

Personnel—General

Soldiers, Civilians, and Family Members Reintegration Guide



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

12 February 2009

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Reintegration Guide**

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Summary. This pamphlet provides information pertinent to reintegration.

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Distribution. Special.

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FOREWORD

Your goals are the road maps that guide you and show you what is possible for your life.

Les Brown

Welcome home from your deployment. Thank you for all you have done to support our Nation's cause.

The range of challenges you have overcome during your deployment has been extremely complex. On a daily basis, your Families and friends have witnessed, with freedom-loving people around the globe, the hardships and risks you have endured. Your training, sense of pride, and commitment ensured your success.

Your unwavering commitment to the Warrior Ethos has proven to the world that the United States Army is a professional and lethal force capable of defeating any enemy. Meanwhile, your compassion and honor were present as you demonstrated America's will to achieve the goal of eliminating the threat of terrorism and tyranny to our citizenry.

The goal now is to ensure you are effectively reintegrated into your community with your Family and friends, formally recognized by the command for your achievements, and prepared to return to a more normal military lifestyle. Commanders at all levels have taken and will continue to take an active role in assisting you—individually and as a unit. The reintegration process is designed to assist Soldiers, civilian employees, and Family members who have endured hardships and sacrifices associated with deployment.

Senior mission commanders have coordinated with the major agencies supporting the Army in Europe to ensure your reintegration goes smoothly. This pamphlet provides information about the reintegration process, a reintegration checklist, telephone numbers, and other information you will need as you embark on the *road to reintegration*.

Thank you for everything you did and continue to do in our pursuit to secure freedom for future generations.

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ROAD TO REINTEGRATION

A journey of a thousand miles must begin with a single step.

Lao Tzu

WHAT IS REINTEGRATION?

Reintegration is part of the Army's overall Deployment Cycle Support (DCS). The Army developed the DCS to help Soldiers and civilian employees returning from long deployments to reunite successfully with their Families, friends, and local community.

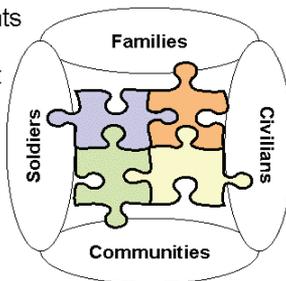
The Army's reintegration process provides Soldiers, civilian employees, and Families with information, assistance, and other tools they need to handle problems within different aspects of the "human dimension" that often arise after a long deployment. The human dimension includes all aspects of the physical, mental, emotional/spiritual, and environmental state of redeploying personnel and their Family members.



The Human Dimension

Physical

Health Assessments
Medical Tests
Medical Treatment
Wellness



Emotional/Spiritual

Dealing with Children
(DODDS/Childcare Providers)
Reunion Training
Sexual Misconduct
Suicide-Awareness Training

Mental

Army Research Institute (ARI) Surveys
Combat Operations Stress Briefing
Counseling Source
Life-Experience Debriefings

Environmental

Administrative Requirements
Reset the Soldier
Barracks/Quarters
HHGs/POVs
Safety
Welcome Home Ceremonies

The goals of reintegration are to integrate units and individuals with their families and communities, give formal command recognition for the achievements of returning units and individuals, and prepare units for success with their next mission. The overall reintegration process includes conducting required reintegration tasks, conducting formal welcome-home ceremonies, and completing a successful transition to routine operations.

PRE-REDEPLOYMENT

Reintegration activities begin in the redeployment assembly area (RAA) and the home station about 30 days before redeployment. The soldier or civilian employee must complete certain tasks in the RAA and at home-station sites before they may depart for leave.

Commanders will ensure that all Soldiers and civilian employees returning from deployment as defined by AE Regulation 600-8-109—whether in units or individually—are provided a means for personnel reintegration, Family reunion, and reestablishment of personnel readiness.

During the pre-redeployment period, tasks will also be conducted at the home station for spouses and Families of Soldiers and civilian employees, and for the care personnel with whom Army Families will interact.

Family members and parents of Soldiers who are unable to participate in home-station reintegration briefings can receive reintegration information through the USAREUR Virtual Reintegration website at <http://www.per.hqusareur.army.mil/virtualreintegration/content2.htm>.

The chart on the top of the next page shows the activities that will take place at the home station and in the deployed area of responsibility (AOR) during the pre-redeployment period. (The glossary explains abbreviations in the chart.)

POST-REDEPLOYMENT

On arrival at the home station, every Soldier will begin 45 days of uninterrupted reintegration. Members of advance parties will not conduct their advance party responsibilities until they complete, as a minimum, the 7 half-day reintegration schedule.

Rear detachment commanders (RDCs) will ensure that all redeploying personnel have a checklist on day 1 of the 7 half-day reintegration schedule. The half-day model shown in the chart on the bottom of the next page is an example of a reintegration schedule.

7TH ARCOM DEMOBILIZATION MODEL

For Europe-based Reserve component (RC) Soldiers, the 7th Army Reserve Command (7th ARCOM) has implemented a 10-day reintegration and demobilization process. The chart below provides a sample of the requirements that are unique to RC Soldiers outside the continental United States (OCONUS).



7TH ARCOM DEMOBILIZATION MODEL

- Demobilization model for Reserve component Soldiers is 10 days.*
- Demobilization encompasses completion of all reintegration, personnel, finance, medical, training, and logistic tasks.
- Before release from active duty (REFRAD), awards, evaluations, and line of duty (LOD) investigations are submitted, if applicable.
- Submit medical retention processing packets for Soldiers requiring further medical treatment.
- Complete required medical and dental screening.
- DD Form 214 issued and finance settlements are completed before the start of transitional leave.
- Issue Transitional Assistance Management Program-180 (TAMP-180) card for transitional healthcare benefits.
- Finalize HRC-approved packets for Soldiers enlisting into the active Army and Sanctuary.
- Conduct the Welcome Home Warrior Citizen Ceremony.

*Property accountability may be completed after Soldiers have completed REFRAD.

POTENTIAL BUMPS AND HAZARDS ON THE ROAD TO REINTEGRATION

Plan your progress carefully, hour-by-hour, day-by-day, month-by-month. Organized activity and maintained enthusiasm are the wellsprings of your power.

Paul J. Meyes

SAFETY

General



You are returning from a high-threat, high-risk tactical operation into a much more controlled environment. You must consciously and deliberately approach risk decisions from a different perspective to protect yourself, your subordinates, and your loved ones. There is no reason to bend the rules in Europe. Ensure you and your Soldiers know the standards, train to the standards, and adhere to the standards!

Review and understand Army in Europe safety policy at <https://www.aeaim.hqusareur.army.mil/library/>. The areas listed in this section must be re-emphasized to highlight key concerns in the prevention of accidents and deaths.

Composite Risk Management

The composite risk management process is on the USAREUR G1 homepage at <http://www.per.hqusareur.army.mil/services/safetydivision/main.htm> (click on *Composite Risk Mgt*). The composite risk management process applies to everything you do—both on and off duty. You have made it home, and you might be tempted to think that you can do anything. Do not be fooled. Things here can kill you just as easily as enemy action. Adjust your assessments and decisions to the threats in the regulated European environment. For example, Family trips are not made under the threat of hostile fire, but speed, drowsiness, alcohol, and lack of seatbelt use are all waiting in ambush. Decisions on driving technique, trip length, weather, traffic, and route must be adjusted accordingly. Operationally, pass risk decisions to the appropriate level.

POV Safety

You are out of practice with driving under “normal” European conditions. There are rules of the road, and they are enforced. Refresh yourself on the rules, especially right-of-way rules, and adjust your speed to conditions. Review the *Driving in Europe* film and get briefed on local and seasonal driving issues. The film can be obtained through local safety channels.

Seatbelts

While deployed, some high-threat operational-risk decisions may have allowed you to forget your seatbelt. Those risk decisions are not valid in Europe. Seatbelts are always mandatory.

Drinking and Driving

Statistics show that drinkers die in vehicle accidents at a higher rate than non-drinkers do. Do not drink and drive. The threshold of tolerance for alcohol consumption-related offenses is also very low: 0.5 mg pro mille (.05 percent) carries an administrative penalty, and a level of 0.8 mg pro mille (.08 percent) carries a criminal penalty. For a 160-pound man, it takes only three standard drinks in 1 hour to reach a blood-alcohol content (BAC) of .05 percent.

Compared to a person who has not been drinking, a driver with a BAC of .10 percent (five drinks)—

- Has a four times greater chance of being in a crash.
- Has an eight times greater chance of being in a fatal crash.

A driver with a BAC of .12 percent (six drinks) has a 20 times greater chance of dying in a single car crash.

Refusing a BAC test may result in an automatic suspension of your drivers license. There is a lot more to lose than a license if caught driving under the influence. Use a designated driver. Many people in Europe speak English; so do not be afraid to try using the public transportation systems. Public transportation is especially great for traveling as a group.

Ride Home and Designated Driver Programs

These programs work. Ask the bartender at any Family and morale, welfare, and recreation (FMWR) club about designated-driver benefits. Ask your supervisor about your unit’s “safe ride home” program. These programs can help you get home safely if you have had too much to drink.

Winter Safety

If you are returning from a hot- to a cold-weather environment, you will need to get acclimated to the weather and refresh yourself on winter-driving conditions and techniques. Review the winter driving and cold weather injury prevention presentations on the USAREUR safety webpage at <http://www.per.hqusareur.army.mil/services/safetydivision/main.htm>.

Defensive Driving

This is the key in vehicular-accident prevention. Defensive driving skills, also called “accident-avoidance skills,” allow you to take control of developing situations by giving you time to recognize, plan, and escape potential road crashes. Maintaining situational awareness is critical. That means that you need to be alert and focused on the driving task. Scan surroundings for any potential problem in your path, constantly evaluating and asking “what if...” In good conditions, maintain at least 3 seconds of separation distance. When road or traffic conditions are less than ideal, reduce your speed and increase your separation distance. Together, these factors give you time to recognize and react to road hazards without losing control of your vehicle. You can take an online Army Knowledge Online (AKO) Accident Avoidance Course by logging onto the United States Army Combat Readiness University II (<https://crc.learn.army.mil>) and registering for the Accident Avoidance Course.

Motorcycle Safety

A free motorcycle operator’s course is recommended as a refresher for Soldier and civilian employee motorcycle riders. Recent statistics show that in 2005, the Army in Europe reached a deadly milestone. We recorded more off-duty fatalities with motorcycles than any other vehicle type. You know that changes in personal behavior and attitude have probably occurred since your deployment. When those behaviors and attitudes are combined with the inherent European road challenges and the minimum physical protection afforded by motorcycles, the risk of a fatal accident is significant. All garrisons provide free Motorcycle Safety Foundation Basic and Experienced Rider Courses. Contact the garrison safety office or the driver testing station to sign up and get reacquainted with your bike.

Ground Fatality Statistics

Look at the chart on the next page. It will help you see why the points above are important. The chart shows how and why we have lost valuable Soldiers over the past 3 years. Privately owned vehicles (POVs) are the deadliest force we

face. Excessive speed for conditions or ability, improper passing, fatigue, and alcohol impairment all contribute heavily to the danger. Wearing seatbelts greatly improves the chance of surviving a crash, regardless of who is at fault. Motorcycles are becoming more deadly. The bottom line is to apply standards and use the composite risk management process on and off the job.



Safety

35

USAREUR Ground Fatalities FYs 05-08

| | FY 05 | 06 | 07 | 08 |
|-------------------|-------|----|----|----|
| POV | 3 | 3 | 4 | 2 |
| Motorcycle | 4 | 3 | 1 | 0 |
| Water | 2 | 2 | 0 | 0 |
| Struck by Vehicle | 1 | 3 | 2 | 0 |
| Other | 2 | 2 | 1 | 0 |

- Vehicle Crash Demographics:**
- Most on secondary roads.
 - 4-Wheeled: Age 19-40, average 27 year old specialist.
 - 2-Wheeled: Age 30-47, average 35 year old staff sergeant.



“Driver lost control...”



Note: 30 out of the 35 fatalities occurred while in an off-duty status.

The road to success is dotted with many tempting parking spaces.
Will Rogers

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 only at this intersection.</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. The vehicle on the right has 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 sign.</p> |  | <p>Implied speed limit for built-up area applies (50 kph in Germany, the BENELUX, and Italy)</p> |
|  | <p>Implied speed limit for outside built-up area applies (100 kph in Germany, 90 kph in the BENELUX and Italy).</p> |  | <p>Autobahn ends. Use implied speed limit for outside built-up area.</p> |
|  | <p>Speed limit ends. Return to implied speed limit.</p> | |  |
|  | <p>Autobahn implied speed limit (unlimited in Germany but 130 kph suggested; 120 kph maximum in the BENELUX and Italy).</p> | | |

ALCOHOL

High-Risk Drinking

High-risk drinking is any drinking of alcohol resulting in mental impairment. High-risk drinking is associated with—

- Arrests.
- Assault.
- Child abuse.
- Exposure to sexually transmitted diseases.
- Injuries and death.
- Property damage.
- Sexual assault.
- Spouse abuse.

Alcohol Poisoning

Alcohol poisoning can result from drinking large amounts of alcohol over a short time period. The BAC rises rapidly and the body is unable to process the high alcohol level. Alcohol depresses the central nervous system, resulting in—

- Slow, irregular breathing.
- Pale, blue-gray skin tone, and blue lips.
- An unconscious and unresponsive person.

Alcohol poisoning is an emergency and requires medical attention.

Lack of medical attention could result in—

- Respiratory arrest.
- Cardiac arrest.
- Death.

Watch out for your battle buddy. You covered each other while deployed, now cover each other back home. It is better to have someone angry than to have someone dead.



RELATIONSHIPS

Focus on remedies, not faults.

Jack Nicklaus

Things Soldiers and Civilians Should Remember

Reenter slowly. Try to fit into the Family routine, which has been working without you.

Expect changes in both your spouse and in your children. (Keep in mind that you have changed some too!) Adapt accordingly, remembering that most of the changes mean growth and maturity. If some of the changes are negative, be patient; you and your Family will have plenty of time to bring things back around to a position of comfort.

Spend maximum time with the Family. If possible, postpone reunions with relatives and friends until near-normal routines have been established at home.

Do not try to alter the current financial management responsibilities. Chances are your spouse has been handling them fine.

Take it easy on the kids, especially where discipline is concerned. Do not barge in as the “heavy.”

Expect that sex may be awkward between you and your spouse at first. Talk it over. Allow plenty of time for you and your spouse to readjust to each other. Avoid questioning your spouse about his or her deployment experiences. Although you may be curious about what happened “downrange,” it may take time for your spouse to be able to discuss what he or she saw or did.

If possible, avoid making important, permanent decisions immediately.

Things Spouses Should Remember

Expect changes; both of you have experienced a great deal.

Remember your redeployed spouse has been subject to daily regimentation and routine, and may rebel against schedules and planned events. Leave some room for spontaneity.

Drive for a while. It may have been some time since he or she has driven.

Develop a plan for financial benefits. The redeployed spouse may believe that additional income gained from the deployment is his or hers, while you may have made plans for the money or spent it during his or her absence. Develop a mutual plan or at least discuss expectations.

Expect your redeployed spouse to be surprised or hurt that you have coped so well alone. You can reassure your spouse that he or she is loved and needed without giving up your own independence.

If possible, avoid making important, permanent decisions immediately.

What to Expect When Deployed Soldiers and Civilians Return

All Family members must realize that people change. We notice these changes more after a long absence.

Expect love and happiness along with some anger and insecurity. These feelings need to be expressed.

Expect spouses to be different. If he or she is not different, fine. If he or she has changed, you are prepared. This goes for BOTH of you.

Expect your spouse to be surprised that you have managed so well without him or her. Your spouse will need reassurance that you still need him or her.

Expect your spouse to want a lot of attention from you.

Expect that it will take about 6 weeks to adjust to each other again. If you are not getting along well at the end of 6 weeks, counseling might help.

Expect your spouse to have trouble sleeping for a while. He or she is accustomed to a different lifestyle (and possibly time zone); it may take a week or two to adjust.

Do not grill your spouse about personal issues if they arise. Give him or her time to readjust. Swallow your curiosity. This goes for BOTH of you.

Take time to be charming!

Communicating With Your Spouse

If there is any great secret of success in life, it lies in the ability to put yourself in the other person's place and to see things from his or her point of view—as well as your own.

Henry Ford

Most communication is nonverbal.

Communication involves words, tone of voice, timing, pace, body language, symbols, and effective listening. Communication is a two-way street.

Effective listening involves paying close attention, not interrupting, and asking questions that show you understand.

Skillful responses provide positive feedback (concentrate on the problem, not the person).

Good face-to-face communication includes being clear and precise, appropriate eye contact, receptive body language, and the appropriate voice tone.

“I” statements, reflective feelings, and being assertive (expressing your feelings and opinions honestly, openly, and without attacking others) are keys to effective communication.

“You” statements, lecturing, giving orders, giving too much advice, making fun of others, and not listening are roadblocks to effective communication.

When someone is angry, stay calm, talk in a quiet voice, acknowledge his or her feelings, take a break if you need to, and stay on task.

**Remember, your spouse and children also serve when you serve. There may be some confusion or conflict regarding expectations on your return. Be patient, take it slow, and talk through it.*

Resolving Conflict

Problems are not stop signs, they are guidelines.

Robert Schuller

The military generates a particular kind of stress because of frequent moves, temporary duty (TDY) assignments, and deployments. Marital conflicts are often the result of tension and stress as well as power and control issues.

Learn to concentrate on one issue at a time during a discussion, and think before speaking. Keeping a cool head goes a long way toward solving problems.

During a confrontation, allow the other person equal time to speak his or her mind. An argument is essentially a debate, and a debate cannot be successful unless both sides get a chance to express their views. *There should be no winners and no losers.* It is okay to agree to disagree.

When the spouse is talking, *listen* to what he or she has to say.

Use a team approach to problem-solving. Collaborative management is more effective. Remember, two people working as a team can get a lot more done than two adversaries can.

For help with tough problems, contact Army mental health counselors, chaplains, social workers, or primary care providers.

Eliminate verbal weapons such as “I do not love you” or “You do not love me.” Such tactics amount to emotional blackmail and can only foster resentment and anger. The military demands 24-hour availability, which makes it easier for Family members to feel as if the Soldier is more attached to the military than to the Family.

Never say “I told you so.” Remember that a problem solved is a win-win situation.

Do not try to settle an important issue in one sitting. Take your time and try to resolve the conflict one step at a time.

Never argue in bed! Use a neutral room, and affirm your love often.

When angry, avoid comparing your spouse with someone else or bringing up past situations. Stick to the issues at hand and remember that you are dealing with only the person in front of you.

Do not hit below the belt. “Beltline” remarks often concern something in your spouse’s appearance that he or she is sensitive about.

Learn to deal with jealousy. A conflict common in military marriages is caused by the recognition awarded to the military member for his or her dedication while the spouse goes unrecognized for his or her efforts and support.

Learn to be autonomous. Both you and your spouse will have to learn to do things by yourselves on occasion.

Realize that marriages and relationships do not always work out to be peaches and cream. *Marriage takes two people working together to make a winning team!*

Reunion



Reunion is a period of happiness, celebrating, togetherness, sharing, and courting—all the things it takes to get to know each other again and begin coming together as a Family unit.

Five Phases of Reunion

Preentry is the first few days before the reunion. Soldiers will be working long hours to ensure equipment is turned in and that work is caught up before arriving home. Things to expect in this phase are—

- Excitement
- Fantasies
- Planning
- Thoughts
- Work

Reunion is the immediate meeting and a few days after arrival. This is the time of courtship, relearning, intimacy, and a happy time or *honeymoon*. This is not the time to address problems. It is a time for understanding. Things to expect in this phase are—

- Courting again
- Giving time and space
- Immediate excitement
- Including children
- Intimacy and sex
- Physical changes
- Pride in each other
- Social events
- Tired, ready to relax

Disruption is the phase when problems can crop up. Things to expect in this phase are—

- Children (changes, growth)
- Control issues
- Decision-making
- Different routine
- Finances
- Gifts
- Hard-times stories
- Independence
- Jealousy
- Thoughts
- Trust
- Unresolved problems or issues

Communication is the phase of renegotiating new routines, redefining Family roles, and accepting changes to control and decision-making rules. Things to expect in this phase are—

- Acceptance
- Explaining new rules
- Renegotiating
- Reconnecting
- Trust

Normal is the phase when the Family returns to the Family routine of sharing, growing, and experiencing the ups and downs (happiness and sadness) of Family life. Things to expect in this phase are—

- Establishing routines
- Accepting changes
- Personal growth

Post-Redeployment Feelings

| Any combination of these FEELINGS | Could lead to any of the following types of BEHAVIOR |
|--|---|
| <p>PARENTS/SPOUSES:</p> <ul style="list-style-type: none"> ● Anger at absence. ● Both feel they had it worse. ● Fear of infidelity. ● Jealousy of kid’s preference for other parent. ● Let down (fantasy of reunion does not live up to expectations). | <ul style="list-style-type: none"> ● Difficulties compromising, often wants other to take care of him or her. ● Questioning, suspiciousness, incidence of spouse abuse. ● Withdraw or trying to take power back through physical violence. |

| Any combination of these FEELINGS | Could lead to any of the following types of BEHAVIOR |
|--|--|
| PRESCHOOL CHILDREN: <ul style="list-style-type: none"> • Anger causes desire to punish or retaliate against returning parent. • Joy, excitement. • May be afraid of returning parent. • Want reassurance. | <ul style="list-style-type: none"> • Attention-seeking behavior, compete with other parent and siblings. • Clingy. • May have made something for returning parent, wants recognition. • Oppositional or avoidant behavior. |
| ELEMENTARY CHILDREN: <ul style="list-style-type: none"> • Anxiety over changing roles in Family. • Competition with dad for masculine role. • Joy, excitement. • Remaining anger. | <ul style="list-style-type: none"> • Attention-seeking behavior after things have settled. • May act out anger. • May attempt to initially split parents. • May have made something for returning parent, wants recognition. |
| ADOLESCENT CHILDREN: <ul style="list-style-type: none"> • Anger. • Relief. • Resentment. | <ul style="list-style-type: none"> • Behavioral problems. • Defiance. • School problems. |

STRESS

When you are in the valley, keep your goal firmly in view and you will get the renewed energy to continue to climb.

Dennis Waitley

Coping With Stress

Although being part of a military Family develops pride in serving one's country and provides many rich and new experiences, pressure and frustration often result from—

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

Stress Symptoms

The following stress danger signals focus on the medical and physical symptoms common to stress. These guidelines will provide you with a general indication of your stress level. The more signs that are present, the stronger the likelihood that there is a serious problem.

| | |
|--|---|
| ● Accident proneness | ● Inability to concentrate |
| ● Alcohol or drug abuse | ● Increased use of prescribed drugs |
| ● Being afraid or anxious and not knowing why | ● Irritability/anger problems |
| ● Diarrhea, indigestion, queasiness, vomiting | ● Isolation |
| ● Emotional numbing (inability to feel) | ● Loss of appetite or excessive appetite |
| ● Excessive sweating | ● Migraine headaches |
| ● Flashbacks (reliving of a traumatic event) | ● Nightmares |
| ● Frequently feeling sad or tearful | ● Overpowering urge to cry or run |
| ● Frequent recurrence of unwanted painful memories | ● Pain in the neck or lower back |
| ● Grinding of the teeth | ● Pounding of the heart |
| ● Hyperactivity, increased tendency to move about | ● Sleeping too much or too little, constantly tired |
| ● Impulsive or high-risk behavior | ● Trembling, nervous twitches, easily startled |

When these symptoms begin to interfere with your personal happiness or well-being, or if they cause problems in your personal relationships at home, work, or school, you need to get help.

Stress Management Tips

- Accept that things may be different.
- Accept that your spouse may be different.
- Communicate with your spouse and your Family.
- Curb your desire to take control of spending money.
- Do not hesitate to ask for help if you need it.
- Forget your fantasies. Reality may be quite different.
- Go slowly. Do not try to make up for lost time.
- Intimate relationships may be awkward at first; take time to get reacquainted.
- Keep expectations realistic and concentrate on immediate and obtainable goals.
- Pay attention to diet, sleep, exercise, and general health.
- Reassure your children. Change often frightens them.
- Reassure your parents and extended Family.
- Rest quietly for 5 minutes or take a brief walk.
- Spend leisure time with enthusiastic, upbeat friends.
- Spend “quality time” with your children.
- Take time to readjust.
- Talk about your experiences.
- Use relaxation, meditation, music, religion, or nature to reenergize.
- Volunteer! Helping others can fill empty days and is good medicine for the soul and spirit.

Suicide Awareness

Possible Signs of Suicide

- Abuses drugs or alcohol.
- Appears depressed: sad, tearful, hopeless.
- Constantly tired.
- Deliberately injures self.
- Does not eat or exhibits a poor appetite.
- Gives away possessions.
- Shows changes in behavior, appearance, or mood that are negative or self-deprecating.
- Talks about wanting to die.
- Threatens suicide.

What to Do

Provide **AID**:

- **A**s*k*. Do not be afraid to ask “Are you thinking about killing yourself?”
- **I**ntervene immediately.
- **D**o *not* keep it a secret.

Follow the acronym **LIFE**:

- **L**ocate help (staff duty officer, chaplain, doctor, nurse, friend, family, crisis line, hospital emergency room).
- **I**nform the chain of command of the situation.
- **F**ind someone to stay with the person—do not leave him or her alone.
- **E**xpedite. Get help immediately. A suicidal person needs prompt attention by professionals.

SEXUAL ASSAULT AWARENESS

How Can I Reduce My Risk of Becoming a Sexual Assault Offender?

Sexual assault involves two or more people. To reduce your risk of being accused of sexual assault—

- Ensure that your partner consents to sexual activity. You must have consent from your partner before you can legally engage in sexual activity. Someone who is unconscious or asleep from alcohol, drugs, or fatigue is legally unable to give consent.
- Ensure a potential partner is of legal age. Ignorance is no excuse. The age of consent (the age someone can legally give consent for sexual activity) varies by State and country. It is as high as 18 in some places.
- Communicate your expectations to a potential partner. Misunderstandings and lack of communication, especially between people who do not know each other very well, can lead to dangerous and career-threatening situations.
- Avoid using drugs or excessive alcohol. People under the influence of alcohol or drugs often have different memories of how an event occurred.
- Remember that **“no” means “no,”** even if the other person—
 - Says yes, but changes his or her mind.
 - Has been kissing you or “making out” with you.
 - Has had sex with you before.
 - Has been drinking alcohol.
 - Wears provocative clothing.
- If you are not sure how your partner feels about your actions, ask!

Remember: sexual assault is a crime. You will be held responsible for your actions.

How Can I Reduce My Risk of Being Sexually Assaulted?

You can reduce your risk of being sexually assaulted by being—

- **Prepared.**

- Travel with a buddy.
- Stay in groups. There is safety in numbers.
- Plan your outings and avoid getting into a bad situation.
- Stay sober. Studies indicate that about half of all sexual assaults in the United States involve the use of alcohol by the offender, the victim, or both.
- Never leave a drink unattended. Educate yourself about date-rape drugs.
- Walk only in lighted areas after dark.
- Keep the doors to homes, barracks, and cars locked.
- Know where the telephone is located.
- Do not go anywhere alone with someone unless you know the person very well and trust him or her.

- **Alert.**

- Trust your instincts. If a place or person feels unsafe, it probably is.
- Watch for signs of trouble such as strangers in private areas or persons loitering in places where they should not be.
- If you sense trouble, get to a safe place as soon as possible.
- If you feel you are in danger, attract help any way you can.
- Do not dress in view of a window.
- Report any unauthorized or suspicious people in housing areas, barracks, and on or near installations.

- **Assertive.**

- State what you want.
- Remember: no means no. If you do not want to be intimate with another person, tell him or her clearly. Use a confident voice and body posture.
- Match your body language to your words. Do not laugh and smile while saying “no.”
- Do not just “go along” for the wrong reasons.
- Watch out for warning signs or “red flags” from your partner in intimate situations.

Red Flags

You should be particularly alert if the person you are with—

- Ignores, interrupts, or makes fun of you.
- Sits or stands too close to you or stares at you.
- Has a reputation for being a “player.”
- Drinks too much, uses drugs, or tries to get you to use drugs or alcohol.
- Tries to touch or kiss you or gets into your “personal space” when you barely know him or her.
- Wants to be alone with you before getting to know you, or pressures you to be alone together.
- Does what he or she wants without asking what you want.
- Gets angry or sulks if he or she does not get what he or she wants.
- Pressures you to have sex, or tries to make you feel guilty for saying no.



DEPLOYMENT REUNIONS AND CHILDREN

Our greatest natural resource is the minds of our children.

Walt Disney

Deployment reunions and reintegration are a process, not an event. The process requires time and effort. Stress levels may remain high up to 7 months after the person returns from deployment. Because school is a setting that remains the same for the child of a deployed parent, it is an important part of the child's life. Families and schools working together can help children adjust to the changes inherent in deployment reunions and reintegration.

Tips for Parents

Talk with your children before the deployed parent comes home as much as you did when the parent was preparing to leave.

Tell your child's teacher about the return of the deployed parent.

Use the services of the Family assistance center and Army Community Service (ACS) to help address the special challenges of wartime deployment reunions and reintegration.

Know that children's behavior will greatly depend on how their parents renegotiate, compromise, and communicate.

Take care to avoid abruptly shifting love and attention from the children to the returning spouse.

Help children understand that they have changed while the parent was away, and that the parent has changed too. Assure them that even though the parent may look or act differently than they remember, the returning parent is their same father or mother who left and that he or she loves them.

Understand that children may experience a variety of feelings:

- **Happy** that they will be seeing the parent again.
- **Afraid** that the parent will not like the way they have changed or that the parent will leave again.
- **Excited** about being able to share some of their favorite activities again.
- **Proud** that their parent is doing an important job for our country.
- **Jealous** of the time and attention taken from them and given to the returning parent.
- **Worried** that not all these feelings are normal.

Know that children may not respond to discipline from the returning parent because of loyalty to the parent who remained behind. Children may test the limits of the Family rules to find out how things may have changed with the return of the deployed parent.

Go slowly and let the children set the pace in accepting the parent back. Plan some special time for just the child and the returning parent to get reacquainted.

Remember that all children are different and will adjust in different ways.

Take care of yourselves and your relationship so that you are available for your children.

Children and Reunions

- Be sensitive to children's need for time.
- Expect some negative feelings and reactions.
- Avoid discipline extremes.
- Involve children in reunion celebrations.
- Find ways to express your love.

Communicating With Children

- Take personal time with each child, such as arranging a "date" with each child.
- Keep the child's age and communication abilities in mind.
- Start with a clean slate; past wrongs do not count.
- Praise the child for what he or she has accomplished while you were away.
- Acknowledge the child's feelings; allow the child to talk about feelings.
- Do not criticize.
- Talk! Talk! Talk! Listen!

How to Know When to Seek Support or Attend Parenting Classes

- You as the parent are feeling and showing more anger or frustration than usual and lack empathy toward the child.
- You find yourself warning the child more than once about the same behavior.
- You are spending more time acknowledging negative behavior than positive behavior.
- You continue to provide choices after the child has become resistant.

- Behavioral problems become difficult for you to handle.
- Your usual methods of managing are not working.
- Your child becomes a danger to him- or herself or others.

Tips for Children

- Make a special card or sign to welcome your parent home.
- Write a letter to your returning parent and tell of the ways you have changed. Ask how he or she has changed.
- Share your parent’s time with other Family members.
- Be patient if things seem uneasy at first. Everyone will need to adjust.

CHAPLAIN

Homecoming and Reunion

Your country called, and once more you responded to that call in an exemplary manner. We continue to demand levels of excellence from you, which you always surpass. At the same time, we have placed a tremendous physical and mental stress on you and your Families. Chaplains offer comprehensive programs to meet your needs as you prepare for your redeployment to the homefront. You will receive reunion and reintegration briefings, communication briefings, and suicide-awareness prevention and intervention briefings. Additionally, chaplains are available to provide supportive counseling and pastoral care, and may assist in the process of referral for additional help and care.

All Soldiers and civilians redeploying—whether by unit or as individuals—are provided a means for personal, Family, and community reunion and reintegration to reestablish personal relationships as well as readiness. Chaplains work with the other agencies (ACS, mental health, and the school system, to name a few) to help you get to your new “normal.”

There is no doubt that on your return you will discover that things have changed for both you and your Family. What needs to be emphasized is that change is constant; and with effort on everyone’s part, change can be positive and beneficial. Make time to share your story with your loved ones. Equally important is that you give them your attention when they share their story with

you. Deployment is always a team effort, and it causes life to get more complicated for everyone involved. We, the Army Family, are prepared to assist you in your transition from forward deployment to home station.

Remember, it is not always easy to adjust to being back at the home station. If it seems that you are not able to move in a positive direction to what your new “normal” ought to be, talk to your local chaplain or other helping agency. Do not hesitate to share your concerns. Getting back together after a prolonged absence takes time and patience. We are here to support you in any way that we can.

Do not think that your problems are unique. You may be surprised to find out that you are not alone.

PERSONNEL

The secret of getting ahead is getting started.

Mark Twain

Military Personnel Support

You can review personnel information through Soldier readiness checks during redeployment or by scheduling an appointment with your military personnel detachment (MPD) after redeployment to your home station.

SGT and SSG Promotions. If you are on a promotion list for sergeant (SGT) or staff sergeant (SSG), you must ensure that your promotion points and their effective date are correct. You will need to review the Promotion Point Verification Report (C10 Report). This report can be obtained from your battalion S1 or servicing MPD.

The new semicentralized promotion system allows Soldiers to update their automated Promotion Point Worksheet (DA Form 3355) without having to accumulate 20 or more new promotion points and eliminates administrative promotion reevaluations. Additionally, the new promotion cycle allows Soldiers to be selected if they meet the cutoff score the following month.

If you appeared before a promotion selection board while deployed, you have 60 days after redeployment to submit a request for a retroactive promotion adjustment for any source document dated before the board appearance that was not available while deployed.

Evaluation Reports. If you were eligible for and received an officer evaluation report or noncommissioned officer evaluation report during your deployment, verify the report has been processed with your servicing MPD. If the MPD's data is incorrect, give a copy of the evaluation report to your servicing MPD through your unit personnel and administration center. If you receive an evaluation report signed by all required personnel while you are involved in redeploying to your home station, maintain the report in good condition and turn it in to your servicing MPD on arrival at your home station. If you lose the report or it is damaged, reconstruction can be difficult.

PERSTEMPO. Before you complete reintegration, you should obtain an individual PERSTEMPO report indicating your deployment time.

TCS Status. If you were assigned to your deployed unit in a temporary change of station (TCS) status, ensure you complete all required outprocessing with that unit and sign out before you return to your home station. Remember to sign in at your parent unit.

Awards. Review your personnel records to ensure all authorized awards have been appropriately annotated. If you received awards that are not indicated, provide the documents authorizing the award to the servicing MPD. During redeployment, ensure your record is correctly annotated to show dates and locations of deployment to document award eligibility. Check the United States Army Human Resources Command website at <https://www.hrc.army.mil/site/active/index2.asp> to confirm you have received the decorations authorized.

Stop Move/Stop Loss (SM/SL). Currently, Soldiers affected by SM/SL cannot separate, retire, or make a PCS move until after completing 90 days of post-deployment stabilization. Soldiers may request an exception for early release but may not leave before their original expiration term of service (ETS) or date eligible for return from overseas (DEROS).

Tip. Maintain in good condition several copies of all documents related to your deployment. Orders, endorsements, travel vouchers, and memorandums can all become key documents later in your career.

Civilian Redeployment Procedures

Deployed civilians are to be reintroduced to their home stations and preconflict environments through reunion and reintegration operations. Supervisors should ensure that returning individuals are reintegrated into the work environment and provided a means for personal reconstitution and Family reunion during the

initial 7 half-day reintegration training and monitoring period. This period will be used to complete the administrative actions described below.

Redeployment Processing. After completing the deployment or other authorized release, civilian employees should return to the location from which they deployed. The return processing will include a thorough medical screening; a debriefing; return of clothing, equipment, and weapons (if issued); Civilian Tracking System (CIVTRACKS) update for accountability purposes; and return-to-duty counseling. Redeployment processing requirements will be completed during duty time.

Medical Screening. After a deployment, civilian employees must complete a physical examination—either before they leave the deployed theater or when they return to their home station. The purpose of the physical examination is to identify and document medical problems that might be connected with the deployment.

Redeployment physical examinations are free for the civilian employee if the examination is conducted at a United States Army Europe Regional Medical Command (ERMC) facility or in the deployed theater. ERMC Regulation 40-29 requires all redeployed civilians requesting physical examinations to have a memorandum signed by their supervisor or from the servicing human resources office (HRO) stating the examination (or immunization) is required. Employees will take the signed memorandum to the treasury office at the military medical treatment facility (MTF) before the appointment. This will allow treasury office personnel to make the appropriate annotation in the Composite Health Care System that the appointment is a nonchargeable visit.

In addition to the memorandum, DD Form 2796 and DD Form 2900 are required to receive a redeployment medical screening. The employee must return the completed forms signed by the medical provider to the servicing HRO for verification that the medical screening was completed. The HRO will use the forms for accountability purposes.

Debriefing. Supervisors are responsible for ensuring redeployed civilians are properly debriefed based on the employee's deployed mission, AOR during deployment, and internal security requirements and procedures. The director of the returning employee's organization is responsible for determining the level and type of debriefing required.

Return of Clothing, Equipment, and Weapons. All items issued through the unit or central issue facility (CIF) must be returned. This includes chemical protective garments, individual equipment (for example, canteens, ponchos, sleeping bags), protective masks and optical inserts, and weapons. (Emergency-

essential employees are exempt from the requirement to return clothing and protective equipment after redeployment.)

Geneva Convention ID Cards. All Geneva Convention ID cards must be turned in to the issuing office regardless of the expiration date. (Emergency-essential employees are exempt from this requirement.)

Accountability in CIVTRACKS. All returning civilians who were deployed to unclassified contingency operations or mobilized for emergencies must update their data in CIVTRACKS through their supporting HRO to ensure continual accountability.

Return-to-Duty Counseling. All returning civilians must report to their local HRO for counseling on return-to-duty requirements and entitlements. Topics covered in the counseling include the following:

- Review of overseas tour dates to determine if a tour extension is required or if an adjustment to the rotation date is warranted.
- Health insurance.
- Pay issues (such as foreign post differential, danger pay, and imminent danger pay).
- Living quarters allowance (LQA) (if applicable).
- Office of Workers' Compensation Program counseling (if applicable).

Post-Deployment Stress Counseling. Employee assistance programs (EAPs) offered through local HROs can be helpful to employees and their Families in coping with post-deployment stress and reintegration. EAPs provide short-term counseling and referral services to help with financial, emotional, and Family-member care problems. These services are available to employees who have been called to active military duty (or who volunteer for such duty) and to employees who are Family members of those who are performing active military duty. In addition, many EAPs offer services to Family members of redeployed civilian employees. Supervisors should provide contact information for local EAPs to returning civilians.

Legal Services. Civilians may need to update wills and powers of attorney through local legal assistance offices after returning to home station.

Welcome-Home Ceremonies and Recognition. Civilians will be included in all welcome-home and other special recognition ceremonies at all levels. Supervisors of civilian employees are encouraged to recognize the accomplishments of employees who were deployed (AR 672-20 and AE Reg 672-1).

Leave Policy. Civilians are required to return to work on full-day schedules (military half-day schedules do not apply to civilians). Civilians will participate in the half-day reintegration model, but must return to duty or be in an approved leave status when not participating in reintegration activities. Civilians who wish to take personal time must request and receive approval to use accrued leave. Supervisors should consider a liberal leave policy for their returning civilians who wish to take personal time off. Annual leave accrued and lost while deployed can be restored after returning to the home station without it having been scheduled. Restored annual leave must be scheduled and used by the end of the second leave year after the employee's redeployment.

POSTAL

Mailing Tips

Deployed personnel must provide their home-station mailing address to mailers and notify correspondents to discontinue mailings to the contingency mailing address at least 21 days before their redeployment date. This will prevent significant mail delays and reduce the amount of redirect mail the deployed APO will have to process for the redeploying individual. RDCs should also provide general redeployment timelines to the home-station consolidated mailroom (CMR) or unit mailroom (UMR) mailclerk to stop mail from being forwarded before a unit's redeployment.

Deployed personnel should notify their home-station CMR or UMR in writing or by sending an e-mail message from their AKO account of their return date and provide an effective date to remove all mail-forwarding instructions (DD Form 2258, Temporary Mail Disposition Instructions).

As soon as possible after redeployment, personnel will personally visit their CMR or UMR to collect mail accumulated during their deployment and ensure their mail-forwarding instructions have been terminated.

Commanders will also provide general redeployment timelines to Family members and Family readiness groups as soon as the timeline is known.

Personnel who want to insure their mail against loss or damage must purchase postage. For damaged items (insured and registered only), keep the container, wrapper, packing, mailing receipt (if applicable), and damaged contents for filing requirements. Claims cannot be filed against items mailed "MPS" since no postage was paid.

Mail sent "MPS" cannot be forwarded to the continental United States (CONUS) or international addresses.

When mailing to an APO or FPO, do not include the country name in the address.

Mail addressed to “Any Servicemember” or similar wording such as “Any Soldier, Sailor, Airman, or Marine” cannot be delivered. Mail must be addressed to an individual or to a job title (for example, “Commander,” “Commanding Officer”).

Common Prohibited Mail Items To and From the Middle East

- Weapons; ammunition; nuclear, biological, and chemical (NBC) protective clothing; and sensitive items.
- Securities, currency, or precious metals in their raw, unmanufactured state. (Official shipments are exempt from this restriction.)
- Obscene articles, prints, paintings, cards, films, videotapes, and horror comics.
- 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 by-products.
- Fruit, animals, and living plants.
- All alcoholic beverages, including those mailable under Domestic Mail Manual 601.11.7.
- Materials used to make alcoholic beverages (for example, distilling material, hops, malts, yeast).

Mail Size/Weight Limitations

The following restrictions apply to the size and weight of packages sent to the Middle East:

- Packages may not be more than 130 inches (length and girth combined).
- Packages may not weigh more than 70 pounds.

Change of Address and Directory Card (DA Form 3955)

DA Form 3955 is authorized for use by all authorized military and DOD civilians in USAREUR when they move (for example, PCS, ETS) on official orders.

All assigned, attached, or TDY personnel are authorized to complete and send one card (DA Form 3955) to each of the following at Government expense.

- Old unit of assignment.
- New unit of assignment.
- Old APO.
- New APO or CONUS post locator.
- Correspondents who write to you regularly.
- Magazines or newspaper publishers (paste publication mailing label or key number in the “Old Mailing Address” box on the reverse).

Send or take the completed DA Form 3955 with a copy of your movement orders to your servicing official mail control office (OMCO). In the European theater, the OMCO will stamp your DA Form 3955 “DOD INTRATHEATER OFFICIAL MAIL” or place the appropriate postcard rate of postage on each card.

FINANCE

Military Pay Entitlements on Redeployment

When a Soldier deploys, all allowances remain in effect. These allowances could include cost of living allowance (COLA), basic allowance for subsistence (BAS), and basic allowance for housing (BAH) or overseas housing allowance (OHA). Soldiers can anticipate changes to their pay based on their redeployment. Deployment entitlements that should stop on redeployment are the following: hardship duty pay-location (HDP-L); Family separation allowance (FSA); hostile fire pay/imminent danger pay (HFP/IDP); and combat zone tax exclusion (CZTE). Other entitlements that may be affected are BAS and COLA, depending on the Soldier’s situation on redeployment. The following are brief explanations of each pay entitlement as well as travel settlement and the Savings Deposit Program (SDP):

BAS. If you received BAS or “rations-in-kind not available” before the deployment, your BAS did not change for the deployment and will not change after redeployment. If you were designated as “essential station messing” (meal-card holder) before deployment, you will receive the entire amount during the deployment with no collection in the deduction column on your leave and earnings statement (LES). When you redeploy to home station, your BAS collection will revert to your predeployment BAS once the unit submits a personnel action request (DA Form 4187) to the finance office.

HDP-L. HDP-L is paid to both officer and enlisted Soldiers deployed to a designated area. Entitlement to HDP-L will continue through the day the Soldier leaves the designated area for redeployment.

Family Separation Allowance-Temporary (FSA-T). This allowance is payable to Soldiers with Family members who are deployed for 30 or more days. Entitlement to FSA-T will continue through the day before arrival at the home station. This allowance will be shown on the LES as “FSH” for active duty Soldiers and as “FAM SEP ALWS” for RC Soldiers.

HFP/IDP and CZTE. These are payable for any time during the month spent in an HFP/IDP-designated area. HFP/IDP and CZTE will have a stop date of the day the Soldier leaves the designated area for redeployment. Soldiers will be paid HFP/IDP for the entire month regardless of how long they spent in the HFP/IDP area during the month.

COLA. If the Soldier’s Family returned to CONUS for more than 30 days, COLA would have been changed to the “without dependent” rate. If the Family returned to the OCONUS permanent duty station (PDS) and is still command-sponsored, the Soldier may revert to the “with dependent” rate. Soldiers must submit DA Form 4187 to change their COLA back to the “with dependent” rate. The commander or the Soldier must submit DA Form 4187 to change COLA entitlement when the Family is away longer than 30 days and again when the Family returns to the European PDS. Families that leave for 30 or fewer days will not have an interruption in COLA payments.

TDY and TCS Travel Settlement. Deployed Soldiers earn \$3.50 per day for incidental travel expenses while deployed OCONUS. They must submit a travel-voucher settlement to their supporting finance office during reintegration.

SDP. Soldiers must stop SDP allotments since they will not stop automatically. Soldiers who contributed to the SDP during deployment should withdraw funds no more than 90 days after redeployment. To request funds, Soldiers must send a signed request by mail, fax, or e-mail as follows:

Mailing Address: DFAS-CL (Code PMMCCB)
Special Claims
1240 East 9th Street
Cleveland, OH 44199-2055

Fax: DSN (312) 580-6924 or civilian (216) 522-6924 (preferred method)

E-mail: ccl-sdp@dfas.mil (preferred method)

Requests must include the following:

Request my SDP money be sent to me. The following information is provided:

| | |
|---|-------|
| Name (Last, First, MI) | |
| Social Security Number | |
| Branch of Service | Army |
| Payment Information (If a and b below are filled out, leave this block blank.) | |
| a. Bank Routing Number | |
| b. Account Number | |
| c. Check Address (Complete this block only if a and b above are blank.) | |
| Separation Date | |
| Departure Date From Deployed Area | |
| E-Mail Address | |
| _____ | _____ |
| Signature of requester | Date |

NOTE: Soldiers who contributed funds using cash collection vouchers (DD Form 1131) must attach copies of those forms to their request.

AAFES Military Star Card and Layaways

Military Star Card. Customers who have questions about their Military Star Card account or who froze their account while deployed will need to visit their local post exchange, call 1-800-527-6790, or write to the Military Star Call Center to reactivate their accounts. Reactivating the account will reestablish the cardholder's purchasing ability and normal billing.

Mailing Address: Military Star Call Center
P.O. Box 650410
Dallas, TX 75265-0410

Layaways. Customers who did not clear their layaways before deploying or who did not continue to pay for their layaways during the deployment should see the store customer-service manager.

HOUSEHOLD GOODS, POV, AND OCIE

Withdrawal of Personal Property From Government Storage

Redeploying Soldiers will request personal-property delivery through their RDC while still deployed or at their local garrison installation transportation office (ITO) on return from deployment. The following are retrieval procedures:

- If possible, no less than 7 days before the estimated return to home station, the deployed unit commander notifies the RDC. The RDC must be able to identify and validate the names, unit, social security numbers, and delivery addresses (including building number and room number) of Soldiers in need of personal-property delivery.
- The RDC schedules delivery of personal property through the garrison ITO on behalf of the deployed Soldier no less than 5 workdays before the actual arrival date. Doing this will expedite the process and ensure the Soldier's personal property is available for use shortly after the Soldier arrives at home station. The RDC is responsible for ensuring the Soldier or legal representative under a power of attorney is present on the day of delivery. The RDC should not under any circumstance take delivery of a Soldier's property as this may affect possible future claims for damage.
- If advance notification is unmanageable, the Soldier should personally make delivery arrangements with the local garrison ITO as soon as possible after arrival at home station. This may also be done by the RDC to save the returning Soldier time during the reintegration process.
- If a delivery request is made after arrival at home station, the garrison ITO will schedule the delivery appointment with the contractor and notify the Soldier within 72 hours of the date and estimated time of delivery. The Soldier or legal representative under a power of attorney must be present on the day of delivery. A missed appointment will further delay the receipt of property.
- The Soldier should note any missing or damaged personal property on DD Form 1840R provided by the contractor at the time of delivery. They must also note any additional damage discovered after delivery on DD Form 1840R (opposite side of DD Form 1840). Soldiers have 70 days after delivery of their

personal property to file both DD Form 1840 and DD Form 1840R with the local claims office. Failure to submit these forms to the claims office within 70 days may reduce the amount payable for your claim, or result in a complete denial. Soldiers have 2 years after the date of delivery to file their claims forms and an itemized description of the damage and amount claimed. Claimants may also need to provide receipts, photographs of missing or damaged item, estimates of repair, or other documents. Check with your claims office to determine which documents you will need to submit. Failure to file a claim within 2 years will result in the Army denying the entire claim. There is no requirement for the Soldier to file with his or her insurance before filing the claim with the Army.

Withdrawal of Privately Owned Vehicles

Redeployed personnel may withdraw their POVs from the Government-controlled storage facility if they have a valid U.S. Forces POV license, reinstated their insurance, and reregistered their vehicle in an operational status.

Redeployed personnel must first go to or contact their insurance company and obtain new proof of insurance (insurance confirmation cards or commercial equivalent). They must then go to the local vehicle field registration station to reactivate the registration and obtain a new no-fee registration document and expiration decal.

Units will coordinate the transportation of Soldiers to the POV storage site. Before withdrawing POVs, the unit must coordinate POV pickup with the POV storage-site custodian.

Redeployed personnel must bring the new registration document, a valid U.S. Forces POV license, and a copy of the private vehicle shipping document (DD Form 788) that was used to inspect the POV when it was put into storage. They should also bring their gas card to the POV storage site. Personnel who have lost their U.S. Forces POV license may obtain a temporary license at the local drivers training and testing station. If a Soldier or civilian does not have a copy of the DD Form 788, the RDC, garrison ITO, or storage-site custodian will have one. The Soldier or civilian employee and storage-site personnel will conduct a joint inspection of the vehicle and a safety inspection before the vehicle is released. New or non-preexisting damages to the POV while in Government storage must be jointly annotated and endorsed with signatures on the DD Form 788 before release of the POV.

Personnel who wish to file a claim against the U.S. Government should contact the local claims office for processing information. Although 2 years are allowed to file a claim for POV damage, the damage must be reported before leaving the

POV inspection point. A claim must be filed within 2 years after the date the vehicle was retrieved from the storage lot or within 2 years after the date the individual received notice of the damage. There is no requirement for the Soldier or civilian employee to file with his or her insurance before filing the claim with the Army.

***Organization Clothing and Individual Equipment (OCIE)
Turn-In***

All OCIE listed below and other temporary loan equipment must be turned in to the local supporting CIF within 45 days after redeployment. It does not matter whether the item is serviceable or not. All items, however, must be clean when turned in.

| Desert Battle Dress Uniform Deployment Stock | |
|---|---|
| B60315 | Boots, Desert Tan |
| C04411 | Cap, Desert 3-Color |
| C43484 | Coat, Desert Camouflage Day |
| C45813 | Coat, Chemical Warfare Desert Camouflage |
| C96399 | Canteen, 2-Quart |
| F28747 | Cover, Helmet, Desert Camouflage |
| H20256 | Hat, Desert Camouflage Day |
| HA4078 | Goggles, Eye Safety System Land Operations |
| J85705 | Insert, Enhanced Small Arms Protective (E-SAPI) |
| P69767 | Parka, Chemical Warfare Desert Camouflage |
| T35238 | Trousers, Desert Camouflage Day |
| T36177 | Trousers, Chemical Warfare Desert Camouflage |
| YY1987 | Cover, Canteen, 2-Quart |

| Emergency-Essential Civilian Issue | |
|---|--|
| B09054 | Boot Intermediate Chemical Warfare Tan |
| B13907 | Bag, Barracks |
| B14729 | Bag, Duffle |

| | |
|--------|--|
| B15825 | Bag, Clothing, Waterproof |
| B28123 | Outer Tactical Vest (Universal Camouflage Pattern) |
| B59567 | Belt, Individual Equipment |
| C96536 | Canteen, Water, 1-Quart (Plastic) |
| DA6504 | Sleeping Bag, Patrol |
| DA6506 | Bivy Cover Camouflage |
| DA6553 | Stuff Sack Compression |
| F28747 | Cover, Helmet Camouflage |
| F30391 | Cover, Canteen |
| F54817 | Cup, Canteen |
| G39744 | Gaiterneck |
| G63382 | Gloves, Shell Intermediate Cold Weather |
| H46744 | Hood, Balaclava |
| J62858 | Glove Inserts Cold Weather |
| J85705 | Only Issue For Combat (E-SAPI) |
| K34733 | Helmet, Personnel Armor System, Ground Troop |
| L70172 | Liner, Chemical Warfare Coat |
| M24944 | Mat Sleeping, Soldiers Ground Insulator |
| N39848 | Overshoes, Combat Vinyl |
| P05813 | Parka, Wet Weather (Rainsuit) |
| P17415 | Poncho, Wet Weather |
| P69699 | Parka, Chemical Warfare Camouflage |
| T35375 | Trousers, Chemical Warfare Camouflage |
| T38070 | Trousers, Wet Weather (Rainsuit) |
| U86178 | Undershirt, Chemical Warfare |
| YY1890 | Sleeping Bag, Intermediate |

Retained Issue Program for Active Duty Personnel

The OCIE Retained Issue Program (ALARACT Message 092/2008, DTG 252247Z Mar 08) was implemented Army-wide on 1 May 2008. The Vice Chief of Staff of the Army (VCSA) approved MTOE regional retained issue of OCIE in July 2006 for implementation in the second quarter of FY 07. The success of the Regional Retained Program has led to the removal of the geographic restriction and worldwide implementation of the program.

To promote a sense of ownership and self-reliance, Soldiers will retain the basic OCIE necessary to execute their mission. Retained OCIE will be shipped as freight at no cost to the Soldier. Shipping retained issue items as part of household goods (HHG) shipments has not been authorized by the Department of the Army.

Departing USAREUR Soldiers will continue to outprocess through their supporting CIF to turn in nonretained items. Shipment methods will vary by geographic area within USAREUR but will allow Soldiers the necessary flexibility to execute the Retained Issue Program.

Retained-issue shipments for Soldiers departing installations for assignments in USAREUR will be sent to the CIF supporting the assigned unit (except for nonpinpoint assignments). Arriving Soldiers will be scheduled with the CIF as a part of inprocessing procedures. CIFs will issue Soldiers their retained issue and any nonretained items.

Soldiers must inform their unit supply sergeant immediately if any of their CIF-issued equipment is lost. Based on the situation, the unit supply office will process one of the following adjustment documents:

- A Statement of Charges/Cash Collection Voucher (DD Form 362) when liability for the loss or damage is admitted and the cost for the loss or damage does not exceed the Soldier's monthly basic pay.
- A Financial Liability Investigation of Property Loss (DD Form 200) when either of the following applies:
 - The liability for the loss or damage is admitted and the cost for the loss or damage exceeds the Soldier's monthly basic pay.
 - Negligence is suspected of causing the loss or damage, but liability is not admitted.

Soldiers who receive an adjustment document from the supply office must take it to their CIF to be cleared.

LEGAL

Deployment Tax Information

Federal and State tax rules affect Soldiers deployed to support operations. Soldiers should see their legal-assistance office or servicing tax center for additional guidance. Members of the Armed Forces who serve in a combat zone (CZ) and those who serve in “direct support” of a CZ are eligible for certain tax benefits. Certain operations have been determined to qualify for these tax benefits. CZTE includes the following:

- **Excludable Income.** Enlisted Soldiers and warrant officers may exclude from their gross income all compensation received during the months spent in a CZ. Commissioned officers may exclude up to the highest rate of basic pay for the most senior enlisted member of the Armed Forces, plus the amount of HFP/IDP for each month.
- **Filing Extension.** Soldiers in a CZ have an extension to file their Federal tax returns and to pay their taxes. The extension is 180 days plus the number of days the individual was in the CZ during the normal tax-filing period (1 Jan through 15 Apr). The extension begins on the day after the Soldier leaves the CZ. Soldiers who use this extension do not pay interest on the amounts they owe the Internal Revenue Service (IRS) and will receive interest from the IRS if they are owed a refund. Soldiers who qualify for this extension must clearly write “Combat Zone Taxpayer” across the top of their tax return. DA civilian employees who are performing services as a part of the qualifying operation, serving overseas, and deployed away from their PDS qualify for extensions.

Many States follow the Federal rules and offer military personnel income exclusions and filing extensions. The local legal-assistance office or tax center can provide State-specific information.

War Souvenirs

Soldiers and civilians deployed to support operations in the USCENTCOM AOR are prohibited from possessing or transporting many items that may pose a safety or health risk. The information below is not all-inclusive but does identify some specific prohibited items:

- All weapons (operational, nonoperational, antique, or demilitarized). This includes barrels, knives, munitions, primers, rockets, rocket components, shell casings, stocks, and triggers.

- Military equipment not designed to be carried by individuals.
- Former Iraqi regime or Iraqi privately owned household articles (for example, appliances, chinaware, fixtures, linen, rugs, silverware).
- Objects of archeological, artistic, historical, national, religious, or scientific value.
- Any articles retained for commercial or resale purposes.
- Dirt, gravel, rocks, sand, and stone.
- Plants (live or dried) and seeds.
- Insects, fish, mammals, reptiles, and birds. The prohibition includes all animals and animal parts, whether alive or dead, whole or parts, preserved or not.

Unit legal advisors and judge advocates can provide more assistance on items that may or may not be permissible.

MEDICAL/DENTAL



Medical Processing

To ensure Soldiers and civilians return home healthy, a post-deployment health screening (DD Form 2796) will be completed before the end of the 7 half-day reintegration period. This screening will—

- Include an indepth interview with a physician, physician assistant, or Family nurse practitioner.
- Document any medical problems or exposures to any potentially hazardous situations during the deployment and will assess the Soldier's or civilian's current level of mental wellness.

The results of these assessments will be placed in the deployed health records (DD Form 2766) and on a medical “smart chip” card, and transported by the unit on the same flight to Europe that the Soldier or civilian returns on. The deployed health record or medical smart chip card will be turned in to the local health clinic on the day of arrival. The local clinic will review the assessment done in the deployed theater and schedule required immediate treatment and followup

referrals. The documentation of this assessment is so important that Soldiers will not be allowed to go on leave until they verify this task has been completed.

When Soldiers return from leave, they will have the opportunity to update individual medical-readiness items and receive medical appointments if required. They will also be given a second TB test about 90 days after redeployment. Another health-risk assessment will be conducted 90 to 180 days after redeployment.

Returning civilians will go through a process similar to that above and will receive extended healthcare for deployment-connected conditions.

Assistance for Health Concerns

Redeployment involves a lot of changes and adjustments for both deployed personnel and their loved ones. Anyone who feels stressed, is experiencing problems adjusting, or notices unusual symptoms after deployment should contact their leadership or their doctor.

All redeploying personnel will get an immediate appointment if they need any treatment before going on leave. If they need to see a doctor while on leave, they should contact TRICARE for the nearest preferred doctor or hospital.

- TRICARE in the United States: 1-888-866-7943.
- TRICARE in Germany: 0800-825-1600.
- TRICARE in Italy: 800-877660.

If symptoms of illness persist or your health does not improve, ask for referral to a specialist. If you require further assistance, contact the DOD Deployment Health Clinic Center through one of the following:

Mailing address: Walter Reed Army Medical Center
6900 Georgia Avenue, NW
Building 2, Room 3G04
Washington, DC 20307-5001

Website: <http://www.wramc.army.mil/Patients/healthcare/dhcc/pages/default.aspx>

Civilian fax: 1-202-782-3539

Toll-free numbers in Europe: civilian 00800-8666-8666
DSN (312) 662-3577/6563

Toll-free numbers in the U.S.: civilian 1-800-796-9699
DSN 662-3577

Civilian number in the U.S.: 1-202-782-3577

Hours of operation: 0745 to 1600 Eastern Standard Time (Mon-Fri) (Voicemail is available from 1600 to 0745 to leave a message for a return call.)

Other sources of information include the following:

- Centers for Disease Control and Prevention website: <http://www.cdc.gov>.
- TRICARE national and regional toll-free contact numbers: available at <http://www.tricare.osd.mil>.
- United States Army Center for Health Promotion and Preventive Medicine website: <http://chppm-www.apgea.army.mil>.

Dental Processing

During reintegration, Soldiers will have their dental-readiness class verified. A dental examination must be completed if the Soldier's readiness level mandates an examination. Acute dental-care treatment will be provided immediately.

After leave, Soldiers in dental readiness classification 3 will have priority for dental appointments. The Army goal is to convert 95 percent of Soldiers in dental-readiness class 3 to dental-readiness class 1 within 90 days after block leave. Dental-related questions should be submitted through the local dental treatment facility.

Exceptional Family Member Program (EFMP)

The EFMP is designed to provide services to Family members with special needs. Soldiers who return to their PDS and feel the special needs of a Family member have changed or the needs of an exceptional Family member are not being met should contact the EFMP manager. The EFMP manager will help resolve issues and refer the Family member for evaluation.

EFMP managers are located at ACS centers in each community to help answer questions at every point of the deployment cycle. Contact the local ACS to find your nearest EFMP manager.

SINGLE SOLDIERS AND UNACCOMPANIED PERSONNEL

Single Soldier-Focus Activities

IMCOM-Europe garrisons will offer programs and events for all Soldiers during the half-day reintegration period. Many of these programs are focused on single and unaccompanied Soldiers. RDCs will have more information on the programs and events being offered by their community.

Better Opportunities for Single Soldiers (BOSS) Program

The BOSS Program supports the overall quality of life for single and unaccompanied Soldiers. BOSS identifies well-being issues and concerns and recommends improvements through the chain of command. It also encourages and helps single and unaccompanied Soldiers identify and plan recreational and leisure activities. It gives these Soldiers the opportunity to participate in and contribute to their communities.

The driving force behind the BOSS program is continuous, dynamic command participation. Commanders, Soldier representatives, and the staff of IMCOM-Europe work together to ensure that the needs of Soldiers are foremost in the decision-making process. Involvement in BOSS programs will have a positive and direct effect on the community and well-being of Soldiers throughout the Army in Europe.

What Does BOSS Do?

- Supports the chain of command by identifying quality-of-life issues and concerns and by providing recommendations for improvement.
- Encourages and helps single and unaccompanied Soldiers identify and plan recreational and leisure activities.
- Provides an opportunity for single Soldiers to participate in and contribute to the community.

What Does BOSS Give the Soldier?

- Cultural opportunities.
- Community involvement.

- Partnership.
- Great trips.

Who Do I Contact About BOSS? BOSS contacts can be found on garrison homepages.

DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS-EUROPE (DODDS-EUROPE)



DODDS-Europe is committed to maintaining a safe and secure school environment that creates stability in the lives of military Families and students so that learning and teaching continue as usual throughout the reintegration process. Family assistance centers, RDCs, military Families, and school administrators and teachers are encouraged to maintain communication and collaborative partnerships to better

identify children affected by reintegration and to ensure that age-appropriate reintegration support services are in place. Educational issues related to reintegration are addressed below.

Reintegration Block Leave and Accelerated Withdrawal

DODDS-Europe has established a policy to support Families in the unique circumstances that often accompany reintegration. Traditionally, early departure was authorized only for Families with PCS orders. However, because of the unusual situation of military deployments and reintegration, DODDS-Europe will consider requests for early departure or extended absence for any Family taking block leave during reintegration after a deployment, or for early withdrawal associated with reintegration toward the end of the school year. When requesting an extended absence or early withdrawal for these reintegration purposes, the following apply:

- Parents must coordinate with schools before the early withdrawal or extended student absence to ensure that the student completes all schoolwork in accordance with established guidelines.
- Parents must request early withdrawal or extended student absence in writing.

- Parents should discuss the timing of the absence and any conflicts that may negatively affect a student’s success (for example, cumulative grade point average, standardized testing, final examinations, special events) with school officials. Requests will be handled on a case-by-case basis.
- Students or parents should request assignments from teachers before the Family goes on leave. Give as much leadtime to teachers as possible. Completed assignments must be turned in within a predetermined time after the student returns to school to be considered for a grade. Please consult with the teacher or school about your student’s circumstance and specific deadlines for assignments.
- While there is no maximum number of days that students may be absent while accompanying their Families on block leave, it is strongly recommended that if absent for 30 days or more, students should be enrolled in school at a stateside location.
- Grade reports or transcripts are to be presented from the stateside school after return to the DODDS-Europe school.
- Students who will be gone for an extended leave do not need to be withdrawn from a DODDS school unless they are not returning. Keeping the child enrolled will allow the student to keep his or her current class schedule.
- Any student requesting early withdrawal who does not complete all assignments required under the accelerated withdrawal guidelines will receive an incomplete grade for that subject.
- The early withdrawal date is set at 20 schooldays before the final day of classes. Students who are making a PCS move, as well as students accompanying their Families on reintegration block leave, will be required to abide by these dates. Students who withdraw before the 20-day early withdrawal limit will receive a “withdrawal grade” rather than a final grade.
- All parties must carefully consider the educational effect when making requests for block leave and early withdrawal.

School Transitions Associated With PCS

Many Families may make a PCS move shortly after reintegration. Moving to a new home and location can be stressful for the entire Family, but often it is particularly difficult for children who must adapt to a new educational environment, develop new friendships, and become oriented to a new set of academic

expectations. To help minimize disruptions and ease transitions, DODDS-Europe has established Student-2-Student Programs and interactive counseling centers throughout DODDS-Europe high schools. This program provides in- and outbound students a team of volunteer students who are supervised by a school counselor, teacher, or other staff person. These teams are trained on three key transition subject areas:

- Academics.
- Relationships with other students, faculty, and staff.
- Learning forums to help all students quickly feel welcomed, comfortable, included, and accepted into their new school community. For outbound students, teams help students prepare to move to another school.

Transition can be particularly difficult at various ages and grades, depending on the child's social experiences and academic history. DODDS-Europe recommends the following to help parents meet student-transition challenges:

- Be sensitive to the student's feelings about the move. Allow the student to verbalize feelings about the move. Anxiety, despondency, and even anger are normal reactions. Acknowledge the student's ambivalence while asserting confidence in his or her ability to successfully manage the transition.
- Meet with your child's school guidance counselor and teachers as soon as you know of the impending PCS; identify academic, social, and behavioral concerns. Coordinate an action plan to make the transition easier.
- Request copies of your student's cumulative records, standardized test scores, and any special education records. Keep a copy to take to your child's new school, and request that your school send a copy ahead of your student when appropriate.
- For high school students it is particularly important to determine credit and graduation requirements at the student's receiving school. Ask school guidance counselors to tell you of any questions or concerns they have about your student's transcripts.

Social, Personal, and Behavioral Concerns

DODDS-Europe fully supports the reintegration model, which directly affects students. The following have been developed and implemented to ensure that

schools provide support services for students during community and installation transitions:

- Classroom guidance lessons that target character education, social and emotional health, and resiliency competencies as part of the DODDS regular education curriculum.
- Individual counseling for students to address academic, social, and emotional concerns related to deployment and reintegration.
- Counseling support groups in school settings where several Families are experiencing adjustment issues related to deployment and reintegration.
- Student support teams comprised of regular education staff, school counselors, school psychologists, and nurses. These teams routinely assess student concerns and make recommendations for support and intervention services. Team recommendations may include student observations, informal assessments, academic support, accommodations, behavioral plans, and referral for further evaluation when appropriate.
- School crisis teams, trained in mitigating the effect of critical events, work closely with local agencies and district support teams to respond to and intervene in crises affecting school populations and local communities.
- Parents are encouraged to request help from school counselors or psychologists for social, personal, or behavioral concerns.

PUBLIC AFFAIRS

Hometown News Release

When Soldiers return from a deployment, they should take time to publicize their accomplishments and let Family and friends know what they are doing. One of the best ways to do this is through hometown news releases. Soldiers may obtain a Hometown News Release Information form (DD Form 2266) from the local public affairs office. The form includes line-by-line instructions. The public affairs office will help Soldiers complete it. Key points to remember when filling out the remarks section of the form are as follows:

- Include specific remarks. The best quotes for a newspaper are positive and concise. People in the hometown like to hear that Soldiers miss specific people, places, or things familiar to the hometown. For example, a good quote

would be “I miss watching the Hawks football games every Friday night at the high school with my best friend Joe.”

- Write responses in complete sentences. It is easier for the hometown newspaper to quote a person if the person writes something quotable. Be careful not to use military terms that only Soldiers understand.

Dealing With the Media

Talk to the media (and the public) within established guidelines. Leaders and Soldiers who refuse to talk to the media give the impression that they are withholding information. Remember the following when dealing with the media:

- “Stay in your lane.” You may talk about your job, responsibilities, and other matters within your expertise and control. You should avoid speculating and answering “what if” questions, since you cannot predict the future.
- Talk about what you plan to do now that you are back from deployment. You should talk about the support Family and friends provided during the deployment. Talk about the things you missed or what you look forward to doing now that you have returned safely.
- Talk about how the deployment affected your Family and friends. Most stories covered by the media will be about the Family. Soldiers had a rough time as did their Family; give Families plenty of credit.
- Always remember who the audience will be. *Soldiers who have complaints should consult their chain of command.*
- All discussions with reporters are “on the record.” Never say something that you do not want to read in the newspaper or hear on the radio or on television.
- Protect classified information and preserve operational security. *Exact numbers and locations of troops and equipment, ongoing or future operations, and rules of engagement are not releasable.*
- 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. If the answer to a question is classified, simply tell the reporter so. Think about the response before answering any question. No question has to be answered immediately.

- Remember that this is your opportunity to communicate to a large audience. Make answers clear and relevant, and use examples that are easily understood by avoiding jargon and acronyms.
- Be professional even if the reporter is aggressive or the questions seem silly. If the reporter interrupts, pause, let the reporter finish, then continue the response.
- Do not let a reporter “put words in your mouth.” Do not repeat their “buzz words.” Do not necessarily accept the reporter’s facts or figures as the truth.
- If classified or sensitive information is inadvertently released through words or photography, report the incident by the quickest means possible to the unit commander or public affairs officer. Soldiers *are not* authorized to confiscate film, audio- or videotapes, or reporter’s notes.
- Do not be afraid to ask a reporter to repeat a question.
- Relax. You are telling a great story about what the Army does. This is the chance to educate the public.

If you feel uncomfortable or have any questions or concerns about dealing with the media, contact your unit or local garrison public affairs office.

ROADSIDE ASSISTANCE

The greatest glory in living lies not in never failing, but in rising every time we fail.

Nelson Mandela

EMOTIONAL/MENTAL HEALTH RESOURCE LIST

The telephone numbers and other specific information (for example, hours of operation) for the following resources will be provided on the local garrison homepage.

You can access your community homepage through the IMCOM-Europe website at <http://www.imcom-europe.army.mil/sites/local>.

Army Community Services/Family Advocacy Program

- No cost.
- Life-skills education programs offered by bachelors- and masters-level social workers, masters in education, nurses, and masters in early childhood education.

Chaplains

- No cost.
- All chaplains are pastoral, crisis, and suicide-prevention counselors. Family life chaplains have a masters in counseling and are certified Family therapists.

Adolescent Substance Abuse Counselors

- No cost.
- Licensed counselors and addiction certified counselors.

Chapel Youth Leaders

- No cost.
- Pastoral care and guidance.
- Bachelors or masters in religious studies.

School Counselors

- No cost.
- Certified counselors.

School Psychologists

- No cost.
- Certified and licensed psychologists.

Medical Activities

- No cost for active duty Soldiers and redeploying civilians (for deployment-related issues).
- Licensed social workers, psychiatrists, and physicians.

TELEPHONE INFORMATION

Emergency Numbers

| DSN Emergency Numbers | | |
|-----------------------|------|-----------------|
| Medical | Fire | Military Police |
| 116 | 117 | 114 |

| Civilian Emergency Numbers (From Civilian Telephones) | | | |
|--|------|---------|--------|
| Country | Fire | Medical | Police |
| Belgium | 100 | 100 | 101 |
| England | 999 | 999 | 999 |
| Germany | 112 | 110 | 110 |
| Italy | 115 | 112 | 112 |
| the Netherlands | 112 | 112 | 112 |

International Country Codes

| Country | Digits | Country | Digits | Country | Digits |
|------------------------|--------|-----------------|--------|----------------|--------|
| Austria | 43 | Hungary | 36 | Romania | 40 |
| Belgium | 32 | Ireland | 353 | Russia | 7 |
| Bosnia and Herzegovina | 387 | Italy | 39 | Slovenia | 386 |
| Bulgaria | 359 | Liechtenstein | 423 | Spain | 34 |
| Croatia | 385 | Luxembourg | 352 | Sweden | 46 |
| Czech Republic | 420 | Macedonia | 389 | Switzerland | 41 |
| Denmark | 45 | the Netherlands | 31 | Turkey | 90 |
| Finland | 358 | Norway | 47 | United Kingdom | 44 |
| France | 33 | Poland | 48 | United States | 1 |
| Germany | 49 | Portugal | 351 | Yugoslavia | 381 |
| Greece | 30 | | | | |

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

DSN Prefixes for Garrison Standard Numbers

| Garrison | Prefix | Garrison | Prefix |
|-------------------------|---------------|---------------------------|---------------|
| Ansbach, Germany | 468 | Mannheim, Germany | 380 |
| Bamberg, Germany | 469 | Schinnen, the Netherlands | 360 |
| Baumholder, Germany | 485 | Schweinfurt, Germany | 354 |
| Chièvres, Belgium | 361 | Stuttgart, Germany | 421/430 |
| Grafenwöhr, Germany | 475 | Vicenza, Italy | 634 |
| Heidelberg, Germany | 370 | Vilseck, Germany | 476 |
| Hohenfels, Germany | 466 | Wiesbaden, Germany | 337 |
| Kaiserslautern, Germany | 483 | | |

CHAPLAIN TELEPHONE NUMBERS

NOTE: All numbers are DSN.

USAG Ansbach

Ansbach 467-1570/2785
 Illesheim 467-4642/4826

USAG Baden-Württemberg

Heidelberg MTV 370-7824
 Heidelberg PHV 388-9408/9406
 Kaiserslautern, Pulaski 493-4219/4098
 Landstuhl 486-8399/7119
 Mannheim 380-9448/4373
 Ramstein (North Chapel) 480-6149/6148
 Ramstein (South Chapel) 480-5753
 Vogelweh (Kaiserslautern) 489-6459

USAG Bamberg

Bamberg 469-1570/8719

USAG Benelux

Brussels 368-9677/9747
 Chièvres 361-5381
 SHAPE 423-6066

USAG Grafenwöhr

Garmisch 440-2819

| | |
|------------|----------|
| Grafenwöhr | 475-1370 |
| Hohenfels | 466-1570 |
| Vilseck | 476-1570 |

USAG Wiesbaden

| | |
|------------|---------------|
| Baumholder | 485-1370/7067 |
| Wiesbaden | 337-6867/5544 |

USAG Schweinfurt

| | |
|-------------|---------------|
| Schweinfurt | 354-6250/1370 |
|-------------|---------------|

USAG Stuttgart

| | |
|----------------|----------|
| Panzer Kaserne | 431-3079 |
|----------------|----------|

USAG Vicenza

| | |
|-------------------|---------------|
| Aviano, Italy | 632-5211 |
| Naples, Italy | 626-5615/3539 |
| Pisa, Italy | 633-7267 |
| Rota, Spain | 727-8310 |
| Sigonella, Sicily | 624-4295/3805 |
| Vicenza, Italy | 634-7519/6547 |

ARMY COMMUNITY SERVICE POINTS OF CONTACT

| Garrison | Location | Office DSN Number |
|---------------------|-------------------------|--------------------------|
| USAG Ansbach | Ansbach, Germany | 467-2883 |
| USAG Bamberg | Bamberg, Germany | 469-7777 |
| USAG Baumholder | Baumholder, Germany | 485-8188 |
| USAG Benelux | SHAPE, Mons, Belgium | 423-5324 |
| USAG Brussels | Brussels, Belgium | 368-9783 |
| USAG Grafenwöhr | Grafenwöhr, Germany | 475-8371 |
| | Vilseck, Germany | 476-2650/2733 |
| | Hohenfels, Germany | 466-4860 |
| USAG Heidelberg | Heidelberg, Germany | 370-6883 |
| USAG Kaiserslautern | Kaiserslautern, Germany | 493-4203 |
| USAG Livorno | Pisa, Italy | 633-7084 |
| USAG Mannheim | Mannheim, Germany | 385-3101 |

ARMY COMMUNITY SERVICE POINTS OF CONTACT

| Garrison | Location | Office DSN Number |
|------------------|---------------------------|-------------------|
| USAG Ansbach | Ansbach, Germany | 467-2883 |
| USAG Schinnen | Schinnen, the Netherlands | 360-7500 |
| USAG Schweinfurt | Schweinfurt, Germany | 354-6933 |
| USAG Stuttgart | Stuttgart, Germany | 431-3362 |
| USAG Vicenza | Vicenza, Italy | 634-7500 |
| USAG Wiesbaden | Wiesbaden, Germany | 335-5254 |
| | Dexheim, Germany | 334-5716 |

MILITARY ONE SOURCE

Military One Source (MOS) is a 24-hour, 7-day-a-week, toll-free information and referral telephone service available worldwide to active duty, Reserve, and National Guard military members and their Families, and deployed civilians and their Families. MOS provides information about everything from everyday concerns to deployment and reintegration issues. Overseas, MOS can help access existing services provided through MTFs and other community resources. Additionally, if there is a need for face-to-face counseling while in CONUS, MOS can provide a referral for six sessions with a professional civilian counselor at no cost to the military personnel, deployed civilians, and Family members.

The OCONUS number is (access code) 00 800-3429-6477 (dial all 13 digits). If you cannot dial the 00 800 number, free calls can be made by calling collect to 001-484-530-5908. (To dial those numbers from a military telephone, you must use a telephone with an outside line access.)

MOS offers a website at <http://militaryonesource.com> (User ID: military; Password: onesource) for information on a variety of topics and issues. Users may use the website to order educational materials at no charge.

DIRECTORATES OF FAMILY AND MORALE, WELFARE, AND RECREATION (FMWR)

| Garrison | Location | Office DSN Number |
|---------------------|------------------------------------|--------------------------|
| USAG Ansbach | Ansbach, Germany | 468-1550 |
| USAG Bamberg | Bamberg, Germany | 469-1550 |
| USAG Baumholder | Baumholder, Germany | 485-7289 |
| USAG Benelux | SHAPE, Mons, Belgium | 423-4888 |
| USAG Brussels | Brussels, Belgium | 365-9753 |
| USAG Grafenwöhr | Grafenwöhr and Vilseck, Germany | 475-1350 |
| | Hohenfels, Germany | 466-2839 |
| USAG Heidelberg | Heidelberg, Germany | 373-1350/1550 |
| USAG Kaiserslautern | Kaiserslautern, Germany | 493-4127 |
| USAG Livorno | Pisa, Italy | 633-7505 |
| USAG Mannheim | Mannheim, Germany | 385-3169 |
| USAG Schinnen | Schinnen, the Netherlands | 360-7424/1550 |
| USAG Schweinfurt | Schweinfurt, Germany | 354-6605 |
| USAG Stuttgart | Stuttgart, Germany | 421-2805/1350 |
| USAG Vicenza | Vicenza, Italy | 634-7740 |
| USAG Wiesbaden | Wiesbaden, Germany | 338-5270 |

DODDS-EUROPE POINTS OF CONTACT

DODDS-Europe Public Affairs Office

DSN: 338-7612/7614

Civilian: (49) 0611-380-7612/7614

Fax: DSN 338-7565 or civilian 0611-380-7565

USAREUR/IMCOM-Europe

School Liaison Officer

DSN: 370-6357

Civilian: 06221-57-6357

MAJOR COMMAND POINTS OF CONTACT FOR FAMILY-SUPPORT ISSUES

USEUCOM

Chief, Community, Family, and Education Branch
USEUCOM (J1-Q)
DSN: 314-430-5337 (civ 49-711-680-5337)
Fax: DSN 314-430-4562

IMCOM-Europe

Chief, ACS, IMCOM-Europe
DSN: 379-5313 (civ 06202-80-5313)
Fax: DSN 379-6586 (civ 06202-80-6586)

7th ARCOM Mobilization Support Center, Europe

Family Programs Office
DSN: 483-4751 (civ 06314-11-4751)

HUMAN RESOURCES OFFICES (HROs)

| HRO | DSN | CIVILIAN |
|----------------|------------|-----------------|
| BENELUX | 361-1430 | 032-68-275467 |
| Grafenwöhr | 475-6630 | 09641-83-1630 |
| Heidelberg | 370-8514 | 06221-57-8514 |
| Kaiserslautern | 493-4369 | 0631-536-4369 |
| Stuttgart | 421-3117 | 07031-15-3117 |
| Vicenza | 634-7537 | 0444-71-7356 |

TRAVEL-ASSISTANCE INFORMATION

Frankfurt Airport Information

Website: <http://www.airportcity-frankfurt.com>
Telephone number: 0180-537-24636

USO (Frankfurt International Airport)

Terminal 1 Arrival, Hall C, Level 1

Telephone numbers: DSN 320-3530, civilian 069-691-581

Operating hours: Mon-Sun, 0700-1500

Closed half-days on all American holidays. Closed on New Year's Day.

Main USO Centers in Europe

Website:

<http://www.uso.org/howeare/findyourlocaluso/usooverseaslocations/#Italy>

Telephone numbers: DSN 334-2381/2480; civilian 06134-285470

Rail Information

Website:

<http://www.bahn.de>

Telephone number:

0180-537-24636 (USO Frankfurt airport)

SATO

Website:

<https://www.satotravel.com/>

Telephone numbers:

0800-100-7102 (European)

1-800-827-7777 (in the United States)

STAYING ON COURSE

Today's preparation determines tomorrow's achievement.

Even during reintegration, many Soldiers, civilians, and Family members are looking forward to a next assignment or perhaps even retiring from the service. Whatever your next stop is, know that USAREUR and IMCOM-Europe are standing ready with a professional team of agencies and services to assist you. With proper planning, preparation, and the support of professional agencies in your community, you will be fully prepared to make your next roadtrip on course.



GLOSSARY

| | |
|--------------|--|
| 7th ARCOM | 7th Army Reserve Command |
| AAFES | Army and Air Force Exchange Service |
| ACS | Army Community Service |
| AKO | Army Knowledge Online |
| AOR | area of responsibility |
| APO | Army post office |
| BAC | blood alcohol content |
| BAH | basic allowance for housing |
| BAS | basic allowance for subsistence |
| BENELUX | Belgium, the Netherlands, Luxembourg |
| BOSS | Better Opportunities for Single Soldiers |
| CIF | central issue facility |
| CIVTRACKS | Civilian Tracking System |
| CMR | consolidated mailroom |
| COLA | cost of living allowance |
| CONPLAN | contingency plan |
| CONUS | continental United States |
| CZ | combat zone |
| CZTE | combat zone tax exclusion |
| DA | Department of the Army |
| DCS | deployment cycle support |
| DD | Department of Defense |
| DEROS | date eligible for return from overseas |
| DOD | Department of Defense |
| DODDS | Department of Defense Dependents Schools |
| DODDS-Europe | Department of Defense Dependents Schools-Europe |
| DSN | Defense Switched Network |
| EAP | employee assistance program |
| EFMP | Exceptional Family Member Program |
| ERMC | United States Army Europe Regional Medical Command |
| E-SAPI | enhanced small arms protective insert |
| ETS | expiration term of service |
| FMWR | Family and morale, welfare, and recreation |
| FPO | Fleet post office |
| FRG | Family readiness group |
| FSA | Family separation allowance |
| FSA-T | Family separation allowance-temporary |
| FY | fiscal year |
| HDP-L | hardship duty pay-location |
| HFP/IDP | hostile fire pay/imminent danger pay |
| HHG | household goods |

| | |
|--------------|--|
| HRO | human resources office |
| ID | identification |
| IMCOM-Europe | United States Army Installation Management Command, Europe Region |
| IRS | Internal Revenue Service |
| ITO | installation transportation office |
| kph | kilometer per hour |
| LES | leave and earnings statement |
| LOD | line of duty |
| LQA | living quarters allowance |
| MI | middle initial |
| MOS | Military One Source |
| MPD | military personnel detachment |
| MPS | Military Postal Service |
| MTF | medical treatment facility |
| MTOE | modification table of organization and equipment |
| MTV | Mark Twain Village |
| NBC | nuclear, biological, and chemical |
| NCO | noncommissioned officer |
| OCIE | organizational clothing and individual equipment |
| OCONUS | outside the continental United States |
| OHA | overseas housing allowance |
| OMCO | official mail control office |
| PCS | permanent change of station |
| PD | personnel detachment |
| PDS | permanent duty station |
| PERSTEMPO | personnel tempo |
| PHV | Patrick Henry Village |
| POV | privately owned vehicle |
| QTR | quarter |
| RAA | redeployment assembly area |
| RC | Reserve component |
| RDC | rear detachment commander |
| REFRAD | release from active duty |
| SDP | Savings Deposit Program |
| SGT | sergeant |
| SHAPE | Supreme Headquarters Allied Powers Europe |
| SM/SL | stop move/stop loss |
| SSG | staff sergeant |
| TAMP | Transitional Assistance Management Program |
| TB | tuberculosis |
| TCS | temporary change of station |
| TDY | temporary duty |
| UMR | unit mailroom |

| | |
|-----------|-------------------------------|
| U.S. | United States |
| USAG | United States Army garrison |
| USAREUR | United States Army Europe |
| USCENTCOM | United States Central Command |
| USO | United Services Organization |

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MAPS FOR THE ROAD

Stop worrying about the potholes in the road and celebrate the journey.

Dr. Fitzhugh Mullan

USAREUR REINTEGRATION WEBSITE

The USAREUR Reintegration website at <http://www.per.hqusareur.army.mil/reintegration/> provides the necessary tools to guide Soldiers, civilians, Family members, and service providers through the reintegration process. The website also provides standardized briefings, information papers, and other tools that can help you map the way to a successful reintegration.

