

FAMILY READINESS HANDBOOK

This handbook is provided to you for the purpose of providing vital information family members will need to take care of a wide range of needs while their sponsors are deployed.

While designed primarily to take care of soldiers' family members during a deployment, there's something here for every V Corps family member. Inside you'll find information ranging from how to find health care, to how to get your car towed on the autobahn, to whom to call to sign your kids up for scouting.

This book is a flexible document, designed to fit your particular needs. As you go through it you may find you need to add your own community and family information, or delete information you don't need.

Throughout the book are areas highlighted in blue. When you see a highlighted line, it means that this is an area where you will need to insert your individual personal, unit or community information. Some of these areas need no more than a telephone number; others are complete forms to fill out to assist you with a variety of situations.

The book was designed for families at the V Corps headquarters in Heidelberg, so you'll see that many of the blue areas are already filled in with Heidelberg information. Not all are filled out, though, so be sure to read the book thoroughly to see what you may need to add. Ask your family support group to help you if necessary. For families outside the Heidelberg area, the blue areas can be customized to fit your local needs.

We suggest that you and your family members go through the book together and fill out all pertinent information before a deployment. It's too late to do it once the sponsor is gone!

About Family READINESS

A Family Readiness Group (FRG) is an organization of spouses designed to assist and support family members. A FRG belongs to the commander. He encourages every spouse to be an active part of the FRG to receive help and to help others. The FRG is a continuous activity. It extends beyond deployment.

WHAT IS A FAMILY READINESS GROUP?

A FAMILY READINESS GROUP IS:

- A point of contact for information to help solve problems
- A contact for assistance in easing burdens of separation
- A contact for emotional support
- A contact for assistance in obtaining information
- A contact for referral during crisis
- A contact of experienced persons who teach self-sufficiency
- A contact to obtain accurate facts, not rumor
- A contact for peace of mind

A FAMILY READINESS GROUP IS NOT:

- A social group, although it may lead to social activities
- A substitute for soldiers taking responsibility
- Necessarily led by the commander's wife
- To promote dependency
- Responsible for keeping family rosters current
- Transportation service for families off post
- A problem solver
- Only to exist in times of crisis
- A substitute for professional services
- A baby-sitting service
- A financial support organization

Need Help? Begin with your contact person

About Family Readiness

NEO

Each company has a NEO (non-combatant evacuation officer) who is responsible for collecting data from service members about their family members and for actively tracking and updating the information. The company NEO works with the family readiness group leader to equip them with data and community resources. NEOs are not support groups. Help should come through the family readiness group chain. The first call from a spouse is to her contact person, not the NEO. NEO duties include:

- Maintaining NEO packets -- key info about families
- Maintaining personal readiness program and family information forms
- Providing a single point of contact
- Keeping spouses & families informed on when the unit is returning
- Tracking spouse action messages
- Maintaining /updating chains of concern phone rosters
- Attending Family Readiness Group meetings
- Verifying field mail is delivered

Rear Detachment Commander (RDC)

During deployments there is a person who stays behind as the Rear Detachment Commander. This person is the Battalion Commander's representative while the unit is away. Those not deployed have vital roles for the success of the entire Task Force. In this context, those who stay in [redacted] are part of the Task Force, but their mission is in [redacted].

You will be notified through your company telephone "tree" of important information pertaining to the deployment.

Ensure that your Company Family Readiness Group roster contains your current mailing address and phone number. Notify your chain of concern POC or FRG representative if this changes.

Keep your company person's name and phone number posted near your telephone.

The RD Commander acts as the Battalion Family Readiness Group Officer during deployments. When the unit is home the adjutant is the Readiness Group Officer.

Family Readiness Group Officer duties include:

- Ensures meeting places are available
- Knowledgeable about family assistance agencies
- Meets as often as needed with the Family Readiness Group
- Ensures everyone knows her/his role
- Ensures there is a separate mail pick up area for FRG leaders
- Ensures single soldiers parents receive information

- Ensures there is a centralized place to pick up distribution

BE FAMILIAR WITH YOUR FAMILY READINESS GROUP

My Family Readiness Group Leader	Phone
My Contact Person Is:	Phone
Rear Detachment Commander:	Phone
Rear Detachment Chaplain	Phone
	After Duty Phone

Emergency Information Telephone Numbers

LOCAL GERMAN POLICE, FIRE AND MEDICAL AID

DIALING TIPS:

If you live within the local Heidelberg calling area, drop 06221 from the front of any number preceded by this prefix. Dial only the numbers that follow 06221.

If you are dialing from a military phone and attempting to reach an office on a military base, dial the appropriate 7 digit number assigned to that office just as you would in the states. You can not dial non-military numbers from a military phone unless that phone has an outside line. In this case you will be asked to log your call for billing record management.

If you are home and attempting to reach an office on base then replace the first three digits with the appropriate 7 digit number for that area then the last four.

If you live in a town outside Heidelberg's local calling area, dial the numbers exactly as they appear below with the exception of dropping any prefix local to your calling area.

Heidelberg	
German Police.....06221-110 <u>00000-00-0000</u>
German Red Cross(Ambulance)06221-90100 <u>110</u>
German Fire Dept.....06221-112 <u>112</u>
 <u>00000-00-0000</u>
Hospital, <u>Nearest town</u> <u>00000-00-0000</u>	<u>Nearest Town</u> <u>00000-00-0000</u>
Poison Control Center..... <u>00000-00-0000</u> <u>00000-00-0000</u>

MILITARY POLICE AND FIRE

Heidelberg	Outside Heidelberg
Military Police..... <u>57-114</u> <u>06221-57-114</u>
Military Police Emergency <u>57-114</u> <u>06221-57-114</u>
Military Fire Station..... <u>57-117</u> <u>06221-57-117</u>

Emergency Information Telephone Numbers

MILITARY MEDICAL TREATMENT

<u>Heidelberg</u>	<u>Outside Heidelberg</u>
Medical Treatment Room/Ambulance..... <u>172-116</u> 0000-0000 Weekdays..... <u>57-116</u> <u>06221-172-116</u> <u>06221-57-116</u>
<u>0000-0000</u> Weekends and Holidays	
Military Hospital Info/duty officer (24 hours) <u>57-2605 or 172-605</u> <u>06221-172-605</u> <u>06221-57-2605</u>
Medical Advice and Information Hotline..... <u>172-525</u>	Medical Advice and Information Hotline..... <u>06221-172-525</u> <u>TOLL-FREE THROUGHOUT GERMANY:</u> <u>0130-372675</u>
<u>THE NUMBERS ABOVE CONNECT YOU TO THE EMERGENCY ROOM AROUND THE CLOCK.</u>	
Dental Treatment (Heidelberg Hospital)..... <u>57-2571</u> Dental Treatment (PHV Clinic)..... <u>57-6978</u> 0720-1620 Weekdays..... <u>00000-00-0000</u> <u>06221-57-2571 or 06221-172-571</u> <u>06221-57-6978</u>
After Hours and Weekends..... <u>00000-00-0000</u> <u>00000-00-0000</u>

What To Do

IF YOU HAVE AN EMERGENCY

An emergency is the death, critical illness/injury to immediate family members.

- Spouse
- Parents
- Children
- Grandparents/Guardian (if they were your legal guardians)

The medical definition of critically ill or injured means 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 necessarily constitute a medical emergency, unless the child or mother is in a life-threatening situation.

If you develop a life-threatening illness while your spouse is deployed, 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 Task Force on a regular basis and can press for urgent messages to the unit 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 is sent home. As soon as the emergency is over, the soldier returns to the deployed battalion. 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, a member of the FRG, and/or the Community Chaplain. If someone else calls you to report an injury to your spouse, call the Rear Detachment Commander immediately to verify the information.

Emergency Information

Soldier's Correct Full Name: _____

Soldier's Rank and Pay Grade: _____

Soldier's Social Security Number: _____

Soldier's Unit: **SPECIAL TROOPS BATTALION, V CORPS**

Soldier's Unit Address: _____

Name of Exercise Soldier Is On: _____

Full Name of Ill, Injured or Deceased Person: _____

Relationship of Person Shown Above To Soldier:

What Hospital or Funeral Home Is Person In: _____

Who Is The Doctor Treating The Person: _____

Family Member Who Can Provide Additional Information: _____

Telephone Number: _____

Family/Doctor Wants Soldier to: Be Notified Only _____ Come Home _____

Address Soldier Should Go To:

Name: _____

Address: _____

City/State/Zip: _____

Phone Number: _____

The Soldier Will Need About _____ Days To Resolve The Problem.

MEDICAL CONCERNS

SICK DURING DISPENSARY HOURS

NON-EMERGENCY

EMERGENCY

Health Clinic Call Hours
Mon., Tues., Wed. & Fri.
07:15 am - 16:30 pm
Thurs. 13:00 pm - 16:30 pm
Call to make an appointment at
06221-371-2622/2623/2624
Closed for appointments on
Saturday, Sunday, Federal Holidays
and USAREUR Training Holidays.

Emergency Room

Telephone: 06221-371-2891/2790/2757/2934

Health Clinic
Acute Care 06221-371-2891/2790/2757/2934
Ambulance (civilian) 116

After Clinic Hours
Civilian 06221-57-116 or Contact the
Military Police Station 06221-57-114

Hospital

Toll Free Hotline Medical
Information and Advice
0130-372-675
Hotline To Emergency Room
06221-172-891

MEDICAL CONCERNS

SICK AFTER DISPENSARY HOURS

NON-EMERGENCY

EMERGENCY

HOTLINE
06221-172-525
Or **TOLL FREE 0130-372675** to the Heidelberg Hospital Medical Information and Advice Hotline and discuss whether or not immediate treatment is necessary.

Loss of Life, Limb or Sight
Call the Military Police to arrange for German ambulance service (DRK)
06221-57-114
Dial DRK direct at 116
***The person answering this line may not speak English.**

Regular Care
If necessary, go to Heidelberg Army Hospital. (see map in this section)

You must go to the local German hospitals, _____ (_____), _____ (_____) or call _____ Emergency Room
00000-00-0000
(see maps in this section for directions)

Pediatric Care
For regular care, go to the Pediatric Clinic, Heidelberg Hospital. For treatment of after-hours pediatric emergencies, you must go to the local German hospitals, _____ (_____), _____ (_____) or call Heidelberg Army Hospital.
06221-172-891
(see maps in this section for directions)

DENTAL CONCERNS

NON-EMERGENCY

For regular care, go to the Heidelberg Hospital or Patrick Henry Village Dental Clinic with your I.D. card. If you are taking someone to the clinic, make sure you have their I.D. card.

Dental Clinics
Heidelberg Hospital
06221-172-682
Patrick Henry Village
06221-57-6978

Duty Hours:

EMERGENCY

For dental emergencies (*definition of dental emergency is severe pain and swelling within the mouth*), after duty hours and on weekends, call the Community Operations 00000-00-0000 and inform them of your dental emergency. They will contact the "Doctor on Duty" who will meet you at the Clinic. Another alternative is to go to your local German emergency room.

(see map in this section for directions)

Finding Your local Military Hospital

Written directions and if possible strip map.

Finding Your Local Hospital

Written directions and if possible strip map

If there are more available include those also.

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.** (Ich bin ein Familie Mitglied eines Vereinigte Staaten Service-Mitgliedes.)

Then follow the outline below:

I need an ambulance for a lying/sitting patient with (illness).

Ich brauche eine ambulanz fur einen liegenden/sitzenden patienten mit _____.

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:

AUTO ACCIDENT	AUTOUNFALL	OW-TOE-OON-FALL
Back/neck injury	Rückratsverletzung	roo-grats-air-letz-ung
Burns	Brandwunden	brant-fun-den
Cardiac arrest	Herzstillstand	hairz-shtill-stuud
Chest pain	Thorax beschwerden	thor-as-bessh-ver-done
Delivery	Entbindung	ent-bind-ung
Excessive bleeding	Grössere Blutungen	gross-ur-a-blue-tongue
Fracture	Fraktur	fruk-toor
Heart attack	Herzanfall	hairz-on-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	Ohnmächtig	own-mash-tic

Car Accidents

Even if you drive safely and defensively, accidents happen. If one does happen to you, **DON'T PANIC**. Attend to your injuries first. Then, for your own protection, call the Polizei or Military Police regardless of how minor the accident.

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). The **Heidelberg** Legal Assistance office can be reached at **06221-17-5090**.

If 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. After, report the accident to the Military Police. If you must leave the post and leave the car parked on post, make sure you call the Provost Marshall and report it.

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

MILITARY POLICE (Emergency): 114 (06221-57-114 off post)
GERMAN POLICE: 110 GERMAN AMBULANCE: 116

AUTO CONCERN

I AM LOST. WHAT DO I DO ?

If you get lost within the Heidelberg area, contact the Military Police at 57-114. If you get lost in another community or city, contact the local MPs 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 (post office). Also, you may inquire about a "T" card. A few phones may take coins. When you deposit coins, you will see a credit amount displayed on the telephone. As you talk, the credit amount will go down. You can add more coins to extend your time. Unlike U.S. pay phones, you will not get change back from a German pay phone.

CAR ACCIDENT

Report to the Military Police as soon as possible with all details. In Heidelberg: 06221-57-114

OFF POST

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

ON POST

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

If the accident involves a German, they should contact the Polizei. In Heidelberg, call 00000-00-0000

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

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

AUTO CONCERNS

AUTO HAS BROKEN DOWN ON THE ROAD

The German Auto Club 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 autos on the autobahn. For more details about membership and service, check with your local insurance company or contact ADAC directly at **0180-510-1112**.

You will have to locate an emergency telephone (usually located on the side of autobahns and major roads). Once you pick up the telephone you will be connected to the Autobahnmeisterei who will contact ADAC towing garage for you.

AUTO HAS BROKEN DOWN AT HOME

Call AAFES garage and explain the problem. Depending on the situation, they will try to offer a solution. If AAFES cannot offer a solution you will have to tow your vehicle to the AAFES garage or to a local garage. AAFES garage can offer you suggestions of local towing companies but they are not allowed to tow your vehicle. In **Heidelberg**, AAFES garage and auto parts store is located **in Building 3801 the shopping center complex**.

AAFES Garage
Tel: **06221-24900**

Mon. - Thurs. 0730-1645 hours

Fri. 0730-1500

Auto Parts Store: Mon.-Fri.0800-1730

Sat. 1000-1500

Tel: **06221-24900**

Army Community Service has a listing of German garages and towing companies that can service your car.

ACS
Information & Referral
06221-57-6883

If you cannot afford automobile repairs Army Emergency Relief (AER) may be able to provide financial assistance. Call **Heidelberg** Army Community Service at **06221-57-6883**.

AUTO CONCERN

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

The deployed soldier's POV registration is extended for the duration of the soldier's deployment. If you have received a notice to re-register your car and your spouse is deployed, contact the Rear Detachment Commander (RDC). The RDC can process a memo requesting extension of your registration.

I NEED TO REGISTER OUR VEHICLE.

Re-register the family POV.

Take your vehicle to **POV Inspection across from the shopping center complexes in Heidelberg** to be inspected.

Go to Vehicle Registration located **across from the shopping center complexes in Heidelberg**. Bring a \$15 check or money order, valid USAREUR driver's license and I.D. card. If you are not on your spouse's registration, bring a Power of Attorney with you.

Bought a New (current year) POV.

Go to Vehicle Registration located **across from the shopping center complexes in Heidelberg**. Bring a \$15 check or money order, valid USAREUR driver's license and I.D. card, double white insurance card, Purchase Order. The clerk at Vehicle Registration will provide you with additional information.

VEHICLE REGISTRATION
00000-00-0000
NCOIC, _____
OFFICE HOURS:
Insert Office Hours

If you are coming from the States and your POV was shipped via the government.

Go to Vehicle Registration located on **across from the shopping center complexes in Heidelberg** with a Power of Attorney, stateside registration and stateside title, double white insurance card, valid USAREUR driver's license and I.D. card.

Housing Information

LIVING IN GOVERNMENT QUARTERS. Family members remaining in government quarters assume the responsibilities of the absent sponsor, which means:

- Family members who depart the area for 30 days or more during the sponsor's absence must inform the housing office.
- The spouse or service member must arrange for the care and upkeep of the quarters.
- A non-dependent family member or guest may stay in the quarters during the sponsor's absence. Contact the housing office for details.

MOVING INTO OR OUT OF GOVERNMENT QUARTERS

- The spouse may sign for quarters and furnishing and terminate quarters in the sponsor's absence.
- 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.
- Furnish the housing office with the phone number where the spouse/family member can be reached. Stay in touch with the housing office.

LIVING IN PRIVATE RENTAL HOUSING (PRH)

- Sponsors who occupy private rental housing (PRH) and receive Basic Allowance for Quarters (BAQ) 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.
- The spouse must arrange for rental, telephone and utility payments before departing. Options recommended are direct payroll deposit and automatic bill paying.
- The person(s) designated to live in off -post housing must ensure fulfillment of all obligations under the lease contract.
- Unaccompanied soldiers who occupy PRH and receive BAQ and OHA at the without dependent rate continue to receive those allowances if they have not vacated their apartment.

HEIDELBERG HOUSING TELEPHONE NUMBERS (Housing office is located across from the Heidelberg shopping center complex.)

General: **06221-57-7113**

Housing Referral: **06221-57-7991**

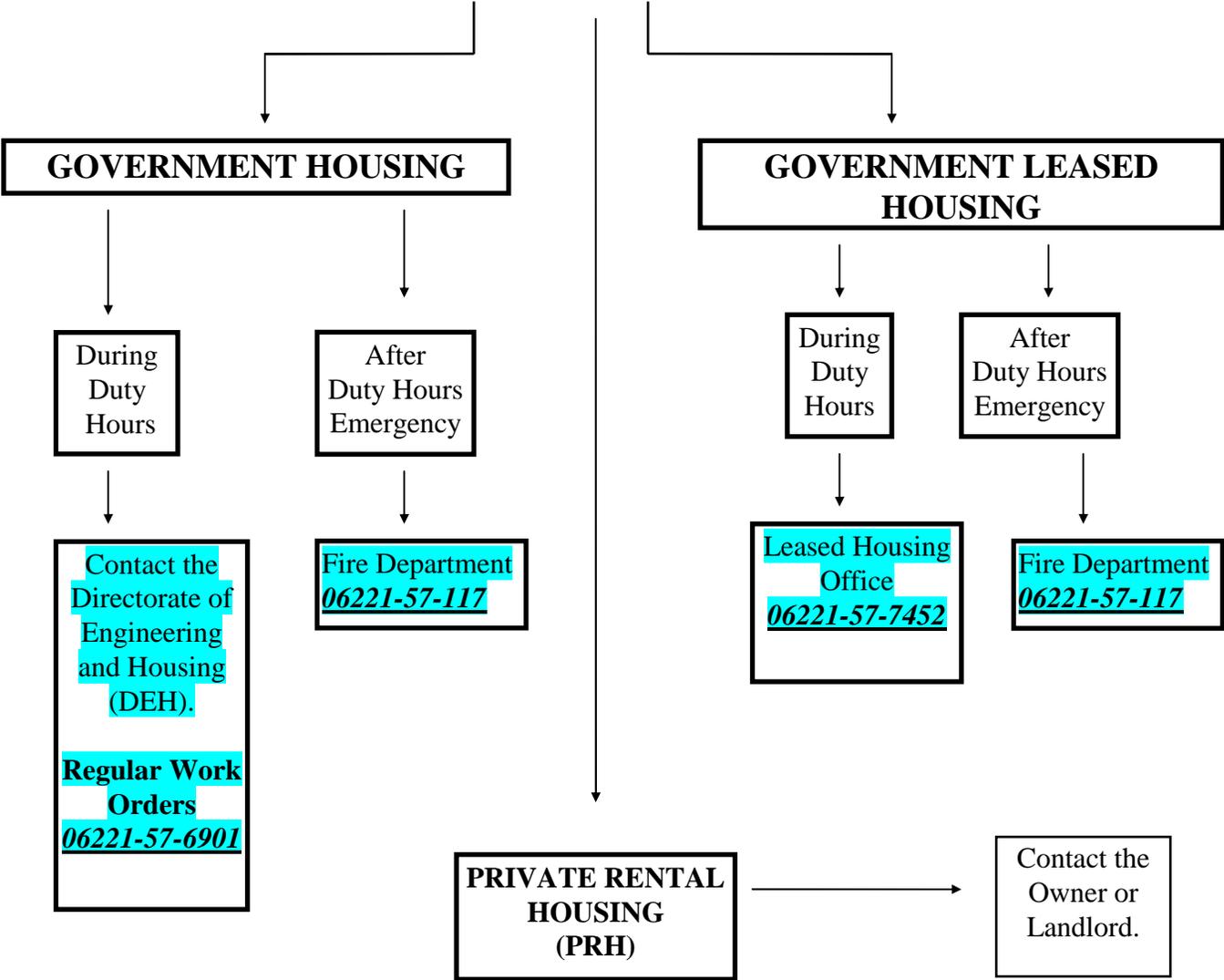
Landlord Problems: **00000-00-0000**

Repairs: **06221-57-6901**

Private Rental: **00000-00-0000**

In the event of an emergency: **00000-00-0000** or Fire Department: **06221-57-117**

HOUSING MAINTENANCE CONCERNS



HOUSING CONCERNS

I AM LOCKED OUT OF MY QUARTERS!

Government Housing and
Government Leased Housing

Private Housing

Go to the Housing Office during their hours of operations and speak with the Facilities Manager who will give you a key to your quarters. You need to have your I.D. card, proper documentation proving you are the resident of the quarters or a neighbor who can vouch 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 payment penalty for each missing key.

Heidelberg Housing Office
06221-57-7113

Across from the Heidelberg
shopoping center complex

Hours of Operation

Monday-Wednesday and Friday

0700-1600

Thursday, 1230-1600

Contact your
landlord.
He/she should
have an extra
set of keys.

Contact the
Housing Office
06221-57-7113

Contact the Fire
Department at
00000-00-0000.

HOUSING DEPLOYMENT INFORMATION

**I Want To Go Home. Can 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

Family members may move to the next duty station. The government will pay for shipment of household goods and travel for family. In accordance with Joint Federal Travel Regulations, 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**, BAQ will start upon termination of these quarters. If you are currently residing in private rental housing, OHA will stop upon termination of these quarters.

Advanced Return

The government will pay for family members to return to home of record. Quarters or private rental must be vacated. **The Government will not pay for your return to Europe.** In accordance with Joint Federal Travel Regulations, 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**, BAQ 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 in Heidelberg contact:
Government Controlled Housing: [06221-57-7113](tel:06221-57-7113)
Private Rental: [06221-57-6953](tel:06221-57-6953)

HOUSING DEPLOYMENT INFORMATION

I Want To Go Home. Can I? Will I Be Able To Come Back to Europe?
Will I Keep My Housing?

Here are a few more ways you can return to the States.

Vacation

Family members can return to the States on their own for an extended period of time. **Please note: Family members should inform their Rear Detachment Commander when they are leaving the community.** The family members pay all cost of travel. When a family departs from USAREUR on vacation for more than 30 days the Cost of Living Allowance for the deployed soldier is reduced to the “without dependent rate”.

DURING THE BOSNIA

DEPLOYMENT family members can leave for the duration of the sponsor’s deployment to Bosnia and keep their government quarters. **You must report your departure to the Rear Detachment Commander, the Housing office and the Finance office.** You must provide Housing with a point of contact’s name and telephone number in case of emergency within housing. After a family member is absent from USAREUR for 30 days or more, Cost of Living Allowance will be deducted from the soldier’s pay.

For more information in Heidelberg contact:
Government Controlled Housing: 06221-57-7113
Private Rental: **06221-57-6953**

Legal Assistance

The Legal Assistance Office (JAG) provides:

COUNSELING AND ASSISTANCE WITH PERSONAL LEGAL PROBLEMS TO INCLUDE:

- Wills, Powers of Attorney, Taxation, and Bills of Sale
- Landlord/tenant problems and interpretation of leases
- Domestic relations (adoption, Spartan, non-support)
- Consumer problems (contracts, product injury, and product failure)
- Citizenship, immigration, passports, name change
- Notarizations, Civil Rights
- Finances, debts, insurance, personal property, autos
- Torts (a civil wrong, other than a breach of contract, such as a willful or negligent injury to a plaintiff's person, property, or reputation).
- Referral to other agencies or civilian lawyers when appropriate.

CLAIMS SERVICE: Claims investigated, processed, and paid are:

- Damage to household goods during shipment
- 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
- Wrongful acquisition of property - (A soldier intentionally damages or wrongfully takes property resulting in loss to any person.) The claims section will assist the plaintiff in attempting to recover losses from the soldier.

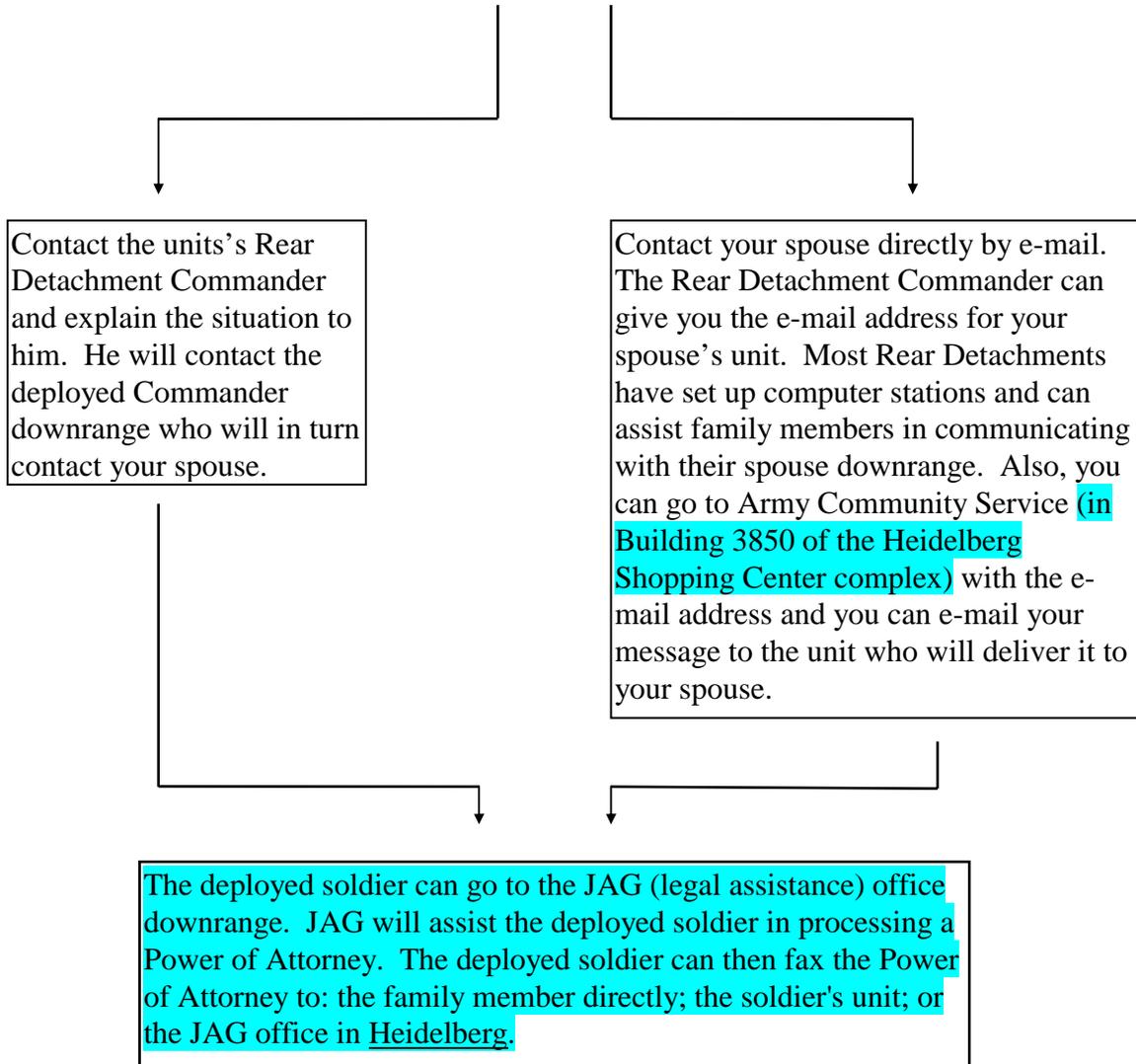
POWER OF ATTORNEY

If you are to conduct family legal, financial, or unit related business, you need a power of attorney. Types of powers of attorneys are:

- General Power of Attorney: Authorizes you to conduct all family business which would otherwise require your spouse's presence.
- Limited Power of Attorney: Authorizes you to conduct the matter specified in the document which would otherwise require your spouse's presence.
- Medical Power of Attorney: Authorizes a person other than yourself to obtain medical care for family members should you not be available (i.e., hospitalization). This is excellent for anyone who regularly cares for your children or who you have designated to provide care for your children should you not be available.

Heidelberg's Legal Services Office (JAG) is located on Patton Barracks, Building 107. For an appointment, call 06221-17-5090. Hours: Monday, Tuesday, Wednesday and Friday: 0900-1600, Thursday: 0830-1630

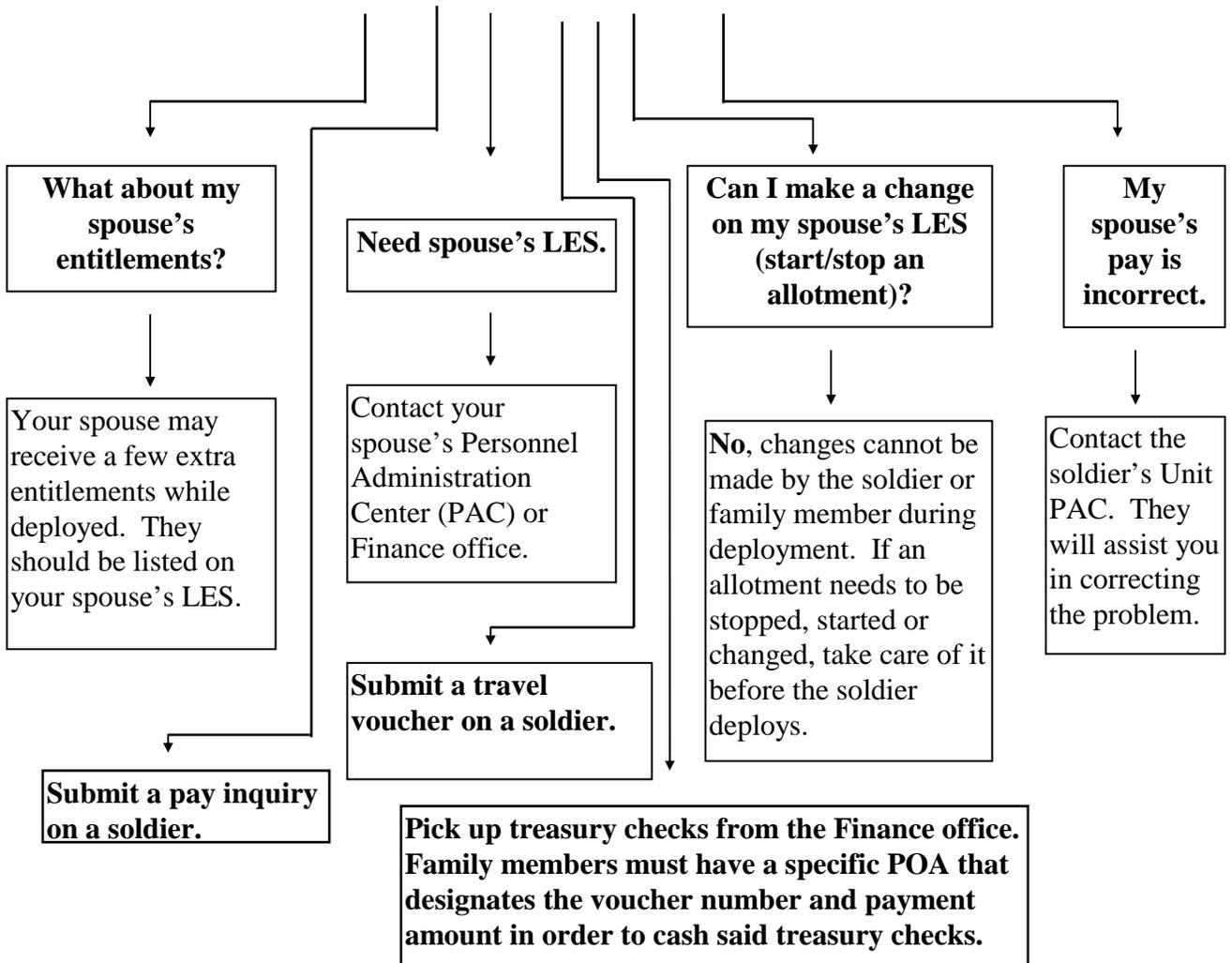
MY SPOUSE IS DEPLOYED. HE DID NOT LEAVE ME POWER OF ATTORNEY AND I NEED IT TO CONDUCT FAMILY BUSINESS!



FINANCIAL CONCERNS

Leave and Earnings Statement (LES)

You Must Have A General Power Of Attorney or a Special Power of Attorney
(The Special Power of Attorney must indicate specifically what duties you have been authorized to perform)



For more information contact the _____, at 0000-00-00000

FINANCIAL CONCERNS

I have difficulty paying my bills.

Call the Army Community Service/Family Assistance Center (ACS/FAC) Financial Counselor to make an appointment. The Financial Counselor can help you with creditors and other agencies to whom you are having difficulty making payments.

Financial Counselor
Heidelberg ACS
(in Building 3850 of the Heidelberg Shopping Center complex)
06221-57-6883

I have a family emergency (Red Cross Message, car repairs, Bundespost payments, medical expenses not covered by CHAMPUS, etc.) and need financial assistance.

Go to Army Community Service (in Building 3850 of the Heidelberg Shopping Center complex) and speak with the Army Emergency Relief Officer. He may be able to assist you with a no-interest AER loan.

Army Emergency Relief Officer,
Heidelberg ACS
06221-57-6883

FINANCIAL CONCERNS

My Spouse's LES Was Short This Month
And I Need Food To Feed My Family.

At Army Community Service/Family Assistance Center we have the Emergency Food Assistance Program. Come in and speak with our counselor in building (in Building 3850 of the Heidelberg Shopping Center complex). We can arrange to give you money to shop for non-rationed foods at the Commissary the very same day you put in your request! This money does not have to be paid back and a family can use this program twice within a 12-month period. Your LES, power of attorney and I.D. card are all you need to apply for this program. For more information call: **06221-57-6883**

Red Cross Notification

Make sure your immediate family as well as parents or siblings in the United States understand how and when to notify Red Cross of emergencies. Use 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, the Red Cross must verify the emergency as life or limb threatening to an immediate family member. Red Cross workers can also help you procure financial assistance for transportation costs. To contact the local chapter of American Red Cross call, **06221-57-1760**. After hours, call **0711-729-2059**.

Red Cross Notification

(To Be Filled Out By Service Member and Sent Home)

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 before I can receive permission to come home. A message from the American Red Cross is required before I can get the documents for transportation on military aircraft and/or commercial aircraft, and for leaves authorization.

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

Full Name: _____

Rank: _____ Social Security #: _____

Mailing Address:

House Address:

Duty Station: _____

Duty Telephone: _____ Home Telephone: _____

International Direct Dial #'s are: (Dialed from U.S.)

011-49-(German Area Code, minus 1st zero)-(My Telephone Number)

Example: 011-49-1111-XXXXXX (This is a _____ 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 authorize travel arrangements. The Red Cross 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 regardless 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: _____

RED CROSS NOTIFICATION

RED CROSS MESSAGES

Get Leave form DA Form 31 approved by the Commander.

Go to the Personnel Service Battalion (PSB) with copy of approved DA Form 31 to get orders cut.
Personnel Service Battalion 00000-00-0000

During Duty Hours: Report to Transportation with copies of Emergency Leave (E/LV) orders from PSB to get MAC flight tickets.

Transportation
Heidelberg Passenger Movement Branch
06221-57-6481

After Duty Hours: Report to Transportation the next day or receive an Itinerary PSB to take to the Airport.

If financial assistance is needed once E/LV is approved, report to **Heidelberg American Red Cross in Building 3850 of the Heidelberg shopping center complex** with copies of LES, orders and MAC tickets.

Monday thru Friday 0800-1630
06221-57-1760

If additional financial assistance is needed, contact Heidelberg Army Emergency Relief. 06221-57-6883

EMERGENCY LEAVE



If a spouse is notified that a parent has died while the soldier is deployed, “How does he/she get home?”



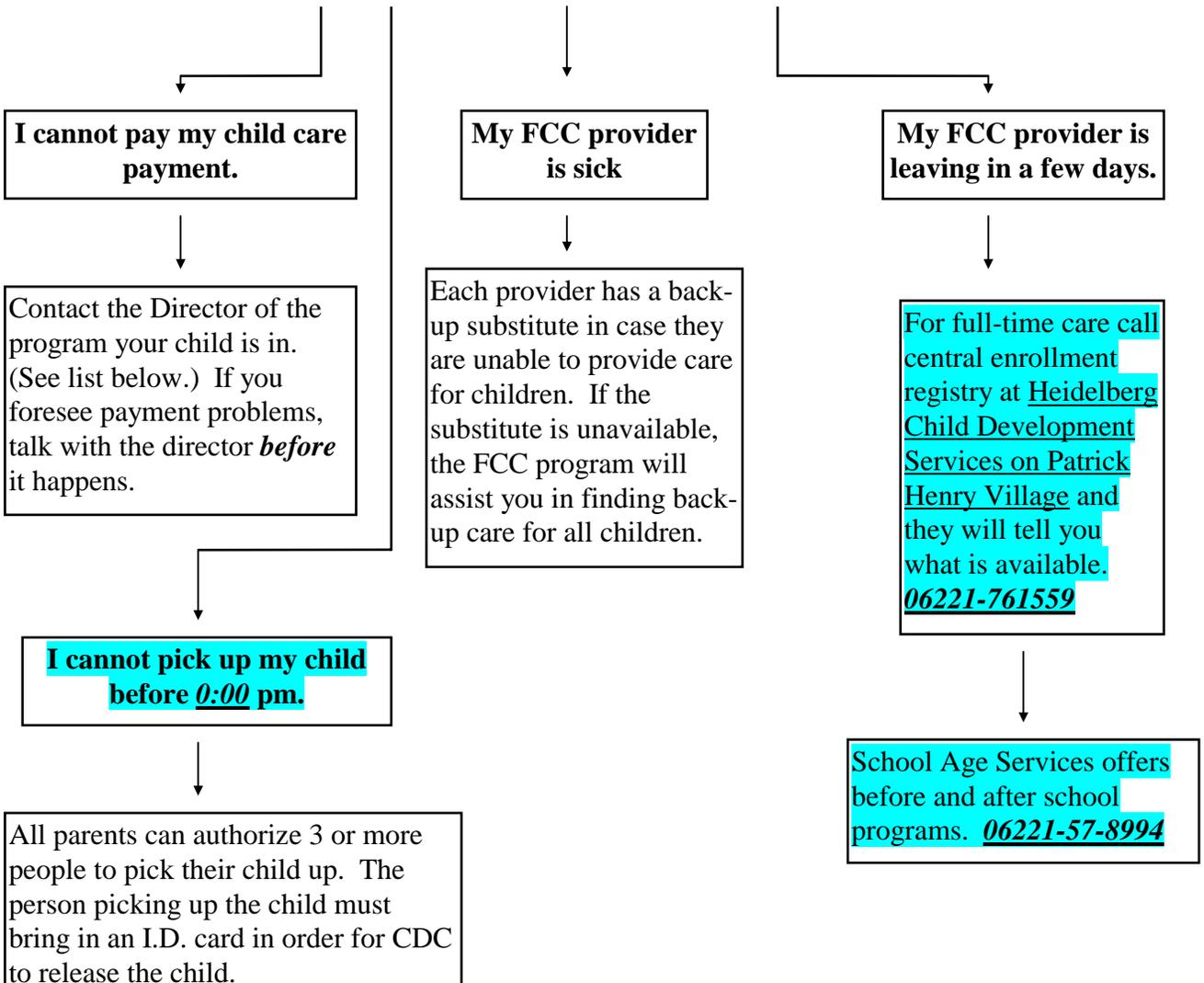
The Unit Commander has approval authority on emergency leave. When the leave is for travel of family members only the Personnel Service Battalion will cut Order Form 342 authorizing family travel back to the U.S.



Also, see Financial
Concerns - AER Loans

FAMILY MATTERS

CHILD DEVELOPMENT SERVICES



Family Child Care - 06221-761559

Child Development Services: 06221-57-8895

Supplemental Programs & Services – 06221-57-6235

FAMILY MATTERS

PROBLEMS 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. Army Community Service/Family Assistance Center ((ACS/FAC)) 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 to choose from.

Borrow books from the (ACS/FAC) Family Advocacy "Lending Library". Books in the "Lending Library" range from "My First Baby" to "Dealing With Adolescents." Call **06221-57-6883**

AT SCHOOL

If the child is having any type of problems in school during the deployment, contact the classroom teacher first.

Contact the principal if more assistance is needed and the principal will guide you to the correct resource.

Contact (ACS/FAC) for details and time for their "Love and Logic" classes - **06221-57-6883**

Supplemental Programs & Services (SPS) can develop classes tailored to your interest and needs. Call **06221-57-6235**

FAMILY MATTERS

PROBLEMS WITH CHILDREN

Help, I really need a break from my children!

Form a cooperative baby-sitting program with friends and neighbors.

This is an emergency: Contact Supplemental Programs & Services (SPS) at **06221-57-6235**. **If you are registered** with the Child and Youth Branch (CYB) your child(ren) will be placed in hourly care. **If you are not registered** with CYB they will do an emergency on-site registration. They will come to your home or wherever you need someone to come and register your child(ren) and then provide you with an FCC/CDC hourly care referral.

Volunteer in the community and get free baby-sitting through the organization you volunteer with. Call the Installation Volunteer Coordinator at **06221-57-1770**.

You need to be registered with CDS. If you are not registered a copy of your child's (or children's) shot record should be on hand. If you do not have a copy available, with your permission, CDS or FCC will attempt to obtain a copy from the Clinic. However, parental signatures will always be required to complete registration.

Emergency Care After Hours: SPS and FCC have a list of FCC Providers who have agreed to do emergency care. They will cross reference with the vacancy list to keep all your children together. They will contact the provider and meet you at the provider's house to ensure everything goes smoothly. If you are unable to bring your children to the provider they will contact your FRG Leader or Rear Detachment Commander and meet them at the provider's home.

FAMILY MATTERS

I.D. CARDS

Lost I.D. Card

File report with Military Police (MP) located in Building 4511 on Patrick Henry Village. Call 06221-57-6400

Go to Personnel Service Battalion (PSB). Bring with you a General Power of Attorney and a Military Police Report. PSB will verify eligibility and issue the I.D. card. Verification may be accomplished by use of DEERS rapids or records screen.

Personnel Service Battalion

Telephone: 00000-00-0000

Mon., Tues., Wed. & Fri.
0:00 am - 00:00 pm
0:00 pm - 0:00 pm
Thurs. 0:00 pm - 0:00 pm

Are unmarried family member, over the age of 21 authorized I.D. cards?

Normally, no. However, if one of the following applies the answer is yes.

1. 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.
2. Incapable of self-support due to a mental or physical handicap that existed before their 21st birthday.
3. The sponsor is on the initial tour and has not extended. The dependent will be issued an I.D. card until tour completion or 23rd birthday, whichever comes first.

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

Yes, if a child of a dual military couple whose parents have both deployed and left the child 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 at 06221-57-7535. The ID card offices for Heidelberg is located in Building 3850 of the shopping center complex

FAMILY MATTERS



BIRTH REGISTRATION REQUIREMENTS



Parents must register a child born to them in USAREUR with appropriate U.S. or foreign authorities (in some instance, with both). This registration documents the child's citizenship and enables the child to get a passport. A child must have a passport to travel in Europe and to enter the U.S.



To apply for the child's birth registration, U.S. citizen parents should go to the Personnel Service Battalion along with the child, required documents and a U.S. Postal money order in the amount due **within 30 days of the child's birth** (USAREUR REG. 608-3).



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 and the natural parents or parents' evidence of citizenship. Other items may be marriage certificate, divorce degree and residence and paternity affidavits. The PSB has information on documents required for the birth registration and where to write in the U.S. for missing documents.



Non-U.S. citizen parents must contact 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

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

You must bring your child to the Personnel Service Battalion (PSB) along with the sponsor's/ spouse's divorce decree (if applicable), birth certificates, marriage certificates, passport, check or money order for \$10.00 and I.D. card. The fee is for a birth certificate, social security card and passport. The PSB will assist you in completing the application and administer the oath.
Personnel Service Battalion
00000-00-0000

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 Personnel Service Battalion (PSB) along with birth certificates, marriage certificates, divorce decree (if applicable), passport, Power of Attorney, I.D. card, a memorandum from the sponsor's commander or rear detachment commander stating that the soldier is deployed and a check or money order for \$10.00. PSB will assist you in completing the application.
Personnel Service Battalion
00000-00-0000

A woman has a baby and neither she nor her husband is a 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, Immigration and Naturalization or Mission for guidance on documents you need to travel to and from the U.S.
Personnel Service Battalion
00000-00-0000

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 check or money order for \$10.00. The Personal Service Battalion will assist you with completing the application. The parent will take the oath and sign the application.
Personnel Service Battalion -
00000-00-0000

FAMILY MATTERS

PASSPORTS -TRAVELING

Do I need my passport when traveling to other countries?

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

How does a spouse get a tourist passport?

Contact the Heidelberg ID card and passport office in Building 3850 of the shopping center complex if you or a family member older than 12 years of age, has never had a tourist passport. Bring your I.D. card, two (2) passport size photos (2x2) and a check or money order for \$65.00. If your passport has expired within the past 12 years, bring the expired passport to PSB. They will assist you in completing the appropriate application and will mail the application and documents.

Heidelberg ID Card/Passport office
06221-57-7535

FAMILY MATTERS

PASSPORTS FOR BABIES

**Both Parents are
U.S. citizens**

**Spouse is not a U.S.
citizen**

Go to the Heidelberg ID card and passport office in Building 3850 of the shopping center complex with the baby, birth certificate of parents and baby, divorce decree(s) (if applicable) and \$10.00 check or money order.

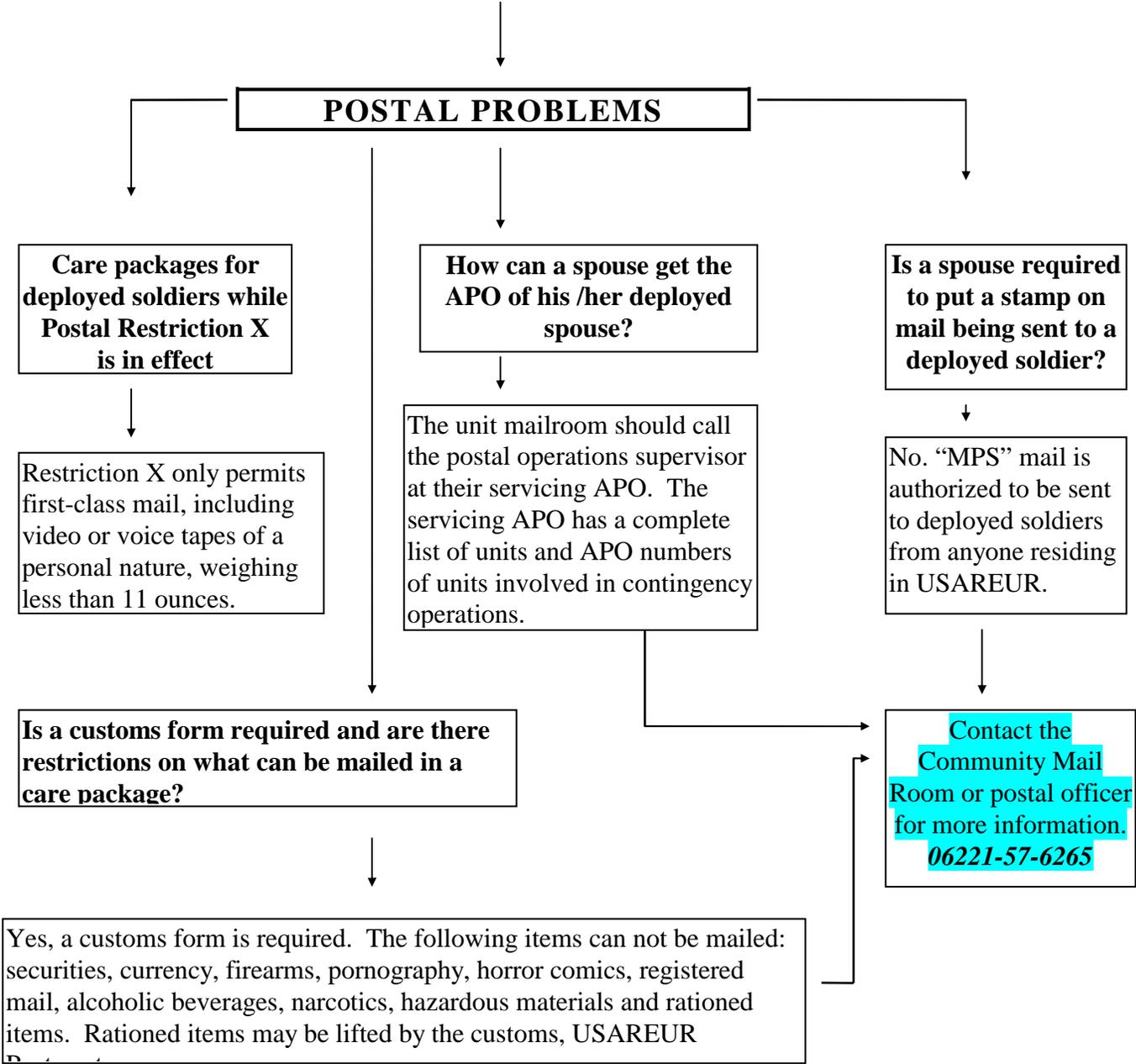
The PSB will assist you in completing the application forms so the child will have a birth certificate, passport and social security number.

**Heidelberg ID Card/Passport
office**
06221-57-7535

Go to the Heidelberg ID card and passport office in Building 3850 of the shopping center complex with the baby, birth certificate of spouse who is a U.S. citizen, marriage certificate, divorce decree(s) (if applicable), Power of Attorney (POA) from spouse who is a U.S. citizen, a letter from the soldier's commander certifying the soldier is deployed and a \$10.00 check or money order. PSB will assist you with the completion of applicable documents and administer the Oath. A copy of the POA and certification letter will be attached to the application.

**Heidelberg ID Card/Passport
office**
06221-57-7535

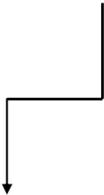
FAMILY MATTERS



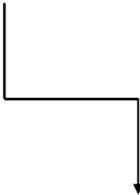
FAMILY MATTERS



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 Group Leader.

FAMILY MATTERS

EMOTIONAL/ISOLATION PROBLEMS

SPOUSE BORED AT HOME

Employment

Family Member Employment Assistance Program (FMEAP)

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

Contact: _____
00000-00-0000

Volunteering

Installation Volunteer Coordinator

Community agencies always need volunteers.
Call 06221-57-1770

Job Information Center (JIC)

Heidelberg Civilian Personnel Advisory Center
Job Information
Current Job Listings, Application, NAF and AF
Located across from the Heidelberg shopping center complex. Call 06221-57-8514

See Community Resources Section within this Smart Book. 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!

FAMILY MATTERS



EMOTIONAL/ISOLATION PROBLEMS



DEPRESSION



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



Talk to Family Readiness Group network.



**Social Work Services *Located in the Heidelberg
Hospital complex. Call 0622-17-2078***



**Chaplain's office, 411th Base Support
Battalion. Located in Building 3745 at Mark
Twain Village. *06221-57-8434***

FAMILY MATTERS



EMOTIONAL/ISOLATION PROBLEMS



I HAVE NOT HEARD FROM MY SPOUSE



Contact your Rear Detachment Commander. (ACS/FAC) has a list of the each unit's number. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.



You can send a message to your spouse by e-mail (FREE SERVICE). You must have the service member's e-mail address to his unit (contact your Rear Detachment Commander for unit e-mail address). To send an e-mail come to **Army Community Service/Family Assistance Center (ACS/FAC) in Building 3850 of the Heidelberg shopping center complex.**
Call 06221-57-6883



Also, put a message in the Stars & Stripes newspaper section -"AT&T Messages From Home!" (FREE SERVICE). Messages can be up to 40 words.
Call (ACS/FAC) for more information at 06221-57-6883

HOW DO I TAKE A (SPACE AVAILABLE) MAC FLIGHT 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 or fax it to the Rhein Main Terminal 069-699-6309 (DSN 330-6309) or the Ramstein Terminal 06371-47-2364 (DSN 480-2364). 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 Sponsorship letter is good for only 60 days.

For flight schedules contact Rhein Main at 069-699-7746 (DSN 330-7746) or Ramstein 06371-47-5364 (DSN 480-5364). If you are unable to reach either terminal, contact Army Community Service/Family Assistance Center ((ACS/FAC)) 09721-96-6486/6751.

Prior to traveling on space available, make sure you have with you the Command Sponsorship Letter, all I.D. cards, passports, \$12.50 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 reservations contact Gateway Gardens (Rhein Main) at 069-699-7682/7683/7265 or Ramstein 06371-47-6652.

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 Deployment Information on pages 21 and 22 of this guide.

Departure Notification

If you leave the Heidelberg 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 will need to contact you. This is true whether you go to the States permanently, leave for a short visit, or go to another community in USAREUR to visit friends.

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.

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: _____

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 and pain.

It is important for you, as a military family, to have certain documents in your possession. Gather information and documents named in this checklist. Keep originals or copies of all listed documents in a special container (safety deposit box) in a location you can find immediately and is known to both you and the sponsor.

- Marriage Certificate
- Passports, Visas (write numbers)
Wife

Husband _____
Children _____

- Birth Certificates
- Adoption papers
- Death Certificates

- Divorce Papers
- Discharge papers (DD Form 214)
- Car title (registration in car)
- Last LES (Leave and Earning Statement)
- Shot records (include pets)
- Real Estate documents
- Contracts and loans
- Addresses and telephone numbers of our Families
- Citizenship/Naturalization
- Power of Attorney

-
-
-
- Allotments (updated amounts / when due)

 - Copy of Orders

 - Checks - Bank Information

Deployment Checklist

- Social Security Numbers

Wife _____

Husband _____

Children _____

- Phone number and addresses of next of kin, personal lawyer, trusted friend
- Insurance policies

<u>Company</u>	<u>Policy #</u>	<u>Type</u>	<u>Amount</u>

HOUSE CARE

Take a 10 minute walk through your house. Carry this checklist to help you really see your home. The idea behind this walk is to look for fire hazards. You don't have any? Are you sure? Perhaps this list will change your mind.

Kitchen:

NO/Yes

- Are curtains, dishtowels, or paper items kept away from stove? _____
- Is Stove's exhaust hood and ductwork clean of grease? _____
- Do you have a working extinguisher close at hand for grease and electrical fires? _____

Living Room, Dining Room, Bedrooms:

- Is the spark screen on the fireplace always closed? _____
- Is the electric wiring/circuits/outlets adequate to handle the load? _____
- Is there sufficient space for air circulation around TV/Stereo? _____
- Are ashtrays available in homes occupied by smokers? _____
- Are matches and lighters kept out of reach of children, including long fireplace matches on the hearth or mantel? _____
- Is a metal tray used under fondue pots and chafing dishes to protect against overflow of blazing alcohol? _____

Attic, Closets, Storage Room:

- Do you keep oily waxing rags in tight metal containers? _____
- Are you using only nonflammable cleaning fluids? _____
- Do you avoid accumulations of paper and combustible materials? _____

Basement, Workshop:

- Are combustible materials kept away from heat sources? _____
- Are paint thinners, paints, and solvent kept in their original containers for identification purposes? _____
- Are the furnace, heaters, vents and chimneys inspected and serviced regularly? _____
- Are fuses of the proper size for the circuits they protect? _____
- Are the dryer lint trap and vent kept clean? _____

Garage, Grounds: (House Care Continued)

- Is gasoline for the mower stored in a safety can? _____
- Have you removed accumulations of trash and paper? _____
- Are oil soaked rags kept in tight metal containers to prevent combustion? _____
- Do you use commercial starter fuels (not gasoline) for barbecue fires, and are barbecue mitts emberproof? _____
- Are there dry leaves under porches or wooden stairs, in window sills, or anywhere else close to the house? _____

Self Check

- Do you inspect electrical cords frequently and keep them in good condition? _____
- Do you use extension cords only for temporary convenience, never as permanent wiring? _____
- Do you enforce a “no smoking in bed” rule? _____
- Do you and your family avoid using hair spray near open flames or while smoking? _____
- Does everyone in the family know how to call the fire department or dial the operator? _____
- Does each telephone have the fire department number close to it? _____
- Does your family have a fire escape plan and have you drilled all family members in emergency action? _____
- Do you make sure children aren’t left unattended and instruct baby sitters in family fire emergency procedures? _____

Now it’s time to add up your answers. How many of the 35 questions did you answer “no” to? One or two? Your home is pretty fire safe. But remember, just one can cause a tragedy! If you had 5 or 6, you’re risking the safety of your family. If you have more than 6, you’re asking for big trouble. Take action NOW.

Smoke Detectors

Buy a battery-operated smoke detector. It is one of the best and most inexpensive forms of fire insurance. It won’t prevent a fire from starting, but it may save your life!

Home Tool Kit List

- | | |
|-----------------------------------|-------------------------------------|
| Flashlight and extra batteries | Hammer |
| Assorted nails, screws, and tacks | Screwdrivers, straight and phillips |
| Masking Tape | Scissors and/or knife |
| Extra keys for house and car | Pliers |
| Wrench | Extra light bulbs |
| Candles | |

First Aid Kit

Bandages	Tape	Aspirin	Acetaminophen (non-aspirin)
Band-aid	Peroxide	Alcohol	Scissors
CPR Card			

Any emergency medications you or a member of your family may need in an emergency situation. (asthma inhalers, bee sting emergency shots, etc.)

One should be kept at home and in the car.

SUGGESTIONS

Home Security/Crime Prevention

Crime and fear of crime are big problems that influence how you live. The most important resources we have in reducing these problems are neighbors working together to prevent crime. This makes it harder for crime to happen and reduces the chance of criminals to victimize you and your family members.

Crime is a local problem and can best be deterred through locally organized groups of neighbors and residents within housing areas. Many USAREUR communities have active Neighborhood Watch type mutual protection programs where neighbors look out for each other's safety and property. Check with your military police to see if your community has such a program. If so, join up. If not, start one. Get together with neighbors on your block, in surrounding streets, or in your building (if in quarters, check with your building coordinator). Start by sharing crime prevention information. Exchange work and home telephone numbers with your closest neighbors. Keep them posted on your daily and vacation schedules. Let them know about scheduled repairs or deliveries. If they spot suspicious people or vehicles around your residence or unusual activity at your home while you are gone, they will know something is wrong and call the military police or polizei.

Home Security/Crime Prevention Tips

- If your spouse is deployed, don't advertise it. This alerts everyone that your spouse will be away for an extended period of time.
- Lock the doors, always, even if you are going out for just a few minutes. Besides the front and rear doors, keep garage, cellar, patio, storage areas, and maid's rooms locked. Periodically check them. If you live in government quarters, are the doors to your stairwell secured? If so, are they really kept locked? If not, contact your building coordinator.
- Be cautious of door-to-door sales people and other solicitors. If possible, conduct the conversation at the door. Be cautious whom you invite into your home. If you do invite a solicitor in, DO NOT leave them alone in a room.

- Keep telephone numbers of the MPs, polizei, and ambulance near your telephone. Familiarize yourself with unit, community, and local host nation emergency reporting procedures, such as: calling for police assistance obtaining emergency medical help, etc. This is outlined for you on pages 4-20 of this guide.
- Report suspicious persons or activities immediately to military police or host nation police authorities.
- Tell your children to never admit being home alone on the telephone or to someone at the door. Say mom or dad can't come to the phone and will call back.
- Instruct children to look out for each other and tell you when something unusual or suspicious occurs.
- Teach children how to contact the police or a neighbor; make sure they know their home address and telephone number.
- Screen repairpersons and solicitors to ensure their visit are legitimate. If possible, install a peephole in your door; if unattainable, use a window.
- Remember, disguises and uniforms are easily obtained. Before you let workers into your home, make sure there is a real problem and check their credentials. Call the firm/organization they claim to represent to verify.
- If you suspect/detect someone observing your home/activities or that of your neighbors, report it immediately to the police.

In Case of a Motor Vehicle Accident

Even though you may drive safely and defensively, accidents happen. If one happens to you DON'T PANIC. Tend to injuries first. For your own protection call the Polizei or MPs regardless of how minor the accident. All insurance companies furnish a "what to do" form. This form and some pertinent information on your insurance papers 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 Legal Assistance.

If you have an accident on post, don't leave the scene. Immediately report it to the MPs. If you leave post and leave a car parked on post, make sure you call the Provost Marshal and report it. Always be sure your car is locked. Keep an extra set of keys in a place at home. The telephone number for the **Heidelberg Military Police is 06221-57-114.**

Car Maintenance

The family is an important part of family life. The sudden and unexpected loss of the use of your car can be a real burden and, in some cases, could be tragic. During a deployment, not knowing how to cope with car problems is just one more aggravation while the spouse is away.

Please take time to fill in and go over the following information. Discuss what problems may happen to the car and become familiar with the periodic checks that are part of routine operation.

FAMILY DRIVER LICENSE INFORMATION

Name	License#	Expiration Date
_____	_____	_____
_____	_____	_____
_____	_____	_____

AUTO DATA/SERVICING INFORMATION: (For each Car)

Make _____ Model _____ Year _____ Vehicle ID# _____

Warranty: ___ Yes ___ No Location _____

Car Title ___ Yes ___ No Location _____

Car Registration: ___ Yes ___ No Date Due _____ License Plate # _____

Inspection Sticker Expiration Date _____

Auto Insurance: ___ Yes ___ No Policy Number _____

Gasoline Type: ___ Unleaded ___ Leaded ___ Premium

Battery Type _____ Make/Brand _____ Warranty: ___ Yes ___ No

Tires: Make/Brand _____ Size _____ Pressure _____ Warranty? ___

Oil Brand _____ Weight _____ Place of Purchase _____

Spark Plug Brand _____ Type/Size _____

Maintenance Schedule:

Servicing done at: Name/Address _____

Phone _____ Appointment Required? ___ Yes ___ No

Oil, filter Change/Lubricant: Next Scheduled Date _____

Tune up: Next Scheduled Date _____ Approximate Mileage _____

Where _____ Remarks/Instructions _____

Tire Balancing, Rotation, And Front End Alignment: Next Scheduled Date _____

Approximate Mileage _____ Where _____

Overseas Travel

Passports are required for overseas travel. A regular passport is issued for unofficial travel. All required fees, including cost of photographs, must be provided at your own expense. Applications for new or renewal of expiring passports are at the ID card and passport office in **Building 3850 of the Heidelberg shopping center complex**. You must be a U.S. citizen to apply. You will need the following items.

- Application fee of \$55 for an adult renewal and \$40 under 18 years of age. Recommend payment be made in money order.
- Certified copy of your birth certificate is required for new passports.
- Identification (military ID card, driver's license, or expired passport)
- Two passport pictures.
- Current immunization record.

A visa is permission granted by the government of a country for an alien to enter that country and remain for a specified period of time. A visa is usually an imprinted stamp affixed to one of the pages in passports. Visas may be required from each country you plan to visit. Apply for visas through our travel agent or at the various consulates well in advance of your departure date.

Miscellaneous. Be sure to purchase traveler's checks and exchange small amounts of currency into foreign currency before you leave. It may be possible to get reduced fares on airline tickets for traveling to CONUS.

Your commercial travel office (CTO) can provide assistance with any type of commercial transportation, whether it is for emergency travel home or a short excursion within Europe. Commercial transportation includes train, bus, and plane.

Passport office hours are Monday through Friday from 0900 to 1600. The passport and ID card office is located in Building 3850 of the Heidelberg shopping center complex. Notify your chain of concern POC or FRG of your travel plans prior to your departure.

What to do before departing on a trip.

Keys. Leave a house key with one of your trusted neighbors to check on your house daily. You can return the favor when they go on a trip.

Newspapers/mail. Discontinue newspaper service and have your mail kept at the post office. If you are only going to be gone for a few days and do not want to stop newspaper/mail delivery, have your neighbor pick them up daily.

Lights. Ask your neighbor to turn on a light in a different room every day. This gives the appearance of an occupied home and is a major deterrent to criminals. Installing an

automatic system that turns lights on and off at the same time every day is not recommended; burglars are not easily fooled by such a system. Remember, leaving an outside entrance light on all night, each night, is like extending an invitation to a burglar. If a burglar has been casing the area, he will most likely suspect the house is unoccupied.

Lawns. Make arrangements to have someone mow your lawn regularly. Tall grass and no apparent activity around a house are good clues a house is empty.

Water Heater. If you are planning to be away for several days, have the water turned off either at the tank or with the circuit breaker. This will save power. Be sure to turn it back on as soon as you return. It usually takes a couple of hours before you have hot water again.

Again, notify your chain of concern POC or FRG representative prior to your departure.

Meeting with the Media

The military encourages one-on-one contact between soldiers and reporters. Media representatives are generally eager to gain not only soldiers' and commanders' perspective of military operations, they will also seek out family members for interviews. You the family and friends of the deploy force are natural sources of information for not only our local media but for hometown media as well. You should be prepared for questions from correspondents. The community public affairs staff is prepared to assist you during a medial interview and when possible, will notify in advance those individuals who are to be interviewed. However, this will not always be the case. You may be contacted directly and some reporters will ask spontaneous questions to any family members they find.

Here are some tips to help you meet the media:

- Know whom you are talking to. Accredited media will be escorted by a Public Affairs escort or have been authorized in writing by the command to operate in the area.
- Think OPSEC. Normally, information on specific unit activity is not discussed with the media. When in doubt, call the PAO.
- Relax and be yourself. Reporters are interviewing you because of who you are; do not try to be anyone else.
- Listen to the question. If you are unsure of a question, ask the reporter to repeat it or to clarify it. Take time to think about your answer.
- Be honest. There is nothing wrong with saying "I don't know." However, don't lie to a reporter.
- Stay within your responsibility or expertise. Don't be drawn into giving speculative answers to hypothetical situations.
- You may end the interview at anytime, refuse to answer specific questions, and ask for guidance from appropriate authorities before answering questions.
- Anything you say is on the record. Assume that everything you say will appear in print or on the air.

- Keep your answers brief and to the point. Radio and television reporters will edit our 30 seconds worth of comments into a single, 3 to 5 second bite.

Office hours for your local Public Affairs Office are Monday through Friday from 0730 to 1630. If you are asked to speak with the media, or would like more information on speaking with the media, call **06221-57-5813**.

HELP COPE WITH SEPARATION

Deployment isn't the happiest of occasions. Separations for practically any length of time are hard on every family member. Deployment is easier on families if they prepare for it and know tricks of getting along during a separation.

Write. Contrary to popular belief, in the case of family separation, "no news can be bad news." Write regularly and use the correct mailing address. Keep in mind that your spouse is long way from home; mail may be slow. To reduce your worries when you haven't heard from your spouse, contact the FRG to catch up on the news.

**MAIL TO:
RANK NAME, SSN
UNIT ASSIGNED DEPLOYED
OPERATION
APO AE**

Letters. Each child should write individual letters to the deployed parent, and the parents need to answer those letters. Send schedules of ball games and 'special events so mom/dad can ask how the game or class play went. Mail is an important communication device; use it often and make it cheerful and newsy.

House Rules. Sit down as a family and discuss house rules before a deployment. The children are more likely to remember the rules as "family" or "house" rules rather than "mom's" or "dad's" rules. Maintain the same rules for the children; they need the stability of unbroken routine.

Gifts. Buy or plan presents in advance for special days. Make arrangements with a close friend to deliver gifts on those special days.

Pictures. Make a snapshot picture book of parent doing everyday things with the kids like giving a bath, reading, taking a walk, playing ball, etc. Show parent in uniform and where he/she works if possible. If you don't own a camera, borrow a friend's or contact the photo craft shop for assistance.

Map. Acquire a world map; your children can follow dad/mom around the world. You can also obtain brochures from a travel agency.

Discipline. Deployment of a parent can be difficult for children. Often they are too young to understand why he/she has gone; they feel deserted. Parents left behind stress continuity of discipline to keep consistency. If a parent relaxes discipline while the spouse is gone, the children will soon learn to resent his/her return.

Special Times. Meals and bed times are important times for small children with parents away. It may be a good time to talk about what they are going to say to dad/mom on the next tape or in their next letter.

I want my Daddy/Mommy! One parent gave her child a picture of Daddy in plastic so she could carry it with her everywhere; the child then felt her dad was with her all the time.

Teenagers. Include teenagers in preparations for pre-deployment, deployment, and post-deployment. One parent made his teens feel needed and secure by discussing with them areas in which they could help while mom was away: shopping, preparing the grocery list, etc. Agree upon chores.

Take Care of Yourself. Exercise, eat right and get restful sleep. If you're feeling good, you can cope with just about anything.

Emergency. In case of emergency, we tend to forget many important things. It's important to have telephone numbers of friends or your FRG representative for your children to call in case of an emergency, along with police, fire department, hospital, etc.

Talk about your feelings. Before leaving, parents should sit down with the family and discuss what's happening. Talk about what will happen when they're gone and what will be different when they return. It's okay to admit you don't want the parent to go.

Keep Busy. Families should keep busy during the separation with church, school activities, sports, outings to the library, museum, etc.

Emotions. We all get down in the dumps sometimes but what do you do about it? One parent said after the kids were in bed, she listened to music she and her spouse liked. Soon the tears came and she felt much better. There are times to cry with your children and times to cry by yourself.

Becoming aware of and in touch with your feelings can give you an inside track as to how your children feel. If it's been two weeks since the last letter and you're feeling a bit blue or irritable, your children may be crawling the walls or withdrawing for the same reason. Talk about how you feel. It won't change the fact that there is no mail but it may give you the extra patience you need. Everyone will feel better knowing that it's okay to feel lonely, isolated, sad or frustrated.

What to expect when your spouse returns.

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

- Expect some anger and insecurity along with love and happiness. These feelings need to be expressed.
- Expect your spouse to be different. If he/she is not, fine. If they have changed, you're prepared.
- Expect your spouse to find you changed. He/She will find you more independent and may not like it.
- Expect your spouse to be a little hurt that you have managed so well without him/her. They will need reassurance.

- Expect your spouse to want to be babied by you.
- Expect that it will be about six weeks to adjust to each other again. If you're not getting along well by the end of six weeks, counseling might help.
- Expect your spouse to have trouble sleeping for a while. They are accustomed to a different life-style and time zone; it may take them a week or two to adjust.
- Don't grill your spouse about personal problems if they arise. Give him/her time to readjust. Swallow your curiosity.

The Four Basic Stages of Separation

Everyone who faces separation goes through four basic stages. By becoming aware of these stages, we will be able to cope better. The departure-return cycle includes: (Protest against Loss or) Departure, Despair, Detachment, and Return Adjustment.

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

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

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

Return Adjustment is accompanied by awareness of the noises in the house. Many spouses experience an incredible emotional and physical frenzy, getting every inch of the house and themselves ready for the soldier's return. Your spouse arrives exhausted from the final days away, eager to be home. The first days of unwinding bring long conversations to attempt to catch up. Finally, the soldier spends lots of time sleeping.

Coping with Stress

Being a military family develops pride in serving one's country and provides many rich and new experiences. Pressures and frustrations often result from:

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

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

Stress Management Tips

- Get up earlier to allow yourself more time before starting the day's work.
- Prioritize what is really critical and pace yourself accordingly.
- Before you begin your workday, pause to notice what kind of day it is.
- Be realistic and kind to yourself when making your to do list.
- Take lunch or breaks away from your work area, avoid eating quickly and do not talk about work.
- Spend your leisure time with enthusiastic, upbeat friends. Since many of your friends will be in the same position as you, you should be enthusiastic and upbeat for them.
- During the day, rest quietly for five minutes or take a brief walk.
- Say no when you need to.
- Ask for help when you need it, whether it is time away from the children, a counseling session, or a real vacation.
- Focus on immediate or short-term goals that are attainable.
- Collect appreciation that is due. Hear praise and thank you.
- Take care of yourself when you are down and out, play your favorite song, see a movie, give up on the housework for the evening, etc.
- Analyze your moods, energy and time. Are you down at certain time of the day, week or month? Plan and prepare.
- Use relaxation, meditation, music, religion, nature or whatever to re-energize yourself.
- Pay attention to your diet, sleep, exercise, and general health.
- Volunteer. Helping others is good medicine for soul and spirit to fill your empty days. Call IVC, Red Cross, or ACS for volunteer opportunities.
- Set a Goal. Start that project you've been putting off. Begin a self improvement program. Go back to school. Do something for yourself.
- Initiate, don't wait for the phone to ring. Plan an outing or a special dinner, then call several friends to join you.
- Travel. New scenery and change of pace, if only for a day or two does wonders for the spirit. Plan on taking a friend and making a day of it.
- Go to work. A full or part time job can provide extra income as well as opportunities for interaction.
- Take a break. Take time away from your children. Single parenting wears you down, so go to dinner or see a movie with friends once a week.
- Laugh. Don't lose your sense of humor. Look for the roses and take time to enjoy them.
- Join a support group. Whether it is through the FRG, your church or work, the support of friends makes the going easier.
- Take up a new hobby or return to one you gave up.
- Don't feel guilty about going out with friends and leaving your children with a sitter. That's the cheapest form of sanity check available.
- Keep a journal of your thoughts and activities while your spouse is away to help catch up when they return. Include snapshots of you and the children taken while the soldier was away.

COMMUNITY RESOURCE LIST

ARMY COMMUNITY SERVICE/FAMILY ASSISTANCE CENTER (ACS/FAC)

- (ACS/FAC) programs offer a myriad of classes, workshops, and services in addition to answers to your questions. Programs available in the Heidelberg community are:

- Army Emergency Relief (AER) provides emergency financial assistance to soldiers and their family members.
 - Consumer Affairs and Financial Assistance Program (CAFAP) provides financial counseling, checkbook management classes, and debt reduction counseling. The German Liaison provides assistance with consumer advocacy issues.
 - Information and Referral (I&R) provides information on military and civilian community resources and referral to appropriate agencies.
 - Family Advocacy Program (FAP) provides classes and training on identification and prevention of spouse and child abuse. Includes Foster Care and Exceptional Family Member Program (EFMP).
 - Relocation Assistance Program (RAP) provides information on installations worldwide through the SITES data bank. The Loan Closet provides basic housekeeping items on temporary loan to incoming and outgoing personnel.
 - Outreach Program oversees the Outreach Center where family support groups and other organizations meet.
 - **Volunteer Corps and ACS Private Organization**
- Programs listed above are located in Building 3850 of the Heidelberg shopping center complex. Call 06221-57-6883.

The following programs are located in Building 3850 of the Heidelberg shopping center complex. Call 06221-57-6883.

Family Member Employment Assistance Program (FMEAP) - assistance with writing resumes, completing applications, interviewing techniques, employment information, and FREE typing and computer classes.

- Installation Volunteer Program (IVP) - registration and referral to various offices and volunteer organizations. Classes offered include "Marketing Your Volunteer Experience" and "Maintaining a Volunteer Portfolio".

ARMY FAMILY TEAM BUILDING (AFTB) - AFTB is an Army wide program designed to improve self-reliance and enhance personal development. AFTB instructors offer over 40 classes, to include Military Terms, Acronyms, Customs and Courtesies, Impact of

Mission on Family Life, Marketing Volunteer Experience, Stress Management, Time Management and more! If you are interested in signing up for a class or becoming an instructor, leave a message at [\(ACS/FAC\) 06221-57-6883](tel:06221-57-6883). Classes can be given to Family Readiness Groups, units, and other organizations as well.

AEROBICS - For more information contact the Heidelberg Community Recreation Division at [06221-72-6613](tel:06221-72-6613).

AMERICAN RED CROSS - The Red Cross offers CPR and first aid training and other educational classes. In addition, they offer assistance to families for emergency funds. Hours are M-F, 0800-1630, phone [06221-57-1760](tel:06221-57-1760). _____ is the Station Manager.

BREASTFEEDING SUPPORT GROUP - Call the hospital at [06221-17-2605](tel:06221-17-2605).

CATHOLIC WOMEN OF THE CHAPEL (CWOC) - Call the 411th Base Support Battalion Chaplain's office at [06221-57-8434](tel:06221-57-8434).

CLOTHES CLOSET - Call the ACS at [06221-57-6883](tel:06221-57-6883).

CHAPELS - Call the 411th Base Support Battalion Chaplain's office at [06221-57-8434](tel:06221-57-8434).

• **CHILD DEVELOPMENT CENTER (CDC)** - [06221-57-8895](tel:06221-57-8895)

E1 - E4s are eligible to receive 10 hours of free childcare per child per month, and may reserve those hours up to 30 days in advance. Children must be registered with the CDC. Registration packets may be picked up at CDC or Central Registration, building 000, Shot records and \$12 registration fee are required. The Teen Baby-sitter list is available to parents of registered children. All teens on the list have gone through training.

CONSUMER AFFAIRS AND FINANCIAL ASSISTANCE PROGRAM - Offers classes throughout the month on financial fitness, budgeting, checkbook management and investing your money. Classes held at (ACS/FAC) [06221-57-6883](tel:06221-57-6883).

COUPON CLUB - You don't have to have your own coupons to start with the group. Point of contact is [06221-57-6883](tel:06221-57-6883) (ACS/FAC).

DEVELOPMENTAL SCREENING - Free developmental screenings for children 0-3 years. Free screening of your child's motor and physical development and speech skills by a speech therapist, occupational therapist and early childhood intervention specialist. Exceptional Family Member Services (EFMS) Office, [06221-17-2773](tel:06221-17-2773).

EDUCATION CENTER - Classes offered through Central Texas College, City Colleges of Chicago, Oklahoma University, and University of Maryland. GED, CLEP, ACT PEP, and external degree program information available also. [06221-17-7580](tel:06221-17-7580)

ENGLISH AS A SECOND LANGUAGE (ESL) - FREE English classes for foreign-born spouses whose native language is not English. (ACS/FAC), 06221-57-6883

ENLISTED SPOUSES' CLUB (ESC) - Membership open to spouses of all enlisted soldiers and civilians in grades GS-06 (or equivalent) and below. 00000-00-0000

FAMILY CHILD CARE (FCC) PROVIDERS - In-home childcare provided by trained and registered family members. List of providers is available after registering child with CDC, civilian 06221-57-6235

FIRST STEPS - Support program for new parents, from 6 months pregnancy until 3 months after birth. Open discussion for parents to talk about any issues that concern them. Healthy Infant and Nutrition Education (S.H.I.N.E.) will be incorporated into this program. S.H.I.N.E. is similar to WIC in the states. Initial screening is required to determine if infants (0-12 months) are eligible for assistance with formula and cereal. Education classes are offered monthly. (ACS/FAC) 06221-57-6883

FREE BREAD DAY - The commissary donates day-old bread and other bread/food items, as available. First come, first served. Bring your own bag. To see if this is available in your area call the (ACS/FAC) 06221-57-6883

GERMAN- AMERICAN CLUB - A group of German and American women joined to further friendships and understanding between two countries. This is accomplished by monthly meetings, tours and other special activities. (ACS/FAC) 06221-57-6883

BOWLING CENTER - 06221-57-6965. League bowling for adults and children. Video and arcade games, AAFES concessions.

LIBRARIES - Cassettes and CDs, books on cassette, language cassettes, reference books and books available for checkout. If you don't find the book you're looking for, ask about inter-library loan. Patrick Henry Village Library: 06221-57-8036. USAREUR: 06221-57-6678

PARENT/CHILD PLAY GROUP - For moms and infants (ACS/FAC) 06221-57-6883

PROTESTANT WOMEN OF THE CHAPEL (PWOC) - Call the 411th BSB Chaplains Office 06221-57-8434

RELIGIOUS EDUCATION CENTER - Many videos available including, but not limited to, different religions, self-help topics, marriage builders, youth activities, etc. Videos can be checked out for up to one week and are available to all I.D. cardholders. 06221-57-8434

SCHOOL AGE SERVICES (SAS) - After school program for elementary and middle school age children. Computer lab and homework assistance. 06221-57-8994

SCOUTS - Boy Scouts and Cub Scouts (ACS/FAC) 06221-57-6883

NEWCOMERS AWARENESS PROGRAM (N.A.P.) - Learn about Germany's culture and customs and how to get around. Classes are held at ACS from Monday through Friday and include basic German language, dining out and shopping and conclude on Friday with a trip by train. Childcare is provided free of charge. Space is limited so please call in advance to register. (ACS/FAC) **06221-57-6883**

OFFICERS AND CIVILIANS SPOUSES' CLUB (OCSC) - Membership open to spouses of all officers and civilians in grades GS-07 and above. **00000-00-0000**

SELF-HELP ISSUE POINT (SHIP) STORE - **06221-57-7259**

STORY HOUR - Library from 1000-1100 for ages 3-5. Stories, videos, crafts, and games. **06221-57-8036**

TAKE OFF POUNDS SENSIBLY (TOPS) - Weight loss support group. (ACS/FAC), **06221-57-6883**

TEEN CENTER - **00000-00-0000**

THRIFT SHOP - Shop receives 20% of consignment sales, cash paid for transformers. Donations are accepted anytime. **06221-767991**

TIERHEIM (Pet Home) - Similar to animal shelters in the states. They take all kinds of pets. **00000-00-0000**

UNITED SERVICE ORGANIZATION (USO) - Great trips and lots of travel info. Faxing and copying services available. **00000-00-0000**

VETERINARIAN - appointment only except for registration. **06221-57-7202**

Quick Reference

Everything You Always Wanted To Know... But Didn't Know Who To Ask

Everyone runs into a problem now and then. Sometimes we even need outside help to solve them. The following pages describe 99 different types of problems you may encounter and what agency may be able to help you solve it.

Always contact the primary agency first. If you encounter delays in receiving assistance through the primary agency, contact an alternate.

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Abandoned vehicle	Military Police <u>06221-57-114</u>	Deputy Installation Coordinator <u>06221-57-7611</u>
Adoptions	Staff Judge Advocate <u>06221-17-5090</u>	(ACS/FAC) <u>06221-57-6883</u>
Allergy	Health Clinic <u>06221-17-2605</u>	--
Ambulance Service	Health Clinic 116 or <u>06221-17-2116</u>	--
Arson	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Assault	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Auto Theft	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Bundespost Overdue Payment (Mahnuas)	Bundespost Roemerstrasse 10, Heidelberg <u>06221-374604</u>	(ACS/FAC) German American Liaison <u>06221-57-6883</u> (ACS/FAC) Army Emergency Relief <u>06221-57-6883</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Burglary	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
CHAMPUS	Health Clinic <u>06221-17-2363</u>	--
Child Abuse	Military Police <u>06221-57-114</u>	Health Clinic <u>00000-00-0000</u> Chapel Offices <u>00000-00-0000</u> (ACS/FAC) Family Advocacy Program <u>06221-57-6883</u>
Child Care	Child Development Center <u>06221-57-8895</u>	FCC <u>06221-57-6235</u> (ACS/FAC) Foster Care <u>06221-57-6883</u>
Child Care Registration	Central Registration <u>06221-57-8895</u>	--
Citizenship and Immigration	I.D.card/passport office <u>06221-57-7535</u>	Staff Judge Advocate <u>06221-17-5090</u>
Commissary	Commissary Manager <u>06221-759-3122</u>	Inspector General <u>06221-57-1420</u>
Consumer Affairs	Staff Judge Advocate <u>06221-17-5090</u>	(ACS/FAC) <u>06221-57-6883</u>
Crime Against Persons or Property	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Dental	Dental Clinic <u>Hospital: 06221-17-2682</u>	Dental Clinic <u>PHV: 06221-57-6978</u>
Dependency Application	Personnel Service Battalion <u>00000-00-0000</u>	--
Dependent Privileges	Personnel Service Battalion <u>00000-00-0000</u>	(ACS/FAC) <u>06221-57-6883</u>
Dermatology	Hospital <u>06221-17-2502</u>	--
Destruction of Private Property	Military Police <u>06221-57-114</u>	--
Domestic Disturbance	Military Police <u>06221-57-114</u>	Chapel Offices <u>06221-57-8434</u> (ACS/FAC) <u>06221-57-6883</u>
Disorderly Conduct	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Divorce	Staff Judge Advocate <u>06221-17-5090</u>	Chapel Offices <u>06221-57-8434</u> Personnel Services Battalion <u>00000-00-0000</u>
Drug and Alcohol Problems	Community Counseling Center <u>06221-57-1710</u>	Chapel Offices <u>06221-57-8434</u> (ACS/FAC) <u>06221-57-6883</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Drug Offenses	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u> Community Counseling Center <u>06221-57-1710</u>
Emergency Leave	Personnel Service Battalion <u>00000-00-0000</u>	American Red Cross <u>06221-57-1760</u> Chapel Offices <u>06221-57-8434</u> Army Emergency Relief (ACS/FAC) <u>06221-57-6883</u>
EMT (Medical)	Health Clinic <u>06221-17-2891</u>	--
Extortion	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Eye (Ophthalmology)	CHAMPUS (Referral) <u>06221-17-2363</u>	Hospital <u>06221-17-2724</u>
Family Matters	(ACS/FAC) <u>06221-57-6883</u>	Chapel Offices <u>06221-57-8434</u> Staff Judge Advocate <u>06221-17-5090</u>
Financial Assistance	Finance <u>06221-57-8312</u>	American Red Cross <u>00000-00-0000</u> (ACS/FAC) Army Emergency Relief <u>06221-57-6883</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Fire	Military Police <u>06221-57-114</u>	--
Food Assistance	(ACS/FAC) <u>00000-00-0000</u>	Chapel Offices <u>06221-57-8434</u>
Found Property	Military Police <u>06221-57-114</u>	--
Fraud	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
German Interpretation	(ACS/FAC) German American Liaison <u>06221-57-6883</u>	
House Break-In	Military Police <u>06221-57-114</u>	--
ID Card Application	I.D. card/passport office <u>06221-57-7535</u>	--
Immunization	Health Clinic <u>06221-172-3220</u>	--
Income	Finance <u>06221-57-8312</u>	Personnel Service Battalion <u>00000-00-0000</u> Army Emergency Relief (ACS/FAC) <u>06221-57-6883</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Indecent Assault	Military Police <u>06221-57-114</u>	Health Clinic <u>06221-17-2078</u> Staff Judge Advocate <u>06221-17-5090</u> (ACS/FAC) <u>06221-57-6883</u>
Injury To Persons or Property	Military Police <u>06221-57-114</u>	Health Clinic, Staff Judge Advocate <u>06221-17-5090</u>
Insurance	Staff Judge Advocate <u>06221-17-5090</u>	Finance <u>00000-00-0000</u>
Involuntary Committal	Staff Judge Advocate <u>06221-17-5090</u>	Military Police <u>06221-57-114</u>
Juvenile Incidents	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Kidnapping	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Landlord, Tenant issues	DEH <u>06221-57-6953</u>	Staff Judge Advocate <u>06221-17-5090</u>
Larceny of Private Property	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Lawyer Referral	Staff Judge Advocate <u>06221-17-5090</u>	--

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Locked Out of Quarters	DEH <u>00000-00-0000</u>	Fire Department <u>00000-00-0000</u> Military Police <u>06221-57-114</u>
Lost Child	Military Police <u>06221-57-114</u>	--
Magistrates Court (Small Claims)	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Mail	Community Mail Room <u>06221-57--6265</u>	--
Medical Clinic (Information)	Health Clinic <u>06221-17-2605</u>	(ACS/FAC) <u>06221-57-6883</u>
Mental Health	Health Clinic <u>06221-17-2690</u>	(ACS/FAC) <u>06221-57-6883</u>
Missing Persons	Military Police <u>06221-57-114</u>	Chaplain <u>06221-57-8434</u>
Name Change and Legitimization	Staff Judge Advocate <u>06221-17-5090</u>	Personnel Service Battalion <u>00000-00-0000</u>
News Reports	Public Affairs Office <u>06221-57-5813</u>	

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Non-support	Staff Judge Advocate <u>06221-17-5090</u>	Personnel Service Battalion <u>00000-00-0000</u> (ACS/FAC) <u>06221-57-6883</u>
Notary Public	Staff Judge Advocate <u>06221-17-5090</u>	--
Nutrition	Health Clinic <u>06221-17-2678</u>	--
Optometry	CHAMPUS (Referral) <u>06221-17-2363</u>	Hospital <u>06221-17-2524</u>
Orthopedic	CHAMPUS (Referral) <u>06221-17-2363</u>	Hospital <u>06221-17-2590</u>
Passports, Visa, Naturalization	Staff Judge Advocate <u>06221-17-5090</u>	I.D. card/passport office <u>06221-57-7535</u> (ACS/FAC) <u>06221-57-6883</u>
Paternity	Staff Judge Advocate <u>06221-17-5090</u>	Health Clinic <u>06221-17-2602</u>
Patient Assistance	Health Clinic <u>06221-17-2605</u>	(ACS/FAC) <u>06221-57-6883</u>
Pediatrics	Health Clinic <u>06221-17-2670</u>	--
Podiatry	Health Clinic <u>06221-17-2605</u>	--
Power of Attorney	Staff Judge Advocate <u>06221-17-5090</u>	--

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Prowler	Military Police <u>06221-57-114</u>	--
PX Information or Problems	PX Manager <u>06221-183062</u>	Inspector General <u>06221-57-1420</u> Staff Judge Advocate <u>06221-17-5090</u>
Rape	Military Police <u>06221-57-114</u>	Health Clinic <u>06221-17-2078</u> Chapel <u>06221-57-8434</u> (ACS/FAC) <u>06221-57-6883</u>
Robbery	Military Police <u>06221-57-114</u>	--
Rumor	Public Affairs Office <u>06221-57-5813</u>	
Separations/Divorce	Staff Judge Advocate <u>06221-17-5090</u>	Chapel Offices <u>06221-57-8434</u>
Sexual Harassment	EEO Office <u>06221-57-7234</u>	Commander <u>00000-00-0000</u>
Shipment of Cars or Household Goods	Transportation <u>06221-57-8536 (Inbound)</u> <u>06221-57-8126 (Outbound)</u>	Personnel Service Battalion <u>00000-00-0000</u> Inspector General <u>06221-57-1420</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Solicitors	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Space Available (MAC) Flights Schedule	Rhein Main 069-699-6309 Ramstein 06371-47-2364	(ACS/FAC) <u>06221-57-6883</u>
Spouse Abuse	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u> Health Clinic <u>06221-17-2078</u> Chapel Office <u>06221-57-8434</u> (ACS/FAC), Family Advocacy <u>06221-57-6883</u>
Stray Animals	Military Police <u>06221-57-114</u>	--
Suicide Prevention	Health Clinic <u>06221-17-2690</u>	Unit CMDR, YSB (For Teens) Military Police <u>06221-57-114</u>
Surgery	Health Clinic <u>06221-17-2566</u>	--
Survivor Benefits	Personnel Service Battalion <u>00000-00-0000</u>	Staff Judge Advocate <u>06221-17-5090</u>
Taxes	Staff Judge Advocate <u>06221-17-5090</u>	Finance <u>00000-00-0000</u> (ACS/FAC) <u>06221-57-6883</u>

Quick Reference

<u>TYPE OF PROBLEM</u>	<u>PRIMARY AGENCY</u>	<u>ALTERNATIVES</u>
Tuberculosis Surveillance	Health Clinic <u>06221-172-3220</u>	--
Traffic Accidents	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Traffic Violations	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Travel of Family Members	Transportation <u>06221-57-6481</u>	Personnel Service Battalion <u>00000-00-0000</u>
Urology	Hospital <u>06221-17-2605</u>	--
Vandalism	Military Police <u>06221-57-114</u>	
Vehicle Inoperable	AAFES Garage <u>06221-24900</u>	
Vehicle Licenses Registration/Inspections	Military Police <u>06221-57-114</u>	Staff Judge Advocate <u>06221-17-5090</u>
Well Baby Care	Health Clinic <u>00000-00-0000</u>	--
Wills	Staff Judge Advocate <u>06221-17-5090</u>	--

Military Terms

BOQ/BEQ: Monthly housing allowance given to personnel who live off post. This money is generally given only when Government housing is unavailable. (BOQ - Officers, BEQ - Enlisted)

COLA: (Cost of Living Allowance) Sum of money paid monthly to help offset the high cost of living. The COLA will vary from post to post and month to month.

DEERS: (Defense Enrollment Eligibility Reporting System) An automated system in which all family members must be enrolled to receive medical care without cost whether through CHAMPUS or Military Medical Facilities.

DEPLOYMENT: The relocation of forces, ammunition and other supplies to areas outside the United States.

EMERGENCY DATA CARD: A card kept in the company area (and in the Military Personnel File) that lists important information such as phone numbers, addresses and names of relatives for use of quick notification in case of emergency.

FTX: (Field Training Exercise) A training exercise conducted away from the unit area.

IG: (Inspector General) A group of officers and NCOs that work as advisors to the Commanding General. They receive and investigate complaints made by individuals and agencies.

JAG: (Judge Advocate General) Name given to the lawyers in the Army. In addition to their military duties, JAG officers provide many of the same legal services provided by civilian lawyers.

LES: (Leave and Earning Statement) A statement that lists the exact amount of money earned, deductions and leave accrued/used during the month.

MEDICAL CARD: A card issued to family members once their medical records are turned in at the local military health care facility. The card ensures the clinic that you are properly registered in DEERS. It is needed for treatment at military medical facilities.

NCOER: (Non-Commissioned Officer Evaluation Report) An efficiency report given to Non-Commissioned Officers that states how well they are doing their job.

NCOIC: (Non-Commissioned Officer in Charge) A sergeant in charge of a special event (training exercise, for example) or section.

Military Terms

NEO: (Non-Combatant Evacuation Operation) Warden, rear-detachment, who helps family members with military matters, while the unit is deployed. If the families need to be evacuated, while the unit is deployed or not, these wardens are responsible to make sure that the evacuation happens efficiently. There is usually one NEO Warden in each company and one for the battalion.

NO NOTICE DEPLOYMENT: A deployment that is not scheduled. Generally this type of deployment tests a unit's readiness.

OER: (Officer Evaluation Report) A report written on officers that states how well they are doing their jobs.

PAC: (Personnel Administration Center) A work section in each battalion responsible for processing all personnel actions (i.e., paperwork for ID cards, Separate Rations, etc.)

PAL: (Partial Airlift) A method of mailing packages whereby if an aircraft is available the package moves by air. If no aircraft is available, the package moves by surface. More expensive than SAM but cheaper than Air Mail (priority).

POWER OF ATTORNEY: A legal document authorizing a person to act as another person's attorney or agent.

REAR DETACHMENT COMMANDER: Usually a commissioned officer appointed by the Commander to be responsible for the facilities, equipment, soldiers and family members remaining during deployment.

RSVP: An abbreviation that simply means reply. An RSVP is often requested to let the host/hostess of a function know if a person will, or will not attend. It is considered very poor taste if there is no reply.

SAM: (Space Available Mail) An inexpensive, yet slow way to mail packages.

SDO: (Staff Duty Officer) An officer who is the Commander's representative during non-duty hours.

TDY: (Temporary Duty) Duty performed instead of regularly assigned duties e.g., attendance at an Army school, military conference, or duty as a special escort.