br>Hohenfels           |                         | 466-2752                     | 09472-83-2752                      | DSN 466-2701/ 2858                | 09472-83-2701                     |
| <b>26th ASG</b>                 |                         |                              |                                    |                                   |                                   |
| 411th BSB<br>Heidelberg         |                         | 387-3310/3311/<br>3312       | 06221-4380-3310                    | DSN 115                           | 06221-57-115                      |
| 233d BSB<br>Darmstadt           | 0730-2330               | 384-6181/6388                | 06151-915290                       | DSN 115                           | 06151-69115                       |
| 415th BSB<br>Kaiserslautern     | (Non-housing)           | 483-7175                     | 0631-411-7175                      | DSN 117                           | 06371-47-117                      |
| Army Personnel<br>in AF housing | 24 hours                |                              | 0631-534830                        |                                   |                                   |
| 293d BSB<br>Mannheim            | 0730-1600               | 385-2074                     | 0621-730-2074                      | DSN 115                           | 0621-730-115                      |
| <b>80th ASG</b>                 |                         |                              |                                    |                                   |                                   |
| Chièvres                        |                         | 361-5404                     | 32-68-27-5404                      |                                   |                                   |
| <b>104th ASG</b>                |                         |                              |                                    |                                   |                                   |
| 222d BSB<br>Baumholder          |                         | 485-7585/6137/<br>7377       | 06783-6-7585                       | DSN 115                           | 06783-6-115                       |
| 284th BSB<br>Gießen             |                         | 343-7272                     | 0641-944-0541                      | DSN 115                           | 0641-994-115                      |
| Friedberg                       |                         | 324-3481                     | 06031-736789                       | DSN 115                           | 06031-81-115                      |
| 414th BSB<br>Hanau              |                         | 322-8601                     | 06181-88-8601                      | DSN 115                           | 06181-88-115                      |
| 221st BSB<br>Wiesbaden          |                         | 337-5633/5511                | 0611-705-5633                      | DSN 115                           | 0611-705-115                      |

|                          |  |                        |                   |                        |                   |
|--------------------------|--|------------------------|-------------------|------------------------|-------------------|
| <b>98th ASG</b>          |  |                        |                   |                        |                   |
| 235th BSB<br>Ansbach     |  | DSN 467-<br>2133       | 09802-832-<br>133 | DSN 115                | 09802-832-<br>115 |
| 279th BSB<br>Bamberg     |  | DSN 469-<br>8887       | 0951-300-<br>8887 | DSN 115                | 0951-300-<br>115  |
| 417th BSB<br>Kitzingen   |  | DSN 355-<br>5000       | 09334-305-<br>500 | DSN 115                | 0931-296-<br>115  |
| Würzburg                 |  | DSN 351-<br>4444       | 0931-296-<br>4444 | DSN 115                | 0931-296-<br>115  |
| Giebelstadt              |  | DSN 352-<br>5000       | 09334-87-<br>5000 | DSN 115                | 0931-296-<br>115  |
| 280th BSB<br>Schweinfurt |  | DSN 354-<br>6357/ 6342 | 09721-<br>87711   | DSN 354-<br>6357/ 6342 | 09721-<br>87711   |

**Soldier and Family Assistance Center (SFAC).** The SFAC is usually an expanded ACS center with additional staff brought in to complement ACS personnel. Its main objective is to provide command information and support to rear detachment commanders, family readiness groups, and all family members affected by deployment, redeployment, or reunion issues. It is a clearinghouse of information, training, and resources for all. The SFAC concentrates on deployment and reunion-related activities: legal support (for example, POA), Red Cross, community counseling center, social work services, and chaplains. The SFAC is activated on command from the BSB commander and can remain operational in the deployment and reunion support mode until the BSB commander determines that the SFAC is no longer needed or that the services can be ramped down. At that time, the SFAC reverts to normal ACS activities.

When activated, the SFAC can stay open 24 hours a day, 7 days a week, with telephone referrals from the SDNCO to the appropriate ACS staff or social work services, depending on the memorandum of agreement (MOA) established in the community. For more information, refer to USAREUR Regulation 608-2 or contact your local ACS director, who will be happy to brief you in detail and provide specific information for your community. The SFAC telephone number is the same as your ACS center number.

**OPERATION READY.** OPERATION Resources for Education About Deployment and You is a compilation of materials directed toward soldiers and families that cover the broad spectrum of predeployment, surviving deployment, rear detachment operations, family readiness group handbooks, preparing for reunion, and reunion-specific information.

PowerPoint presentations, text, handbooks that can be modified for local use, and videos are all available in this program. All ACS centers have OPERATION READY on disk and can provide the disks to FRGs and commanders for local modification. The entire program and other readiness-related materials are available at <http://www.armycommunityservice.org/home.asp>.



# MORALE, WELFARE, AND RECREATION



Artist: Adam Keating - Armed Services YMCA Art Contest 2003

## DIRECTORS OF COMMUNITY ACTIVITIES

|              | LOCATION             | TELEPHONE       |
|--------------|----------------------|-----------------|
| <b>ASG</b>   | <b>BSB</b>           |                 |
| <b>6th</b>   | <b>Stuttgart</b>     | <b>421-2805</b> |
| <b>22d</b>   | <b>Vicenza</b>       | <b>634-7740</b> |
|              | Livorno              | 633-7746        |
| <b>26th</b>  | <b>Heidelberg</b>    | <b>373-1350</b> |
|              | 411th Heidelberg     | 373-1550        |
|              | 415th Kaiserslautern | 489-7207/7210   |
|              | 233d Darmstadt       | 348-1550        |
|              | 293d Mannheim        | 385-3169        |
| <b>80th</b>  | <b>Chièvres</b>      | <b>361-1350</b> |
|              | 254th Schinnen       | 360-7424/1550   |
|              | IHSC SHAPE           | 423-4777        |
|              | NSA Brussels         | 365-9753        |
| <b>98th</b>  | <b>Würzburg</b>      | <b>350-1350</b> |
|              | 417th Kitzingen      | 355-1550/8317   |
|              | 235th Ansbach        | 468-1550        |
|              | 279th Bamberg        | 469-1550        |
|              | 280th Schweinfurt    | 354-6605        |
| <b>100th</b> | <b>Grafenwöhr</b>    | <b>475-1350</b> |
|              | 409th Vilseck        | 476-2762        |
|              | 282d Hohenfels       | 466-2839        |
| <b>104th</b> | <b>Hanau</b>         | <b>322-1350</b> |
|              | 221st Wiesbaden      | 338-7719        |
|              | 222d Baumholder      | 485-1550        |
|              | 284th Gießen         | 343-1550        |
|              | 414th Hanau          | 322-1550        |

## COMMUNITY AND MWR HOMEPAGES

**Army Europe:** <http://www.mwr-europe.com>. Follow the link to the MWR telephone directory for all facility information you may need, from ACS to outdoor recreation, CYS to community theaters, and auto skills to tax relief!

**6th Area Support Group** - Garmisch, Stuttgart

- community page: <http://www.stuttgart.army.mil>

- **MWR:** <http://www.mwrgermany.com>

**22d Area Support Group:** Livorno, Vicenza

- community page: <http://www.22asg.vicenza.army.mil>

- **MWR:** <http://www.22asg.vicenza.army.mil/directorates/dca/MWR/mwr.htm>

**26th Area Support Group:** Darmstadt, Heidelberg, Kaiserslautern, Mannheim

- community page: <http://www.26thasg.heidelberg.army.mil>

- 233d BSB, Darmstadt: <http://www.233bsb.darmstadt.army.mil>

- 293d BSB, Mannheim: <http://home.mannheim.army.mil>

- 411th BSB, Heidelberg: <http://www.heidelberg.army.mil>

- 415th BSB, Kaiserslautern: <http://www.kaiserslautern.army.mil>

- **MWR:** <http://www.mwrgermany.com>

**80th Area Support Group:** Brussels, Chièvres, NATO, Schinnen

- community page: <http://www.80asg.army.mil>

- **MWR:** <http://www.80asg.army.mil/Community/mwr.htm>

**98th Area Support Group:** Ansbach, Bamberg, Kitzingen, Schweinfurt, Würzburg

- community page: <http://www.98asg.wuerzburg.army.mil>

- 235th BSB, Ansbach: <http://www.ansbach.army.mil>

- 279th BSB, Bamberg: <http://www.bamberg.army.mil>

- 280th BSB, Schweinfurt: <http://www.schweinfurt.army.mil>

- 417th BSB, Kitzingen: <http://www.98asg.wuerzburg.army.mil/417/>

**100th Area Support Group:** Grafenwöhr, Hohenfels, Vilseck

- community page: <http://www.grafenwoehr.army.mil>

- **MWR:** <http://www.100thasg.mwr.army.mil/>

**104th Area Support Group:** Baumholder, Gießen, Hanau, Wiesbaden

- community page: <http://www.104thasg.hanau.army.mil>

- 221st BSB, Wiesbaden: <http://www.wiesbaden.army.mil>

- 222d BSB, Baumholder: <http://www.baumholder.army.mil>

- 284th BSB, Gießen: <http://www.giessen.army.mil>

- 414th BSB, Hanau:

[http://www.armygermany.com/community/com\\_bsb\\_414.htm](http://www.armygermany.com/community/com_bsb_414.htm)

- **MWR:** <http://www.armygermany.com>

## HOW DOES THE R&R PROGRAM WORK?

The Operation Iraqi Freedom and Operation Enduring Freedom Rest and Recuperation (R&R) Program was established by the Under Secretary of Defense, David S. C. Chu, on 23 September 2003.

Servicemembers and DOD civilians serving 12-month tours in hostile-fire or imminent-danger-pay areas can qualify for 15 days of chargeable leave and a Government-funded flight to either Germany or the United States. Troops become eligible for the program once they have “boots on the ground” for 89 days, but leave must be taken before the 11th month of their tour.

The program enables servicemembers to get away from the austere and stressful conditions associated with their missions and to focus on family and friends. Unfortunately, not all soldiers currently serving in the area will be able to take advantage of the home leave. Commanders work hard to ensure servicemembers are afforded this leave opportunity, but mission requirements and flight limitations will reduce the number of people who can.

The R&R program began on 26 September 2003 with one flight a day, which carried 270 troops from Kuwait City to Baltimore. Today there are multiple flight-destination options. Some options fly servicemembers directly to Atlanta and Dallas; others stop in Frankfurt and continue to Baltimore/Washington International Airport. Anyone, regardless of duty station, can fly to any of the mentioned current destination options.

Leave begins accruing at midnight the day the servicemember gets off the flight. It stops when servicemembers have signed back in for a return flight. The program is designed not to charge leave to anyone who may have to wait for delayed flights.

Three commercial carriers have joined the R&R effort. They have offered to help save money for R&R takers who want to continue home from their port of entry. They are offering troops on the program nonrestricted tickets so that if they need to change their flight plans, they will not have to pay extra charges. It is predicted that more carriers will offer deals in the future.

## Armed Forces Recreation Center Resorts in Europe



# Get Outside.



Put your vacation plans into action.

[www.AFRCEurope.com](http://www.AFRCEurope.com)

Contact our Vacation Planning Center TODAY  
DSN 440-2575 ~ CIV 08821-72981 ~ FAX 08821-3942  
[vacation@afrc.garmisch.army.mil](mailto:vacation@afrc.garmisch.army.mil)

**"Ready to Serve You"**



Armed Forces Recreation Centers (AFRC) are centrally managed as joint services facilities by the Army's Community and Family Support Center (CFSC) in Alexandria, Virginia, with vacation resorts located worldwide welcoming all US military service members. AFRCs are non-appropriated funded entities with a mission to support readiness, retention and service member well-being.



## COMMONLY REFERENCED NUMBERS (Frankfurt Area)

**Military Operator:** civilian 069-699-1110

### **Emergency Number at Frankfurt Airport:**

Airport information telephone - civilian 128-7525 or 128-6152

### **Taxi Service (Rhein Main) - Civilian 0172-6909018**

From Terminal 1                      15 euros                      to Rhein Main

From Terminal 2                      14 euros                      to Rhein Main

(Additional fees may be charged for large amounts of luggage (approx. 5 euros extra).)

**Toll-Free Rail Information:** civilian 0180-5996633

### **SATO (Frankfurt International Airport)**

Gebäude 150

Terminal 2, Hall E, Level 2 - civilian 069-690-7448    fax 069-69059003

Operating Hours:              Mon-Sat              0800-1600

(closed for lunch 1200-1300)

   Sun                      0800-1400

### **ITT (Rhein Main)**

Building 349 - civilian 069-699-7456              DSN 330-7456

Operating Hours:              Mon-Fri              1000-1900

   Sat                      1200-1800

(Offers limited services in booking tours and making hotel arrangements.)

### **USO International Airport (Frankfurt)**

Terminal 1 Arrival, Hall C, Level 1 - civilian 069-6996300 DSN 330-6300

Operating Hours:              Sun-Sat              0700-1500

Offers four Internet systems free of charge but will accept donations; limited tour bookings.

### **USO AMC (Rhein Main)**

Building 400 - civilian 069-6996424              DSN 330-6424

Operating Hours:              Sun-Sat              0900-1400

## Car Rental

### **Euro Car Agency (Frankfurt International Airport)**

Terminal 1, Hall A - civilian 069-697970

|                  |         |           |
|------------------|---------|-----------|
| Operating Hours: | Mon-Fri | 0730-1800 |
|                  | Sat     | 0800-1200 |
|                  | Sun     | 0900-1100 |

Required documents: credit card; international drivers license (with U.S. or U.S. Forces drivers license)

### **Hertz - civilian 069-69593244**

Operating Hours: Sun-Sat 0600-0100

### **Gateway Inn Billeting (Rhein Main)**

Building 600 - civilian 069-6994600 DSN 330-4600 fax 330-7442

|       |                          |                 |
|-------|--------------------------|-----------------|
| Cost: | Single w/Shared Bathroom | \$24.50 per day |
|       | Suite                    | \$36.00         |
|       | 2 & 3 Bedroom Apartment  | \$41.00         |

### **Steigenberger - Esprix Hotel**

Cargo City Süd - civilian 069-69709485 fax 069-69709444

### **Airport Park 60549 Frankfurt**

|       |        |                                  |
|-------|--------|----------------------------------|
| Cost: | Single | 100 euros per day (includes tax) |
|       | Double | 122 euros per day (includes tax) |

## FLUGHAFEN BUS SCHEDULE TO/FROM FRANKFURT INTERNATIONAL AIRPORT

1. The Flughafen Shuttle Bus is scheduled to operate from 0700 to 1700 Monday through Friday with the last bus stopping at the 64th Replacement Company. On Saturdays, Sundays, and all U.S. Federal holidays, the Flughafen Shuttle operates from 0700 to 1200 with the last bus leaving the USO office (in Terminal 1, Hall C) at 1145.

2. Daily Bus Schedules:

| Daily Bus Schedule for Two Buses |                          |                          |                           | Weekend Schedule: One Bus |                               |                                |
|----------------------------------|--------------------------|--------------------------|---------------------------|---------------------------|-------------------------------|--------------------------------|
| DEPARTS<br><u>64th RC</u>        | ARRIVES<br><u>TERM 1</u> | ARRIVES<br><u>TERM 2</u> | ARRIVES<br><u>64th RC</u> | DEPARTS<br><u>64th RC</u> | ARRIVES<br><u>*TERMINAL 1</u> | ARRIVES<br><u>**TERMINAL 2</u> |
| 0645                             | 0700                     | 0715                     | 0730                      | 0730                      | 0745                          | 0800                           |
| 0700                             | 0730                     | 0745                     | 0800                      | 0830                      | 0845                          | 0900                           |
| 0740                             | 0800                     | 0815                     | 0830                      | 0930                      | 0945                          | 1000                           |
| 0810                             | 0830                     | 0845                     | 0900                      | 1030                      | 1045                          | 1100                           |
| 0840                             | 0900                     | 0915                     | 0930                      | 1130                      | 1145                          | return to<br>the 64th<br>R.C.  |
| 0910                             |                          | 0945                     | 1000                      |                           |                               |                                |
| 0940                             | 1000                     | 1015                     | 1030                      |                           |                               |                                |
| 1010                             | 1030                     | 1045                     | 1100                      |                           |                               |                                |
| 1040                             | 1100                     | 1115                     | 1130                      |                           |                               |                                |
| 1210                             | 1230                     | 1245                     | 1300                      |                           |                               |                                |
| 1300                             | 1315                     | 1345                     | 1400                      | driver #1 lunch           |                               |                                |
| 1400                             | 1415                     | 1445                     | 1500                      | driver #2 lunch           |                               |                                |
| 1440                             | 1500                     | 1515                     | 1530                      |                           |                               |                                |
| 1510                             | 1530                     | 1545                     | 1600                      |                           |                               |                                |
| 1540                             | 1600                     | 1615                     | 1630                      |                           |                               |                                |
| 1610                             | 1630                     | 1645                     | end                       |                           |                               |                                |

3. The shuttle will stop at the following locations:

At Terminal 1, the shuttle bus stops at the USO Office in Hall C, 1st floor, by terminal exit door 7.

At Terminal 2, the shuttle bus stops Bus Stop 14S, at Hall D, by terminal exit door 3.

At the 64th Replacement Company, the bus stops in front of building 368 from 0700 to 1300. After 1300, the shuttle bus stops in front of building 371.

4. If you encounter problems at the airport, dial 128-7525/6152 from any airport information telephone to get in contact with the Staff Duty Desk. Be prepared to give the staff duty person your name, grade, and location (terminal 1 or 2). For the security and the safety of the bus and its passengers, all passengers must have a valid military ID card. THERE ARE NO EXCEPTIONS TO THIS POLICY. U.S. passport holders are authorized to ride the Flughafen Shuttle Bus but must be escorted by a U.S. military ID cardholder.

# USO CENTERS - EUROPE

(also online at <http://www.uso.org>)

## USO EUROPE

Unit 29623  
CMR 444, Box 8100  
APO AE 09096  
Telephone: 0049 (0) 6134-  
604480/604381  
E-mail: [uso.europe@taunus.de](mailto:uso.europe@taunus.de)  
Gail Camillo, Regional Director  
Europe

## USO RHEIN MAIN AREA

USO Rhein Main Area Web site  
Unit 29623, Box 1  
APO AE 09096  
Telephone: 011/49-611-721010  
Fax: 011/49-611-723371  
Jerry Beatty, Director  
E-Mail: [usorma.director@taunus.de](mailto:usorma.director@taunus.de)  
Office Hours:  
Monday-Friday 0800-1600  
(Frankfurt)  
(Wiesbaden)

## USO KAISERSLAUTERN

USO Kaiserslautern Web site  
Unit 23152  
APO AE 09227  
Telephone: 011/49-631-536-7233/7851  
Fax: 011/49-631-536-779  
E-Mail:  
[murrenw.uso@cmtymail.26asg.army.mil](mailto:murrenw.uso@cmtymail.26asg.army.mil)  
Walt Murren, Director  
Office Hours:  
0830-1700  
(Baumholder)  
(Kleber Kaserne)  
(Landstuhl)  
(Ramstein)

## USO RHEIN-NECKAR

USO Rhein-Neckar Web site  
Unit 29901, Box 18  
APO AE 09086  
Telephone: 011/49-621-730-3468  
Fax: 011/49-621-735-513  
DSN: 385-3195/3668  
E-Mail:  
[mike.lewis@cmtymail.26asg.army.mil](mailto:mike.lewis@cmtymail.26asg.army.mil)  
Mike Lewis, Director  
Office Hours:  
Monday-Friday 0800-1700; closed  
weekends  
(Darmstadt)  
(Heidelberg)  
(Mannheim)

## USO HANAU

USO Hanau Web site  
Unit 20193, Box 31  
APO AE 09165  
Telephone: 011/49-6181-56119  
DSN: 322-8725/8422  
Fax: 011/49-6181-55775  
E-Mail: [uso.hanau@aranea.de](mailto:uso.hanau@aranea.de)  
Office hours: Monday-Friday 0900-1700  
(Büdingen)  
(Pioneer Kaserne)

## USO STUTTGART

USO Stuttgart Web site  
Unit 30401, Bldg. 2307  
APO AE 09131  
Telephone: 011/49-711-680-8811  
Fax: 011/49-711-687-7487  
Email:  
[Frank.Dunn@cmtymail.6asg.army.mil](mailto:Frank.Dunn@cmtymail.6asg.army.mil)  
Frank Dunn, Director  
(Schweinfurt)  
(Stuttgart-Vaihingen)

## **USO CENTERS - CONUS**

(also online at <http://www.uso.org>)

### **BALTIMORE INTERNATIONAL AIRPORT**

USO INTERNATIONAL GATEWAY LOUNGE

International Pier, Lower Level, P.O. Box 28782

BWI Airport, MD 21240

Telephone: (410) 859-4425 DSN Telephone: 243-6944

Fax: (410) 918-6945, DSN Fax: 243-6945,

Service hours: 9 a.m. - 10 p.m. daily

Adrienne Trout, Director

### **USO JFK AIRPORT CENTERS**

Delta Flight Center (International Terminal)

Telephone: (718) 656-4616

Fax: (718) 995-7018

TWA Domestic Arrival Area, Bldg. 58

Telephone: (718) 995-5539

Helen Colford, Manager

### **USO OF PENNSYLVANIA AND SOUTHERN NEW JERSEY, INC.**

USO of Philadelphia, Inc.

Terminal D

Philadelphia International Airport, Philadelphia, PA 19153

Hours of Operation: 8 a.m. - 8 p.m. daily

Telephone: (215) 365-8889; (215) 365-8868

Fax: (215) 365-0249

Diane Sharp-Keys, Executive Director

E-mail: [director@libertyuso.org](mailto:director@libertyuso.org)

### **USO DELAWARE, INC.**

500 Purple Heart Way

Dover AFB, DE 19902

(302) 677-2491 office

(302) 677-2982 fax

(302) 677-6905 lounge

Joan Cote Executive Director

E-mail: [usodelaware@hotmail.com](mailto:usodelaware@hotmail.com)

# ARMY COMMUNITY SERVICE



## DEPLOYMENT AND KIDS

A variety of basic briefings on kids and deployment have been developed by ASGs that provide information about the levels of anxiety in children and behavior that parents should be aware of. Additional resources are available in the communities and can be accessed for more insight and information. Some are outlined below.

**DODDS** has a wide variety of targeted programs for children of all ages, tailored to the unique environments of each of its services' schools (what works for Air Force missions may or may not be the same as that for Navy). They address programs based on each community's special needs. Counselors, psychiatrists, and teachers are all trained to help children and to develop curriculum programs to meet specific deployment-related needs. DODDS should be considered as "expert advisers" on children's reactions to deployment and related issues, from predeployment to reunion.

**CYS** uses resource materials from its Mobilization and Contingency (MAC) plan as well as OPERATION READY materials from ACS to develop programs for children and youth. CYS at installation level interacts and cross-checks with DODDS and other helping agencies (see below) to ensure that children are receiving strong support through their community from every side. Programs are tailored according to the age of the children and consider unique issues in each community.

**ACS** has OPERATION READY materials that specifically address the needs of children before, during, and after deployment. Many of the materials used in the several partnership programs are from the OPERATION READY program. The Darmstadt, Hanau, Vilseck, and Baumholder ACS centers, to mention a few, have modified these materials and are providing programming in schools, during FRG meetings, and individually and in group settings, not only for children, but for parents as well. Entry into CYS and DODDS programs is based on local partnerships that enhance the ACS – DODDS-CYS relationships.

## **ACS FINANCIAL READINESS PROGRAM FOR FAMILY MEMBERS**

Family members needing help in financial matters are encouraged to find assistance from the Financial Readiness Program (FRP) at their local Army Community Service center.

The ACS Financial Readiness Program offers a wide range of services to help soldiers and their families with financial affairs. Emphasis is placed on the training portion of the program, which is designed to teach soldiers and their spouses about money management, proper use of credit, financial planning, deployment, transition and relocation, insurance, and check-writing principles. FRP's goal is to help families prevent financial difficulties before they arise.

Also included in this service is the debt-liquidation program, which is designed to help soldiers and family members arrange to pay off their debts. Clients are encouraged to work with their creditors to gain stable, manageable financial positions.

Skilled counselors are available to provide tax, investment, and consumer information, and help soldiers and their spouses—

- Establish budgets.
- Work with creditors.
- File consumer complaints.
- Gather information on local consumer laws.

This program is designed to inform soldiers and their family members of their rights as consumers. The goal is to instruct soldiers and their families on procedures used in businesses, business transactions they should stay away from, and how to know when they are being taken advantage of.

## **ACS SUPPORT IN CRISIS AND EMERGENCY SITUATIONS**

ACS has a broad-ranging series of programs designed to be flexible in many environments. ACS provides support to soldiers and families in relocation readiness, financial readiness, family advocacy, new parent support, family readiness, and more.

If a natural disaster occurs, a mass casualty happens on site, or a rapid deployment is called, ACS shifts to the soldier and family assistance center (SFAC) mode. In some cases, ACS will activate, on the command of the BSB commander, an additional “mini-SFAC” at a secondary location to better support families that would be blocked from on-post access. The normal activities of ACS are initially put on hold while all program managers pull out the “smart book” and re-gear to address the emerging crisis.

An immediate, localized crisis means ACS is part of the emergency operations center and a source for command information for families. ACS also has counseling and crisis-management capability. The SFAC has SOPs in place to bring other helping agencies on line to support the community and can go to a 24/7 posture if needed. Many ACS centers have also trained on crisis intervention stress management (CISM) and can support workers in a mass-casualty situation.

If the local crisis is in reaction to a distant (downrange) emergency, the SFAC pulls in all helping agencies, such as social work services, chaplains, and the community counseling center, to support families that may have soldiers involved in the emergency. The ACS staff can be trained in casualty assistance, but at this time is not designated (except for the V Corps ACS staff) as casualty notifiers.

ACS is a flexible program-delivery system that adapts to BSB and community needs, and provides a spectrum of soldier and family readiness support platforms that work well in emergency and nonemergency environments. With strong command support and unit interaction, ACS can tailor programs to meet specific, targeted needs. As a commander’s program, it is proactive and provides a safety net for soldiers, families, civilians, and the community.

## FOUR STAGES OF SEPARATION

Everyone who faces separation goes through four basic stages. By becoming aware of these stages, we will be able to better cope. The departure-return cycle includes protest against loss or departure, despair, detachment, and return adjustment.

**PROTEST** against your spouse's departure usually comes a week or two before the spouse is due to leave. Spouses talk of feeling tense, selfish, unbelieving that he or she would actually leave, and guilty about not wanting their spouse to go. There is also frustration with the increased hours your spouse spends getting ready to deploy, your awareness of how many household chores and how much family business must be handled before the spouse leaves, and a bona fide physical as well as mental exhaustion for both spouses.

**DESPAIR** is the tearful period that may come even before your spouse departs. Thoughts like, "*How will I ever live through this without him or her?*" are common. There is also difficulty in sleeping due to general fear for one's safety; even the usual noises in the house seem threatening. Remember, your children will be feeling the same way.

**DETACHMENT** is the level on which you live for most of the separation. It is a state of relative calm and confidence in handling day-to-day living. If a major crisis occurs, however, you may tend to revert to the states of despair and protest.

**RETURN ADJUSTMENT** is accompanied by awareness of the noises in the house. Many spouses experience an incredible emotional and physical frenzy, getting every inch of the house and themselves ready for his or her return. Your spouse arrives exhausted from the final days, eager to come home. The first days of unwinding bring long conversations to attempt to catch up. Finally, he or she spends a lot of time sleeping. Also be prepared for your spouse to spend a few days of getting his or equipment squared away.

## **COPING WITH STRESS**

Being a military family brings with it many rich and new experiences. Pressures and frustrations often result from—

- Lengthy deployments.
- Family finances.
- Separation from family and friends.
- Single parenting during the soldier's absence.
- Constant adjustment to varying duty schedules.
- Frequent relocation.
- Career changes in retirement.

Children may try to take advantage of possible new freedoms. A stable home life is important for their psychological adjustment. Consistent rules, a consistent household schedule, and special time set aside for families are important to minimizing the stress of a parent's absence.

## **STRESS-MANAGEMENT TIPS**

**GET UP EARLIER** to allow yourself more time before starting the day's work.

**PRIORITIZE** what is truly critical and pace yourself accordingly.

Before you begin your work day, **PAUSE** to notice what kind of day it is.

**BE REALISTIC** and kind to yourself when making your "to do" list.

**TAKE LUNCH OR BREAKS** away from your workarea, avoid eating quickly, and do not talk about work.

Spend your **LEISURE TIME** with enthusiastic, upbeat friends. Since many of your friends will be in the same position as you, you should be enthusiastic and upbeat with them.

During the day, **REST** quietly for 5 minutes or take a brief walk.

**SAY "NO"** when you need to.

**ASK** for help when you need it, whether it is for time away from the children, a counseling session, or a vacation.

FOCUS on immediate or short-term goals that are attainable.

ACCEPT APPRECIATION that is due. Accept praise and thanks.

TAKE CARE OF YOURSELF when you are down and out, play your favorite song, see a movie, give up on the housework for the evening.

ANALYZE your moods, energy, and time. Are you down at certain times of the day, week, or month? Plan and prepare.

Use RELAXATION, meditation, music, religion, nature, or whatever works to reenergize yourself.

PAY ATTENTION to your diet, sleep, exercise, and general health.

VOLUNTEER! Helping others is good medicine for the soul and spirit to fill your empty days. Call the Red Cross or ACS for volunteer opportunities.

SET A GOAL. Start the project you have been putting off. Begin a self-improvement program. Go back to school. Do something for yourself.

INITIATE, do not wait for the telephone to ring. Plan an outing or a special dinner, then call several friends to join you.

TRAVEL. New scenery and a change of pace, if only for a day or two, does wonders for the spirit. Plan on taking friends and making a day of it.

GO TO WORK. A full- or part-time job can provide extra income as well as opportunities for interaction.

JOIN a support group. Whether it be through the family support group; your church, chapel, or synagogue; or work, the support of friends makes the going easier.

Take up a new HOBBY or return to one you gave up.

DO NOT FEEL GUILTY about going out with friends and leaving your children with a sitter. That is the cheapest form of "sanity check" available.

KEEP A JOURNAL of your thoughts and activities while your spouse is away to help catch up when the unit returns. Be sure to include pictures.

## ***“I DIDN’T GET MARRIED TO LIVE ALONE”***

*How many times since learning of your spouse’s deployment have you thought these very words?* There are many ways of dealing with military separations. One of the worst is to sit at home brooding about your situation. Yes, it is not fair and it is inevitable. Separation is a fact of military life, and how you deal with it is up to you.

*There are some things to keep in mind to deal with separation effectively.* You may experience a wide range of emotions: feelings like fear, loneliness, anger, and even grief. These feelings may appear one at a time or in a jumble of emotions. The feelings may not appear at all, or may sneak up on you unexpectedly. If they do appear, remember, these feelings are normal and it is okay. Even when supermom down the street is in control, chances are she is going through the same thing, just reacting and handling the situation differently.

**You must accept the separation.** Your spouse is being deployed and nothing is going to change that fact. The sooner you learn to accept the situation, the sooner you can prepare for his or her leaving. Figure out in advance what to do with your time. Do you have interest in learning a new craft, taking the time to finish that quilt, refinishing the table, learning to paint? Is there anything you want to do? Get involved by doing volunteer work (Army Community Service, American Red Cross, youth activities) Not only will this get you out of the house, but it will put you in contact with other adults and the needs of your community. For most volunteer work you put in, childcare is provided. When you have been in the house alone with the kids for several days, stress and tensions increase and problems arise. You need to have contact with adults.

**While it is important to take time out for yourself, this is a great opportunity to spend time with your children.** Try to keep the day-to-day activities “routine,” but plan special outings: go on picnics, to the beach, to the movies, or plan special outings for when daddy or mommy comes home.

Often, a birthday, anniversary, or another holiday will come during a deployment. One way to make it easier is to plan the celebration for a day before or after your spouse’s return. Remember, it is not the day itself that is all-important, but the meaning and the sentiment the day represents. The memory and love that surrounds the day can and should be celebrated any day of the year.

**Keeping lines of communication open is essential.** You might be fortunate enough to have telephone calls. If this is not possible, try keeping a journal. At the end of the day, write down the highlights, any problems that may have occurred, and solutions to the problems. Try not to make this a grief sheet, but a daily account. Then send it off once a week. Also try sending tapes and pictures, especially if the children are small. Over long deployments, infants become toddlers, personalities develop, and the deployed parent often feels left out of the growing process. Pictures and tapes cannot take the place of actually being there, but they are the second best solution.

**While doing these things will not replace your spouse, it will help pass the time. Not only will the days go quicker, but you will have less time to feel your spouse's absence.**

## **PROBLEM-SOLVING STEPS**

- 1. Identify and define the problem or conflict.** What is really the problem? What exactly is wrong? Identify the problem without assigning blame or attacking persons. Be aware of the feelings and needs of all those involved.
- 2. Brainstorm for possible solutions.** Express and record all ideas as fast as you think of them. No judgment or discussion is allowed during brainstorming. BE CREATIVE!
- 3. Evaluate the alternatives.** Look at the consequences of each possible solution. Work together to find a solution acceptable to all. Give and take is necessary for a win-win solution.
- 4. Choose the best solution.** Mutual agreement or consensus and commitment are necessary.
- 5. Implement the solution.** Decide when and how to evaluate: changes needed, delegation of tasks, and timeframes for completion.
- 6. Assess the results with a follow-up evaluation.** Is the situation better or worse? If it is better, do you want to continue? If it is worse, look for another solution from the brainstorming session and implement it. Be persistent until the problem is solved.

**ARMY FAMILY ADVOCACY PROGRAM  
Points of Contact**

| <b>ASG/BSB/AST</b> | <b>LOCATION</b>       | <b>DSN</b>    |
|--------------------|-----------------------|---------------|
| <b>6th ASG</b>     | Stuttgart             | 430-7176      |
| <b>22d ASG</b>     | Vicenza               | 634-7420      |
| <b>26th ASG</b>    |                       |               |
| 233d BSB           | Darmstadt/Babenhausen | 348-6440      |
| 293d BSB           | Mannheim              | 385-2525      |
| 411th BSB          | Heidelberg            | 370-6975      |
| 415th BSB          | Kaiserslautern        |               |
| <b>80th ASG</b>    | SHAPE Mons            | 423-5425      |
| NATO SPT ACT/AST   | Brussels              | 365-9727      |
| 254th BSB          | Schinnen              | 360-7367      |
| <b>98th ASG</b>    | Würzburg              | 351-4328      |
| 235th BSB          | Ansbach/Illesheim     | 467-2370      |
| 279th BSB          | Bamberg               | 469-7777      |
| 280th BSB          | Schweinfurt           | 354-6870      |
| 417th BSB          | Würzburg/Kitzingen    | 350-7103      |
| <b>100th ASG</b>   | Grafenwöhr            |               |
| 282d BSB           | Hohenfels             | 466-4860      |
| 409th BSB          | Grafenwöhr/Vilseck    | 476-2650      |
| <b>104th ASG</b>   | Hanau                 |               |
| 221st BSB          | Wiesbaden/Dexheim     | 337-5034/5754 |
| 284th BSB          | Gießen/Friedberg      | 343-7618      |
| 222d BSB           | Baumholder            | 485-6985/8542 |
| 414th BSB          | Hanau                 | 322-9360      |

## CHILD AND YOUTH SERVICES

**CHILD AND YOUTH SERVICES LIAISON, EDUCATION, AND OUTREACH SERVICES (CLEOS).** CLEOS is the entry point for all CYS programs and services. These services include enrollment and registration, parents services, on and off-post resource and referral for available childcare options, and the CYS volunteer program. CLEOS operate the CYS central enrollment registry (CER) office in each community. For more information on CYS programs or to enroll children in a CYS program, contact the CER office. Documents required for enrollment include an annual health assessment, shot record, income verification, names and telephone numbers of two emergency contacts, and family care plan, if applicable.

**SCHOOL LIAISON OFFICER (SLO).** The SLO serves as primary adviser to the command and command staff on matters relating to schools, and informs and assists parents on youth education and school issues.

**CHILD DEVELOPMENT CENTERS (CDCs).** CDCs offer full-day, part-day, and hourly care for children 6 weeks old through kindergarten. Learning activities are designed to support the natural development of children and include individual, small-group, and large-group experiences.

**FAMILY CHILDCARE (FCC) PROVIDERS.** FCC offers small, multiage group care for children ages 4 weeks to 5th or 6th grade in a nurturing home environment. FCC hours of operation tend to be tailored to meet the needs of military family schedules. FCC providers may provide transportation to activities, assistance with homework, and on-site childcare during unit meetings; or provide extended hours and hourly and weekend care. In addition, FCC provides career opportunities for military spouses.

**SCHOOL-AGE SERVICES (SAS).** SAS is designed to provide age-appropriate programs, supervised care, and recreation options for children and youth in 1st through 5th or 6th grades during out-of-school hours and school-out days. Camp options are available during the summer. SAS programs are affiliated with 4-H and the Boys and Girls Club of America.

**YOUTH SERVICES (YS).** YS programs are affiliated with 4-H and the Boys and Girls Club of America, and are designed to provide comprehensive youth programs to two age groups: middle school (grades 6 or 7 through 9), and teens (grades 10 through 12). YS programs encompass arts, recreation and leisure; sports, fitness, and health; life skills, citizenship, and leadership; and mentoring, intervention, and academic support services.

**CYS SPORTS AND FITNESS PROGRAMS.** These include individual sports, team sports, fitness and health, and outreach services.

**WEB RESOURCES.** These Web sites are just a few which offer assistance to parents and children who are affected by deployment:

*<http://www.cyfernet.org>*

*<http://www.zerotothree.org>*

*<http://www.militarychild.org>*

*<http://www.militarylifestyle.com>*

*<http://www.militarystudent.org>*

## **ADDITIONAL SERVICES**

The following services are offered based on community need:

### **SHORT-TERM ALTERNATIVE CHILDCARE (STACC)**

- On-site hourly surge/group childcare
- Parents must be attending functions located in same facility
- Provided by CYS staff and FCC providers

### **VOLUNTEER CHILDCARE IN UNIT SETTINGS (VCCUS)**

- On-site hourly/surge group childcare
- Parents must be attending functions located in same facility
- Provided by family members in one military unit for family members in another military unit

### **RESPITE CARE**

- Short-term hourly care provided as a “break” from childcare responsibilities
- May be used as part of a child-abuse prevention plan
- Generally provided at no cost or at reduced rates for a limited period

### **EXTENDED HOURS CARE in Family Childcare Homes**

- Routine evening care
- Mission-related childcare in excess of 12 hours per day
- Round-the-clock care for up to 2 weeks

### **LONG-TERM CARE in Family Childcare Homes**

- Mission-related childcare
- Round-the-clock care for up to 60 days, longer on exceptions

## **READINESS SUPPORT INITIATIVES**

- School liaison officer works school-transition issues with local schools.
- Youth technology labs facilitate youth communications with deployed parents.
- Additional programs and services may be offered based on community need.

## **EMPLOYMENT OPPORTUNITIES**

CYS offers career opportunities including family childcare provider, contract specialty instructor, child and youth program assistant, director, and training specialist—all offering competitive salary and flexible hours. Contact your local CYS or civilian personnel advisory center nonappropriated fund human resource office for more information. Information is also available at <http://www.chra.eur.army.mil/>.

Volunteer opportunities are available in all CYS programs. Contact your servicing central enrollment registration office for details.

## FAMILY READINESS GROUP FUNDRAISING

ASG and BSB commanders may authorize informal funds to operate on Army in Europe installations without being organized as private organizations. Informal funds are unofficial activities with limited scopes, activities, memberships, and net worth. Examples of informal funds include office coffee funds, cup and flower funds, annual picnic or holiday party funds, and family readiness groups (FRGs). (**NOTE:** Unit funds are funds supported by profits from nonappropriated fund instrumentalities (NAFIs) operating in Europe. Units may not fundraise to supplement their unit fund.)

FRGs that have questions about fundraising should contact their local ASG or BSB point of contact. (This is usually someone in the Army Community Service office.)

The *general* rules for fundraising are as follows:

- a. The ASG or BSB commander must authorize all fundraising events.
- b. Fundraising must be conducted on an Army in Europe installation but may not be conducted in the workplace.
- c. DA personnel may not endorse an FRG fundraising effort, require subordinates to participate, or solicit donations from a prohibited source. Military personnel may not fundraise in uniform.
- d. The net worth of informal funds and FRGs (assets less obligations) may not exceed \$1,000 unless the funds will be used for a special purpose in the near future.
- e. Fundraising may not be conducted by reselling AAFES or commissary merchandise or by transferring property to unauthorized recipients (for example, selling Class Six items to local nationals).

FRGs are not in the business of collecting funds; they are established to provide accurate information to family members and to provide activities that will enhance unit morale. Fundraising is a legitimate FRG activity, but not a primary activity or responsibility of an FRG.

FRG funds may be used only to support the purpose and mission of the FRG. The money may not be spent in any way that appears to be improper, contrary to Army interests, or to selectively benefit only certain individuals. Funds should not be used to duplicate services available from other agencies (for example, AER loan fund).

# DODDS



## **DODDS-EUROPE AND FAMILY SUPPORT FREQUENTLY ASKED QUESTIONS (FAQs)**

### **How can DODDS schools help during deployments and family separation?**

Deployments and family separations can be stressful times for children. DODDS schools are part of the wide community-support network available to families and can help. Each school is prepared to respond appropriately and is in a proactive stance with regard to family support and deployments. Training is done with teachers on the stages of deployment and the ways that children are affected. Teachers, counselors, and psychologists guide honest and open discussions with students. Schools can link deployed parents and students by e-mail using Gaggles accounts. Our most important contribution comes when we remain focused on the educational mission and provide a stable environment for the children in our schools.

### **Are DODDS schools experienced in dealing with deployments and do they have plans to help?**

We have great experience in serving our communities in the aftermath of September 11th, during the Persian Gulf War, the missions in the Balkans, and other deployments in recent years. Each of our schools has a role to play in being an integral part of the total plan to care for families during times of crisis and conflict.

We have an action plan to provide further guidance on measures that we should take in each community affected by deployments or other military operations (DS Manual 2943.3, School Action Plan for Crisis Intervention). Plans are in place in all locations. They are ready to implement. Teachers are trained. Connections have been made by principals with family assistance and support centers. A team of psychologists is ready to deploy to needed sites. Schools are a major player and are ready to collaborate with communities to help in any way.

### **How important are educational considerations to families?**

Educational considerations have to be on the top of everyone's list. Your child's future depends on a solid educational foundation.

Removing a child from school in Europe may add to feelings of confusion, disruption, and loss of control, whereas remaining in the current school environment can help promote a feeling of stability and normalcy when it is most needed. That means minimizing transitions and disruptions in learning. It means being there for children when times get rough. Schools do that better than anyone except a parent. We are the home away from home for kids. Schools surround children with a caring and supportive safety net.

Listen to your child's concerns. Talk to your children's teacher and work together to meet the needs of kids.

### **How important are school routines to children?**

Very important! School routines contribute to normalcy. Learning and teaching are what we do best. A strong focus on teaching and learning helps maintain stability for children in these difficult times.

### **What if a family chooses to leave the Army in Europe? What do they need to consider?**

When considering a possible move of family members back to the United States during deployments, families need to consider the effect on their school-age children. If a family leaves the Army in Europe, parents are strongly advised to immediately enroll their children in school at their destination. DODDS has no provisions for students to receive credit for lost time if they choose to go home and not enroll in a school immediately. We can provide copies of student records for the receiving school. Enrollment in a school at the destination is critical. If parents choose not to enroll children in school, they are putting their children's education at risk and may be in violation of State law at the temporary place of residence.

Removing a child from school in Europe may add to feelings of confusion, disruption, and loss of control, whereas remaining in the current school environment can help promote a feeling of stability and normalcy when it is most needed. Unlike many stateside schools, DODDS is attuned to the role of schools in deployments. Teachers receive training to help kids deal with the stress of deployments and to look for signs of distress. DODDS schools conduct support groups to help parents as well as students who may be experiencing adjustment problems. School staffs know their military communities and can refer students appropriately for other help and activities in their area.

Continued, uninterrupted education must be a priority for every family. It is a key element of stability and normalcy for children. Parents should consider the disruption to their children's studies—and lives—in transferring them from one school to another and then possibly back again to Europe, all during one school year. DODDS is another part of the support network available to families; we are ready to help.

Your child's credits are important educational considerations. Coordinate with school officials before making any decisions.

### **How can I find out what is going on in my child's school?**

Contact your child's teacher or the school principal. You can also visit the Web site for your child's school. Schools frequently advertise support programs in school newsletters. The local school liaison officer is also a good source of information.

### **How do military deployments affect a classroom or group of students?**

A deployment that affects one child may affect other classmates vicariously, much as experiences of individual family members will affect the rest of the family. In many classes, a large percentage of our students in any class will have a deployed parent. This can exacerbate the situation for the children and teacher. The classroom climate and student behavior and performance may be affected. Interference in the ability of students to concentrate on learning can result. Administrators may need to set the standard for the school climate. Thoughtful classroom discussions may be appropriate for older students during studies of current events, but sensitivity and support are required for all students whose loved ones have been deployed.

(source: <http://www.militarystudent.org>)

### **How do students react to deployment?**

Emotional reactions vary in nature and severity from student to student. Previous experiences or lack of experience with deployment, the child's temperament and personality and the child's assessment of the danger to his or her family member will determine the child's reactions. Nonetheless, some commonalities exist when lives are disrupted by sudden separations and dramatic family changes.

- *Loss of Stability: Deployments interrupt the normal order and routine of daily life. Lack of stability is very threatening. Deployments can upset the equilibrium for extended periods. In the mind of a child, if this sudden change can occur, then it is possible that other unpredictable events might also transpire.*
- *Loss of Control: By their very nature, deployments represent events over which the child has no control. Lack of control over happenings that affect daily life can seem overwhelming to children.*
- *Individual Reactions: Children's immediate reaction to deployment often includes a fear for their own safety. They may be intensely worried about what will happen to them and their family members, to a degree that may be judged by adults as unreasonable. Young children have difficulty putting the needs of others before their own. Children need repeated reassurance regarding their own safety and the outcome of the deployment as it relates to them and their daily lives.*

Conversely, for a variety of reasons, some children may express relief that the family member has left the family unit. The deployment may put an end to preexisting family tension or dysfunction, or it may represent the finality of an action that resolves the child's anxiety, fear, and uncertainty about when the separation will occur. However shocked or dismayed adults may be by children's reactions, it provides an opportunity for children and adults to understand their respective thoughts and feelings and marks a beginning point to work toward a new adjustment in the family. An excellent Web site that talks about the stages of deployment can be found at <http://www.hooah4health.com/deployment/familymatters/emotionalcycle.htm>.

(source: <http://www.militarystudent.org>)

### **When should a referral to a school counselor, psychologist, or other professional be made?**

If symptoms persist over a couple of weeks or seem extreme, teachers, with the help of the school counselor, should contact the parent. The teacher should consult with the school site administrator and support staff to ensure that the appropriate mental-health referrals are recommended within the school or community. Support-staff members may include the school nurse, school psychologist, school counselor, and crisis-intervention team member.

The duration and intensity of stress reactions vary greatly depending on the level of impact on the child and family. These emotional surges may pass more quickly with the support of loved ones, friends, social contacts, and military affiliations. If the separation is extremely traumatic, the need for counseling is very normal and sometimes necessary for healing and adjustment to take place. Counseling does not indicate that a person is mentally ill. It shows that a person is strong enough to accept help with the goal of learning how to manage changes in a constructive way. (source: <http://www.militarystudent.org>)

### **Why must the teacher become involved?**

It is important to become involved for two reasons. First, studies have shown that the way in which an adult responds to individuals and groups after a crisis can significantly affect the outcome of the student's experience. Once the immediate physical and safety needs of the child are met, consideration must be given to the psychological needs of those affected. Through supportive interventions, delayed or prolonged stress responses can be minimized and learning can resume. Second, the process of effectively intervening with individuals or groups of children can create a sense of class cohesiveness and help to reestablish the student's sense of security and belonging in the class.

(source: <http://www.militarystudent.org>)

## **Can deployment and the adjustment period after deployment affect learning?**

Deployment and the period after deployment affect learning by creating instability in the lives of individual students as well as the classroom. Stressed students have difficulty concentrating, learning new concepts, and controlling emotional expression. Some students may become very quiet and withdrawn while others may become disruptive and overly active. Their academic functioning may be impaired. Studies have shown that prolonged stress alters brain chemistry and function, causing students to have difficulty with concentration, memory, behavior, and control of emotions. (source: <http://www.militarystudent.org>)

## **How can my school counselor, nurse, or psychologist help?**

These school-based professionals can help identify the problem and determine the degree of impact on students and on the school. They are trained to assess the student's situation and provide supportive interventions that will help the student adjust. School-based health and mental-health professionals can determine if additional services may be needed from district, community, or military sources and can make referrals.

(source: <http://www.militarystudent.org>)

## **What kinds of training would be beneficial for school staff members?**

- *School site deployment-awareness training.*
- *Consultation with school liaisons from the military services.*
- *Specialized assessment and intervention training for staff.*
- *Resource mapping.*
- *Referral follow-up.*

Many of these services are available to schools through the Family Support Centers and school personnel should be invited to participate. (source: <http://www.militarystudent.org>)

## **How about block leave that overlaps with the end of the school year?**

As we rapidly move toward the end of the school year, many families may find that block leave planned as part of the reintegration process may coincide with the final days of the school year. Normally early departure is only authorized for families with PCS orders. DODDS will consider requests for early departure for any family taking block leave due to reintegration after a deployment. Principals have the authority to grant excused absences from school to support these trips. We ask that parents coordinate with schools in advance to arrange makeup work and

to discuss the timing and any conflicts that may affect negatively on a student's success (standardized testing, finals, special events). Each request will be handled on a case-by-case basis. Parents should contact the principals as soon as they know the leave dates so they can coordinate an early departure. It is incumbent on all of us to carefully consider the educational impact when making transition or vacation plans for our families. It is critical to student success.

### **Resources**

Listed below are online resources offering further information.  
(source: <http://www.militarystudent.org>)

Army: <http://www.armycommunityservice.org/home.asp>

Navy: <http://www.lifelines.navy.mil/> (click on *deployment*)

Marine Corps: <http://www.usmc-mccs.org> (click on *deployment information*)

Air Force: <http://www.afcrossroads.com> (click on *family separations*)

National Guard: <http://www.guardfamily.org>

National Guard Youth Site: <http://www.guardfamilyyouth.org>

Reserves: <http://www.defenselink.mil/ra/> (click on *family readiness*)

Department of Defense Education Activity: <http://www.odedodea.edu/>  
(click on *crisis management*)

Department of Defense Educational Opportunities:  
<http://www.militarystudent.org>

National Military Families Association: <http://www.nmfa.org>

Military Child Education Coalition:

[http://www.militarychild.org/pdf\\_files/deploymenttr2.pdf](http://www.militarychild.org/pdf_files/deploymenttr2.pdf)

National Children, Youth and Families at Risk Initiative:

<http://www.cyfernet.org>

"The Emotional Cycle of Deployment: Military Family Perspective U.S. Army Medical Department Journal" (April 2001):

<http://www.hooah4health.com/deployment/familymatters/emotionalcycle.htm>

### **Acknowledgements**

Some questions and responses were excerpted from "Educator's Guide to the Military Child During Deployment," published by the DOD Educational Opportunities Directorate.

(source: <http://www.militarystudent.org>)

**DODDS-EUROPE  
FAMILY SUPPORT ISSUES  
POINTS OF CONTACT AND RESOURCES FOR SCHOOLS**

**DODDS-EUROPE POINT OF CONTACT FOR FAMILY  
SUPPORT ISSUES**

DODDS-Europe Crisis Intervention  
DSN 338-7799

**MAJOR COMMAND POINTS OF CONTACT FOR FAMILY  
SUPPORT ISSUES**

**USEUCOM**

Chief Community, Family, and Education Branch  
HQ USEUCOM J1-Q  
DSN 314-430-5336 (civilian 49-711-680-5336)  
Fax DSN 314-430-4562

**USAREUR/IMA-E**

Chief, ACS, IMA-E  
DSN 370-8063 (civilian 06221-57-8063)  
Fax DSN 370-8491 (civilian 06221-57-8491)

**COMMAND SCHOOL LIAISON OFFICE**

**USAREUR/IMA-E**

School Liaison Officer, IMA-E  
DSN 370-7272 (civilian 06221-57-7272)

**DOD RESOURCES**

**DEPARTMENT OF DEFENSE EDUCATION ACTIVITY (DODEA)**

Crisis Planning, Including Deployments  
<http://www.odedodea.edu/> (click on *crisis management*)

**DOD DEPLOYMENT HEALTH SUPPORT**

List of links to military resources online  
[http://deploymentlink.osd.mil/deploy/family/family\\_support.shtml](http://deploymentlink.osd.mil/deploy/family/family_support.shtml)

**DOD EDUCATIONAL OPPORTUNITIES DIRECTORATE**

<http://www.militarystudent.org>

Two guidebooks are on the Web site:

**Part I:** Educator's Guide to the Military Child During Deployment  
Parent's Guide to the Military Child During Deployment and Reunion

**Part II:** Educator's Guide to the Military Child During Post-Deployment—Challenges of Family Reunion and Readjustment

**PROGRAM ANALYST, OASD (FMP)/MC&FP**

Telephone: 703-602-4949, ext. 117, fax: 703-602-4972

**OUTSIDE AGENCIES AND ORGANIZATIONS**

**Military.com**

Deployment and the Family—Top 5 Things to Do

*<http://www.military.com/deployment>*

**MCEC**

The Military Child Education Coalition (MCEC) is working to meet the challenge of helping schools and military installations deliver accurate, timely information to meet transitioning parent and student needs, and in the development and education of children from military families.

*<http://www.militarychild.org>*

**Books for Brats**

General site for military children.

*<http://www.booksforbrats.net/hero/home/index.htm>*

**An article entitled, “Help Kids In Military Families Cope: Psychiatrist Offers Tips to Support Children” on the stress of deployment for military students**

*<http://www.wnbc.com/family/2107168/detail.html>*

**Another article entitled “Military Kids: War Fears Hit Home” on family stress during deployment from CBS *The Morning Show***

*<http://www.cbsnews.com/stories/2003/02/28/earlyshow/contributors/tracysmith/main542323.shtml>*

**Compiled by:**

Public Affairs Office, Office of the Director, DODDS-Europe

DSN 338-7612/7614, civilian (49) 0611-380-7612/7614, fax: DSN 338-7565, civilian 0611-380-7565



# AAFES



**AAFES Mission:** Provide high-quality merchandise and services of necessity and convenience to authorized customers at uniformly low prices, and generate reasonable earnings to supplement appropriated funds to support Army and Air Force morale, welfare, and recreation programs.

**Commitment:** AAFES is committed to providing the finest goods and services and a great shopping experience. We encourage you to contact your local manager at any time you feel your experience was less than perfect. You will find contact information or your local manager at the entrance to your exchange or at <http://www.aafes.com/>. Give us a call and we will make it right.

**AAFES-Europe Community Partner:** AAFES-Europe wants you to know we are not just a place to shop, but also an important member of your community. Our facilities can provide a meeting place (such as a food court or BookMart) for your community event, a gathering place to connect with other family members facing the same issue, and a shopping experience with a touch of excitement. We call it "Retailtainment." Throughout the year we schedule book signings, celebrity visits, special themed shopping events, and entertainment activities. We also partner with USO, DeCA, MWR, and local community partners to bring special events to your community and a little taste of home. We hope you find time to visit our exchange frequently to see what's happening in YOUR community.

**Largest Employer of Family Members in Europe:** We are proud to be the largest employer of family members in Europe. We offer lifestyle scheduling and online convenience for hiring. The new automated hiring system called AAFES Automated Hiring System (AAHS) enables interested applicants to easily check entry-level job vacancies in AAFES-Europe and other worldwide AAFES locations. The online application process is convenient and easy to use. Simply log onto <http://www.aafes.com/>, click on *EMPLOYMENT*, and complete the short form. The entire process takes about 20 minutes and once completed, you can easily update information on your application at any time.

**Convenience:** Sometimes stress comes with deployment. We have established programs specifically targeted to make life easier during deployment.

**Military Star Card Deployment Policy:** AAFES has established a deployment policy for its deployed credit card account holders. The plan offers deployed AAFES Military Star Card account holders a reduced interest rate and no payments for those who are deployed for at least 90 days. The plan offers the deployed AAFES Military Star Card account holders the following two options:

1: A 6 percent interest rate and the ability to continue to use the account during the deployment while making no payments.

2: A 0 percent interest rate during deployment while making no payments. No charges can be made against the account during deployment under this option.

For information or to request updates to your account, such as address changes and adding or deleting authorized users, contact the customer interaction center by mail, telephone, fax, email or visiting your local exchange's customer service center.

**Gifts From the Homefront:** AAFES is proud to announce a new method to allow support for our soldiers and airmen from any customer or community group. AAFES and CertifiChecks have partnered to offer the new Gifts From the Homefront Program. AAFES CertifiChecks are redeemable at all AAFES BXs and PXs throughout the world. They can be purchased 24 hours a day, 7 days a week, and come in denominations of \$10, \$25, \$50, \$75, and \$100.

The standard cost for the certificates is \$4.95, which covers the costs for printing, mailing, and handling up to 20 certificates per order, providing they are going to the same address. CertifiChecks are available only at <http://www.aafes.com/>.

CertifiChecks can be redeemed at these facilities to purchase such items as health and beauty items, soft drinks, candy, snack items, CDs, pre-paid calling cards, and much more.

**AAFES Gift Cards:** Gifts cards are a new program; they replaced gift certificates. Gift cards can be purchased at any AAFES facility, but may not be used for deployed personnel. AAFES gift cards require point of sale cash registers to redeem, which PXs and BXs downrange do not have. CertifiChecks available at <http://www.aafes.com/> are an alternative.

Authorized customers for gift cards may present this card as payment for most purchases of merchandise or services from AAFES. Some exclusions may apply. Purchases will be deducted from the gift card amount until the value reaches zero. The gift card may be recharged. Gift cards may not be redeemed for cash. If you have questions, see your servicing AAFES manager. AAFES is not responsible for lost or stolen cards. After 24 consecutive months of non-use, a \$2 monthly fee will be deducted from your balance until the card is used or depleted. To check your gift card balance, see any cashier, go to <http://www.aafes.com/>, or send an e-mail message to [custserv@milstar.com](mailto:custserv@milstar.com). For questions or to obtain your balance, call 1-888-481-1550.

**Catalog/Cyber:** The Exchange also relies on high-tech solutions to further close the gap between soldiers in the field and friends and family at home. The secure Web sites <http://www.aafes.com/>, <http://www.usmc-mccs.org>, and <http://www.navy-nex.com> show merchandise found in Exchange catalogs as well as weekly specials and closeout items. In addition, a virtual concession mall accessible through these Web sites—[Centricmall.com](http://Centricmall.com)—provides unique features and additional merchandise tailored to the concerns of the Armed Forces community.

Increased convenience doesn't mean increased cost when using Exchange Catalog services. In fact, orders over \$49, MCSS and Military Star Card orders placed by mail, telephone, or online are not charged shipping or handling fees for standard deliveries!

The combined efforts of traditional Exchange catalogs and modern Internet services ensure that regardless of location, the Exchange is always "on duty" to meet and exceed the needs of military families around the globe.

AAFES catalog and Exchange online store orders may be shipped to family members downrange, provided they can be shipped to an APO address. The Exchange online store carries over 19,000 items and is available 24/7/365 for shopping. Servicemembers downrange can order items for their families back home where Internet access is available.

**Staying Connected:** We know when your loved ones are away that you want to stay connected, so AAFES has a number of programs designed specifically to keep you connected.

**AAFES: Serving Troops Downrange:** Family members often wonder what it is like for the troops downrange, and AAFES created a Web page (<http://www.aafes.com/downrange/home.htm>) to show our facilities in deployed locations. This new site, with its pictures of the PX, BX, or other operations, will offer them a chance to catch a glimpse of life during a deployment.

The link includes sites that support OIF and OEF operations and provides an exterior view of the facility, an interior shot, and photos of food or services operations available at the location. Additional facts are included as well.

The Web page has a drop-down menu that lists specific regions and the sites listed within. As more locations are opened or sites close, we will update the link. Although a large feature link is currently located on the <http://www.aafes.com/> homepage, a smaller link will eventually replace the feature and take you to the permanent location on the *about AAFES* page.

AAFES encourages family members, friends, and AAFES employees to access the downrange link as well.

**Talk is cheap with the AAFES 550-Unit Military Exchange Global Prepaid Telephone Card:** AAFES remains committed to keeping the lines of communication open and affordable for all soldiers and airmen. In this spirit, AAFES has unveiled the new, 550-unit Military Exchange global prepaid telephone card.

The rates for the 550-unit Military Exchange global prepaid telephone card are the best available. Beyond affordability, the 550-unit calling cards are also convenient. With 550 units available, military personnel do not have to recharge the card as often. This flexibility gives servicemembers the ability to communicate with friends and family for longer periods.

**AAFES-Europe Cares:** Because we care, we frequently offer special programs and services to care for family members remaining in Europe as troops continue to deploy abroad.

**Operation FAMILY:** This special outreach program is offered to family members and is intended to alleviate some of the stress on family members and to entertain those who have loved ones deployed.

Local exchange managers schedule promotional events for family members on their respective installations throughout the deployment. Exchange shoppers are encouraged to stop by their main exchange to pick up a local schedule of AAFES activities.

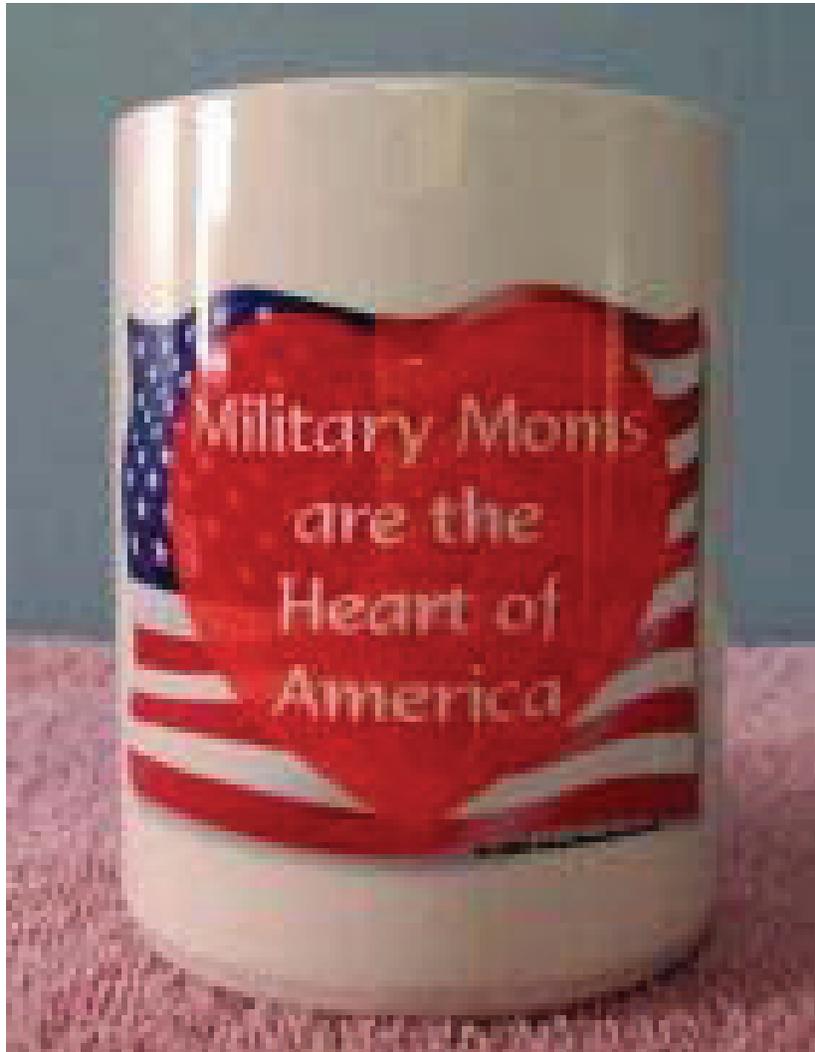
**FREE 18-Point Auto Safety Check:** If a family member suspects that his or her vehicle isn't performing correctly, drop it off at any AAFES car care center for a free 18-point automotive safety check. This free safety inspection offers customers peace of mind when their spouse is deployed.

**You Made the Grade:** Students in military families deserve recognition for their scholastic achievements. They have risen to the challenge of maintaining academic excellence while facing frequent school transfers.

Each school year AAFES, in partnership with DODDS, sponsors the *You Made the Grade* program for students grade 6 and up. Those who maintain a B average or better should bring their report cards to their local AAFES main exchange to receive a coupon book with savings of more than \$50 on items such as footwear, fragrances, and fast food.

Entry forms to win U.S. savings bonds are included in the coupon package. Thanks to its vendor partners, AAFES awards U.S. savings bonds totaling \$10,000. Students should be sure to bring their report cards to their local PX or BX and keep studying!

# COMMISSARY



***<http://www.commissaries.com/>***  
**Give it a click for up-to-date commissary info!**

The Defense Commissary Agency, European Region, headquarters is in Kaiserslautern, Germany, and oversees 59 stores in 10 countries. While there are no DeCA facilities downrange, a great deal of product is sold by DeCA Europe for resale downrange.

About 2,900 U.S. and local national employees work hard to support a wide range of facilities selling approximately \$450 million annually from an ever-changing inventory worth around \$76 million.

Though located far from the supply source of most of our products, the contributions of our people and the modernity of our supply systems allow us to maintain a 99 percent or higher in-stock rate.

DeCA is a core military family-support element and a valued part of military pay and benefits. We contribute to family readiness, enhance the quality of life for America's military and their families, and help recruit and retain the best and brightest men and women to serve their country.

From Germany to the farthest reaches of the region, the Defense Commissary Agency provides the customer with the best possible service at the lowest possible price, along with a touch of home for the world's most deserving military force.

**“We don't profit, you do!”**

All commissaries sell at cost so the only profit is yours! You profit by getting the absolute best buy for your hard-earned dollars. The only thing added to the cost of your commissary goods is the congressionally mandated 5-percent surcharge. Even that money comes back to you in the form of store renovations and construction. Some recent examples of this are the relocated stores in Giebelstadt, Germany, and Mildenhall, England. These facilities are now bigger, better, and offering more products to you, thanks to your surcharge dollars.

Just how much can you save? Comparison shopping done by our headquarters shows that our customers can save an average of 30 percent of more over commercial prices. That equates to about \$2,700 annually for a family of four. Every day, our buyers strive to bring you low prices and, at least twice a year, bring you giant case-lot sales with even greater savings. Shop with coupons and it is even better!

## Coupons

Extend your savings to the greatest extent by using coupons. Some important facts to remember:

- DeCA stores take coupons up to 6 months past the expiration date.
- Only one coupon per item, please. Even coupons without “exclusionary language,” such as *NOT TO BE USED WITH ANY OTHER COUPON*, *NOT TO BE USED WITH ANY OTHER OFFER*, and *ONE COUPON PER PURCHASE*, may not be used in combination on the purchase of an item. This policy is in line with the policy of other DOD resale activities and our commercial counterparts.
- Internet coupons are accepted. *Ensure the coupon has a barcode included! Internet coupons for FREE products are not accepted.*
- Present your coupons to the cashier at the beginning of the checkout process.
- DeCA computers automatically compare the coupons presented to the products purchased. If they do not match exactly, the coupon will not be accepted.

## Special Orders

Even if you routinely shop one of our smaller commissaries, you can still take advantage of the full stock list carried by the bigger stores such as Ramstein, Heidelberg, Lakenheath, and Aviano. You can special order any product *in the region stock list* and have it delivered to your store of choice. If you want two cans of something, just ask. No need to buy the case.

You can also special order vacuum-packed meats. If you need a large number of steaks for a cookout or just want something cut extra thick to celebrate your homecoming, just ask your store staff a few days ahead of time and we can make it happen.

## All-American Beef

All fresh and frozen beef sold in European commissaries originates in the United States. The fresh beef sold in the vacuum package is USDA Choice and processed at our Ramstein central meat-processing plant.

## Party Trays

Want some help bringing that party together? Deli meat and cheese trays, as well as fruit and vegetable trays, are made to order. Call your favorite store or stop in to talk to a manager a couple days ahead of time.

## **Sandwiches**

Most of our delis make custom sandwiches. Some offer call-ahead or fax-ahead service. Most offer pre-made sandwiches in the Grab-n-Go section near the checkout. While you're looking, grab a bag of chips, a drink, and maybe even a fruit salad.

## **Nifty Ways to Pay**

We accept cash (U.S. dollars only), checks, credit cards, and debit cards. Should you have difficulty with a dishonored check, call the following numbers for expert assistance:

- 0049 (0)631-3523-312/310/307 (when calling from outside Germany)
- Toll free: 00800-6541-2398 (from Germany, the United Kingdom, and Italy)

## **Gift Certificates**

Need to buy a quick and easy gift without leaving home? DeCA has just the thing for you. Go to <http://www.commissaries.com/> and click on *Commissary Gift Certificates* for the one commissary product you can buy online! (For folks without Internet access, a call to the United States at 887-770-4438 will work. Just remember that the call is not toll free.)

Anyone can buy these gift certificates; all you have to do is make sure you are buying it for an authorized commissary shopper, because they are the only ones who will actually be able to use them!

Available in denominations from \$5 to \$100, you can buy any number of certificates and have them mailed directly to a person of your choosing (remember, authorized shoppers only). You can also donate certificates to a charity of your choice, such as the chaplain's fund or the child development center. Right online you can select to donate to the United Service Organization or the Air Force Aid Society. You can even donate a gift certificate to the DeCA/Fisher House Scholarships for Military Children program.

Certificates can be gift-wrapped and mailed to addresses around the world.

If you represent a chaplain's fund and plan to purchase certificates to be given to deserving families over the holiday season, we recommend you get as early a start as possible. Gift certificates cannot be purchased in the stores, so please allow enough time to receive them through the online ordering process.

## **Unit orders**

Unit purchases of all sizes on Government charge cards are welcome. Large purchases should be coordinated with store management ahead of time to ensure the product for all customers is not depleted and to provide special handling and pickup arrangements to make the process easier for you.

## **Talk to DeCA**

Whether you are complaining or complimenting or just have a question, DeCA gives you lots of ways to communicate with us.

- First, find a manager and resolve your situation quickly at the store level, or submit a patron communication form. This form stays at the store level and can be found in the front-end area.
- Second, should you feel the need to elevate your issue, look for a *Your Action Line* form to send by mail or go to <http://www.commissaries.com/> and click on *Contact DeCA*. You will get a personal answer from DeCA Europe headquarters.

## **Scholarships**

Since 2001, the Defense Commissary Agency and the Fisher Foundation have joined forces with supporting manufacturers to provide hundreds of scholarships to deserving military children. Since then, in Europe alone, 299 scholarships have been awarded, totaling \$367,100—a sizable investment in our youth. Information on the Scholarships for Military Children program may be found at <http://www.militaryscholar.com> or <http://www.commissaries.com/>. The window of application generally runs from around November to February.

## **The Commissary Connection**

The latest addition to DeCA's customer-awareness tools is The Commissary Connection. This periodical is available only by online subscription and has all the latest news about the commissary benefit and services.

## **E-Mail List**

To send an e-mail message to the store director at your favorite store, either visit the store page on <http://www.commissaries.com/> or, if you know the director's name, just use *first name.last name@deca.mil*. Some e-mail addresses use nicknames, so if James does not work, try Jim.

## COMMISSARY TELEPHONE LIST

| Commissary     | DSN Telephone      | Civilian Telephone           | Fax                                  |
|----------------|--------------------|------------------------------|--------------------------------------|
| Alconbury      | 268-3909/3799      | 0044-1480-823919             | 00441-480-455915                     |
| Ankara         | 672-2335/2336      | (0090)312-284-4065           | (0090)312-284-4064                   |
| Ansbach        | 467-2840/2145      | 49-9802-832145               | 09802-7992                           |
| Aschaffenburg  | NA                 | 06021-960513/91185           | 06021-960548                         |
| Aviano         | 632-7647/7648      | (0039)(0)434-667647/<br>7648 | 632-4317<br>(0039)(0)434-664317      |
| Babenhausen    | 348-3747           | 06073-3428                   | 348-3468<br>06073-38-3468            |
| Bad Kissingen  | NA                 | 0971-63786                   | 0971-63786 (verbal)                  |
| Bad Nauheim    | 324-3544/3244      | 06032-85590/968462           | 06032-85590                          |
| Bamberg        | 469-7650/8819/7650 | 0951-32414                   | 0951-303725                          |
| Baumholder     | 485-7148/6666      | 06783-7208                   | 06783-4076                           |
| Bitburg        | 452-9211/9135      | 06561-2281                   | 06561-17808                          |
| Büdingen       | 321-4726/4826      | 06042-80726/80826            | 06042-6282                           |
| Cairo          | 725-1456           | (0020)2-516-2540             | (0020)2-516-2569/<br>2541            |
| Chièvres       | 361-5344/5044      | 0032-6827-5344/5504          | 361-5005<br>0032-6827-5005           |
| Croughton      | 236-8789/8792      | 0044-1280-708789/<br>708792  | 236-8831<br>0044-1280-708831         |
| Darmstadt      | 348-6122/6597      | 06151-64298                  | 348-6123<br>06151-69-6123            |
| Dexheim        | 334-5883           | 06133-50279                  | 334-5820<br>06133-69820              |
| Fairford       | 247-4163/4924      | 0044-1285-714163             | 0044-1285-713412                     |
| Garmisch       | 442-2587/2780      | 08821-908997/908998          | 08821-909582                         |
| Gelnhausen     | NA                 | 06051-4266                   | 06051-13416                          |
| Giebelstadt    | 352-7208           | 09334-887208                 | 352-7813<br>09334-877813             |
| Gießen         | 343-8448/7040      | 0641-74450                   | 343-6079<br>0641-402-6079            |
| Grafenwöhr     | 475-8489           | 09641-3828                   | 09641-923-679                        |
| Gricignano     | 629-4787           | (0039)(0)81-811-4728         | 629-4762<br>(0039)(0)81-811-<br>4762 |
| Hanau          | 322-8323/8736      | 06181-55859                  | 322-9400<br>06181-889400             |
| Heidelberg     | 388-9074/9077      | 06221-5793-116/112/<br>221   | 06221-759-3199                       |
| Hohenfels      | 466-2630/2417      | 09472-1003                   | 09472-8619                           |
| Idar Oberstein | 485-8616           | 067836-8616                  | 06781-47289                          |
| Illesheim      | 467-4517           | 09841-8796                   | 467-4996<br>09841-683039             |
| Incirlik       | 676-3212/8356      | 0090-322-316-6855            | 0090-322-7605                        |

| <b>Commissary</b> | <b>DSN Telephone</b> | <b>Civilian Telephone</b>                   | <b>Fax</b>                                   |
|-------------------|----------------------|---|--|
| Izmir             | 675-3205/3224        | 0090-232-441-7029                           | 0090-232-48-22973                            |
| Kelley Barracks   | 421-2779/2366        | 0711-726-1122<br>0711-729-2779/2366         | 421-2004<br>0711-72-92004                    |
| Kitzingen         | 355-8504             | 09321-35715                                 | 355-8805<br>09321-305805                     |
| Lajes Field       | 535-6124/6174        | 00351-295-57-6124                           | 00351-295-57-3351                            |
| Lakenheath        | 226-3515             | 0044-1638-52-3515                           | 226-3212<br>0044-1638-52-3212                |
| Livorno           | 633-8180/8181        | 0039-050-54-8181/8180                       | 633-8188/8199<br>(0039)<br>(0)5054/8188/4402 |
| Mannheim          | 385-3940             | 0621-7283611                                | 0621-728-3611                                |
| McCully Barracks  | 334-4832             | 06132-2785                                  | NA   |
| Menwith Hill      | 262-7759/7758        | 0044-1423-77-7759/<br>7758                  | 0044-1423-77-1508                            |
| Mildenhall        | 238-2475             | 0044-1638-54-2475                           | 238-2404<br>0044-1638-54-2404                |
| Mineo             | 624-0441/0440        | 0039-095-86-0441/0440                       | 0039-095-86-0442                             |
| Naples            | 625-3896/3897/3895   | 0039(0)-81-724-3895/<br>3896/3897           | 625-4034<br>0039-081-724-4034                |
| Neubrück          | 485-7730             | 06782-6317                                  | 06782-6317                                   |
| Panzer Barracks   | 431-2503             | 07031-15503                                 | 07031-226183                                 |
| Patch Barracks    | 430-8401             | 0711-680-8401                               | 0711-681-558                                 |
| Ramstein          | 480-6712/7159        | 06371-47-6712                               | 06371-44134                                  |
| Rhein Main        | 330-6027/7494/7490   | 069-69-1443                                 | 069-69-2881                                  |
| Riyadh            | 435-7908/7909        | 009661-478-1100 + ext.<br>DSN 435-7908/7909 | 009661-498-8639                              |
| Rota              | 727-2587             | 0034-95682-2587                             | 0034-956-82-2961                             |
| Schinnen          | 360-4596/7513/7443   | 0031-46-443-7513/7441                       | 360-7442<br>0031-46-443-7442                 |
| Schweinfurt       | 354-6550/6485        | 09721-803162                                | 09721-803162<br>(voice)                      |
| Sembach           | 496-7240             | 06302-67-7240                               | 06302-4589                                   |
| Sigonella         | 624-3884/4107        | 0039-095-56-3885/4107                       | 0039-095-7130088                             |
| Spangdahlem       | 452-6606/6726        | 06565-4254                                  | 06565-7260                                   |
| Vicenza           | 634-7997             | 0039-0444-717997                            | 0039-044-451-3079                            |
| Vilseck           | 476-2428/2921        | 09662-83-2428/2921                          | 09662-7471                                   |
| Vogelweh          | 489-6828/7732        | 0631-3543-00109                             | 0631-51069                                   |
| Wiesbaden         | 337-6227/6025        | 0611-705-6227/6025                          | 337-5643<br>0611-716-758                     |
| Würzburg          | 350-7126/6316        | 0931-708047                                 | 350-6497<br>0931-889-6497                    |

## WIC OVERSEAS PROGRAM IN EUROPE

The Women, Infants, and Children Overseas (WIC-O) Program is now fully established in Europe. The WIC-O Program is an educational and supplemental nutrition program promoting good health for infants; children; and pregnant, breastfeeding, and post-partum women. The WIC-O Program helps families with nutritional needs in an effort to prevent more serious medical problems. WIC-O is a DOD quality-of-life program managed by the TRICARE Europe Office and operated by Choctaw Management/Services Enterprise (CM/SE). There is absolutely no cost involved for participants.

There are 56 WIC-O offices, 41 of which are in Europe. WIC offices are located in 12 countries throughout Europe and the Pacific. The program is available to members of the U.S. Armed Forces assigned to overseas locations, U.S. civilian employees of a "military department," U.S. civilian employees of DOD contractors stationed overseas, and family members of any of those groups living with them overseas. To be eligible, the woman, infant, or child must meet four specific criteria: (1) the individual must be a woman who is pregnant, breastfeeding (up to 1 year after delivery), or post-partum (up to 6 months after delivery); an infant up to 12 months old; or a child up to 5 years old; (2) the family income must be at or below 185 percent of the Alaska Poverty Guideline; (3) there must be an identified nutritional or medical risk factor; and (4) the family must be assigned to the area supported by the local WIC-O office (by APO Zip code).

To get started in the program, potential participants must make an appointment with their local WIC-O office for a full evaluation. Once determined to be eligible, they receive food vouchers to be used as checks at European commissaries and NEXMARTS for the purchase of very specific, approved food items. The shelves below these food items are marked with small red stickers, stating the product is "WIC Approved."

To find out more about WIC-O in your area, please refer to the Health Affairs/TRICARE Web site at <http://www.tricare.osd.mil/wic/default.cfm> or call DSN 496-6328 or civilian (49)-(0)6302-67-6328 to locate the WIC-O office nearest you.

| <b>DIRECTORY OF SERVICES AND RESOURCES</b><br>(These Web addresses are subject to change) |   |   |   |
|---|---|---|---|
| <b>ONE STOP MOBILIZATION INFORMATION WEB SITE</b>   |   |   |   |
| <a href="http://www.defenselink.mil/ra/mobil/">http://www.defenselink.mil/ra/mobil/</a>   |   |   |   |
| <b>BENEFITS WEB SITES</b>   |   |   |   |
| <b>Military Pay and Entitlements</b>  | <a href="http://www.dfas.mil/money/">http://www.dfas.mil/money/</a>   | <b>Personal Benefits Center</b>   | <a href="http://www.military.com/PBC/PBC_SignIn/1,13152,00.html?">http://www.military.com/PBC/PBC_SignIn/1,13152,00.html?</a>               |
| <b>BUSINESS WEB SITES</b>   |   |   |   |
| <b>Small Business Administration</b>  | <a href="http://www.sba.gov">http://www.sba.gov</a>   | <b>Thomas Register Volumes</b>  | <a href="http://www.thomasregister.com/">http://www.thomasregister.com/</a>   |
| <b>CALCULATORS</b>  |   |   |   |
| <b>Severance Pay Calculator (click on link and download program)</b>                      | <a href="http://www.afpc.randolph.af.mil/permis/civilian/c_6a81.htm">http://www.afpc.randolph.af.mil/permis/civilian/c_6a81.htm</a> | <b>Projecting TSP Account Balance, Annuity Calculator, and Retirement Planner</b> | <a href="http://www.tsp.gov/calc/">http://www.tsp.gov/calc/</a>   |
| <b>CSRS Retirement Calculator</b>   | <a href="http://www.finance.gsa.gov/csrs/">http://www.finance.gsa.gov/csrs/</a>   | <b>Life Insurance Calculator</b>  | <a href="http://www.opm.gov/calculator/index.htm">http://www.opm.gov/calculator/index.htm</a>   |
| <b>Social Security Benefit Calculators</b>  | <a href="http://www.ssa.gov/planners/calculators.htm">http://www.ssa.gov/planners/calculators.htm</a>                               |   |   |
| <b>DOD WEB SITES</b>  |   |   |   |
| <b>Defense Link</b>   | <a href="http://www.defenselink.mil/">http://www.defenselink.mil/</a>   | <b>Military Pay and Benefits</b>  | <a href="http://www.dod.mil/militarypay/">http://www.dod.mil/militarypay/</a>   |
| <b>EDUCATION WEB SITES</b>  |   |   |   |
| <b>Federal Children Scholarship Fund</b>  | <a href="http://www.fedscholarships.com">http://www.fedscholarships.com</a>   | <b>GI Bill Information</b>  | <a href="http://www.gibill.va.gov/">http://www.gibill.va.gov/</a>   |
| <b>U.S. Department of Education</b>   | <a href="http://ifap.ed.gov">http://ifap.ed.gov</a>   | <b>Military.com Education Channel</b>   | <a href="http://www.military.com/Careers/Education/1,,112,00.html?loc=L">http://www.military.com/Careers/Education/1,,112,00.html?loc=L</a> |
| <b>FAMILY WEB SITES</b>   |   |   |   |
| <b>Armed Forces Benefit Association</b>   | <a href="http://www.afba.com/">http://www.afba.com/</a>   | <b>Army Family Liaison Office</b>   | <a href="http://www.aflo.org/home.asp">http://www.aflo.org/home.asp</a>   |
| <b>Army Community and Family Support Center</b>   | <a href="http://www.armymwr.com/">http://www.armymwr.com/</a>   | <b>Child Support Information</b>  | <a href="http://www.acf.hhs.gov/programs/cse/">http://www.acf.hhs.gov/programs/cse/</a>   |
| <b>Children, Youth, and Families Education and Research Network</b>                       | <a href="http://www.cyfernet.org/">http://www.cyfernet.org/</a>   | <b>Children Cope With Terrorism</b>   | <a href="http://www.aboutourkids.org/">http://www.aboutourkids.org/</a>   |
| <b>Hooah 4 Health</b>   | <a href="http://www.hooah4health.com">www.hooah4health.com</a>  | <b>Lifelines Quality of Life Mall</b>   | <a href="http://www.lifelines.navy.mil/">http://www.lifelines.navy.mil/</a>   |

| <b>DIRECTORY OF SERVICES AND RESOURCES (continued)</b><br>(These Web addresses are subject to change) |   |   |   |
|---|---|---|---|
| <b>Military Assistance Program</b>  | <a href="http://www.dod.mil/mapsite">http://www.dod.mil/mapsite</a>   | <b>Military Child</b>                   | <a href="http://www.militarychild.org">http://www.militarychild.org</a>                 |
| <b>Military.com</b>   | <a href="http://www.military.com">http://www.military.com</a>   | <b>Military Family Resource Center</b>  | <a href="http://mfrc.calib.com">http://mfrc.calib.com</a>                               |
| <b>Military Living Publications</b>   | <a href="http://www.militaryliving.com/">http://www.militaryliving.com/</a>   | <b>Military Moms</b>                    | <a href="http://www.militarymoms.net/">http://www.militarymoms.net/</a>                 |
| <b>Military Report</b>  | <a href="http://www.militaryreport.com">http://www.militaryreport.com</a>   | <b>Military Spouses' Career Network</b> | <a href="http://www.mscn.org/">http://www.mscn.org/</a>                                 |
| <b>Military Family Association</b>  | <a href="http://www.nmfa.org/">http://www.nmfa.org/</a>   | <b>Tragedy Assistance Program</b>       | <a href="http://www.taps.org">http://www.taps.org</a>                                   |
| <b>Parents Helping Parents Network</b>  | <a href="http://www.parentshelpingparents.org/whoweare.html">http://www.parentshelpingparents.org/whoweare.html</a> | <b>The Military Coalition</b>           | <a href="http://www.themilitarycoalition.org/">http://www.themilitarycoalition.org/</a> |
| <b>SGT Mom's Homepage</b>   | <a href="http://www.sgtmoms.com">http://www.sgtmoms.com</a>   |   |   |

| <b>FEDERAL EMPLOYEE WEB SITES</b>                            |   |  |   |
|--|---|--|---|
| <b>Determine Your Military Spouse Preference Eligibility</b> | <a href="http://www.chrma.hqusareur.army.mil/staffing/asp/wizards/msp/default.asp">http://www.chrma.hqusareur.army.mil/staffing/asp/wizards/msp/default.asp</a> | <b>Determine Your Veterans' Preference</b> | <a href="http://www.dol.gov/vets/programs/fact/veterans_preference_fs08.htm">http://www.dol.gov/vets/programs/fact/veterans_preference_fs08.htm</a> |
| <b>Determine Your VRA Eligibility</b>                        | <a href="http://www.chrma.hqusareur.army.mil/">http://www.chrma.hqusareur.army.mil/</a>   | <b>Savings Plan</b>                        | <a href="http://www.tsp.gov/">http://www.tsp.gov/</a>   |
| <b>DFAS (Money Matters)</b>                                  | <a href="https://mypay.dfas.mil/mypay.aspx">https://mypay.dfas.mil/mypay.aspx</a>   | <b>TSP - Account Access</b>                | <a href="http://www.tsp.gov/account/index.html">http://www.tsp.gov/account/index.html</a>   |
| <b>Social Security Retirement Planner</b>                    | <a href="http://www.ssa.gov/retire2/">http://www.ssa.gov/retire2/</a>   |  |   |

| <b>GUARD AND RESERVE WEB SITES</b>                      |   |                              |   |
|---|---|------------------------------|---|
| <b>Army National Guard</b>                              | <a href="http://www.arng.army.mil/">http://www.arng.army.mil/</a>                                     | <b>Army Reserve</b>          | <a href="http://www.army.mil/usar/">http://www.army.mil/usar/</a>           |
| <b>Air National Guard</b>                               | <a href="http://www.ang.af.mil/">http://www.ang.af.mil/</a>   | <b>Air Force Reserve</b>     | <a href="http://www.afreserve.com">http://www.afreserve.com</a>             |
| <b>Coast Guard Reserve</b>                              | <a href="http://www.uscg.mil/hq/reserve/reshmpg.html">http://www.uscg.mil/hq/reserve/reshmpg.html</a> | <b>Marine Reserve</b>        | <a href="http://www.mfr.usmc.mil">http://www.mfr.usmc.mil</a>               |
| <b>Naval Reserve</b>                                    | <a href="http://www.navalreserve.com/ps/">http://www.navalreserve.com/ps/</a>                         | <b>National Guard Bureau</b> | <a href="http://www.ngb.army.mil/">http://www.ngb.army.mil/</a>             |
| <b>Guard Net</b>  | <a href="http://www.guardnet.net/">http://www.guardnet.net/</a>                                       | <b>Guard Family</b>          | <a href="http://www.guardfamily.org">http://www.guardfamily.org</a>         |
| <b>The Virtual Armory</b>                               | <a href="http://www.virtualarmory.com">http://www.virtualarmory.com</a>                               | <b>Reserve Affairs</b>       | <a href="http://www.defenselink.mil/ra/">http://www.defenselink.mil/ra/</a> |
| <b>Employer Support of the Guard and Reserve (ESGR)</b> | <a href="http://esgr.org">http://esgr.org</a>   |                              |   |

**DIRECTORY OF SERVICES AND RESOURCES (continued)**

(These Web addresses are subject to change)

| <b>HEALTH CARE WEB SITES</b>                   |   |  |   |
|--|---|--|---|
| <b>Updating Your DEERS Information</b>         | <a href="http://www.tricare.osd.mil/DEERSAddress/TRICARE">http://www.tricare.osd.mil/DEERSAddress/TRICARE</a> | <b>TRICARE</b>                         | <a href="http://www.tricare.osd.mil/">http://www.tricare.osd.mil/</a> |
| <b>My TRICARE (check claims status online)</b> | <a href="http://www.mytricare.com">http://www.mytricare.com</a>   | <b>Retiree Dental Plan</b>             | <a href="http://www.ddpdelta.org/">http://www.ddpdelta.org/</a>       |
| <b>Reserve Dental Plan</b>                     | <a href="http://www.ucci.com">http://www.ucci.com</a>   | <b>Information on Quitting Smoking</b> | <a href="http://www.quitnet.com/gn">http://www.quitnet.com/gn</a>     |

| <b>ID CARDS WEB SITE</b>  |
|---|
| <b>RAPIDS Site Locator</b><br><a href="http://www.dmdc.osd.mil/rsl/owa/home">http://www.dmdc.osd.mil/rsl/owa/home</a> |

| <b>LEGISLATIVE AND GOVERNMENT AGENCY WEB SITES</b> |   |   |   |
|--|---|---|---|
| <b>Federal Emergency Management Agency (FEMA)</b>  | <a href="http://www.fema.gov">http://www.fema.gov</a>               | <b>Tax Information</b>                            | <a href="http://www.irs.gov/">http://www.irs.gov/</a>                                       |
| <b>Housing and Urban Development (HUD)</b>         | <a href="http://www.hud.gov">http://www.hud.gov</a>                 | <b>The Library of Congress</b>                    | <a href="http://www.loc.gov/">http://www.loc.gov/</a>                                       |
| <b>The White House</b>                             | <a href="http://www.whitehouse.gov/">http://www.whitehouse.gov/</a> | <b>U.S. Federal Government Agencies Directory</b> | <a href="http://www.lib.lsu.edu/gov/fedgov.html">http://www.lib.lsu.edu/gov/fedgov.html</a> |
| <b>U.S. Senate</b>                                 | <a href="http://www.senate.gov/">http://www.senate.gov/</a>         | <b>U.S. House of Representatives</b>              | <a href="http://www.house.gov">http://www.house.gov</a>                                     |
| <b>U.S. State Department</b>                       | <a href="http://www.state.gov/">http://www.state.gov/</a>           | <b>U.S. Postal Service</b>                        | <a href="http://www.usps.gov">http://www.usps.gov</a>                                       |
| <b>U.S. Department of Labor</b>                    | <a href="http://www.dol.gov/vets/">http://www.dol.gov/vets/</a>     |   |   |

| <b>MILITARY ASSOCIATIONS WEB SITES</b>                         |   |  |   |
|--|---|--|---|
| <b>National Guard Association of the United States (NGAUS)</b> | <a href="http://www.ngaus.org/">http://www.ngaus.org/</a>   | <b>Enlisted Association of the National Guard (EANGUS)</b> | <a href="http://www.eangus.org/">http://www.eangus.org/</a> |
| <b>Association of the United States Army (AUSA)</b>            | <a href="http://www.ausa.org">http://www.ausa.org</a>   | <b>Reserve Officers Association (ROA)</b>                  | <a href="http://www.roa.org/">http://www.roa.org/</a>       |
| <b>Enlisted National Guard Association Florida (ENGAF)</b>     | <a href="http://www.floridaguard.org/engaf/engaf.htm">http://www.floridaguard.org/engaf/engaf.htm</a> |  |   |

**DIRECTORY OF SERVICES AND RESOURCES (continued)**

(These Web addresses are subject to change)

| <b>MILITARY SHOPPING WEB SITES</b>                          |   |  |   |
|---|---|--|---|
| <b>Defense Commissary Agency (DECA)</b>                     | <a href="http://www.commissaries.com/">http://www.commissaries.com/</a>   | <b>Army and Air Force Exchange Service (AAFES)</b> | <a href="http://www.aafes.com">http://www.aafes.com</a>                         |
| <b>Navy Exchange</b>  | <a href="http://www.navy-nex.com/">http://www.navy-nex.com/</a>   | <b>The Military Trading Post</b>                   | <a href="http://www.miltrade.com/">http://www.miltrade.com/</a>                 |
| <b>MORALE, WELFARE, AND RECREATION WEB SITES</b>            |   |  |   |
| <b>JAX NAS MWR</b>  | <a href="http://www.nasjax.navy.mil/mwr/mwr_home.htm">http://www.nasjax.navy.mil/mwr/mwr_home.htm</a>                       | <b>MWR</b>   | <a href="http://www.armymwr.com/">http://www.armymwr.com/</a>                   |
| <b>SERVICE AGENCIES WEB SITES</b>                           |   |  |   |
| <b>Air Force Aid Society</b>                                | <a href="http://www.afas.org/">http://www.afas.org/</a>   | <b>Army Emergency Relief</b>                       | <a href="http://www.aerhq.org/">http://www.aerhq.org/</a>                       |
| <b>Navy-Marine Corps Relief Society</b>                     | <a href="http://www.nmcrs.org/">http://www.nmcrs.org/</a>   | <b>American Red Cross</b>                          | <a href="http://www.redcross.org/">http://www.redcross.org/</a>                 |
| <b>Armed Forces YMCA</b>                                    | <a href="http://www.asymca.org/">http://www.asymca.org/</a>   | <b>World USO</b>                                   | <a href="http://www.uso.org/">http://www.uso.org/</a>                           |
| <b>SERVICE WEB SITES</b>                                    |   |  |   |
| <b>Army Family Team Building Courses Online</b>             | <a href="http://www.defenseweb.com/aftb">http://www.defenseweb.com/aftb</a>   | <b>U.S. Marine Corps</b>                           | <a href="http://www.usmc.mil/">http://www.usmc.mil/</a>                         |
| <b>Army News</b>  | <a href="http://www4.army.mil/ocpa/news/index.html">http://www4.army.mil/ocpa/news/index.html</a>                           | <b>U.S. Air Force</b>                              | <a href="http://www.af.mil/">http://www.af.mil/</a>                             |
| <b>U.S. Navy</b>  | <a href="http://www.navy.mil/">http://www.navy.mil/</a>   | <b>Air Force News</b>                              | <a href="http://www.af.mil/news/">http://www.af.mil/news/</a>                   |
| <b>Air Force Crossroads</b>                                 | <a href="http://www.afcrossroads.com">http://www.afcrossroads.com</a>   | <b>U.S. Coast Guard</b>                            | <a href="http://www.uscg.mil/uscg.shtm">http://www.uscg.mil/uscg.shtm</a>       |
| <b>Air Force Financial Services Center</b>                  | <a href="https://www.my.af.mil/gcss-af5/FAF/fafHome.jsp">https://www.my.af.mil/gcss-af5/FAF/fafHome.jsp</a>                 | <b>Pentagon News</b>                               | <a href="http://www.defenselink.mil/news/">http://www.defenselink.mil/news/</a> |
| <b>Legal Services</b>                                       | <a href="http://www.jagcnet.army.mil/Legal">http://www.jagcnet.army.mil/Legal</a>   | <b>To send messages to "Any Servicemember"</b>     | <a href="http://AnyServiceMember.Navy.mil">http://AnyServiceMember.Navy.mil</a> |
| <b>U.S. Army</b>  | <a href="http://www.army.mil/">http://www.army.mil/</a>   |  |   |
| <b>SGLI/INSURANCE WEB SITES</b>                             |   |  |   |
| <b>Serviceman's Group Life Insurance (SGLI) Information</b> | <a href="http://www.insurance.va.gov/sgliSite/FSGLI/sglifam.htm">http://www.insurance.va.gov/sgliSite/FSGLI/sglifam.htm</a> |  |   |

**DIRECTORY OF SERVICES AND RESOURCES (continued)**

(These Web addresses are subject to change)

**TRAVEL WEB SITES**

|   |   |  |   |
|---|---|--|---|
| <b>Army MWR</b>   | <a href="http://www.armymwr.com">http://www.armymwr.com</a><br>(click on <i>Travel</i> )  | <b>Armed Forces<br/>Vacation Club</b>              | <a href="http://www.afvclub.com">http://www.afvclub.com</a>   |
| <b>Army Lodging</b>                                     | <a href="http://www.armymwr.com/portal/travel/lodging/">http://www.armymwr.com/portal/travel/lodging/</a>   | <b>Defense Table<br/>of Official<br/>Distances</b> | <a href="http://dtod.sddc.army.mil/">http://dtod.sddc.army.mil/</a>                                     |
| <b>Defense Travel<br/>System</b>                        | <a href="http://www.dtic.mil/travelink/">http://www.dtic.mil/travelink/</a>   | <b>DLA Travel<br/>Page</b>                         | <a href="http://www.dla.mil/dss/travel/">http://www.dla.mil/dss/travel/</a>                             |
| <b>DOD Per Diem,<br/>Travel, and<br/>Transportation</b> | <a href="http://www.dtic.mil/perdiem/">http://www.dtic.mil/perdiem/</a>   | <b>Per Diem<br/>Rates</b>                          | <a href="http://www.state.gov/m/als/prdm/">http://www.state.gov/m/als/prdm/</a>                         |
| <b>Relocation<br/>Resources</b>                         | <a href="http://www.afcrossroads.com/">http://www.afcrossroads.com/</a>   | <b>Travel Guide</b>                                | <a href="http://militarytravelguide.com/discounts.cfm">http://militarytravelguide.com/discounts.cfm</a> |
| <b>National Parks</b>                                   | <a href="http://www.nps.gov">http://www.nps.gov</a>   | <b>Navy Lodging</b>                                | <a href="http://www.navy-nex.com/">http://www.navy-nex.com/</a>   |
| <b>Off-Duty Travel</b>                                  | <a href="http://www.offdutytravel.com/">http://www.offdutytravel.com/</a>   | <b>Per Diem<br/>Rates</b>                          | <a href="http://www.dtic.mil/perdiem/pdrates.html">http://www.dtic.mil/perdiem/pdrates.html</a>         |
| <b>Premier<br/>Lodging<br/>Program</b>                  | <a href="http://www.gsa.gov/Portal/gsa/ep/channelView.do?pageTypeId=8203&amp;channelPage=%2Fep%2Fchannel%2FgsaOverview.jsp&amp;channelId=-15945">http://www.gsa.gov/Portal/gsa/ep/channelView.do?pageTypeId=8203&amp;channelPage=%2Fep%2Fchannel%2FgsaOverview.jsp&amp;channelId=-15945</a> | <b>Florida Travel<br/>Information</b>              | <a href="http://www.florida.com/">http://www.florida.com/</a>   |
| <b>Shades of<br/>Green, Orlando</b>                     | <a href="http://www.armymwr.com/shades/index.html">http://www.armymwr.com/shades/index.html</a>   |  |   |

**VETERANS WEB SITES/RETIREE WEB SITES**

|  |   |   |   |
|--|---|---|---|
| <b>Arlington<br/>National<br/>Cemetery</b>               | <a href="http://www.arlingtoncemetery.org/">http://www.arlingtoncemetery.org/</a>                                   | <b>Cemetery<br/>Administratio<br/>n</b>   | <a href="http://www.cem.va.gov">http://www.cem.va.gov</a>   |
| <b>U.S.<br/>Retirement<br/>Services</b>                  | <a href="http://www.odcsper.army.mil/default.asp?pageid=16f">http://www.odcsper.army.mil/default.asp?pageid=16f</a> | <b>Veterans<br/>Affairs (VA)</b>  | <a href="http://www.va.gov">http://www.va.gov</a>   |
| <b>Veterans of<br/>Foreign Wars<br/>(VFW)</b>            | <a href="http://www.vfw.org">http://www.vfw.org</a>   | <b>Veterans<br/>Preference<br/>Questions and<br/>Answers</b>  | <a href="http://www.dol.gov/elaws/vetspref.htm">http://www.dol.gov/elaws/vetspref.htm</a>                       |
| <b>Gulf War<br/>Veterans<br/>Information</b>             | <a href="http://www.gulflink.osd.mil/">http://www.gulflink.osd.mil/</a>   | <b>Veterans<br/>Employment<br/>Opportunities<br/>Act of 1998 as<br/>Amended<br/>(Questions<br/>and Answers)</b> | <a href="http://www.opm.gov/veterans/html/veoaq&amp;a.htm">http://www.opm.gov/veterans/html/veoaq&amp;a.htm</a> |
| <b>Veterans News<br/>and<br/>Information<br/>Service</b> | <a href="http://www.vnis.com">http://www.vnis.com</a>   | <b>American<br/>Legion</b>  | <a href="http://www.legion.org/">http://www.legion.org/</a>   |

**VOLUNTEER WEB SITE**

<http://www.avaintl.org/>

**VOTER INFORMATION**

|  |   |                                    |   |
|--|---|------------------------------------|---|
| <b>Federal Voting<br/>Assistance<br/>Program</b> | <a href="http://www.fvap.gov/index.html">http://www.fvap.gov/index.html</a> | <b>Register to<br/>Vote Online</b> | <a href="http://www.beavoter.com">http://www.beavoter.com</a> |
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**NAME:** \_\_\_\_\_

**UNIT:** \_\_\_\_\_

**TELEPHONE NUMBER:** \_\_\_\_\_