

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

Army in Europe
Pamphlet 600-8-109-2

Personnel-General

Soldiers, Civilians, and Family Members Reintegration Guide



1 February 2006

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Reintegration Guide**

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1 January 2004.**

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Summary. This pamphlet provides information pertinent to reintegration.

Summary of Change. This pamphlet has been revised and reorganized to include the most current information as of the date of publication.

Applicability. This pamphlet applies to Soldiers and civilian employees of the U.S. Army in Europe and to their family members.

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

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Distribution. Special.

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FOREWORD

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

Les Brown

Welcome home from your deployment in support of the Global War on Terrorism (GWOT). Thank you for all you have done to support our Nation's cause.

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

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

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

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

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

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ROAD TO REINTEGRATION

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

WHAT IS REINTEGRATION?

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

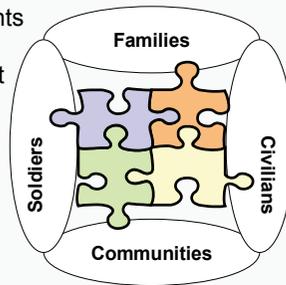
The Army's reintegration process provides Soldiers, civilian employees, and families with information, assistance, and other tools they need to handle problems within different aspects of the "human dimension" that often arise after a long deployment. The human dimension includes all aspects of the physical,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

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The Human Dimension

Physical

Health Assessments
Medical Tests
Medical Treatment



Emotional/Spiritual

Dealing w/ Children
(DoDDS/Child Care Providers)
Suicide Awareness Training
Reunion Training
Sexual Assault Prevention &
Response Training

Mental

Life Experience Debriefings
Post Deployment Stress
Mental health assessments
Military One Source

Environmental

Safety
Re-set the soldier
Barracks/Quarters
HHGs / POVs
Administrative Requirements
Welcome Home Ceremonies

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The goals of reintegration are to integrate units and individuals with their families and communities, give formal command recognition for the achievements of returning units and individuals, and prepare units for success with their

next mission. The overall reintegration process includes conducting required reintegration tasks, conducting formal welcome-home ceremonies, and completing a successful transition to routine operations.

PRE-REDEPLOYMENT

Reintegration activities begin in the redeployment assembly area (RAA) and the home station about 30 days before redeployment. The reintegration checklist (AE Form 600-8-109A) (page 29) identifies the tasks that must be completed in the RAA and at home-station sites before the Soldier or civilian employee may depart for leave.

Commanders will ensure that all Soldiers and civilian employees redeploying from a 30-day or longer deployment to a designated contingency theater area of operations—whether in units or individually—are provided a means for personnel reintegration, family reunion, and reestablishment of personnel readiness.

During the pre-redeployment period, tasks will also be conducted at the home station for spouses and families of Soldiers and civilian employees, and for the care providers with whom Army families will interact. Most of these tasks will occur while the Soldier or civilian employee is still deployed.

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

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

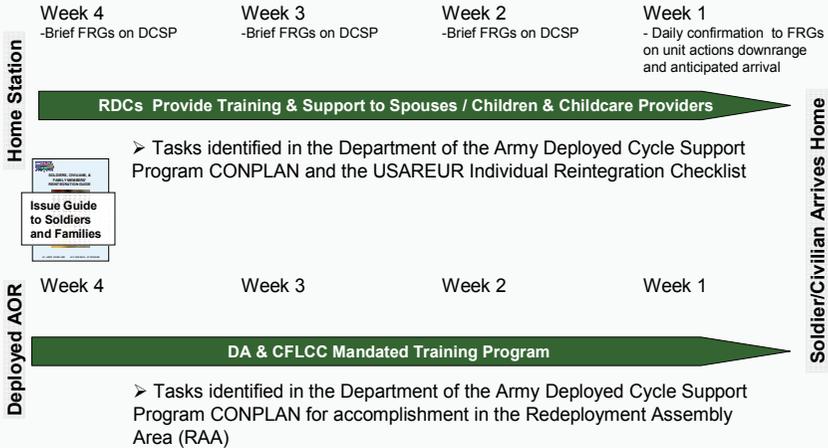
POST-REDEPLOYMENT

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

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

Preparing for the Reunion

Prior to return to home station



The 1/2 Day Model

Half-days are designed to gradually reintroduce Soldiers to the family unit prior to full-time block leave.

Arrival at Home Station

- Personnel Accountability
- Sensitive Item Accountability
- Sensitive Item Turn-in
- Re-set Soldiers in Barracks



Day 1

- Unit Specific Reintegration Requirements
- Receive Deployed Medical Records
- Verify Pre Deployment DSC task completed
- Re-set Soldiers in Barracks
- Request HHG
- BSB Cdr In-brief

Day 2

Re-Set the Soldier

Training / Survey Sessions

Medical Tests / Treatments

Emotional/Mental/Family Sessions

Day 3

Day 4

Administrative Tasks / Prepare and Assist with Block Leave Travel Plans

Day 5

Training / Survey Sessions

Day 6

Medical Tests / Treatments

Day 7

Emotional / Mental / Family Sessions

Day 8 (+)

- Half-Day Schedule is completed
- Sign out on leave
- Reintegration continues as necessary

7TH ARCOM DEMOBILIZATION MODEL

When Europe-based Reserve component (RC) individual augmentees and RC units redeploy, the 7th Army Reserve Command (7th ARCOM) will institute a reintegration and demobilization process for 10 full days. The chart below shows some of the requirements that are unique to RC Soldiers.

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7th ARCOM Demobilization Model

- ✓ Demobilization of Reserve Component Soldiers is a 10 full-day reintegration model.*
- ✓ Demobilization encompasses completion of all Reintegration and logistical tasks.
- ✓ Prior to Release from Active Duty (REFRAD), awards, evaluations, line of Duty (LOD) are submitted, if applicable.
- ✓ Required medical and dental screening completed.
- ✓ DD FORM 214 issued prior to beginning Transitional Leave.

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

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POTENTIAL BUMPS AND HAZARDS ON THE ROAD TO REINTEGRATION

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

Paul J. Meyes

SAFETY

General



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

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

Composite Risk Management

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

POV Safety

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

Seatbelts

While deployed, some high-threat operational-risk decisions allowed you to forget your seatbelt. Those risk decisions are not valid in Europe. All persons in all vehicles must wear seatbelts at all times.

Drinking and Driving

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

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

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

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

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

Ride Home and Designated Driver Programs

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

Winter Safety

If you are returning from the heat into a winter environment, there are two important concerns. Get acclimated to the weather and refresh yourself on winter-driving conditions and techniques. Review the winter driving and cold weather injury prevention presentations on the USAREUR safety webpage at <http://www.per.hqusareur.army.mil/services/safetydivision/basops.htm>.

Defensive Driving

This is the key in vehicle-accident prevention. Defensive driving skills, also called “accident-avoidance skills,” allow you to take control of developing situations by giving you time to recognize, plan, and escape potential road crashes. Maintaining situational awareness is critical. That means that you need to be alert and focused on the driving task. Scan surroundings for any potential problem in your path, constantly evaluating and asking “what if...” In good conditions, maintain at least 3 seconds of following distance. When road or traffic conditions are less than ideal, reduce your speed and increase your following distance. Together, these factors give you time to recognize and react to road hazards without losing control of your vehicle. You can take an online Accident Avoidance Course by logging in with your Army Knowledge Online (AKO) information to the United States Army Combat Readiness University (<https://safetylms.army.mil/librix/loginhtml2.asp?v=usasc>). Once inside the site, register for the Accident Avoidance Course.

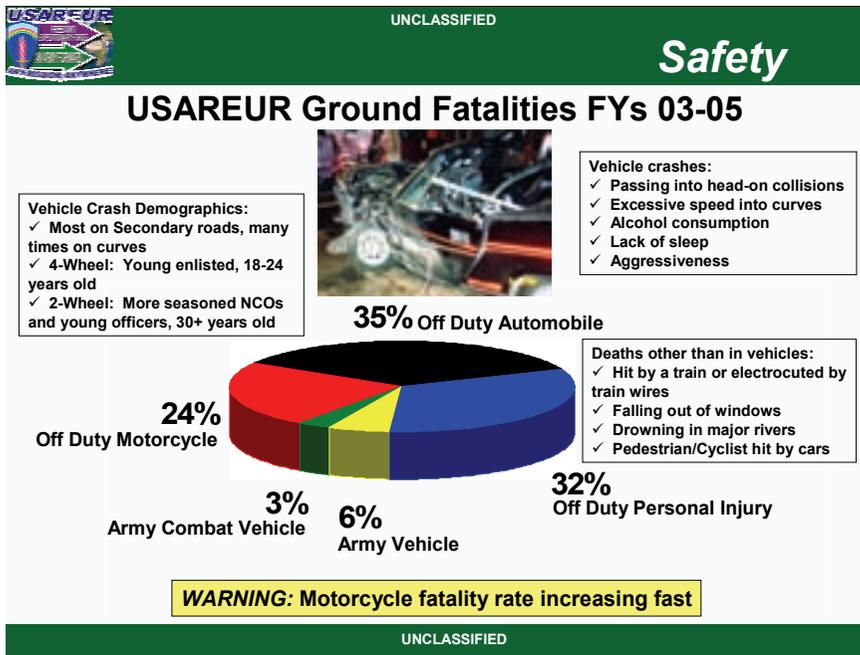
Motorcycle Safety

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

Ground Fatality Statistics

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

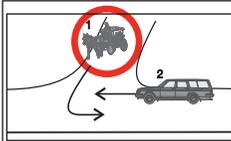
force we face. Excessive speed for conditions or ability, improper passing, fatigue, and alcohol impairment all contribute heavily to the danger. Wearing seatbelts greatly improves the chance of surviving a crash, regardless of who is at fault. Motorcycles are becoming more deadly. The bottom line is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



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

Selected European Traffic Signs You Must Know

Right of Way Signs



In absence of any other sign, car 2 must yield to vehicle on the right, regardless of the relative size of the roads

	“Priority Road“ You have right way
	“Priority Road“ will change direction at this intersection (heavy line)
	“Priority Road“ ENDS HERE. Return to vehicle on right has right of way

	You have right of way at THIS INTERSECTION ONLY
	You must YIELD to all traffic at this intersection
	NO RIGHT ON RED except at this green arrow sign; but you must yield to all traffic

Speed Limit Signs

	Mandatory speed limit sign
	“Implied” mandatory speed limit for outside built up area applies (100 kph in Germany, 90 kph in the BENELUX and Italy)
	Mandatory speed limit ends, return to “implied” speed limit
	Autobahn implied speed limit (unlimited in Germany but 130 suggested, 120 kph maximum in the BENELUX and Italy)

	“Implied” mandatory speed limit for built up area applies (50 kph in Germany, the BENELUX and Italy)
	Autobahn speed limit ends. Apply “implied” speed limit for outside built up area
	Sign at the border specifying “implied” speed limits

ALCOHOL

High-Risk Drinking

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

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

Alcohol Poisoning

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

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

Alcohol poisoning is an emergency and requires medical attention.

Lack of medical attention could result in—

- Respiratory arrest.
- Cardiac arrest.
- Death.

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



RELATIONSHIPS

Focus on remedies, not faults.

Jack Nicklaus

Things Soldiers and Civilians Should Remember

Re-enter slowly. Do not disturb a family routine that has been working without you.

Expect changes in both your spouse and in your children. (Do not forget you have changed some too!) Adapt accordingly, remembering that most of the changes mean growth and maturity. If some of the changes are negative, be patient; you and your family will have plenty of time to bring things back around to a position of comfort.

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

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

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

Expect that sex may be awkward between you and your spouse at first. Talk it over.

If possible, avoid making big, permanent decisions immediately.

Things Spouses Should Remember

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

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

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

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

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

If possible, avoid making big, permanent decisions immediately.

What To Expect When Deployed Soldiers and Civilians Return

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

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

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

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

Expect your spouse to want to be pampered by you.

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

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

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

Take time to be charming!

Communicating With Your Spouse

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

93 percent of all communication is nonverbal.

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

Effective listening involves paying close attention, never interrupting, and asking questions that show you understand.

Skillful responses are positive feedback (focus on the problem, not the person) and negative feedback (focus on the person, not the problem).

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

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

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

When someone is angry, stay calm, talk in a quiet voice, acknowledge his or her feelings, and stay on task.

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

Resolving Conflict

Problems are not stop signs, they are guidelines.

Robert Schuller

Accept the fact that conflict will always exist. Tension and stress are the basis of most marital conflict, and the military generates a particular kind of stress because of frequent moves, temporary duty (TDY) assignments, and deployments.

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

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

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

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

Do not run away from a confrontation either physically or by using alcohol or drugs. For help with tough problems, contact Army mental health counselors, chaplains, or social workers.

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

Never say “I told you so.” Help your partner save face if you should “win.” Remember that a problem solved is a win for both.

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

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

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

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

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

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

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



Reunion

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

Five Phases of Reunion

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

Excitement Fantasies Planning Thoughts Work

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

Court again	Include children	Pride in each other
Give time and space	Intimacy and sex	Social events
Immediate excitement	Physical changes	Tired, ready to relax

Disruption is the phase when problems can crop up. If there was a good reunion, these problems will eloquently or diplomatically surface. Things to expect in this phase are—

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

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

- Acceptance Explain new rules Reconnect Renegotiate Trust

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

- Routines established Changes accepted Personal growth

Post-Redeployment Feelings

Any combination of these FEELINGS	Could lead to any of these BEHAVIORS
<p>PARENTS/SPOUSES:</p> <ul style="list-style-type: none"> • Fear of infidelity. • Let down (fantasy of reunion does not live up to expectations). • Anger at absence. • Jealousy of kid’s preference for other parent. • Both feel they had it worse. 	<ul style="list-style-type: none"> • Questioning, suspiciousness, incidence of spouse abuse. • Withdraw or trying to take power back through physical violence. • Difficulties compromising, often wants other to take care of him or her.
<p>PRESCHOOL CHILDREN:</p> <ul style="list-style-type: none"> • Joy, excitement. • Want reassurance. • Anger causes desire to punish or retaliate against returning parent. • May be afraid of returning parent. 	<ul style="list-style-type: none"> • May have made something for returning parent, wants recognition. • Clingy. • Oppositional or avoidant behavior. • Attention-seeking behavior, compete with other parent and siblings.
<p>ELEMENTARY CHILDREN:</p> <ul style="list-style-type: none"> • Joy, excitement. • Remaining anger. • Anxiety over changing roles in family. • Competition with dad for masculine role. 	<ul style="list-style-type: none"> • May have made something for returning parent, wants recognition. • Attention-seeking behavior after things have settled. • May act out anger. • May attempt to initially split parents.
<p>ADOLESCENT CHILDREN:</p> <ul style="list-style-type: none"> • Anger. • Relief. • Resentment. 	<ul style="list-style-type: none"> • Defiance. • Behavioral problems. • School problems.

STRESS

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

Dennis Waitley

Coping With Stress

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

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

Stress Symptoms

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

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

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

Stress Management Tips

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

Suicide Awareness

	What To Do
<p style="text-align: center;">Possible Signs of Suicide</p> <ul style="list-style-type: none"> • Appears depressed: sad, tearful, hopeless • Does not eat or exhibits a poor appetite • Constantly tired • Threatens suicide • Talks about wanting to die • Shows changes in behavior, appearance, or mood that are negative or self-deprecating • Abuses drugs, alcohol • Deliberately injures self • Gives away possessions 	<p>Provide AID:</p> <ul style="list-style-type: none"> • <i>Ask</i>. Do not be afraid to ask “Are you thinking about hurting yourself?” • <i>Intervene</i> immediately. • <i>Do not</i> keep it a secret. <p>Follow the acronym LIFE:</p> <ul style="list-style-type: none"> • <i>Locate</i> help (staff duty officer, chaplain, doctor, nurse, friend, family, crisis line, hospital emergency room). • <i>Inform</i> the chain of command of the situation. • <i>Find</i> someone to stay with the person—do not leave him or her alone. • <i>Expedite</i> (get help immediately. A suicidal person needs prompt attention by professionals).

SEXUAL ASSAULT AWARENESS

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

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

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

How Can I Reduce My Risk of Being Sexually Assaulted?

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

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

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

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

Red Flags

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

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



DEPLOYMENT REUNIONS AND CHILDREN

Our greatest natural resource is the mind of our children.

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

Tips for Parents

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

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

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

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

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

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

Understand that children may experience a variety of feelings:

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

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

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

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

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

Children and Reunions

Be sensitive to children's need for time.

Expect some negative feelings and reactions.

Avoid discipline extremes.

Involve children in reunion celebrations.

Find ways to express your love.

Communicating With Children

Take personal time with each child, such as arranging a "date" with each child.

Keep the child's age and communication abilities in mind.

Start with a clean slate; past wrongs do not count.

Praise the child for what he or she has accomplished while you were away.

Acknowledge the child's feelings; allow the child to talk about feelings.

Do not criticize.

Talk! Talk! Talk! Listen!

How To Know When To Seek Support or Attend Parenting Classes

You as the parent are feeling and showing more anger or frustration than usual and lack empathy toward the child.

You find yourself warning and re-warning the child about the same behavior.

You are spending more time acknowledging negative behavior than positive behavior.

You continue to provide choices after the child has become resistant.

Behavioral problems become difficult for you to handle.

Your usual methods of managing are not working.

Your child becomes a danger to him- or herself or others.

Tips for Children

Make a special card or sign to welcome your parent home.

Write a letter to your returning parent and tell of the ways you have changed.
Ask how he or she has changed.

Share your parent's time with other family members.

Be patient if things seem uneasy at first. Everyone will need to adjust.



MAPS FOR THE ROAD

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

Dr. Fitzhugh Mullan

USAREUR REINTEGRATION WEBSITE

The USAREUR Reintegration website provides the necessary tools to guide Soldiers, civilians, family members, and service providers through the reintegration process. The website also provides standardized briefings, information papers, and other tools that can help you map the way to a successful reintegration. The USAREUR Reintegration Website is at

<http://www.per.hqusareur.army.mil/reintegration/>

Formular 1

Formular 2

Formular 3

CHAPLAIN

Homecoming and Reunion

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

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

There is no doubt that on your return you will discover that things have changed for both you and your family. What needs to be emphasized is that change is constant; and with effort on everyone’s part, change can be positive and beneficial. Make time to share your story with your loved ones. Equally important is that you give them your attention when they share their story with you. Deployment is always a team effort, and it causes life to get more complicated for everyone involved. We, the Army family, are prepared to assist you in your transition from forward deployment to home station.

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

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

PERSONNEL

The secret of getting ahead is getting started.

Military Personnel Support

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

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

If you have 20 or more promotion points to add to your promotion score, you are eligible for a promotion reevaluation. Soldiers with 781 or more points must increase their promotion point total by at least one-third (rounding down to the nearest whole number) of the remaining point total needed to achieve 800 points. Contact your battalion S1 to schedule an appointment with your servicing PD to complete a promotion-point reevaluation.

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

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

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

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

Awards. Review your personnel records to ensure all authorized awards have been appropriately annotated. If you received awards that are not indicated, provide the documents authorizing the award to the servicing PD. During redeployment, ensure your record is correctly annotated to show dates and locations of deployment to document award eligibility. Check the website at <https://www.perscom.army.mil/tagd/awards/awdmsg.htm> to confirm you have received the decorations authorized.

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

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

Civilian Redeployment Procedures

Deployed civilians are to be reintroduced to their home stations and preconflict environments through reunion and reintegration operations. Supervisors should ensure that returning individuals are reintegrated into the work environment and provided a means for personal reconstitution and family reunion during the initial 7 half-day reintegration training and monitoring period. This period will be used to complete the administrative actions described below.

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

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

Redeployment physical examinations are free for the civilian employee if the examination is conducted at a United States Army Europe Regional Medical Command (ERMC) facility or in the deployed theater. ERMC Regulation 40-29

requires all redeployed civilians requesting physical examinations to have a memorandum signed by their supervisor or from the servicing civilian personnel advisory center (CPAC) stating the examination (or immunization) is required. (A sample memorandum is at <http://www.chra.eur.army.mil>.) Employees will take the signed memorandum to the treasury office at the military medical treatment facility (MTF) before the appointment. This will allow treasury office personnel to make the appropriate annotation in the Composite Health Care System that the appointment is a nonchargeable visit.

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

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

Return of Clothing, Equipment, and Weapons. All items issued through the unit or central issue facility (CIF) must be returned. This includes chemical protective garments, individual equipment (for example, canteens, ponchos, sleeping bag), protective masks and optical inserts, and weapons. (Emergency-essential employees are exempt from the requirement to return clothing and protective equipment after redeployment.)

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

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

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

- Review of overseas tour dates to determine if a tour extension is required or if an adjustment to the rotation date is warranted.
- Health insurance.

- Pay issues (such as foreign post differential, danger pay, and imminent danger pay).
- Living quarters allowance (LQA) (if applicable).
- Office of Workers' Compensation Program counseling (if applicable).

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

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

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

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

POSTAL

Mailing Tips

Deployed personnel are required to provide their home station mailing address to mailers and notify correspondents to discontinue mailings at least 21 days before their redeployment date. This will prevent mail delays and limit the amount of redirect mail the deployed APO will have to process for the redeploying individual. RDCs should also notify CMRs and UMRs of this action.

Deployed personnel should notify their supporting CMR or UMR in writing of their return date and provide an effective date to remove all mail-forwarding instructions (DD Form 2258, Mailing Disposition Instructions).

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

Commanders will also provide general redeployment timelines to family members and family readiness groups (FRGs) as soon as the timeline is known.

For damaged items (insured and registered only), keep the container, wrapper, packing, mailing receipt (if applicable), and damaged contents for filing requirements. Claims cannot be filed against items mailed "MPS" since no postage was paid.

Mail sent "MPS" cannot be forwarded to CONUS or international addresses.

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

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

Common Prohibited Mail Items To and From the Middle East

Weapons; ammunition; nuclear, biological, and chemical (NBC) protective clothing; and sensitive items.

Securities, currency, or precious metals in their raw, unmanufactured state. (Official shipments are exempt from this restriction.)

Obscene articles, prints, paintings, cards, films, videotapes, and horror comics and matrixes.

Any matter depicting nude or seminude persons, pornographic or sexual items, or unauthorized political materials. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.

Pork or pork by-products.

Fruits, animals, and living plants.

All alcoholic beverages, including those mailable under Domestic Mail Manual (DMM) 601.11.7.

Materials used in the production of alcoholic beverages (for example, distilling material, hops, malts, yeast).

Mail Size/Weight Limitations

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

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

FINANCE

Military Pay Entitlements on Redeployment

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

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

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

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

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

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

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

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

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

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

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

Requests must include the following:

Request my SDP money be sent to me. The following information is provided:	
Name (Last, First MI)	
Social Security Number	
Branch of Service	Army
Payment Information (If a and b below are filled out, leave this block blank.)	
a. Bank Routing Number	
b. Account Number	
c. Check Address (Complete this block only if a and b above are blank.)	
Separation Date	
Departure Date From Deployed Area	
E-Mail Address	
_____ Signature of requester	_____ Date

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

AAFES Military Star Card and Layaways

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

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

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

HOUSEHOLD GOODS, POV, AND OCIE

Withdrawal of Personal Property

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

- If possible, no less than 7 days before the estimated return to home station, the deployed unit commander notifies the RDC. The RDC must be able to identify and validate the names, unit, social security numbers, and delivery addresses (including building number and room number) of Soldiers in need of personal-property delivery on return from deployment.
- The RDC schedules delivery of personal property through the garrison ITO on behalf of the deployed Soldier no less than 5 workdays before the actual arrival date. Doing this will expedite the process and ensure the Soldier's personal property is available for use shortly after the Soldier arrives at home station. The RDC is responsible for ensuring the Soldier or individual acting on behalf of the Soldier is present on the day of delivery.
- If advance notification is unmanageable, the Soldier should personally make personal-property delivery arrangements with the local garrison ITO as soon as possible after arrival at the home station. This could also be done by the RDC to save the returning Soldier reintegration time.
- If a delivery request is made on the day of arrival at home station, the garrison ITO will schedule the delivery appointment with the contractor and notify the Soldier within 72 hours on the date and estimated time of delivery. Actual receipt of property might be later than 72 hours. Early delivery requests through the RDC before arriving at home station is the preferred method. The Soldier or RDC must be present on the day of delivery. A missed delivery appointment will further delay the receipt of shipment.
- The Soldier should note any missing items or damage to personal property on the DD Form 1840R provided by the contractor. The contractor should receive a copy at the time of delivery identifying any missing or obviously damaged items noted at delivery. Soldiers have 70 days after receiving

personal property to file the DD Form 1840R with the local Army claims office for any damage discovered after the delivery date. There is no requirement for the Soldier to file with his or her insurer before filing the claim with the Army.

Withdrawal of Privately Owned Vehicles

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

When personnel return from deployment, they must first go to or contact their insurance company and obtain new proof of insurance (insurance confirmation cards or commercial equivalent). The Soldier or civilian must then go to the local vehicle field registration station to reactivate the registration and obtain a new no-fee registration document and expiration decal.

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

The Soldier or civilian employee must bring the new registration document, a valid U.S. Forces POV license, and a copy of the DD Form 788 that was used to inspect the POV when it was put into storage. The Soldier or civilian employee should bring fuel coupons to the POV storage site. If the Soldier or civilian employee lost his or her U.S. Forces POV license, a temporary license may be obtained at the local driver's training and testing station. If a Soldier does not have a copy of the DD Form 788, either the RDC, garrison ITO, or storage custodian will have one. The Soldier or civilian employee and storage-site personnel will conduct a joint inspection of the vehicle and a safety inspection before the vehicle is released. New or non-pre-existing damages to the POV while in Government storage must be jointly annotated and endorsed with signatures on the Vehicle Inspection/Shipping Form (DD Form 788) before release of the POV.

If a Soldier or civilian employee wishes to file a claim against the U.S. Government, he or she should contact the local claims office for processing information. Although 2 years are allowed to file a claim for POV damage, the damage must be reported before leaving the POV inspection point. A claim must be filed 2 years after the date the vehicle was retrieved from the storage lot or 2 years after the date the individual received notice of the damage. There is no requirement for the Soldier or civilian employee to file with his or her insurer before filing the claim with the Army.

Organization Clothing and Individual Equipment (OCIE) Turn-In

All “desert-issue plus-up items” listed below must be turned in to the local supporting CIF within 60 days after redeployment. It does not matter whether the item is serviceable or not. All items, however, must be clean when turned in.

Desert Battle Dress Uniform Deployment Stock	
C96399	Canteen, 2-Quart
F28747	Cover, Helmet, Desert Camouflage
C28038	Cover, Body Armor, Desert Camouflage
F30117	Cover, Canteen, 2-Quart
C28404	Cover, Field Pack, Desert Camouflage
J71304	Goggles, Sun, Wind, and Dust
M95975	Scarf, Desert

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

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

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

LEGAL

Filing a Claim for Deployment-Related Damage

Filing a claim for damage to household goods (HHG) requires several forms. First, claimants must complete the DD Form 1840R (the pink form provided at the time of delivery). This form gives notice that the damage has occurred and must be submitted to the claims office within 70 days after delivery. Failure to submit this form to the claims office within 70 days may reduce the amount payable for the claim. Soldiers have 2 years after the date of delivery to file the claims form (DD Form 1842) and an itemized description of the damage and amount claimed (DD Form 1844). Claimants may also need to provide receipts, photographs of the missing or damaged items, estimates of repair, or other documents. Except in rare circumstances, failure to file the claim within 2 years will result in the Army denying the entire claim. Claimants may still file their claim directly with the moving or storage company within 6 years after the delivery date.

Filing a claim for damage to a POV requires notification of the damage on the Visual Inspection/Shipping Form (DD Form 788). This form is an inspection sheet for the vehicle. *The DD Form 788 must be completed before leaving the vehicle checkpoint.* A thorough inspection is important because damage not noted on the DD Form 788 at the time of pickup often cannot be paid for. If a claimant discovers damage after taking possession of the vehicle, he or she should immediately return to the vehicle checkpoint and note the damage on the DD Form 788. Once damage has been noted, the claimant has 2 years to complete DD Form 1842, DD Form 1844, and other forms the claims office may require.

If a vehicle or other property was lost or destroyed while stored at Government expense during deployment, the Soldier has the option of filing directly with the Army or filing with his or her private insurer. If a Soldier declined storage at Government expense, the Soldier should complete the notice forms (DD Form 1840R or DD Form 788) in a timely manner and must settle with his or her private insurance before completing a claim with the Army for the damage. If the Soldier was not given an opportunity to store property at Government expense, the Soldier may file directly with the Army or with his or her private insurer.

Claimants do not need to have all relevant information or documentation at the time they file their claim. Each claim receives individual consideration. The installation claims office will provide forms, instructions, and case-specific guidance to each claimant.

Deployment Tax Information

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

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

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

War Souvenirs

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

- All weapons (operational, nonoperational, antique, or demilitarized). This includes triggers, stocks, barrels, knives, shell casings, primers, munitions, rockets, and rocket components.
- Military equipment not designed to be carried by individuals.

- Former Iraqi regime or Iraqi privately owned household articles (for example, linen, silverware, chinaware, rugs, fixtures, appliances).
- Objects of art, science, archeological, religious, national, or historical value.
- Any articles retained for commercial or resale purposes.
- Sand, dirt, rocks, stone, and gravel.
- Plants (live or dried) and seeds.
- Insects, fish, mammals, reptiles, and birds. The prohibition includes all animals and animal parts, whether alive or dead, whole or parts, preserved or not.

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

MEDICAL/DENTAL



Medical Processing

To ensure Soldiers and civilians return home healthy, a post-deployment health screening (DD Form 2796) will be conducted before they leave the theater they are deployed to. This screening will—

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

The results of these assessments will be placed in the deployed health records (DD Form 2766) or on a medical “smart chip” card, and transported by the unit on the same flight to Europe that the Soldier or civilian returns on. The deployed health record or medical smart chip card will be turned into the local health clinic on the day of arrival. The local clinic will review the assessment done in the deployed theater and schedule required immediate treatment and follow-up referrals. The documentation of this assessment is so important that Soldiers will not be allowed to go on leave until they verify this task has been completed.

When Soldiers return from leave, they will have the opportunity to update individual medical-readiness items and receive medical appointments if required. They will also be given a second TB test about 90 days after redeployment. Another health-risk assessment will be conducted 90 to 120 days after redeployment.

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

Assistance for Health Concerns

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

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

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

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

Mailing address:	Walter Reed Army Medical Center 6900 Georgia Avenue, NW Building 2, Room 3G04 Washington, DC 20307-5001
Website:	http://www.pdhealth.mil
Civilian fax:	1-202-782-3539
Toll-free numbers in Europe:	civilian 00800-8666-8666 DSN (312) 662-3577/6563
Toll-free numbers in the U.S.:	civilian 1-800-796-9699 DSN 662-3577
Civilian number in the U.S.:	1-202-782-3577
Hours of operation:	0745 to 1630 Eastern Standard Time
(Voicemail is available from 1630 to 0745 to leave a message for a return call.)	

Other Sources of more information include the following:

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

Dental Processing

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

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

Exceptional Family Member Program (EFMP)

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

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

SINGLE SOLDIERS AND UNACCOMPANIED PERSONNEL



Single Soldier-Focus Activities

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

Better Opportunities for Single Soldiers (BOSS) Program

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

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

What Does BOSS Do?

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

What Does BOSS Give the Soldier?

- Cultural opportunities.
- Community involvement.
- Partnership.
- Great trips.

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

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

DODDS-Europe is committed to maintaining a safe and secure school environment that creates stability in the lives of military families and students so that learning and teaching continue as usual throughout the reintegration process. Family assistance centers, RDCs, military families, and school administrators and teachers are encouraged to maintain communication and collaborative partnerships to better identify children affected by reintegration and to ensure that age-appropriate reintegration support services are in place. Educational issues related to reintegration are addressed below.

Reintegration Block Leave and Accelerated Withdrawal

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

- Parents must coordinate with schools before the early withdrawal or extended student absence to ensure that the student completes all schoolwork in accordance with established guidelines.
- Parents must request early withdrawal or extended student absence in writing.
- Parents should discuss the timing of the absence and any conflicts that may negatively affect a student's success (cumulative grade point average, standardized testing, final examinations, special events) with school officials. Requests will be handled on a case-by-case basis.
- Students or parents should request assignments from teachers before the family goes on leave. Give as much leadtime to teachers as possible. Completed assignments must be turned in within a predetermined time after the student returns to school to be considered for a grade. Please consult with the teacher or school about your student's circumstance and specific deadlines for assignments.

- While there is no maximum number of days that students may be absent while accompanying their families on block leave, it is strongly recommended that if absent for 30 days or more, students should be enrolled in school at the stateside location.
- Grade reports or transcripts are to be presented from the stateside school after return to the DODDS-Europe school.
- Students who will be gone for an extended leave do not need to be withdrawn from a DODDS school unless they are not returning. Keeping the child enrolled will allow the student to keep his or her current class schedule.
- Any student requesting early withdrawal who does not complete all assignments required under the accelerated withdrawal guidelines will receive an incomplete grade for that subject.
- The early withdrawal date is set at 20 schooldays before the final day of classes. Students who are making a PCS move, as well as students accompanying their families on reintegration block leave, will be required to abide by these dates. Students who withdraw before the 20-day early withdrawal limit will receive a “withdrawal grade” rather than a final grade.
- All parties must carefully consider the educational effect when making requests for block leave and early withdrawal.

School Transitions Associated With PCS

Many families may make a PCS move shortly after reintegration. Moving to a new home and location can be stressful for the entire family, but often it is particularly difficult for children who must adapt a new educational environment, develop new friendships, and become oriented to a new set of academic expectations. To help minimize disruptions and ease transitions, DODDS-Europe is establishing Student-2-Student Programs and interactive counseling centers throughout DODDS-Europe high schools. This program provides in- and outbound students a team of volunteer students who are supervised by a school counselor, teacher, or other staff person. These teams are trained on three key transition subject areas:

- Academics.
- Relationships with other students, faculty, and staff.

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

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

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

Social, Personal, and Behavioral Concerns

DODDS-Europe fully supports the reintegration model, which directly affects students. The following have been developed and implemented to ensure that schools provide support services for students during community and installation transitions:

- Classroom guidance lessons that target character education, social and emotional health, and resiliency competencies as part of the DODDS regular education curriculum.
- Individual counseling for students to address academic, social, and emotional concerns related to deployment and reintegration.
- Counseling support groups in school settings where several families are experiencing adjustment issues related to deployment and reintegration.

- Student support teams comprised of regular education staff, school counselors, school psychologists, and nurses. These teams routinely assess student concerns and make recommendations for support and intervention services. Team recommendations may include student observations, informal assessments, academic support, accommodations, behavioral plans, and referral for further evaluation when appropriate.
- School crisis teams, trained in mitigating the effect of critical events, work closely with local agencies and district support teams to respond and intervene in crises affecting school populations and local communities.
- Parents are encouraged to request help from the school counselor or psychologists for social, personal, or behavioral concerns.

PUBLIC AFFAIRS

Hometown News Release

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

- Include specific remarks. The best quotes for a newspaper are positive and concise. People in the hometown like to hear that Soldiers miss specific people, places, or things familiar to the hometown. For example, a good quote would be “I miss watching the Hawks football games every Friday night at the high school with my best friend Joe.”
- Write responses in complete sentences. It is easier for the hometown newspaper to quote a person if the person writes something quotable. Be careful not to use military terms that only Soldiers understand.

Dealing With the Media

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

- “Stay in your lane.” You may talk about your job, responsibilities, and other matters within your expertise and control. You should avoid speculating and answering “what if” questions, since they cannot predict the future.
- Talk about what you plan to do now that you are back from deployment. You should talk about the support family and friends provided during the deployment. Talk about the things you missed or what you look forward to doing now that you have returned safely.
- Talk about how the deployment affected your family and friends. Most stories covered by the media will be about the family. Soldiers had a rough time as did their family; give families plenty of credit.

- Always remember who the audience will be. *Soldiers who have complaints should consult their chain of command.*
- All discussions with reporters are “on the record.” Never say something that you do not want to read in the newspaper or hear on the radio or on television.
- Protect classified information and preserve operational security. *Exact numbers and locations of troops and equipment, ongoing or future operations, and rules of engagement are not releasable.*
- Be honest, open, and forthright. If you do not know the answer to a question, simply say, “I don’t know.” Do not be evasive. If the answer to a question is classified, simply tell the reporter so. Think about the response before answering any question. No question has to be answered immediately.
- Remember that this is your opportunity to communicate to a large audience. Make answers clear and relevant, and use examples that are easily understood by avoiding jargon and acronyms.
- Be professional even if the reporter is aggressive or the questions seem silly. If the reporter interrupts, pause, let the reporter finish, then continue the response.
- Do not let a reporter “put words in your mouth.” Do not repeat their “buzz words.” Do not necessarily accept the reporter’s facts or figures as the truth.
- If classified or sensitive information is inadvertently released through words or photography, report the incident by the quickest means possible to the unit commander or public affairs officer. Soldiers *are not* authorized to confiscate film, audio- or videotapes, or reporter’s notes.
- Do not be afraid to ask a reporter to repeat a question.
- Relax. You are telling a great story about what the Army does. This is the chance to educate the public.

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

ROADSIDE ASSISTANCE

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

Nelson Mandela

EMOTIONAL/MENTAL HEALTH RESOURCE LIST

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

You can access your community homepage through the IMA-EURO website at <http://www.ima.army.mil/europe/NewTemplatesite/sites/local/default.asp>.

Army Community Services/Family Advocacy Program

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

Chaplains

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

Adolescent Substance Abuse Counselors

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

Chapel Youth Leaders

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

School Counselors

- No cost.
- Certified counselors.

School Psychologists

- No cost.
- Certified and licensed psychologists.

Medical Activities

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

TELEPHONE INFORMATION

Emergency Numbers

DSN Emergency Numbers		
Medical	Fire	Military Police
116	117	114

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

International Country Codes

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

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

DSN Prefixes for Garrison Standard Numbers

Garrison	Prefix	Garrison	Prefix
Ansbach, Germany	468	Kaiserslautern, Germany	483
Bamberg, Germany	469	Kitzingen, Germany	355
Baumholder, Germany	485	Mannheim, Germany	380
Chièvres, Belgium	361	Schinnen, the Netherlands	360
Darmstadt, Germany	348	Schweinfurt, Germany	354
Gießen, Germany	343	Stuttgart, Germany	421/430
Grafenwöhr, Germany	475	Vicenza, Italy	634
Hanau, Germany	322	Wiesbaden, Germany	337
Heidelberg, Germany	370	Würzburg, Germany	350
Hohenfels, Germany	466		

CHAPLAIN TELEPHONE NUMBERS

NOTE: All numbers are DSN.

USAG Benelux

Brussels 368-9677/9747
Chièvres 361-5381

USAG Franconia

Ansbach 467-1570/2785
Bamberg 469-1570/8719
Giebelstadt 352-6206
Illesheim 467-4642
Kitzingen 350-1570
Schweinfurt 354-6250/1570

USAG Grafenwöhr

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

USAG Heidelberg

Babenhausen 348-3819
Darmstadt 348-6500
Heidelberg MTV 370-1570
Heidelberg PHV 388-9442
Kaiserslautern 489-6743
Landstuhl 486-8399
Mannheim 380-9448
Ramstein (North Chapel) 480-2499
Ramstein (South Chapel) 480-5753
Sembach 496-7577
Vogelweh 489-6859

USAG Hessen

Baumholder 485-1570/7067
Freidberg 324-3508
Gießen 343-1570
Hanau 322-1570/7067
Wiesbaden 335-5248

USAG Stuttgart

Patch Barracks 430-5000

USAG Vicenza/USAG Livorno

Aviano, Italy	632-5211
Naples, Italy	626-5615/3539
Pisa, Italy	633-7257
Rota, Spain	727-2161
Sigonella, Sicily	624-4295/3805
Vicenza, Italy	634-7519/6547

ARMY COMMUNITY SERVICE POINTS OF CONTACT

Garrison	Location	Office DSN Number
USAG Bamberg	Bamberg, Germany	469-7777
USAG Baumholder	Baumholder, Germany	485-8188
USAG Benelux	SHAPE, Mons, Belgium	423-5777
USAG Brussels	Brussels, Belgium	368-9783
USAG Darmstadt	Darmstadt, Germany	348-6440
	Babenhausen, Germany	348-3647
USAG Franconia	Würzburg, Germany	350-7103
	Ansbach, Germany	467-2883
	Illesheim, Germany	467-4555
USAG Gießen	Gießen, Germany	343-7618
	Friedberg, Germany	324-3467
USAG Grafenwöhr	Grafenwöhr, Germany	475-8371
	Vilseck, Germany	476-2650/2733
	Hohenfels, Germany	466-4860
USAG Heidelberg	Heidelberg, Germany	370-6883
USAG Hessen	Hanau, Germany	322-8965
USAG Kaiserslautern	Kaiserslautern, Germany	489-6476
USAG Livorno	Pisa, Italy	633-7084
USAG Mannheim	Mannheim, Germany	385-2245
USAG Schinnen	Schinnen, the Netherlands	360-7500
USAG Schweinfurt	Schweinfurt, Germany	354-6751
USAG Stuttgart	Stuttgart, Germany	430-7176

ARMY COMMUNITY SERVICE POINTS OF CONTACT

Garrison	Location	Office DSN Number
USAG Vicenza	Vicenza, Italy	634-7500
USAG Wiesbaden	Wiesbaden, Germany	337-5254
	Dexheim, Germany	334-5716

MILITARY ONE SOURCE

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

The OCONUS number is (access code) 00 800-464-81077 (dial all 13 digits). If you cannot dial the 00 800 number, free calls can be made by calling collect to 001-484-530-5889. (To dial those numbers from a military telephone, you must use a telephone with an outside line access.)

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

DIRECTORATES OF MORALE, WELFARE, AND RECREATION (MWR)

Garrison	Location	Office DSN Number
USAG Bamberg	Bamberg, Germany	469-1550
USAG Baumholder	Baumholder, Germany	485-1550
USAG Benelux	SHAPE Mons, Belgium	423-4777
USAG Brussels	Brussels, Belgium	365-9753
USAG Darmstadt	Darmstadt and Babenhausen, Germany	348-1550
USAG Franconia	Ansbach and Illesheim, Germany	468-1550
	Würzburg, Germany	350-1350
USAG Gießen	Gießen and Friedberg, Germany	343-1550
USAG Grafenwöhr	Grafenwöhr and Vilseck, Germany	475-1350/7158
	Hohenfels, Germany	466-2839
USAG Heidelberg	Heidelberg, Germany	373-1350
USAG Hessen	Hanau, Germany	322-1350
USAG Kaiserslautern	Kaiserslautern, Germany	489-7207/7210
USAG Livorno	Pisa, Italy	633-7746
USAG Mannheim	Mannheim, Germany	385-3169
USAG Schinnen	Schinnen, the Netherlands	360-7424/1550
USAG Schweinfurt	Schweinfurt, Germany	354-6605
	Würzburg and Kitzingen, Germany	350-1350/355-1550
USAG Stuttgart	Stuttgart, Germany	421-2805/1350
USAG Vicenza	Vicenza, Italy	634-7958
USAG Wiesbaden	Wiesbaden and Dexheim, Germany	335-5219/337-1570

DODDS-EUROPE POINTS OF CONTACTS

DODDS-Europe Public Affairs Office

DSN: 338-7612/7614

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

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

USAREUR/IMA-EURO

School Liaison Officer

DSN: 370-7272

Civilian: 06221-57-7272

School Transition Specialist

DSN: 370-8330

Civilian: 06221-57-8330

MAJOR COMMAND POINTS OF CONTACT FOR FAMILY-SUPPORT ISSUES

USEUCOM

Chief, Community, Family, and Education Branch

HQ USEUCOM (J1-Q)

DSN: 314-430-5336 (civ 49-711-680-5336)

Fax: DSN 314-430-4562

USAREUR/IMA-EURO

Chief, ACS, IMA-EURO

DSN: 370-8063 (civ 06221-57-8063)

Fax: DSN 370-8491(civ 06221-57-8491)

7th ARCOM Mobilization Support Center, Europe

Family Readiness Office

DSN: 379-6323 (civ 06202-806323)

CIVILIAN PERSONNEL ADVISORY CENTERS (CPACS)

CPAC	DSN	CIVILIAN
BENELUX	361-1430	032-68-275467
Grafenwöhr	475-1630	09641-83-1630
Hanau	322-1430	06181-88-1430
Heidelberg	370-1630	06221-57-1630
Kaiserslautern	489-7262	0631-536-7262
Stuttgart	421-1430	0711-729-1430
Vicenza	634-7356	0444-71-7356
Würzburg	351-1430	0931-889-1430

TRAVEL-ASSISTANCE INFORMATION

Frankfurt Airport Information

Website: <http://www.airportcity-frankfurt.com>

Telephone number: 0180-537-24636

USO (Frankfurt International Airport)

Terminal 1 Arrival, Hall C, Level 1

Telephone numbers: DSN 330-6300, civilian 069-6996300

Operating hours: Mon-Sun, 0700-1500

Closed half-days on all American holidays. Closed on New Years Day.

Main USO Centers in Europe

Website: http://www.uso.org/pubs/8_13_18.cfm

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

Shuttlebus Service To and From the Frankfurt International Airport

The airport (*Flughafen*) shuttlebus operates from the 64th Replacement Company on Pioneer Kaserne (Hanau, Germany) and makes routine trips between Pioneer Kaserne and the Frankfurt International Airport. The shuttlebus service operates from 0515 to 1905, Monday through Friday. On Saturdays, Sundays, and all U.S. Federal holidays, the shuttlebus operates from 0615 to 1705.

Daily Schedule Mon-Fri				Weekend Schedule Sat-Sun and Holidays					
DEPART 64TH RC	ARRIVE TERM 1	ARRIVE TERM 2	ARRIVE 64TH RC	DEPART 64TH RC	ARRIVE TERM 1	ARRIVE TERM 2	ARRIVE 64TH RC		
0515	0600	0620	0705	1	0615	0700	0720	0805	1
0545	0630	0650	0735	2	0715	0800	0820	0905	2
0615	0700	0720	0805	3	0815	0900	0920	1005	3
0645	0730	0750	0835	4	0915	1000	1020	1105	1
0715	0800	0820	0905	1	1015	1100	1120	1205	2
0745	0830	0850	0935	2	1115	1200	1220	1305	3
0815	0900	0920	1005	3	1215	1300	1320	1405	1
0845	0930	0950	1035	4	1315	1400	1420	1505	2
0915	1000	1020	1105	1	1415	1500	1520	1605	3
0945	1030	1050	1135	2	1515	1600	1620	1705	1
1015	1100	1120	1205	3					
1045	1130	1150	1235	4					
1115	1200	1220	1305	1					
1145	1230	1250	1335	2					
1215	1300	1320	1405	3					
1245	1330	1350	1435	4					
1315	1400	1420	1505	1					
1415	1500	1520	1605	2					
1515	1600	1620	1705	3					
1615	1700	1720	1805	4					
1715	1800	1820	1905	1					

The shuttlebus will stop at the following locations:

- Terminal 1, at the USO office in Hall C, first floor, by terminal exit door 7.
- Terminal 2, at bus stop 13S, at Hall D, by terminal exit door 3.
- At the 64th Replacement Company, Pioneer Kaserne.

For problems at the airport, call DSN 322-5673 or 5674 from the information telephone at the USO in terminal 1 or the information telephone at the Delta counter in terminal 2 to get in touch with the staff duty desk. Be prepared to give the staff duty person your name, grade, and location (terminal 1 or 2).

For the security and the safety of the shuttlebus, all passengers must show a valid military ID card. U.S. passport holders may ride the airport shuttlebus only if they are escorted by a U.S. military ID cardholder.

Rail Information

Website: <http://www.bahn.de>
Telephone number: 0180-537-24636

SATO

Website: <https://www.satotravel.com/>
Telephone numbers: 0800-100-7102 (European)
1-800-827-7777 (in the United States)



VACATION LODGING

Edelweiss Lodge and Resort

Telephone numbers: civilian: 088-219440
DSN: 440-2211

Camp Darby Lodging

Sea Pines telephone numbers: civilian: 0039-050-54-7221/7225
DSN: 633-7225

Casa Toscana telephone numbers: civilian: 0039-050-54-7580/7448
DSN: 633-7580/7448

STAYING ON COURSE

Today's preparation determines tomorrow's achievement.

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

GLOSSARY

7th ARCOM	7th Army Reserve Command
AAFES	Army and Air Force Exchange Service
ACS	Army Community Service
AKO	Army Knowledge Online
AOR	area of responsibility
APO	Army post office
ARI	Army Research Institute
BAC	blood-alcohol concentration
BAH	basic allowance for housing
BAS	basic allowance for subsistence
BENELUX	Belgium, the Netherlands, Luxembourg
BOSS	Better Opportunities for Single Soldiers
CIF	central issue facility
CIVTRACKS	Civilian Tracking System
CMR	consolidated mailroom
COLA	cost of living allowance
CONPLAN	contingency plan
CONUS	continental United States
CPAC	civilian personnel advisory center
CZ	combat zone
CZTE	combat zone tax exclusion
DA	Department of the Army
DCSP	Deployment Cycle Support Program
DEROS	date eligible for return from overseas
DOD	Department of Defense
DODDS	Department of Defense Dependents Schools
DODDS-Europe	Department of Defense Dependents Schools-Europe
DSN	Defense Switched Network
EAP	employee assistance program
EDAS	Enlisted Distribution and Assignment System
EFMP	Exceptional Family Member Program
ERMC	United States Army Europe Regional Medical Command
ETS	expiration term of service
FLIPL	financial liability investigation of property loss
FPO	Fleet post office
FRG	family readiness group
FSA	family separation allowance
FSA-T	family separation allowance-temporary
FY	fiscal year
GWOT	Global War on Terrorism
HDP-L	hardship duty pay-location

HFP/IDP	hostile fire pay/imminent danger pay
HHG	household goods
ID	identification
IMA	United States Army Installation Management Agency
IMA-EURO	United States Army Installation Management Agency, Europe Region Office
IRS	Internal Revenue Service
ITO	installation transportation office
kph	kilometer per hour
LES	leave and earnings statement
LQA	living quarters allowance
MI	middle initial
MOS	Military One Source
MTF	medical treatment facility
MTV	Mark Twain Village
MWR	morale, welfare, and recreation
NBC	nuclear, biological, and chemical
NCO	noncommissioned officer
NCOER	noncommissioned officer evaluation report
OCIE	organizational clothing and individual equipment
OCONUS	outside the continental United States
OER	officer evaluation report
OHA	overseas housing allowance
PCS	permanent change of station
PD	personnel detachment
PDS	permanent duty station
PERSTEMPO	personnel tempo
PHV	Patrick Henry Village
POV	privately owned vehicle
RAA	redeployment assembly area
RC	reserve component
RDC	rear detachment commander
REFRAD	release from active duty
SDP	Savings Deposit Program
SGT	sergeant
SHAPE	Supreme Headquarters Allied Powers Europe
SM/SL	stop move/stop loss
SSG	staff sergeant
TB	tuberculosis
TCS	temporary change of station
TDY	temporary duty
UMR	unit mailroom
U.S.	United States

USAG	United States Army garrison
USAREUR	United States Army, Europe
USCENTCOM	United States Central Command
USO	United Services Organization

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**Taschen-
seite**



NAME

UNIT

PHONE NUMBER
