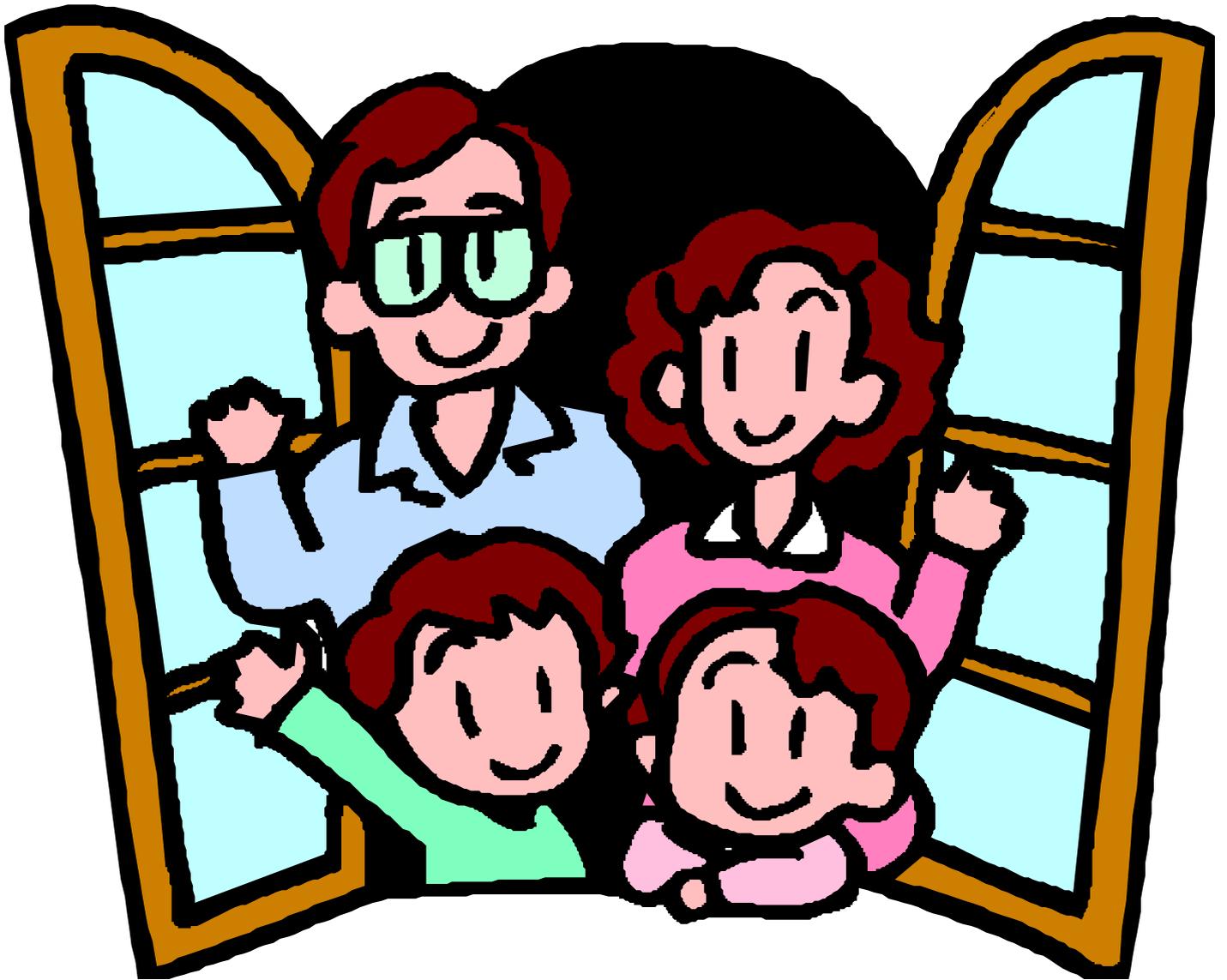


FAMILY READINESS



About Family Readiness__

WHAT IS A FAMILY READINESS GROUP?

A Family Readiness Group (FRG) is an organization of Family members, volunteers, and Soldiers belonging to a unit. Together they provide an avenue of mutual support and assistance, and a network of communication among Family members, the chain of command, and community resources. The FRG is a tool that belongs to the commander and is used to ensure Family members receive all the information and support they need.

WHAT IS THE PURPOSE OF AN FRG?

FRGs foster Family self-sufficiency, help resolve or refer problems at the lowest level, provide Family members with critical information and control rumors. FRGs need to initiate and maintain contact with Family members on a regular basis.

WHY AREN'T ALL FRGs THE SAME?

Each FRG should be tailored to the unit, its mission and the make-up of its Family members. The type and scope of activities depend largely on the immediate needs of the Soldiers, their Families, the volunteers, and the unit's deployment status.

FRGs SHOULD NOT GET INVOLVED IN...

— Becoming surrogate parents or social workers, lending money or cars, becoming a baby-sitting or errand service; or casualty notification.



About Family Support

WHO IS RESPONSIBLE FOR THE FRG?

The Commander appoints and maintains representatives to the FRG.

The Rear Detachment Commander provides a link between Families, Soldiers, the deployed unit, and community support agencies.

The Family Readiness Support Assistant maintains the continuity and stability of the FRG as units undergo changes in volunteers and leadership. Operationally, the FRSA provides administrative and logistical support to Commanders, Rear Detachment Commanders, and Volunteer FRG Leaders.

The Family Readiness Liaison (FRL) a military member of the unit appointed by the commander to support the FRG. Serves as a link between the FRG and Commander. Coordinates logistic and administrative support for the FRG.

The Senior Advisor serves as the interface between Family members and battalion leadership. She/he gathers information, accesses resources from the military battalion and community resource agencies, and attends the Community Update Meeting monthly.

The FRG Steering Committee coordinates FRG activities. The Steering Committee members may include: company level FRG leaders, newsletter editor, hospitality coordinator, treasurer, commander and FRG advisor.

The FRG Leader organizes the “Chain of Concern” (phone tree). She/he selects and supports the Key Callers who will make phone calls and ensures contact within the group is maintained.

The Keycaller contacts Family members on a regular basis (at least once per month while the unit is in garrison, and twice per month while the unit is deployed) to ensure the system is working and to disseminate information.

The Family Members are encouraged to attend FRG meetings and briefings. They should inform the FRG Leader and/or their keycaller of any address and telephone number changes. They should also let the FRG Leader and the Rear Detachment Commander know when they leave the area during a deployment or field exercise.

The Soldiers are responsible for Family readiness to include preparing their Families for the Soldiers’ absence during deployments and extended exercises.

Army Community Service (ACS) provides services such as Relocation assistance, AER loans, consumer affairs and financial counseling, Exceptional Family Member assistance, Outreach Programs such as FRG Training, Family Advocacy, Volunteer Program, and employment assistance. They furnish information, assistance, and referral to units and Families of Soldiers in the event of unit mobilization, deployment, or in response to a major disaster.

BE FAMILIAR WITH YOUR FAMILY READINESS GROUP

My FRG Leader/Phone:

My FRG Point Of Contact/Phone:

My Spouse’s Rear Detachment Commander/Phone:

MEDICAL EMERGENCIES



Emergency Information

Telephone Numbers

LOCAL GERMAN POLICE, FIRE AND MEDICAL AID

DIALING TIPS:

To dial a military (DSN) number from a military phone
Dial all seven (7) digits: XXX-XXXX
(Ledward 354-XXXX; Conn 353-XXXX)

To dial a Schweinfurt military (DSN) number from a civilian phone
Within the 9721 prefix: 96-XXXX
Outside the 9721 prefix: 09721-96-XXXX
Outside Germany: +49-9721-96-XXXX

To dial a civilian number from a civilian phone throughout Germany
Within the 09721 prefix: do not dial 09721 prefix, just the number.
Outside the 09721 prefix: dial the prefix and the number as listed
(NOTE: German (CIV) phone numbers can be from 2 to 9 digits long; there is no fixed length.)

LOCAL GERMAN POLICE, FIRE AND MEDICAL AID	
German Police	09721-2020
German Police Emergency	110
German Fire Department	112
German Ambulance	09721-19222
Hospital Leopoldina	09721-7200
Hospital St. Josef's	09721-570
German Poison Control Center	0911-3982451

MILITARY POLICE AND FIRE	
Military Police	09721-96-6766/6624
Military Police Emergency	09721-96-114
Military Fire Station	09721-96-8645



Military Medical Information



HEALTH CLINIC

(M-Th: 0730-1630, F: 0730-1130)

Active Duty Same Day Appointments	M-F 0630-0730	DSN: 354-6722 CIV: 09721-96-6722
Sick Call	M-F 0730-0830	2 nd Floor
Central Appointments (Dependents)	M-F 0700-1600	DSN: 354-7901 CIV: 09721-96-7901
Laboratory	M-F 0800-1100, 1300-1500 3 rd Th 1300-1500	DSN: 354-6646 CIV: 09721-96-6646
Prescription Refill (automated)		DSN: 486-5601 CIV: 00800-7446-2500
Optometry	By Appointment Only	DSN: 354-7901 CIV: 09721-96-7901
Patient Liaison		DSN: 354-6155/7016 CIV: 09721-96-6155/7016

DENTAL

(M-Th: 0730-1630, F: 0730-1130)

Appointments / Information Scheduling begins at 0900 daily.	M-F 0730-1130, 1230-1630	DSN: 354-1720 CIV: 09721-96-1720
Sick Call	M-W, F 0730-0900, Th 1230-1430	
After Duty Hours Dental Emergencies		DSN: 354-6311 CIV: 09721-96-6311

What To Do If You Have A Medical Emergency During a Deployment

An emergency is classified as a situation that may cause loss of life, limb, eyesight, critical illness, death, or injury to:

Immediate Family Members:

Spouse

Parents

Children

Grandparents/guardian (if they were your documented legal guardians)

The medical definition of critically ill or injured is the possibility of death or permanent disability. The Commander may approve other situations not listed above as “emergency” in nature. The birth of a child does not constitute a medical emergency unless the child or the mother are in a life-threatening situation.

If you or someone in your immediate Family has a medical emergency while your spouse is deployed or If you develop a life-threatening illness during your spouse’s deployment:

contact an emergency medical facility, otherwise contact one of the following immediately:

Rear Detachment Commander

On-Call Chaplain

Red Cross

The Rear Detachment Commander is in contact with the deployed unit on a regular basis and can press for urgent messages to be relayed to your spouse. If your spouse’s presence is absolutely necessary and is confirmed by appropriate military professionals (doctor, Red Cross, etc.), your spouse may be sent home. As soon as the emergency is over, the Soldier returns to the deployed unit. To assist you in providing pertinent information needed to determine the extent of the emergency, an Emergency Notification Form is provided in this section.

If the deployed spouse has an emergency:

If your spouse develops a serious problem while deployed, (i.e., sickness, injury, etc.), you will be contacted by the Rear Detachment Commander, a Community Commander’s representative, and/or the Community Chaplain. If someone else calls you to report an injury concerning your spouse, call the Rear Detachment Commander immediately to verify the information.

Emergency Information

Emergency Information

Soldier's Correct Full Name	
Soldier's Rank and Pay Grade	
Soldier's Social Security Number	
Soldier's Unit	
Soldier's Unit Address	
Name and Location of Exercise/Deployment Soldier is on	
Full Name of Ill, Injured or Deceased Person	
Relationship of Person Shown Above to Soldier	
Hospital or Funeral Home	
Doctor Treating the Person	
Family Member Who Can Provide More Information	
Telephone Number	
Family/Doctor Wants Soldier to Be Notified/ Come Home	
Address Soldier Should Go To	
Name	
Address	
City/State/Zip	
Phone Number	
Number of Days Soldier Will Need To Resolve the Issue	

MEDICAL CONCERNS

SICK DURING CLINIC HOURS

Non-Emergency

Call the Health Care Information
Line for Medical information and
Advice 0800-825-1600

SCHWEINFURT HEALTH CLINIC

Central Appointments 09721-96-7901

Please call for an appointment the
day you want to be seen.

Appointment Hours:

Monday-Friday
0800-1600

Closed for appointments on
Saturday, Sunday, Federal Holidays
and USAREUR Training Holidays.

Family Member Appointments

Monday - Friday
0800-1530

Soldier Sick Call Appointments

Monday-Friday
0630-0800

Health Clinic Schweinfurt Webpage:

<http://ermc.amedd.army.mil/schweinfurt/index.cfm>

Tricare Webpage:

www.tricareonline.com

Emergency

Call
Fire Dept. for Emergencies
(do not call the clinic)

DSN 117
Civilian # 09721 877

After Clinic Hours
19222

Or
Contact the Military
Police Station **09721-96-114**



MEDICAL CONCERNS

How to register to make an online appointment

In order to make appointments online you need to register an account for each family member at www.tricareonline.com All eligible patients must be in the DEERS system. (Register at the Military ID Section)

1. Click on www.tricareonline.com . On the home page, double-click “Site Registration” in the left hand navigation bar.
2. Read the Disclaimer page and click “I agree”.
3. Choose “**Beneficiary Only**” as the type of account to be established. The registration form matching that account type should appear on the screen.
4. Fill out the PERSONAL INFORMATION form and click on the “SUBMIT” button at the bottom of the page. Sponsors registering for “Beneficiary” account types need to enter their own SSN in both the MY PERSONAL SSN and MY SPONSOR’S SSN fields. Dependents need to enter their own SSN in the MY PERSONAL SSN field and their sponsor’s SSN in the MY SPONSOR’S SSN field.
5. The next web page allows you to create your USERNAME and PASSWORD. The username is not case-sensitive and can be anything. The password, on the other hand, is case sensitive and has to be a minimum of eight (8) characters (at least one capital letter, at least one number, and one special character such as: ! @ # \$ % & * .)
Write these down now: _____
6. If you lose or forget your password, you will need to answer the questions at the bottom of the page. Answer 5 of the questions and “SUBMIT”.
7. When you get the LOG ON screen after registering, that confirms you have an account.

Once Logged On you will see the Schweinfurt Health Clinic Tricare web page. The Appointments button at the top of the screen allows you to make appointments with your doctor or provider for that day only. This is for acute illnesses only. Please do not schedule well-woman exams or any type of physical. Any non-acute appointments scheduled are subject to cancellation.

MEDICAL CONCERNS

SICK AFTER CLINIC HOURS

Non-Emergency

TRICARE PERSONAL HEALTH ADVISOR

0800-825-1600

Call the **TOLL FREE** number to speak with the Personal Health Advisor at the Information and Advice Hotline and discuss whether or not immediate treatment is necessary.

REGULAR CARE

If necessary, go to St. Josef's or Leopoldina.
(see map in this section)

Emergency

LOSS OF LIFE, LIMB OR EYESIGHT

Call the Fire Department to arrange for German ambulance service
DSN 117

CIV 09721-87711

OR

Dial DRK direct at **19222**

***The person answering this line may not speak English.**

Go to the closest German hospitals, Leopoldina or St. Josef's.



DENTAL CONCERNS

Non-Emergency

For regular care, go to the Schweinfurt Dental Clinic with your I.D. Card. If you are taking someone to the clinic, make sure his/her I.D. Card is on hand.

Dental Clinic
Ledward Barracks, Bldg 201
09721-96-1720

Duty Hours
MON-THURS
0730-1630

FRI 0730-1130

Active Duty Sick Call
MON-FRI
0730-0830

Active Duty Exams
Walk-in or By Appointment
Family Member Exams
Based on Availability

Family Member Sick Call
MON-FRI
0730-0830

A current list of local German dentists who speak English and take Tricare is available at the Dental Clinic.

Emergency

For dental emergencies
(A dental emergency is severe pain, severe bleeding, severe trauma and swelling within the mouth)

After duty hours and on weekends, call the IOC at
DSN: 354-6708
CIV: 09721-96-6708

and inform them of your dental emergency. They will contact the "Dentist on Duty" and a decision about appropriate care will be made during the phone consultation.



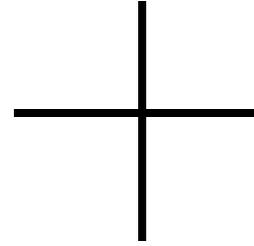
Finding Leopoldina Krankenhaus

These are the signs to recognize when looking for a hospital.

“KRANKENHAUS” MEANS HOSPITAL IN GERMAN.

Address: Gustaf Adolf Str. 8 Schweinfurt

Telephone: 09721-7200



1. Exit Ledward Barracks through the front gate. (You will be on Niederwerner Strasse).
2. Make a U-turn at the first light making Ledward Barracks on the left and McDonald's on the right.
3. Continue straight on Niederwerner Strasse through four traffic lights.
4. At “5 Points” (intersection which has five (5) directions to choose from) stay in the lane that proceeds straight.
5. After one (1) more traffic light, oncoming traffic is divided by a median. Get in the left lane. By now you will see signs to the Krankenhaus.
6. Stay in the left lane and turn left at the traffic light. Follow signs to Bamberg Hwy (26) (303). (The Hotel Panorama is on the right).
7. Take left at next traffic light (Shell station on right.)
8. Drive up the hill. Hospital is on your left. The German word for emergency room is “Notaufnahme.”

There is a parking garage available, but for emergencies use the Notaufnahme entrance. Outpatient emergencies must be filed with TRICARE the NEXT WORKING DAY or the patient will be responsible for the ENTIRE bill. TRICARE office located at the Schweinfurt Health Clinic.

During the clinic's non-working hours, emergencies (life threatening, loss of limb, or eyesight) can be taken to the Leopoldina Krankenhaus.

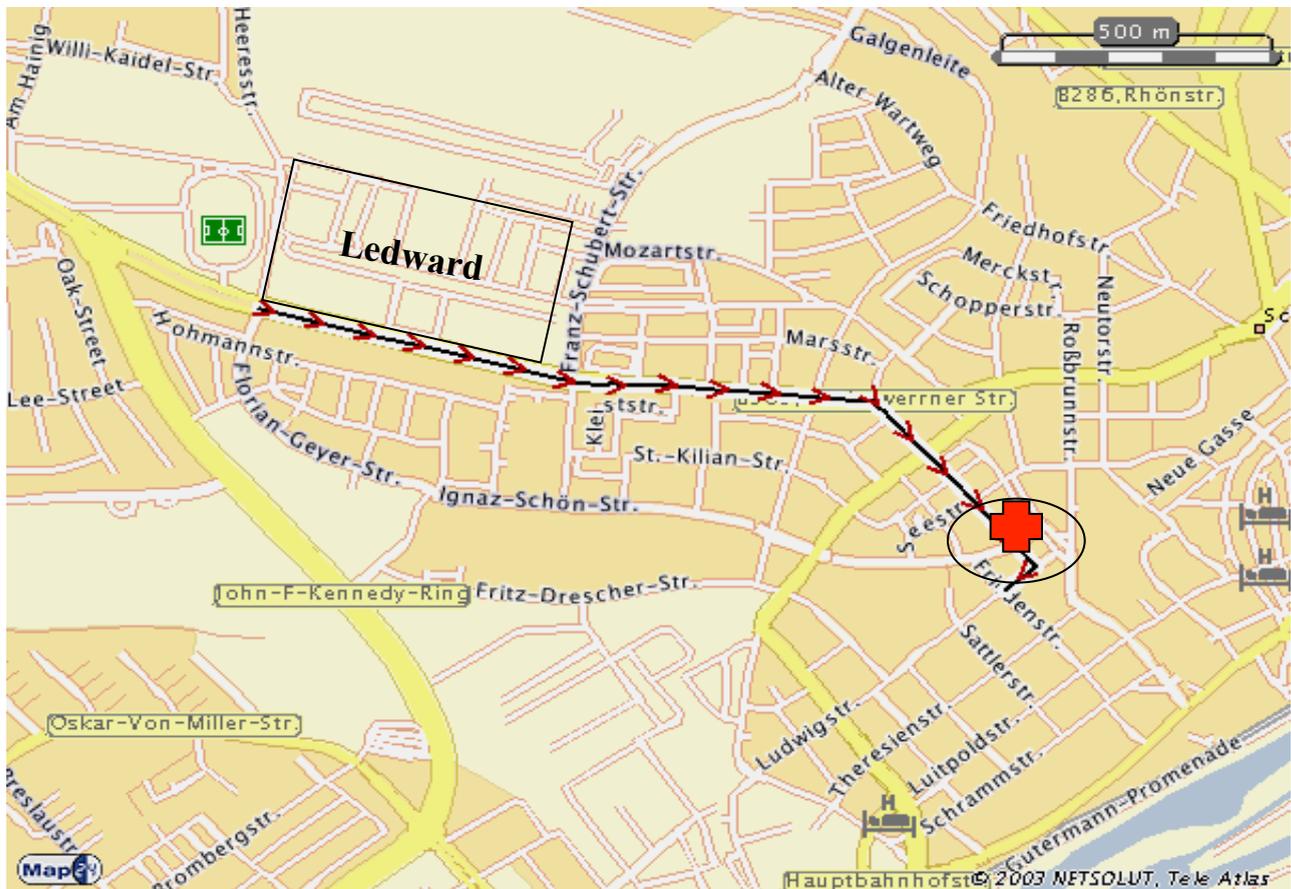


Hospital

Finding St. Josef Krankenhaus

1. Exit Ledward Barracks through the front gate. (You will be on Niederwerner Strasse).
2. Make a U-turn at the first light making Ledward Barracks on the left and McDonald's on the right.
3. Continue in the direction of Schweinfurt City on Niederwernerstr.
4. Leave Niederwernerstr. and turn right onto Wilhelm-Leuschner-Str. immediately before the Apotheke (Pharmacy) on right side of the road.
5. Continue straight onto Wilhelmstr. Ahead you will see St. Josef Hospital.

Strip Map to St. Josef Krankenhaus



Direction to Krankenhaus Werneck (Orthopedics and Psychiatry)

1. Leaving Ledward Barracks, stay on main road, passing Conn Barracks on the left.
2. At next traffic light turn left toward Wuerzburg. Stay on B19 until you reach Werneck.
3. Drive through Werneck toward Wuerzburg.
4. At the end of town you will see the entrance and parking lot of Werneck Krankenhaus.

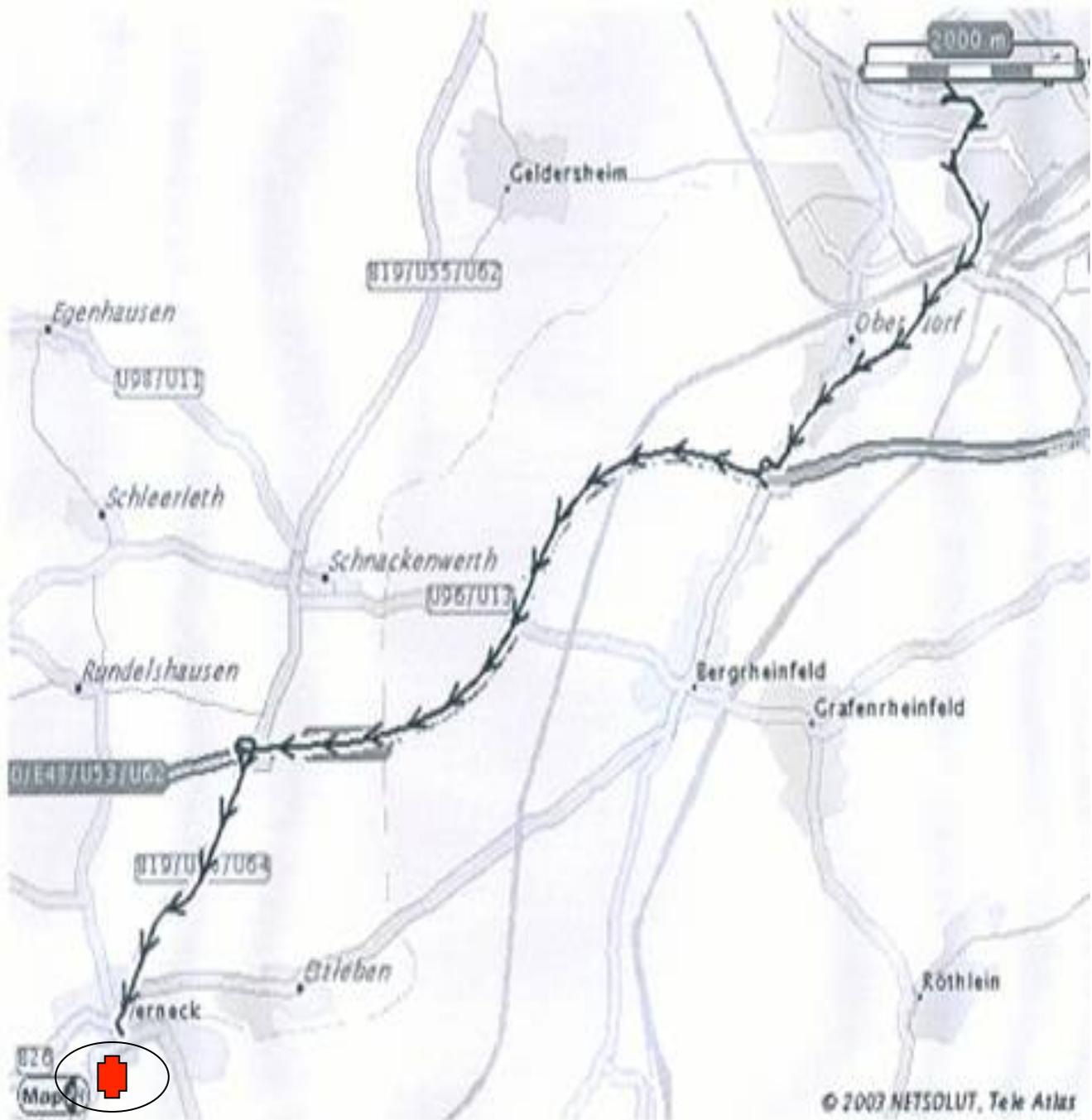
OR

1. Leave Niederwerrnerstr. (B303) enter J.F.K. Ring toward Oberndorf/Bergtheinfeld.
2. After Oberndorf join A70 direction Wuerzburg.
3. After 4 miles leave A70 at junction Werneck and enter B19 direction Werneck (1.6 miles).
4. Drive through Werneck toward Wuerzburg.
5. At the end of town you will see the entrance and parking lot of Werneck Krankenhaus.

(See Map on Next Page)



Strip Map to Werneck Krankenhaus



If You Must Speak German

In the event of an emergency, you may not be able to reach someone who speaks English very well. When you call for an ambulance,

THE FIRST THING TO TELL THEM IS THAT YOU ARE A FAMILY MEMBER WITH THE UNITED STATES MILITARY.

Then follow the outline below:

I am a family member with the United States Military and I am in need of an ambulance.

Ich bin ein Familienmitglied der US Armee und ich brauche einen Krankenwagen _____.

My name is _____.

Ich heisse _____.

My address is _____.

Meine Adresse ist _____.

(Know how to pronounce your address and village name in proper German.)

My telephone number is _____.

Meine Telefonnummer ist _____.

Have someone waiting outside for the German ambulance to flag it down!

TERMS TO USE IN REQUESTING A GERMAN AMBULANCE		
ENGLISH	GERMAN	PRONUNCIATION
Auto Accident	Autounfall	ow-toe-oon-fall
Burns	Brandwunden	brant-fun-den
Cardiac Arrest	Herzstillstand	hairz-shtill-stund
Chest Pain	Schmerzen im Brustkasten	thor-as-bessh-ver-done
Delivery	Entbindung	ent-bind-ung
Excessive Bleeding	Grossere Blutungen	gross-ur-a-blue-tongue
Fracture	Fraktur	fruk-toor
Heart Attack	Herzinfarkt	hairz-un-full
High Fever	Hohes Fieber	ho-has-fee-ber
Miscarriage	Fehlgeburt	fail-gay-burt
Not Breathing	Atemstillstand	a-tem-ashtill-sshtand
Poisoning	Vergiftung	fer-gift-tung
Seizure	Anfall	un-fall
Unconscious	Ohnmachtig	own-mash-tic

AUTOMOBILE CONCERNS



Car Accidents



Even if you drive safely and defensively, accidents can happen. If you do become involved in an accident, DON' T PANIC. Attend to your injuries first. Off post, you are required by German law to immediately call the Polizei and the Military Police within 72 hours regardless of how minor the accident. On post, notify the Military Police (MP' s) immediately.

All insurance companies furnish a "What To Do" form. This form and information about your insurance coverage should be kept in your glove compartment. Know where your insurance papers are and contact your representative as soon as possible. You may also want to check with the Legal Assistance Office (JAG).

Whether you have an accident on-post or off-post, do not leave the scene until you have gathered as much information as possible from the other party involved. Report the accident to the Military Police. If you must leave the post and/or leave the car parked on post, make sure to call the Provost Marshall and report it.

Always make sure your car is locked. It is a good idea to keep an extra set of keys at home.

MILITARY POLICE (Emergency):

114

or

09721-96-114

GERMAN POLICE: 110

GERMAN AMBULANCE: 19222

**(Neither the German Police nor Ambulance
need a prefix when dialing)**

INTERNATIONAL DRIVER'S LICENSE

HOW TO GET AN INTERNATIONAL DRIVER'S LICENSE

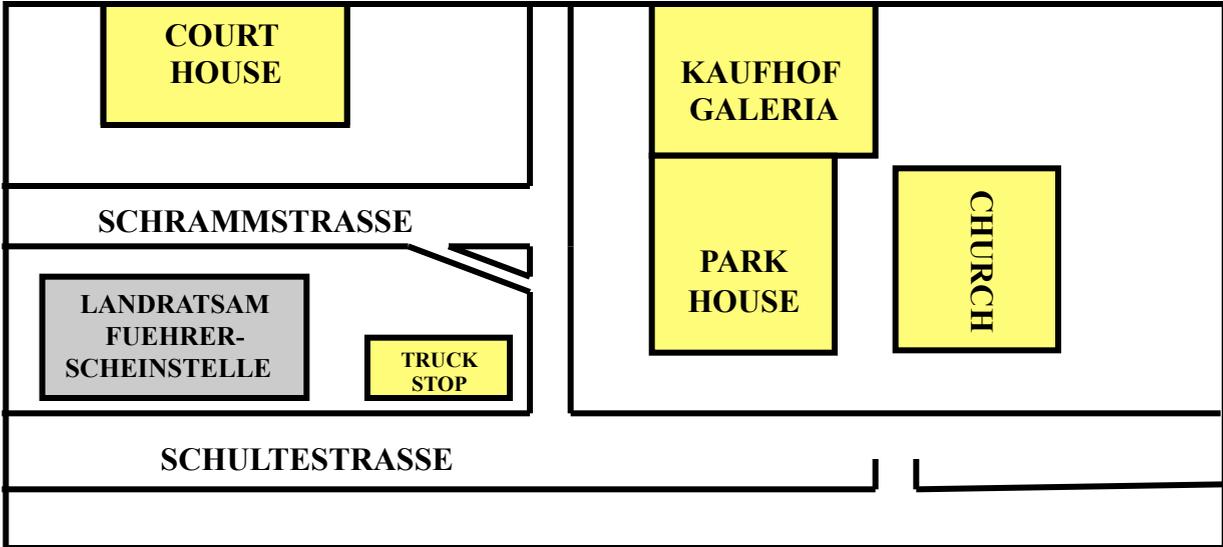
Countries of the European Community accept your USAREUR POV Driver's License.

Austria, Spain and all Eastern European Countries require an International Driver's License.

Applicants for the International Driver's License need one passport picture and a valid USAREUR POV License.

Applicants from Schweinfurt go to the Fuehrerscheinstelle at Am Sennfelder Bahnhof 2 (Effective 1 December 2003)
Phone 09721-51333 or 51930; Cost is Euro 14.00
Hours: Mon, Wed & Fri 0830-1200
Tues: 0830-1400 & Thurs: 1200-1700
Bring one passport picture, ID Card, USAREUR Driver's License

Applicants from Schweinfurt County go to Landratsamt-Fuehrerscheinstelle Schrammstrasse 1
Phone: 09721-55318, Cost is Euro 14.00
Hours: Mon, Wed & Fri 0800-1200
Tues: 1345-1545, Thurs: 1500-1700
Bring one passport picture, ID Card, USAREUR Driver's License



AUTO CONCERNS

I am Lost. What Do I Do?

If you get lost within the Schweinfurt area, contact the Military Police.
09721-96-6624
If you get lost in another community or city, contact the local military police or German Polizei Station.

How Do I Use A German Pay Phone?

To use most German pay phones, you must purchase a German phone card. These cards can be purchased at any Deutsche Bundespost. One is located across the street from the Abrams Center, or the Finney Recreation Center located on Conn Barracks, Bldg 64. The German phone card comes in various denominations and must be paid in Euros.

Car Accident

On Post

Military Police will respond unless mission does not allow resources.
09721-96-114
or
09721-96-6624

You must acquire name, address, phone and insurance information on your own and report to MP Station if Military Police are not at the scene.

You must acquire name, address, phone number and insurance information on your own.

Off Post

Report immediately to the German Police. The servicing area's Military Police can assist.
09721-2020

Polizei and/or Military Police may or may not come to the scene depending on the severity of the accident.

Report all off post accidents to nearest MP Station within 72 Hours.

AUTO CONCERNS

AUTO HAS BROKEN DOWN ON THE ROAD

ADAC is available as a roadside service for on-the-spot general repairs or as a towing service to a garage. They are the only company legally allowed to service automobiles on the autobahn. For more details about membership and service, check with your local insurance company or contact ADAC directly.

09721-22262

You are required by German law to have your vehicle towed immediately

On the autobahn, you will have to locate the yellow emergency telephone (usually located on the side of the autobahn). Follow directional arrows on the black and white 50 meter posts. Once you pick up the telephone you will be connected to the Aütobahnmeistereî (English speaking) who will contact an ADAC towing garage for you.

If you cannot afford automobile repairs, The Army Emergency Relief (AER) may be able to provide financial assistance.

09721-96-6933

AUTO HAS BROKEN DOWN AT HOME

You will have to arrange to get your vehicle towed to a local garage. The Auto Strip Lot on Conn Barracks has towing services at competitive prices. Towing within Schweinfurt is usually a flat rate of \$40, outside of Schweinfurt, add \$2 per kilometer. The Strip Lot also sells repair parts.

Strip Lot Hours:

Tue-Fri. 10am - 6pm

Sat. 9am - 5pm

USAEUR Training Holidays 10am - 6pm

CIV 09721-968729

DSN 353-8729



ACS/FAC has a listing of garages and towing companies on the German economy that can service your car.

ACS

Information & Referral

09721-96-6933

AUTO CONCERNS

MY SPOUSE IS DEPLOYED AND I NEED TO RE-REGISTER OUR VEHICLE

VEHICLE REGISTRATION

Conn Barracks, Bldg 64
09721-96-8465/8201

OFFICE HOURS:

Phone in or Walk in appointments available:

Mon, Tues, Wed & Fri

0815-1515

Thurs 0915-1615

Last workday of the month 0815-1300

Closed all German and American Holidays.

Appointments are same day. Last appointments seen at 1515.

I NEED TO REGISTER OUR VEHICLE

RE-REGISTER THE FAMILY POV

Take your vehicle and renewal slip to POV Inspection, Conn Barracks, Bldg 63 to have your car inspected. Be sure to pick up the 190-1AA Form.
09721-96-8298

Go to Vehicle Registration located on Conn Barracks, Bldg 64. Bring \$15.00 check or money order, valid USAREUR driver's license and valid I.D. Card. If you are not on the registration, bring a Power of Attorney with you.

Go to Vehicle Registration located on Conn Barracks, Bldg 64 with a Power of Attorney, stateside registration or stateside title, double white insurance card, valid USAREUR driver's license and valid I.D. Card, completed 190-1AA Form, and \$15.00 check or money order.

BOUGHT A NEW POV (THIS YEAR)

Go to Vehicle Registration located on Conn Barracks, Bldg 64. Bring with you a \$15.00 check or money order, valid USAREUR driver's license and valid I.D. Card, double white insurance card, and purchase order. The clerk at Vehicle Registration will provide you with additional information.

IF YOU ARE COMING FROM THE US AND YOUR POV WAS SHIPPED VIA THE GOVERNMENT



HOUSING CONCERNS



Housing Information

LIVING IN GOVERNMENT QUARTERS

Family members remaining in government quarters assume the responsibilities of the absent sponsor, which means:

1. Family members who depart the area for 30 days or more during the sponsor's absence must inform the Housing Office and the Rear Detachment POC.
2. The Spouse or Soldier must arrange for the care and upkeep of the quarters.
3. A non-dependent Family member or guest may stay in the quarters during the sponsor's absence. Contact the Housing Office for details.

LIVING IN PRIVATE RENTAL HOUSING (PRH)

1. Family members who depart the area for 30 days or more during the sponsor's absence must inform the Housing Office and the Rear Detachment POC.
2. Sponsors who occupy Private Rental Housing (PRH) and receive Basic Allowance for Housing (BAH) and Overseas Housing Allowances (OHA) at the with-dependent rate because their Families are living in PRH in USAREUR will continue to receive that entitlement and allowance.
3. The spouse must arrange for rental, telephone and utility payments before departing. Options recommended are direct payroll deposit and automatic bill paying.
4. The person(s) designated to live in off-post housing must ensure fulfillment of all obligations under the lease contract.
5. Unaccompanied Soldiers who occupy PRH and receive BAH and OHA at the without dependent rate continue to receive those allowances if they have not vacated their apartment.

MOVING INTO OR OUT OF GOVERNMENT QUARTERS

1. The spouse may sign for quarters, sign for furnishings and terminate quarters in the sponsor's absence.
2. A Power of Attorney or notary is NOT required, nor does the spouse's signature on the sponsor's behalf cancel the sponsor's responsibility.
3. Provide the Housing Office with the phone number where the spouse/Family member can be reached. Keep the Housing Office informed of any changes.

HOUSING TELEPHONE NUMBERS

Assignment & Termination Numbers: 09721-96-6448

Private Rental Off-Post: 09721-96-6282/6363

Leased Housing: 09721-96-6458

Repairs: 09721-96-6357/6342

Emergency: 09721-96-6645

Fire Department: 09721-87711



HOUSING MAINTENANCE CONCERNS

GOVERNMENT HOUSING

GOVERNMENT LEASED HOUSING

**DURING
DUTY HOURS**

**AFTER DUTY
HOURS
EMERGENCY**

**DURING
DUTY HOURS**

**AFTER DUTY
HOURS
EMERGENCY**

Contact the
Directorate of
Public Works
(DPW)

Fire Department

CIV: 09721-87711
DSN: 117
DSN: 353-8645

Leased Housing
Office

09721-96-6458

Fire Department

CIV: 09721-87711
DSN: 117
DSN: 353-8645

Regular Work
Orders

09721-96
6357/6342

**PRIVATE
RENTAL
HOUSING
(PRH)**

09721-96-6282

Contact the Owner or
Landlord



HOUSING CONCERNS

I AM LOCKED OUT OF MY QUARTERS

Government Housing and Government Leased Housing

Go to the Housing Office during their hours of operation and speak with the Facilities Manager who will give you a key to your quarters. You need to have either your I.D. Card or proper documentation proving you are the resident of the quarters or you may bring a neighbor who can vouch that you are the resident. You may return the keys immediately after opening your quarters or wait until you clear quarters. Failure to return keys will result in a \$5.00 payment for each missing key.

Housing Office
Facilities Manager
DPW Compounds Bldg 252,
Room 5
Franz Schubert Str. Schweinfurt

Hours of Operation
Monday-Friday 0730 - 1600
09721-96-6468

Private Housing

Contact the
Landlord. He/She
should have an extra
set of keys.

Contact Housing
Office
**09721-96-6282 /
6448**

Contact the Fire
Department

09721-87711



HOUSING DEPLOYMENT INFORMATION

I WANT TO GO HOME! MAY I? WILL I BE ABLE TO COME BACK TO EUROPE? WILL I KEEP MY HOUSING?

There are several ways you can return to the States. However, each one has stipulations you must adhere to. Please read this page and the following page for additional information.

Early Return of Dependents (EROD) is an early Port Call for Command Sponsored dependents to depart Europe for official reasons. ERODs are granted in lieu of official PCS orders. If official PCS orders are published, an EROD is not authorized as dependents will travel based on those orders. The Garrison Cdr is the approving authority.

If approved, government will pay for shipment of household goods and travel for Family. In Accordance With (IAW) Joint Federal Travel Regulation (JFTR), entitlement to Temporary Lodging Allowance (TLA) is not authorized upon return from deployment when soldier vacates permanent housing under Early Return of Dependents.

If you are currently residing in government quarters, Basic Allowance for Housing (BAH), will start upon termination of these quarters. If you are currently residing in private rental housing, Overseas Housing Allowance (OHA) will stop upon termination of these quarters.

Advanced Return of Dependents (AROD) may be granted for Command Sponsored dependents to return home from Europe due to personal reasons. Supporting documents from community agencies are required for each request. Requests may be soldier or Command initiated. The Garrison Commander is the approving authority. If approved, government will pay for Family members to return to their home of record. Housing or private rental must be vacated.

The Government will not pay for your return to Europe. IAW JFTR, entitlement to Temporary Lodging Allowance (TLA) is not authorized upon return from deployment when soldier vacates permanent housing under Advance Return of Dependents. **If you are currently residing in government quarters**, BAH will start upon termination of these quarters. **If you are currently residing in private rental housing**, OHA will stop upon termination of these quarters.

For more information contact:
Customer Service: 09721-96-6448/6712
Government Controlled Housing: 09721-96-6448/6712
Private Rental: 09721-96-6282/6363

LEGAL CONCERNS



Legal Assistance

The Legal Assistance Office (JAG) will help handle:

American Legal Issues

Wills & Estate Planning
Powers of Attorney
Notarizations
Certified Copies
Family Law (separation,
child support, etc.)
Consumer Law
U.S. Insurance

Military Issues

Reports of Survey
NCOER/OER Appeals
Line of Duty Investigations
Voluntary Chapters
Soldiers and Sailors Civil
Relief Act (SSCRA)

German Legal Issues

Landlord/Tenant Disputes
Automobile Accidents
Traffic Tickets
Contracts
German Family Law
Consumer Problems (sales,
telephone/internet, etc.)



WILL I NEED AN APPOINTMENT?

- No:
 - no appointment is needed to make a Power of Attorney, to have something notarized, or to get certified copies. Just walk on in!
- Yes:
 - If you need to see an attorney, please call or stop by to set up an appointment.
 - Wills or other legal advice *will* require an appointment.



Helpful Hints from Legal Assistance

- Always remember to bring your ID card when you visit Legal Assistance. It's how we know you're entitled to the services!
- If you're having something notarized, don't sign it until you're sitting in front of the notary!
- Let the paralegal helping you know what you need a Power of Attorney *for*, that is, what you want someone to be able to do for you. The paralegal assisting you will help you determine whether you need a *General Power of Attorney* (giving someone broad, almost unlimited power) or a *Special Power of Attorney* (giving someone authority to perform some specific act for you).
- Please understand that neither our attorneys nor our paralegals can give advice over the telephone. Although it can be frustrating, this is for your protection.

LEGAL ASSISTANCE

Conn Barracks, Bldg. 1
DSN: 353-8384
Civilian: 09721-96-6191/6194

HOURS

M, T, W, F:
0900-1100, 1300-1500

Thursday
1300-1500

Claims Office

The Claims Office can assist you when you or your Family have experienced:

- Damage to your household goods, unaccompanied baggage, or automobile (occurring during permanent change of station moves)
- Personal property lost during official moves
- Vandalism, theft, and unusual damage occurring on post
- Damage caused by government vehicles
- Damage caused by government employees in the course of their jobs
- Personal injury/wrongful death
- Damage caused by war

The claims agents will investigate, process and settle your claims.



CLAIMS OFFICE

Conn Barracks, Bldg. 1,
3rd Floor, Room 317

DSN: 353-8809
Civilian: 09721-96-8809/8801

HOURS

Monday-Thursday 1300-1630
Friday 1300-1500

Helpful Hints from the Claims Office

- ✓ All high-value items must be accounted for at the time of delivery. That means that you need to make sure they're actually present, and not just marked off the inventory list. If any high-value items are missing, *they must be noted on the pink DD Form 1840 before the delivering carrier leaves.* Any obvious damage (crushed items, wet items, etc.) also needs to be listed on the DD Form 1840 before the delivering carrier leaves.
- ✓ You must present the DD Form 1840 and the inventory list to the claims office within 70 calendar (not working!) days from delivery.

Tax Center

Did you know that the Army provides free tax assistance to ID card holders? The Schweinfurt Tax Center is open from January 31 to June 1 each year. The staff at the Tax Center will prepare and e-file your federal and state income taxes. The Tax Center also has copies of federal and state tax forms. You can call for an appointment or walk-in for help.



Schweinfurt Tax Center
Building 30, Conn Barracks
DSN: 353-8573/8049
Civilian: 09721-96-8573/8049

Other Legal Services

Civil Process

*Provides translations of **legal** documents*
Building 210, Basement, Ledward Barracks,
DSN: 354-6243
Civilian: 09721-96-8384
Monday-Friday
0730-1200, 1330-1600

Trial Defense Service

Defends soldiers accused of crimes under the UCMJ (Uniform Code of Military Justice)
Building 30, Conn Barracks
DSN: 353-8720
Civilian: 09721-96-8729

INFORMATION PAPER

30 October 2003

SUBJECT: Power of Attorney Use and Acceptance in the Schweinfurt Community

- 1. PURPOSE: To provide information to Schweinfurt Community about the use and acceptance of various types of Powers of Attorney at different organizations on post.**
 - a. HOUSING: All tasks can be accomplished with a General POA. This includes signing for government furniture.**
 - b. ID CARDS: Spouses can obtain a new ID card using a General POA.**
 - c. TRANSPORTATION: All tasks can be accomplished with a General POA.**
 - d. VEHICLE REGISTRATION: Vehicles can be registered and shipped using a General POA. However, Registration reserves the right to request further documentation if they feel that something improper is happening. For example, spouse is trying to sell or ship a car without Soldier's knowledge.**
 - e. FINANCE: A General POA can be used to obtain an LES, make a pay inquiry, submit a travel claim, and cash personal checks. A Special POA is required to start, stop, or change an allotment.**
 - f. ANDREWS FEDERAL CREDIT UNION: A General POA can be used to make deposits, withdrawals, and sign checks out of an account. An account cannot be closed or opened using any POA. A NEW line of credit cannot be established using any POA, however, an existing line of credit can be maintained using a General POA.**
 - g. COMMUNITY BANK: A General POA can be used to make deposits, withdrawals, sign checks out of an account, and close an account. A Special POA can be used to change an account status (single to joint), and establish overdraft protection. A NEW line of credit cannot be established using any POA, however, an existing line of credit can be maintained using a General POA.**

MY SPOUSE IS DEPLOYED, AND I DO NOT HAVE A POWER OF ATTORNEY TO CONDUCT FAMILY BUSINESS!

Contact the unit's Rear Detachment Commander and explain the situation to him. He will contact the deployed Commander downrange who will in turn contact your spouse.

Contact your spouse directly by e-mail. The Rear Detachment Commander can give you the e-mail address for your spouse's unit. Most Rear Detachments have computer stations set up and can assist Family members in communicating with their spouse downrange.

The deployed Soldier can go to the JAG (legal assistance) office downrange. JAG will assist the deployed Soldier in processing a Power of Attorney. The deployed Soldier can then fax the Power of Attorney either to the Family member directly, the Soldier's unit, or the JAG office in Schweinfurt.



FINANCIAL CONCERNS



FINANCIAL CONCERNS

Leave and Earnings Statement (LES)

You Must Have A Power of Attorney
(The Power of Attorney must indicate specifically what duties you have been authorized to perform).

What about my spouse's entitlements?

Your spouse may receive a few extra entitlements while deployed. They should be listed on your spouse's LES.

Need spouse's LES.

Soldier may contact their unit. Spouse may contact MPD with questions about LES.

Can I start/stop an allotment to my spouses pay?

YES. Changes can be made by the Family member to allotments during deployment if they have a Special Power of Attorney for that specific purpose.

My spouse's pay is incorrect.

Soldier must inform his commander, or Spouse may contact MPD with a special Power of Attorney

Military Personnel Division (MPD)
Phone: 09721-96-8805 DSN: 353-8805
Location: Conn, Bldg 40
Monday-Friday 0800-1700

FINANCIAL CONCERNS

How do I get a Personal Identification Number (PIN) to access myPay?

If you are a: DoD Civilian Employee, Military Reservist (Any Branch of Service), Military Retiree, Military Annuitant, Non-Appropriated Fund Employee

Select NEW PIN under the NEED A NEW PIN option on the myPay Home Page, <https://mypay.dfas.mil/mypay.asp>. The process will issue a new random temporary PIN for your account, which will be mailed to your address of record currently contained in your pay system. In order to initiate this process, return to the top of this page and click on MAIN, then select "New PIN". Please allow 10 business days for delivery.

If you are: Active Duty Army

Go to your AKO Account

Select NEW PIN under the NEED A NEW PIN option on the myPay Home Page. The process will issue a temporary PIN to your account, which will be emailed to your pre-registered Official email address. Please allow 2 business days for delivery.

Do not have an AKO Account go to www.us.army.mil to establish one.

What can I do in myPay?

View, print and save leave and earning statements, Select electronic leave and earning statement View and print retiree account statement, View and print tax statements, Change federal and state tax withholdings, Update bank account and electronic funds transfer information, Manage allotments (civilian/retiree), Edit address information, Manage Savings Bonds (civilian/retiree), Control Thrift Savings Plan enrollment (military only), View and print travel vouchers (civilian/military)

FINANCIAL CONCERNS

I have difficulty paying my bills.

Call the Army Community Service (ACS) Financial Readiness Program to make an appointment. They will help you establish a budget, contact creditors to set up payment plans and assist you in understanding financial concerns.

**Financial Readiness
Program Manager
ACS
09721-96-6933**

I have a verified financial emergency. Army Emergency Relief will consider cases in the following areas: travel expenses, loss of funds, essential POV repairs, dental/medical expenses, food, rent & utilities.

For assistance, go to Army Community Service and speak with the Army Emergency Relief representative to see if you qualify for an interest-free loan or a grant.

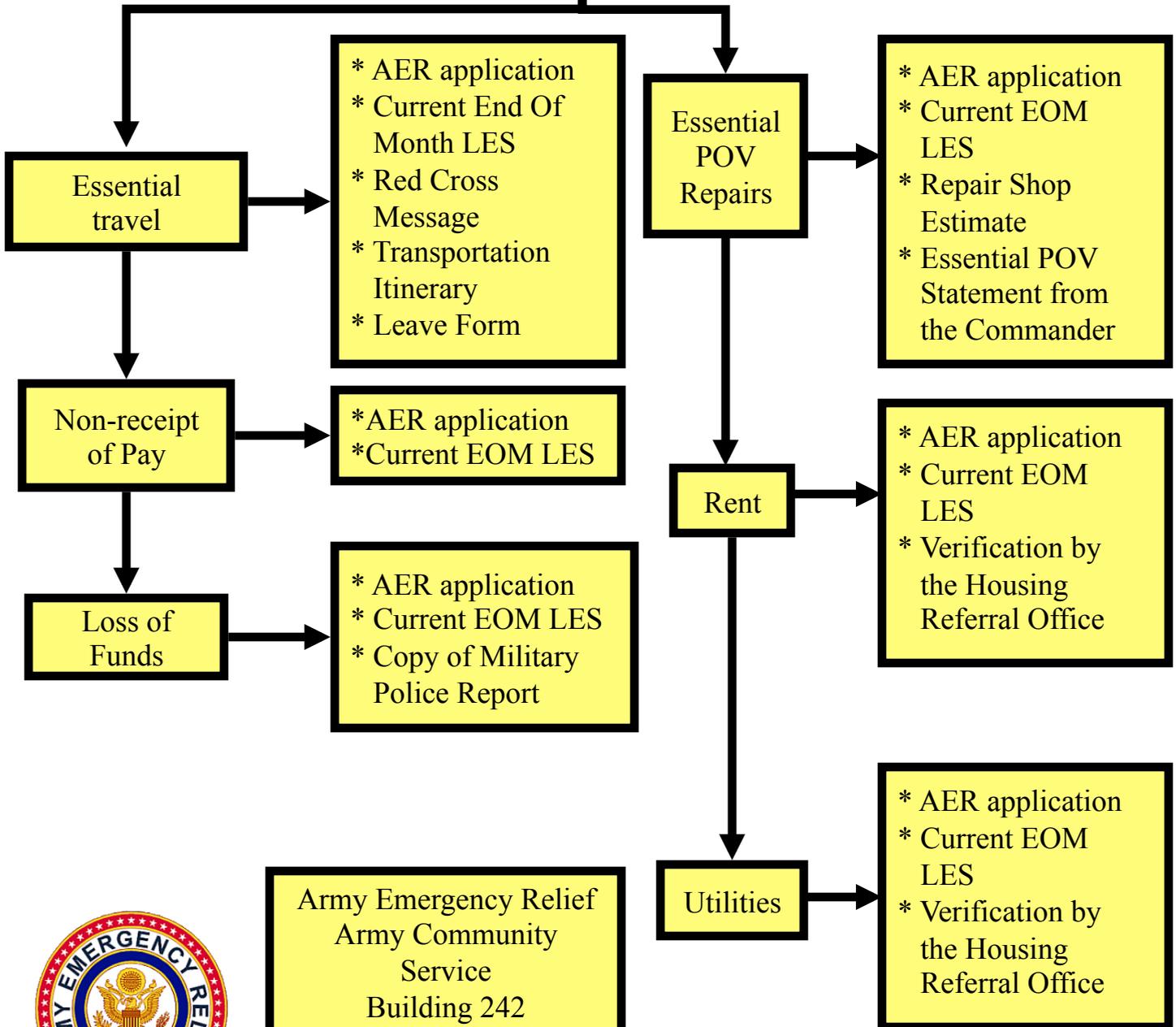
**Army Emergency Relief
Ledward Barracks,
Building 242 (ACS)
09721-96-6933**



FINANCIAL CONCERNS

Army Emergency Relief (AER)

Army Emergency Relief may provide loans or grants for the EMERGENCY financial needs listed below:



Army Emergency Relief
Army Community Service
Building 242
Ledward Barracks
09721-96-6933

AMERICAN RED CROSS



Red Cross Information

Make sure your immediate Family, to include parents or siblings, in the United States understand how and when to notify the Red Cross in cases of emergency. Complete the Red Cross card on the following page to send home to your parents or other Family members. In order for your spouse to be released from deployment, in most cases, the Red Cross must verify the emergency as a life or limb threat to an immediate Family member. Red Cross workers can also help you procure financial assistance for transportation costs through AER.

To contact the local station of American Red Cross call, 09721-96-6251/1760. After hours, contact the Red Cross communications center in Stuttgart at 0703-11-5334 or DSN: 431-2334. The local Red Cross office is located in Bldg. 289 on Ledward Barracks. Office hours are Monday through Friday 0800-1630.

Procedure:

The Red Cross will inform your Rear Detachment Commander and/or the deployed Unit Commander about the Red Cross message. The Unit Commander has approval authority on emergency leave for the Soldier. Leave for Family members' travel is approved through your Rear Detachment. Contact your unit before purchasing your ticket(s) to learn your unit's specific travel policies.



Red Cross Notification

(This document should be filled out and sent to the Families of both the Soldier and spouse)

Dear Family in the United States:

If you need to contact me quickly or need my presence at home, you must contact the American Red Cross (ARC) in your local community. A message from the American Red Cross is generally required before I can get the documents for transportation on military aircraft and/or commercial aircraft, and for leave authorization.

The following is information you must provide the local American Red Cross when contacting me:

Soldier's Full Name:

Rank:

Social Security #:

Mailing Address:

Duty Station:

Duty Telephone (Optional):

Home Telephone (Optional):

International Direct Dial #s are: (Dialed from U.S.)
011-49-(German Area Code, minus 1st zero)-(My Telephone Number)
Example: 011-49-9721-XXXXXX (This is a Schweinfurt Number)

They also need detailed information about the emergency. Know the name and address of the doctor/hospital, plus give a statement why I am needed.

In case of death or critical illness you will want to call me directly, but you must also contact the Red Cross to initiate an official message. Your local Red Cross Chapter can be contacted 24 hours a day and there is no charge for this service.

Please put this sheet where you can find it in case you need to contact me. This procedure can be used whether if I am deployed or at my home station. Please write down the local Red Cross chapter in your community so that in an emergency you have it.

Local American Red Cross Address:

Local American Red Cross Telephone Number:

Signed:

FAMILY MATTERS



FAMILY MATTERS

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

Exceptional Family Member Screening Instructions:

PRIOR to being seen: (forms are available at Schweinfurt Health Clinic Medical Records Section or on the ACS EFMP Website:

<http://www.schweinfurt.army.mil/sites/acs/efmp/efmpquickref.htm>)

- 1. DA FORM 5888 MUST BE authenticated by the MPD (Military Personnel Division), Located in Building 40 on Conn Barracks (ID card/DEERS section).For ALL Soldiers requesting the following:
ITT (Intratheater transfer), COT (Continuous Overseas Tour), IPCOT (In-Place Continuous Overseas Tour), CS (Command Sponsorship), or FSTE (Foreign Service Tour Extension)**
- 2. DA Form 7246- answer all questions. Make sure to put good contact phone numbers to reach you if there are questions from the EFMP Case Coordinator.**
- 3. Bring ALL Medical records, (if available), or an Ärztliche Attest (from German providers) of all Family members being screened.**
- 4. If only an update on a family member's EFMP nrollment is needed (every 3 years), only the DD Form 2792 is needed. Enrollment forms (DD Form 2792) will be provided by the EFMP Case Coordinator. Call for an appointment. Completed forms with ALL medical records (if available) or an Ärztliche Attest should be brought with you the EFMP screening appointment.**

Completed packet and Medical records will be reviewed and evaluated for eligibility to the EFMP Program. The Soldier or Spouse will be called and informed of the appointment with a doctor, if needed.

For questions regarding EFMP, please call the appointment line at 354-7901 and request to leave a Telephone Consultation with the EFMP Case Coordinator, who will return your call within 72 business hours.

FAMILY MATTERS

CHILD, YOUTH and SCHOOL SERVICES (CYSS)

I cannot pay my child care payment.

Contact the Director of the program providing care for your child(ren). If you foresee payment problems, talk with the director *before* it happens.

I can not pick up my child before 1800.

All parents can authorize, in writing, three or more people to pick up their child. The person picking up the child must bring in an I.D. Card in order for CYSS to release the child.

My FCC provider is sick or on vacation.

Each provider has a back-up substitute in case they are unable to provide care for children. If the substitute is unavailable, the FCC program will assist you in finding back-up care for all children.

I need full day, part day, and/or hourly childcare.

Call Central Registration; they will discuss current childcare options available (CDC, FCC, SAS).
09721-96-6517/6414
Operating Hours
Monday-Friday
0800-1700
Registration is by appointment and drop-in on Tuesday mornings from 0800-1130.



FAMILY MATTERS

CONCERNS WITH CHILDREN

At Home

Use your personal support system (Family, friends, etc.)

Talk to people in your Family Readiness Group (FRG). They may be experiencing some of the same difficulties. The Army Community Service (ACS) Outreach Program has a listing of FRG Leaders and will forward your name and information to your FRG Leader.

Take a parenting class. There are always new and effective ways to take the stress out of parenting and put the joy into being a good parent! Our community offers several classes from which to choose.

Borrow books from the ACSC "Lending Library". Books in the "Lending Library" range from "My First Baby" to "Dealing With Adolescents."
Family Advocacy Program
09721-96-6933

At School

If the child is experiencing problems in school during the deployment, contact the classroom teacher first.

Contact the school counselor if more assistance is needed. The principal will guide you to the correct resource.

Contact ACS/FAP for details about the "Love and Logic" classes
09721-96-6933

CYSS Liaison, Education and Outreach services provides resources and referrals and services tailored to your interest and needs.
09721-96-6517/6414

FAMILY MATTERS



MY CHILDREN WANT TO PARTICIPATE IN CYSS (Child, Youth and School Services) ACTIVITIES

**CYSS Liaison, Education and
Outreach Services**
Bldg 224, Ledward
DSN 354-6414/6517
(The place to start for information
about CYSS)

Central Registration
(A central point for all CYSS
registration, resource, and
referral information)

The Commons,
Bldg. 224
DSN 354-6517/6414
Hours: 0800-1700

Child Development Center
Bldg 503, Askren Manor
DSN 354-6281/ Civ 09721-82984
Hours: 0600-1800
(Hourly, part-day, and full-day child care
services for children ages six weeks to
five years)

Family Child Care
The Commons, Bldg. 224
DSN 354-6551/6459
Hours: 0800-1700
(Child care services regulated by CYSS
for children ages six weeks to ten years
in provider's own home)

School Age Services
Bldg 575, Askren Manor
DSN 354-6974/Civ 09721-82181
Hours: 0600-1800
(Before and after school services for
Kindergarteners and children
1-5th grade)

CYSS Sports & Fitness
Bldg 241, Ledward Gym
DSN 354-6822
Please call for seasonal hours
(Sports & Fitness program for children
ages 4-18 years)

Middle School Zone
Bldg 574, Askren Manor
Civ 09721-87465/ DSN 354-6308
Please call for seasonal hours
(6-8th grade)

Teen Center
Ledward Gym Bldg. 241
Please call for seasonal hours
(9-12th grade)
DSN 354-6732

Schweinfurt Child&Youth Services
Administrative Offices
Bldg 206, Ledward
DSN 354-6617/6279

FAMILY MATTERS

ID CARDS

Lost I.D. Card

Report the lost I.D. card to the MP Station accompanied by your FRG leader or Family Readiness Liaison to verify your affiliation with the unit. The MPs will provide you with the forms necessary to have your new I.D. issued from the IACS office of the Military Personnel Division (MPD) in Bldg. 40, Conn Barracks. You may need to show two (2) forms of identification. DOD Civilians need a DD1172-2 from their CPAC.

Are unmarried Family members over the age of 21 authorized I.D. Cards?

Normally, no. However, if the following applies the answer is yes.
The dependent is enrolled in a full-time course of study at an approved institution of higher learning. They are authorized a card until age 23 while enrolled. A letter from the dependent's Registrar Office confirming full time enrollment and expected graduation date is required.

Can children under 10 receive an I.D. Card when parents are deployed?

Yes, if a child is of a dual military couple, the child of a single military member, or the child lives apart from the sponsor and the child is with a guardian who is not eligible for medical care or other privileges the child is authorized an I.D. Card.
Call the I.D. Card Issuing Agency (MPD)
09721-96-8835

FAMILY MATTERS

BIRTH REGISTRATION REQUIREMENTS

Parents must register a child born to them in USAREUR with the appropriate U.S. or foreign authorities (in some instances, with both). This registration documents the child's citizenship and enables the child to get a passport, Birth Abroad Certificate and Social Security Card. Children need a passport to travel in various countries in Europe and to enter the U.S.

To apply for the child's birth registration, contact the Military Personnel Division, Passport/ID Section within 30 days of the child's birth (USAREUR Reg. 608-3). Call for an appointment. Monday- Friday 1300-1600. 09721-96-8829
Both parents are required to be present to sign for a child's passport.

Documents required for the child's birth registration vary according to the citizenship and current and past marital status of the child's natural parents. Standard items are the child's birth certificate from the hospital and the natural parent's or parents' evidence of citizenship. Other items may be marriage certificate, divorce decree and residence and paternity affidavits. The MPD has information on documents required for the birth registration and where to write in the U.S. for missing documents.
(Original Documents Only)

Non-U.S. citizen parents must contact their home country Embassy or Consulate authorities for guidance on birth registration procedures. If their home country does not have an Embassy or Consulate or their home country authorities advise that the child is not entitled to citizenship under its laws, they should contact the appropriate American Embassy, U.S. Consulate, U.S. Mission or U.S. Immigration and Naturalization Service office for guidance and documents needed for the child for traveling to and from the U.S.
(USAREUR Suppl. 1 to AR 608-61, App. F)

See following page for more specific examples.

FAMILY MATTERS

BIRTH REGISTRATION

An American woman who gives birth to a baby in a German hospital.

You must bring the baby to the Personnel Service Battalion (PSB) along with the completed Birth Registration and Passport application available in front of the I.D. Card/Passport office. The required documents are: AE 40-400B or Abstammungsurkunde, the hospital birth report (E2 FORM), sponsor's/spouses' birth certificates, marriage certificate, divorce decree (if applicable), 2 pictures of the baby, a \$65.00 money order, and ID Card. The fee is for the birth registration. If the baby is command sponsored, the dependent will receive a no fee passport. The PSB will assist you in processing the application and administering the oath.

Cost for a non-command sponsored registration is \$147.00

A woman who is not American but married to a U.S. citizen soldier gives birth to a baby in a German hospital.

You need to bring your baby to the I.D. Cards/Passport Section at MPD (Conn Bldg 40) along with birth certificates, marriage certificates, divorce decree (if applicable), passport, I.D. Card, DS 3053 statement of consent from the sponsor and a money order for \$65.00. MPD will assist you in completing the application.

A woman has a baby and neither she nor her husband is an American citizen.

You will need to contact the Embassy or Consulate of which you or your spouse has citizenship for information on birth registration. If your home country does not have an Embassy or Consulate or the authorities inform you that the child is not entitled to citizenship under their laws, you should contact the U.S. Embassy, Consulate, Mission or Immigration and Naturalization Service Office for guidance on documents you need to travel to and from the U.S.

An American woman married to a soldier who is a citizen of another country has a baby.

You must bring evidence of citizenship (birth certificate, passport, etc.) divorce decree (if applicable) and marriage certificate along with the baby and a **money order only** for \$65.00 to the Military Personnel Division (MPD) in Conn Bldg. 40. The I.D. Cards/Passport Clerk will assist you with completing the application. The parent will take the oath and sign the application.



FAMILY MATTERS

PASSPORTS AND TRAVELING

Do I need my passport when traveling to other countries?

Yes, you should carry your passport with you at all times while traveling. A valid American passport is required to cross international borders.



If the NO-FEE was issued in Germany, it will be \$82.00 fee for children only. A marriage certificate is also needed.

How does a spouse get a tourist passport?

Contact MPD if you or a family member has never had a tourist passport. Call for an appointment. Bring to MPD your I.D. Card, two (2) passport size photos (2x2), original birth certificate, marriage certificate or divorce decree (if needed for proof of change of name) and **money order only** for \$97.00 for adults and \$82.00 for children.

If your passport has expired within the past 15 years, bring the expired passport to PSB. They will assist you in completing the appropriate application. The Embassy or Consulate will complete processing and send the passport to the I.D. Cards/Passport section. Renewal passports are \$67.00 for adults who have in their possession a passport. For children that have a passport, a tourist passport is \$82.00.

Military Personnel Division

Conn Barracks, Bldg 40

09721-96-8829

FAMILY MATTERS

PASSPORTS BY APPOINTMENT

EXPIRED PASSPORTS

U.S. citizen spouse of a new soldier needs to renew no-fee passport.

Spouse who is not a citizen of the U.S. needs to renew passport.

Spouse is dependent of deployed civilian employee.

Contact the Military Personnel Division, on Conn Barracks, Bldg 40 ID Card/Passport Section for an appointment.
09721-96-8829
Hours: 1300-1600
Monday- Friday.
Bring the expiring passport, two passport-size photographs, ID Cards, marriage certificate and/or divorce decree (if needed for proof of legal name change). The application and required items will be sent to the servicing U.S. Embassy or Consulate. The new passport will be sent to the I.D. Cards/ Passport Section.

If the spouse is not a citizen of the U.S. he/she must contact the embassy or consulate of the country in which he/she has citizenship. If the country does not have an embassy or consulate, he/she should contact the U.S. Embassy, Consulate, Mission or Immigration and Naturalization Service Office for guidance on the documents needed to travel outside the country of assignment or residence.

Spouse needs to bring I.D. Card, expired passport, 2 passport-sized photos, and a money order for \$67.00 to the MPD, Conn Barracks, Bldg 40. They will assist the spouse in completing the application and mail it to the servicing embassy or consulate. The embassy or consulate will complete the processing and send it back to the I.D. Card/ Passport Section Bldg 40. **09721-96-8829**

FAMILY MATTERS

LOST PASSPORTS – Tourist Passport Replacement

Go To MP Station To Report Lost Passports

Go to Military Personnel Division and fill out an application for a lost or stolen passport. Bring photos, birth certificate, marriage certificate or divorce decree (if needed for proof of legal name change) and a copy of your lost passport (if you have one). If your passport was military issued, it will be replaced for free given that family member is still command sponsored.

If you have evidence of the passport such as a copy, the replacement fee will be \$100.00. If you have no evidence, the fee will be \$97.00.

For children under the age of 16 and without evidence of the passport, the fee will be \$85.00. To replace a child's passport (16 years and younger) both biological parents must be present to sign the passport application.

IT IS RECOMMENDED TO TAKE YOUR PHOTOS

ON CONN, BLDG 73

DSN: 353-8026

Military Personnel Division (MPD)

Ledward Barracks, Bldg 215

09721-96-6307

Monday-Wednesday and Friday, 0800-1130

American Consulate

Giessener Strasse 30

Frankfurt

069-753-52100

Website: www.usembassy.de

Monday-Friday 0730-1130

Closed on all U.S. and German holidays

FAMILY MATTERS

POSTAL PROBLEMS

Care packages for deployed soldiers while Postal Restriction X is in effect.

Restriction X only permits first-class mail, including video or voice tapes, of a personal nature, weighing 13 ounces or less.

Is a customs form required and do restrictions apply to what can be mailed in a care package?

Yes, a customs form is required. The following items cannot be mailed: meats, securities, currency, firearms, pornography, horror comics, registered mail, alcoholic beverages, narcotics, hazardous materials and rationed items. If you have questions concerning mailing rationed items contact Customs, USAREUR Postmaster.
09721-96-8207

How can a spouse get the APO of his /her deployed spouse?

The unit mailroom should call the postal operations supervisor at the servicing APO. The servicing APO has a complete list of units and APO numbers of units involved in contingency operations.

Is a spouse required to put a stamp on mail being sent to a deployed soldier?

No. "MPS" mail is authorized to be sent to any APO address starting with a 09 from anyone residing in USAREUR.

Contact the CMR/Unit Postal Supervisor for more information.

09721-96-6472/8843

**Postal Operations
09721-96-8231**

**Ledward
Mon-Wed, Fri,
0900-1300, 1500-1730
Th, 1200-1730, Sat 1000-1300**

**Conn
Mon-Wed 1030-1630
Th 1200-1700 Fri 1000-1400**

FAMILY MATTERS

HOW DO I CONTACT MY SPOUSE'S UNIT IF I NEED THEM?

Contact Rear Detachment Commander at your spouse's unit.

Contact your Family Readiness Liaison at your spouse's unit.

Contact your Family Readiness Group Leader.

You can also contact the ACSC Outreach Program at **09721-96-6751**. They can help you find a telephone number for the unit.



Please fill in your unit telephone numbers

Rear Detachment Commander: _____

Staff Duty (SDO/SDNCO): _____

Family Readiness Liaison (FRL): _____

Family Readiness Group (FRG) Leader: _____

Co-Leader: _____

FAMILY MATTERS

SPOUSE BORED AT HOME

Employment

Employment Readiness Program

Free Classes: interviewing workshops, career exploration, resumes, cover letters, application preparation. Also, you can schedule time to use a computer and/or typewriter.

Contact: Employment Readiness Program (ERP)
09721-96-66933

Civilian Personnel Advisory Center

Building 444 (Abrams)
3rd Floor
Applications: NAF and AF
AF 09721-85417
NAF 09721-96-6444

Volunteering

Army Volunteer Corps Coordinator (AVCC)

There are many volunteer opportunities to suit your interests. Some agencies/organizations offer limited free childcare.

Contact: Army Volunteer Corps Coordinator (AVCC)
09721-96-6933

Visit the Schweinfurt ACS Website:

<http://www.schweinfurt.army.mil/sites/acs/>

There you will find listings of programs, clubs and activities that will not only improve your quality of life but add hours of stress-free fun!

Contact: ACS 09721-96-6933



FAMILY MATTERS

EMOTIONAL / ISOLATION
PROBLEMS



DEPRESSION



Contact Personal Support System
(Family, Friends, Etc.)



Talk to Family Readiness Group network,
contact your Unit for information.



Contact your Unit Chaplain, the USAG
Chaplain at 09721-96-6662/1570/6250
or the Family Life Chaplain
09721-96-6135



Marriage & Family Therapist
09721-96-6473/6276



Military and Family Life Consultants
0151-1002-3585 0175-379-4691

FAMILY MATTERS

Post access for Non-ID Card Holder

AEAPM-NS

24 January 2003

INFORMATION PAPER

SUBJECT: In-Loco-Parentis Authorizations

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

2. PROCEDURES. Requests for in-loco-parentis authorizations must be forwarded to:

HQ USAREUR & 7A, PMO, ATTN: Host Nation Customs Policy Branch, Unit 29931, APO AE 09086.
When doing so, the following information and supporting documentation must be provided:

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

b. Marital status.

c. Number and age(s) of child(ren).

d. Full name of person acting in-loco-parentis; passport number and/or Identification Card number and copy of the document referenced; nationality; actual date of arrival in Germany and purpose of stay; place of residence and address; type of driver's license, to include driver's license number – it is recommended to obtain an international driver's license in the United States before coming to Germany because an international driver's license obtained in Germany is not valid in Germany. If the person acting in-loco-parentis is not a U.S. citizen, a copy of the visa for Germany or residence permit (Aufenthaltsgenehmigung) issued by German authorities must be submitted.

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

3. POCs are Mrs. Schmidt-Jaffa and Mrs. Strumpfen, Host Nation Customs Policy Branch, at DSN 381-7354/8141 or Mannheim Civilian (0621) 7307354 or 7308141; Fax DSN 381-7324 or Civilian 0621 – 7307324.

FAMILY MATTERS

Post access for Nannies and Child Care Providers

AEAPM-NS

2 January 2003

INFORMATION PAPER

SUBJECT: Nanny and Child Care Provider Authorizations

1. **PURPOSE.** To provide information about requesting permission for nannies who are in the employ of U.S. Forces personnel stationed in Germany. The nanny program has been approved in coordination with the German Federal Ministry of Finance (FMoF). The Provost Marshal (PM) USAREUR as the Commanding General USAREUR Customs Executive Agent has been granted authority by the FMoF to extend specific customs and tax exceptions on behalf of their employer or their employer's children to non-ID card holders employed as nannies with U.S. Forces personnel in Germany specific customs and tax

2. PROCEDURES.

a. Nanny authorizations must be requested from HQ USAREUR, OPM, ATTN: AEAPM-NS (Customs Policy Branch), Unit 29931, BIN 153, APO AE 09086. When doing so, the following information must be provided:

(1) Soldiers/civilian's full name; rank/grade; SSN; unit address/organization; APO number; unit's/organization's telephone number; DEROS date; quarters' address and telephone number.

(2) Marital status.

(3) Number and age(s) of child(ren).

(4) Full name of nanny; passport number and/or Identification Card number and a copy of such documentation; nationality; type of driver's license; place of residence and address.

(5) Information as to whether the nanny normally resides in Germany or came to Germany for the purpose of working as a nanny in Germany. In the latter case, a copy of the nanny's visa, residence permit (Aufenthaltsgenehmigung), work permit (Arbeitsgenehmigung), and tax card (Steuerkarte) issued by German authorities must be submitted.

(6) Information regarding employer's registration (Steuernummer) with the local German Tax Office (Finanzamt).

(7) Additionally, if living in Government quarters, ASG Commander's approval for the U.S. Forces member to hire a live-in nanny must be granted.

b. The CG USAREUR Customs Executive Agent approves a memorandum of authorization to enable the nanny to properly discharge his/her duties.

3. Family members, relatives or friends who come from the United States to Germany for a period not to exceed 90 days in order to take care of the child(ren) of U.S. Forces personnel during family emergencies, deployments, TDY periods, or any other duty or personal related reason(s) of absence can also be authorized customs/tax exemptions by this office. This includes individuals from EU member states who may stay in Germany for an extended period of time in order to support the family. When this is required, the following information should be submitted:

a. Soldiers/civilian's full name; rank/grade; SSN; unit address/organization; APO number; unit's/organization's telephone number; DEROS date; quarters' address and telephone number.

b. Marital status.

c. Number and age(s) of child(ren).

d. Full name of person taking care of child(ren); nationality; copy of passport and passport number; date of arrival in Germany; type of driver's license (it is recommended to obtain an international driver's license for Germany in the States); place of residence and address.

e. The CG USAREUR Customs Executive Agent approves a memorandum of authorization to enable the child care provider to independently operate the USAREUR-registered vehicle(s); purchase tax-free gasoline when both parents and/or the single parent is not available; and the use of AAFES and Commissary facilities on behalf of the family and/or child(ren).

Note: U.S. citizens do not require a visa to enter Germany. Without a visa, however, they may not stay longer than three months every half-year or take up gainful employment requiring a work permit. For more information on visas and/or work permits for Germany, one should contact the German Embassy in the United States.

4. The point of contacts are Mrs. Schmidt-Jaffa and Mrs. Strumpfen, Host Nation Customs Policy Branch, OPM, HQ USAREUR, Unit 29931, APO AE 09086, at DSN 381 - 7354/8141 or Mannheim Civ 0621 - 7307354 or 7308141; Fax DSN 381 - 7324 or Civ 0621 - 7307324.

SPACE AVAILABLE



HOW DO I TAKE A (SPACE AVAILABLE) AMC FLIGHT BACK TO THE STATES?

FAMILY MEMBERS

Request a Command Sponsorship Letter through your Rear Detachment Commander. This letter should have your sponsor's name, rank and social security number. It should also include all names of the sponsor's (command sponsored) family members along with their social security numbers (or child's date of birth) and Passport Country of Origin (i.e. U.S. Passport).

You may bring your Command Sponsorship Letter to one of the terminals, fax or email it.
Ramstein Terminal (fax) **06371-47-5364**
Email: spacea@ramstein.af.mil
You will be assigned a "Julian" date. Your "Julian" date is the day your letter was received by the terminal. **This does not guarantee you a seat on any flight.** Your command sponsorship letter is good for one round trip to the states but, your "Julian" date and time of sign up are good for only 60 days.

For flight information contact:
Ramstein **06371-47-5364**

Prior to traveling on space available, make sure you have with you the Command Sponsorship Letter, all I.D. Cards, passports, \$23.00 customs fee per person, long-term parking pass (if applicable, can be acquired at terminal) and baggage I.D. tags (can be acquired at terminal.)

You may want to come to the Rhein Main or Ramstein area the night before.
For overnight reservations on post, contact
Gateway Gardens (Rhein Main) **069-699-7265** or Ramstein **06371-47-4920**.

BE PREPARED TO WAIT! This is “space available” transportation. Overseas Stationed Command Sponsored Family Members who are unaccompanied by the sponsor are usually in Category 5. Depending upon availability, you may or may not get a flight out on the same day.



Also, see Housing Information (pp. 26 & 29)

Departure Notification

If you leave the Schweinfurt area for any reason, it is important that the Rear Detachment Commander knows where you are. There may be an emergency, either in the field or in the States, and the unit may need to contact you. Whether you go to the States permanently, leave for a short visit, or go to another community in USAREUR to visit friends, it is necessary to let your unit know how you can be reached.

If you cannot contact the unit to provide your location, please fill out the form below and mail it to the unit or leave it with a neighbor to deliver to the unit.

DEPARTURE NOTIFICATION

To:

Rear Detachment Commander:

Unit:

APO, AE:

This is to inform you that I have left the community. I can be reached at the following location:

Name:

C/O:

Address:

Telephone:

I expect to return on or about:

Documents for Space Available Travel:

- Military ID card (if eligible to have one) for all travelers.
- A printout of your emailed memo and the automatic response.
- Passports - as required by US citizens for overseas travel - non US citizens should ensure they are eligible to travel to the foreign destination.
 - Active duty dependents stationed overseas should use their issued "No-Fee/Official Passport" when returning to the overseas station.
- Unaccompanied dependents must have one of the following letters (signed by sponsor's Commander):
 - Unaccompanied Command Sponsored Dependent Verification(or copy)
•(Command Sponsorship Letter)
 - Unaccompanied Non-Command Sponsored Dependent Verification (or copy)
 - Unaccompanied Dependent of Deployed Military Member Verification (or copy)
- *Active Duty Soldiers:*
 - *Copy current leave and/or EML orders as applicable*
 - *DD Form 1853 signed by Commander or First Sergeant for Active Reservist/Guardsmen (not on Active Duty over 30 days)*
- **NOTE:** It is YOUR responsibility to verify you have the correct documentation and it's current for the duration of your trip (some places require at least 6 months left on a passport).
- **Not Required, but useful:** Copy of Orders, Powers of Attorney.



**Attend ACS' s Space Available Travel Class:
Contact ACS at 09721-96-6933**

PRE-DEPLOYMENT CHECKLIST



Pre-Deployment Checklist

Although extended deployments are never easy, the hardships need not escalate through planning failures. A carefully prepared and executed pre-deployment checklist can prevent many inconveniences.

Military families should gather together important documents and safeguard them in a secure file so they are immediately available, if needed. It's important for the soldier and the spouse to jointly organize their important document file so both understand the status and significance of each document and where they are located.

<input type="checkbox"/>	Marriage Certificate	<input type="checkbox"/>	Birth Certificates
<input type="checkbox"/>	Passports, Visas (write numbers)	<input type="checkbox"/>	Adoption papers
<input type="checkbox"/>	Wills	<input type="checkbox"/>	Death Certificates
<input type="checkbox"/>	Medical Records	<input type="checkbox"/>	Divorce Papers
<input type="checkbox"/>	Dental Records	<input type="checkbox"/>	Discharge papers (DD Form 214)
<input type="checkbox"/>	Home and Vehicle Keys	<input type="checkbox"/>	Car title (registration in car)
<input type="checkbox"/>	SGLI Election Form	<input type="checkbox"/>	Last LES (Leave and Earning Statement)
<input type="checkbox"/>	Credit Cards	<input type="checkbox"/>	Shot records
<input type="checkbox"/>	Social Security Cards/Numbers	<input type="checkbox"/>	Real Estate documents
<input type="checkbox"/>	Child Care Plan	<input type="checkbox"/>	Contracts and loans
<input type="checkbox"/>	Auto Inspection (Current)	<input type="checkbox"/>	Addresses and telephone numbers of our families
<input type="checkbox"/>	Family Photo Album	<input type="checkbox"/>	Citizenship/Naturalization
<input type="checkbox"/>	Ration Card	<input type="checkbox"/>	Auto Club
<input type="checkbox"/>	Bank/Credit Union Account Info	<input type="checkbox"/>	I.D. Cards
<input type="checkbox"/>	Safe Deposit Box Info and Key	<input type="checkbox"/>	Warranties
<input type="checkbox"/>	Checkbook (Checks)	<input type="checkbox"/>	Federal and State Income Tax Records
<input type="checkbox"/>	List of important phone numbers	<input type="checkbox"/>	Spouse's Employment Resume
<input type="checkbox"/>	Insurance Policies (Auto, Home, Life)	<input type="checkbox"/>	Allotments (updated amounts / when due)
<input type="checkbox"/>	Inventory of household goods and stored property	<input type="checkbox"/>	Copies of TDY and PCS Orders
<input type="checkbox"/>	Copies of All Contracts and Loans	<input type="checkbox"/>	Registrations for Child(ren)'s School/Day Care
<input type="checkbox"/>	Pet Health/Vaccination Records	<input type="checkbox"/>	Diplomas/School Transcripts

POWERS OF ATTORNEY

GENERAL: Allows holder to act on sponsor's behalf in most matters.

SPECIAL: Can act on sponsor's behalf in special transactions

MEDICAL: Authorizes holder to obtain medical care for family members under 18 years.

Pre-Deployment Checklist

THE FOLLOWING SHOULD BE COMPLETED PRIOR TO DEPLOYMENT

	Parents and other family members have been informed of how to make contact with the soldier and spouse in case of an emergency.
	Armed Forces I.D. Cards for all family members are renewed if they will expire within 3 months. Rear Detachment Commander can sign for I.D. card replacements after soldier deploys.
	Spouse has knowledge of emergency services available. (Post numbers near telephone)
	Red Cross/Army Emergency Relief (AER) information have been provided to all family members who may need assistance.
	Your family members are aware of the location of the nearest military medical facilities and their Tricare coverage has been adjusted to reflect their residence.
	Family members who will be residing in Schweinfurt know the location of the Army Community Service Center (ACS) and the programs and services they provide.
	You have preformed a security check on your house.
	Any mechanical problems with cars or appliances have been identified and a plan made for their repair.
	Any problems with your quarters have been reported to DPW and a work order for repair has been initiated.
	You vehicles are registered in the names of both spouses so that either of them can buy gas coupons, re-register or dispose of the vehicle.
	You have prepared a budget and discussed financial issues such as emergency expenses with your spouse.
	You know how your spouse will get copies of your LES each month and have left 10 copies of your PSC, Dependant Travel and TDY orders for your spouse.
	Your spouse has access to funds (joint accounts) and you have set up a deployment account from which you can access funds.
	If you have children you have made an emergency care plan should the parent staying with the children be incapacitated for any reason.

Visit Schweinfurt

Army Community Service @

<http://www.schweinfurt.army.mil/sites/acs/>

Or Call: 09721-96-6933

To learn more about our programs
and services.

Parenting Classes

Basic German

Family Advocacy Program

Employment Readiness Program

Local Cultural Events

ESL

Computer Classes

Loan Closet

Sponsorship Training

Exceptional Family Member Program

Events Around Schweinfurt

Relocation Assistance

FRG Support

Army Volunteer Corps

Soldier and Family Assistance Center (SFAC)

Information and Referral

Financial Readiness Program

New Parent Support

Schweinfurt Newcomer's Awareness Program (SNAPS)

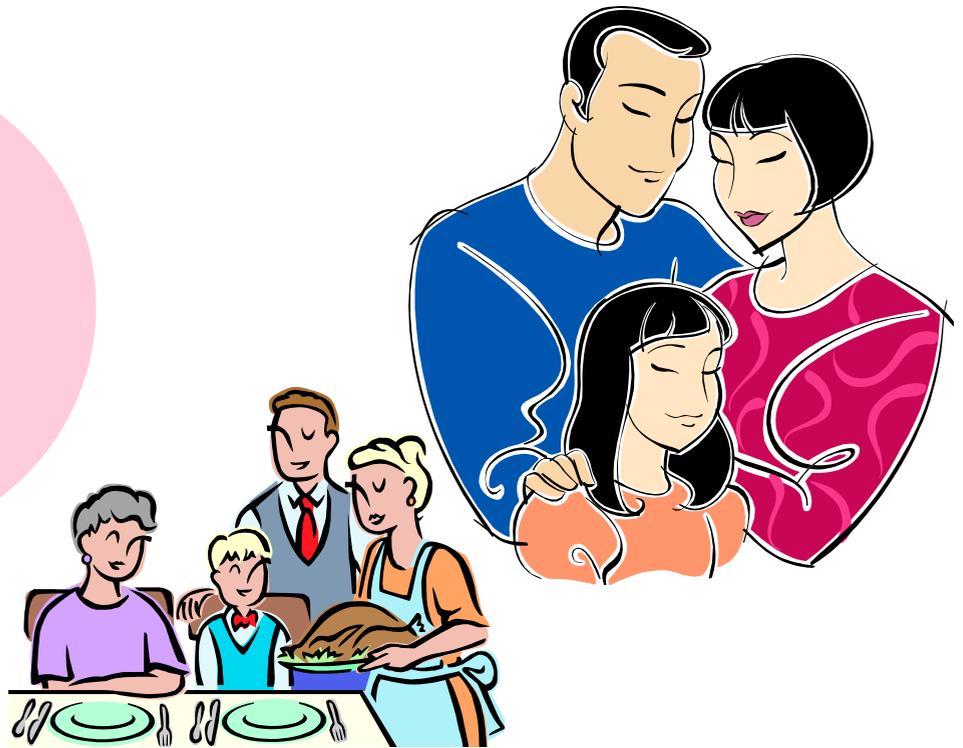
Mobilization and Deployment Program

Military Family Life Consultants

Army Family Team Building

Army Emergency Relief

FAMILY READINESS



FAMILY MATTERS



MY CHILDREN WANT TO PARTICIPATE IN CYSS (Child, Youth and School Services) ACTIVITIES

**CYSS Liaison, Education and
Outreach Services**
Bldg 224, Ledward
DSN 354-6414/6517
(The place to start for information
about CYSS)

Central Registration
(A central point for all CYSS
registration, resource, and
referral information)

The Commons,
Bldg. 224
DSN 354-6517/6414
Hours: 0800-1700

Child Development Center
Bldg 503, Askren Manor
DSN 354-6281/ Civ 09721-82984
Hours: 0600-1800
(Hourly, part-day, and full-day child care
services for children ages six weeks to
five years)

Family Child Care
The Commons, Bldg. 224
DSN 354-6551/6459
Hours: 0800-1700
(Child care services regulated by CYSS
for children ages six weeks to ten years
in provider's own home)

School Age Services
Bldg 575, Askren Manor
DSN 354-6974/Civ 09721-82181
Hours: 0600-1800
(Before and after school services for
Kindergarteners and children
1-5th grade)

CYSS Sports & Fitness
Bldg 241, Ledward Gym
DSN 354-6822
Please call for seasonal hours
(Sports & Fitness program for children
ages 4-18 years)

Middle School Zone
Bldg 574, Askren Manor
Civ 09721-87465/ DSN 354-6308
Please call for seasonal hours
(6-8th grade)

Teen Center
Ledward Gym Bldg. 241
Please call for seasonal hours
(9-12th grade)
DSN 354-6732

Schweinfurt Child&Youth Services
Administrative Offices
Bldg 206, Ledward
DSN 354-6617/6279



FAMILY MATTERS

EMOTIONAL / ISOLATION
PROBLEMS

DEPRESSION

Contact Personal Support System
(Family, Friends, Etc.)

Talk to Family Readiness Group network,
contact your Unit for information.

Contact your Unit Chaplain, the USAG
Chaplain at 09721-96-6662/1570/6250
or the Family Life Chaplain
09721-96-6135

Marriage & Family Therapist
09721-96-6473/6276

Military Family Life Consultant
0151-1002-3585 or 0175-379-4691

