



## U.S. Army Garrison Wiesbaden Frequently Asked Questions: Deployments

The following questions and answers are provided by staff elements and tenant organizations of the U.S. Army Garrison. They are intended to provide a handy resource of information for soldiers and family members on issues related to deployment. The FAQs will be updated regularly as additional questions are raised.

**Q1. Are you going to close facilities when the Soldiers are gone?**

A1. We will strive for normalcy. Our goal is to keep all facilities and services open and available to the fullest extent possible. If indeed services and operation hours need to be adjusted due to decrease of acceptance, we will announce these changes immediately through command information channels.

**Q2: Concerns that services (AAFES/DeCA/MWR) will be cut back after deployment due to a smaller customer base.**

A2: In general, services depend on customer traffic and usage. At the moment, there are no plans to reduce services in Wiesbaden. If we experience loss of customers, we would slightly adjust the opening hours of some of the shops. But there will always be an open 24/11 in the community.

**Q3: Priority of medical appointments I can't get seen because all the deployers have priority.**

A3: In general, wounded Soldiers have priority for medical appointments, then deploying Soldiers, then Soldiers. In Wiesbaden and Dexheim, we refer patients to preferred health care providers through TRICARE when we are booked. There is a health care finder who can be called to find the German care provider. They are subject to quality control and patients should not expect any quality loss.

**Q4: Mail room issues and concerns.**

A4: Mailroom hours will remain the same and services will continue to be provided as always. The mailroom has a database and routing system to ensure mail that should be routed to another location or downrange is processed quickly and efficiently. The CMR works directly with the units to ensure all Soldiers that should have mail routed are taken care of prior to deployment. Soldiers can request changes from downrange via email at any time. Family members must have a power of attorney to request changes on the Soldier's behalf.

**Q5. If everybody is gone, why should I stay in the community? Why can't I go back to the States?**

A5. To begin, you may go back to the States but we do not recommend you do so for several reasons. First, to do so will cause you additional expense that is not reimbursable. Second, returning to the States will remove you from the information flow; it will be very difficult for us to let you know what is going on. Third, there is a built-in support network in your community – you have friends here and there is a certain comfort knowing that everyone is in the same

situation. Fourth, there will be a Rear Detachment Command through which most news and developments will be transmitted; if you are in CONUS, the Rear Detachment Command will find it more difficult to communicate with you.

**Q6. With the Soldiers gone, will I still be safe?**

A6. Security of Soldiers and Families members in our communities has the highest priority. You will be safe; security is provided by Soldiers, civilian contract guards and local national police forces.

**Q7. Will my children be safe?**

A7. Yes. Schools and day care centers will continue to function, Children and Youth Services (CYS) will keep up services and the communities will ensure a safe environment through our security personnel.

**Q8: Will we have more MP patrols in the housing areas since a vast number of Soldiers are being deployed and therefore do not have the normal numbers of individuals watching our communities?**

A8: We will increase the vigilance of our MP patrols and increase the time they are in the housing areas. With the start of School we already have a plan for increased presence to handle the bus traffic and the lunch traffic.

**Q9. How can I provide customer feedback on community services provided by the garrisons?**

A9. The Interactive Customer Evaluation (ICE) is an online customer evaluation system used by garrisons to derive customer feedback. ICE is located at the garrison web pages or can be accessed through the internet. You can rate our services and provide your feedback online, or by submitting a hard copy customer comment card on any of our services. We use your feedback to improve our services along with other customer listening forums (Community Information Briefings, Town Hall Meetings, and community forums). ICE provides the garrison with immediate feedback on what we do well and what we need to improve on. Just go online to our web page or drop your comment card in any on post mail box or at any service center to tell us how we are doing. Your feedback will help us maintain the quality of excellence you expect.

**Q10: Wiesbaden transformation: How will incoming units impact on 1AD? When? Will they have quarters on return?**

A20: New units moving to Wiesbaden such as the 66th MI Brigade from Darmstadt next summer will move into their own facilities at the Wiesbaden Army Airfield. Existing 1AD office space and barracks will remain assigned to the division during the deployment and no other units will use them. Many of the division's facilities will receive a face lift and repair during the deployment. Soldiers will return to barracks that have been patched, painted and repaired, but remain in the current configuration of two Soldiers in a room.

**Q11: Closing installation concerns/QOL with longer commutes for services.**

A11: USAF Darmstadt will close next summer, with the Dagger Complex and Defense Threat Reduction Agency (DTRA) at Nathan Hale Depot remaining as

worksites. Starting last month (July 07), accompanied Soldiers arriving for duty in units of the 66th MI Brigade are now assigned to family housing in Wiesbaden and commute to Darmstadt for work. This places their Families in Wiesbaden where the schools and robust programs and services are all available. Next summer the units of the 66th MI, remaining families in Darmstadt family housing and single Soldiers will move to Wiesbaden. Adequate family housing will be available on-post for most ranks and bedroom requirements. Planning and coordination is ongoing between USAG Darmstadt, USAG Wiesbaden and the units affected to ensure that appropriate services are provided to the Dagger complex and DTRA after the Darmstadt Garrison closes.

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## **ACS and CYS Services (youth and child care)**

### **Q1: How can I contact my spouse during his/her deployment?**

**A1:** ACS has established Yellow Ribbon Rooms in Wiesbaden and Dexheim, which provide additional computer access for families of the deployed soldiers, to maintain e-mail or vidi talk" on each computer and the individuals can record a 5 minute message and attach it to an email, but no VTC.

### **Q2: MWR (free) calls home, family VTCs, and contact info, how do I contact my spouse?**

**A2:** MWR doesn't provide free calls home (last deployment- IMCOM received sponsorship from AT&T for phone cards). ACS has established a Yellow Ribbon Room, which provides additional computer access for families of the deployed soldiers, to maintain e-mail or vidi talk" on each computer and the individuals can record a 5 minute message and attach it to an email, but no VTC. Check with your unit, as many times they set up VTC's for Soldiers and families.

### **Q3: Will I be able to e-mail my spouse while he/she is deployed downrange?**

**A3:** There will probably be connectivity for e-mail, however, whether it is available for personal use will be determined by the command.

### **Q4: Can I send personal items/food to my spouse during his/her deployment?**

**A4:** If you go through APO, there are normally no restrictions for personal items provided they are not illegal or offending. Food is okay too, but you would of course not send perishable food items. The APO personnel in our garrisons can advise you best what is allowed.

### **Q5: When will my spouse return from the deployment?**

**A5:** It will depend on the deployment cycle and mission completion.

### **Q6: Who can I contact in my spouse's unit in the event of an emergency?**

**A6:** The Rear Detachment Commander.

### **Q7. Will I have a child care space when I return from deployment (single and dual military)?**

**A7.** Before deployment the military patron should inform the Central Registry of the deployment to initiate placing on a waiting list. As soon as possible after

finding out a return date from deployment and a date when they will need care, they should again notify the Central Registry office. They will receive care but they are not guaranteed the exact child care space (specific center, Family Child Care (FCC)) they vacated. They will however receive the highest priority.

**Q8. Are there funds available to provide respite care for my Exceptional Family Member?**

A8: The Exceptional Family member Program housed within the Army Community Service Center has received funds which may be used to pay for respite care hours for any enrolled EFM within our community. Funds may be used for care by friends, neighbors, as well as CY5 on base programs.

**Q9. Are there any services that can help with anger management, stress management, or simply give me tips how to help my children during the deployment?**

A9: The Family Advocacy program offers classes to assist with each of these issues. They also work in partnership with other community agencies, and can provide you the name and location of additional services. Two Military Family Life Consultants are available for confidential assistance and support.

**Q10: What resources are available after duty hours to provide information concerning deployment, family issues, relocation, or other topics to help me get through this deployment?**

A10. Military One Source is available on a 24/7 basis, with counselors, educational materials and referral information on any topic which you may have questions about. The toll free access phone number from Germany is: 00-800-342-9647-7

**Q11: Can the family come from the states and help with the kids while my spouse is gone?**

A11: Yes, command sponsored dependents can stay without time limit. Family members who are not command sponsored are not allowed to stay longer than 90 days since tourist visa are only good for 90 days. Army in Europe Regulation 190-16, dated 22 March 2005, Paragraph 23 and 24 cover the proper procedures for obtaining an installation pass for visiting Family Members.

**Q12: What are the rules on getting a nanny to watch my kids on post?**

A12: Army in Europe Regulation 190-16, dated 22 March 2005, Paragraph 16 covers the rules for obtaining an installation pass for a Personal-Service Employee

(Nanny) Besides the regular installation Pass request form, Prospective Nannies will have to have a current German Police Check, obtained from the Polizei for a 15 Euro Fee, a current MP Records Check, and for US Citizens living in Germany for more than the previous 12 months an FNS (Foreign National Screening) Screening, Online program submitted while at the IACS office.

**Q13: Lots of volunteers are leaving and no new families are arriving. Will this affect my family?**

A13: Each time we have a deployment, we lose volunteers, but due to our great community other volunteers step up to the plate. To stay involved, VOLUNTEER!

**Q14: I need more child care and after school care because my spouse is gone**

A14: Vacancies are currently available in the SAS program. Interns will be contracted from the States to provide continuous service to our youth. To assist parent's, please keep in touch with your FRG, Wiesbaden website and CYS for Deployment Initiatives, to include Parent's night out.

**Q15: Will the Army pay for German child care?**

A15: No. We are also not allowed to subsidize off post care.

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**MWR**

**Q1: Will I still be able to use MWR facilities during a major deployment?**

A: Yes. MWR will continue service during a deployment. All business programs and Army Community Service will be fully operational. Additional service may be added to better serve the customer.

**Q2: Will there be any reductions to Recreation or Sports & Fitness Programs during deployment?**

A2. There are no current plans to reduce operating hours or services. Programming may be refocused to meet the needs of that particular community. Examples of programming changes might include more family oriented trips at Outdoor Recreation; auto skills classes targeted to spouses; story times for Children in libraries. MWR is here to serve our Soldiers and Families and will remain committed to serving our Soldiers and Families during deployment.

**Q3: Inappropriate types of entertainment downrange (cheerleaders, etc.) I don't want my husband seeing, etc.**

A3: Downrange entertainment is provided by USAREUR G1, IMCOM-E MWR and USO partnership. We have tried to contact the key players, but have been unable to reach them.

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**Housing**

**Q1: Can I temporarily vacate my government quarters and return to CONUS?**

A1: Yes. A resident may temporarily vacate his/her apartment and the Family returns to CONUS (at personal expense). Also we encourage those residing in Family quarters to designate a POC who has authorized access to your quarters in your or your Family's absence – to spot check on general condition of quarters and be available should Govt need access to quarters. If a Family plans to vacate their quarters for a period of more than 90 days, a formal request must be submitted to the USAG Hessen Commander for approval to retain assignment to these quarters. Failure to do so could result in termination of quarters for abandonment. Since Govt Housing is provided at no cost to Soldier, pay entitlements do not change for Family departed OCONUS for duration less than

30 days. After a Family has departed from Family Housing for 30 consecutive days, the unit is required to stop COLA for Family members and this is not to be restarted until Family returns and unit processes request to restart COLA through local Finance.

**Q2: Can I permanently vacate government quarters and return to CONUS?**

A2: Yes. A resident has the option of clearing their Family quarters and returning to CONUS (at personal expense). Upon return, if the Family has at least six months remaining of their tour beyond their date of assignment to quarters, they may reapply for family quarters with their waiting list eligibility date being the date of application. Temporary Living Allowance (TLA) is not authorized and the sponsor will be responsible for any expenses incurred while awaiting assignment to quarters.

If a Family clears quarters and returns to CONUS at government expense under USAG Commander approved Early Return of Dependents and Household Goods, they are not eligible for assignment to government quarters should they return to the [overseas] area prior to the end of the overseas tour of duty. Once the government quarters are terminated BAH will be re-instated. OHA is terminated when vacating Off Post Housing. COLA portion for dependents is terminate

**Q3: Can I temporarily vacate my off-post residence and return to CONUS?**

A3: Yes. A resident should notify their landlord that they will be away from the off-post quarters for an extended period of time and inform the landlord of the name and contact telephone numbers of the individual who will have a key to their apartment and who will take care of their belongings and responsibilities while they are away. All rent and utility bills must continue to be paid while the residents are away.

**Q4: Can I permanently vacate my off-post residence and return to CONUS?**

A4: Yes. A resident has the option of terminating their private rental lease and returning to CONUS. A request for Early Return of Dependents may be submitted at the option of the service member and/or spouse. When this option is applied, OHA will stop and BAH will start.

**Q5: If my spouse is killed in action how long will I have to vacate my government quarters?**

A5: The spouse of a service member who dies while on active duty is entitled to remain in government quarters for a period not to exceed 1 year [365 days] from the date of death of the sponsor at no cost. Should the surviving spouse decide to move out of government quarters before the 1-year anniversary date of the death, Defense Finance and Accounting Service will issue a check to the spouse in payment of the soldier's Basic Allowance for Housing for the remainder of the 365-day period.

**Q6: Early Return of Family Member policy, authorization to live in quarters after spouse departure/extended TDY**

A6: ERD for deployment reasons is not authorized. Reasons for approval of Soldier initiated ERDs are for educational reasons, divorce, Spouse employment, activation of the Family Care Plan and the provider is in the states. If a family

clears quarters and returns to CONUS at government expense under USAG Commander approved Early Return of Dependents and Household Goods, they are not eligible for assignment to government quarters to reapply for quarters assignment should they return to the [overseas] area prior to the end of the overseas tour of duty.

**Q7: Extended vacancy of quarters. How long can I be gone from my quarters before I lose allowances?**

A7: Government quarters have to be terminated when the command sponsored dependents are no longer living with the sponsor. During a deployment or extended TDY the sponsor will not lose the allowance as long as the command sponsored dependents are living in the quarters.

**Q8: Requests to move off-post while spouse is deployed.**

A8: The IMCOM Policy of 4 January 2007, states that government housing is mandatory. Requests to move off post while the spouse is deployed are not encouraged, in some instances the family member is local national, then on case by case it might be considered. The move will not be at government expense.

**Q9: Since I'm leaving shortly after I get back, do I have to move back into the barracks or can I live off post?**

A9: Yes, you will be assigned barracks or SEQ/BOQ as more appropriated. Short time leases are not commonly executed in our areas. Soldiers are informed and encouraged to reside on post.

**Q10: Who is my stairwell/building coordinator?**

A10: Contact your local Rear Detachment or Housing Office.

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## Finance

**Q1: How can I obtain a copy of my spouses Leave and Earning Statement (LES) and his or her W-2 while he/she is deployed?**

A1: The LES and W-2 statements can be found and printed from "myPay". However, the spouse will need a restricted access PIN along with the SM's social security number. The restricted access PIN does NOT allow the spouse to make any pay changes - they can only retrieve information such as an LES and a W-2. The restricted access PIN is established on "myPay" under the Personal Setting Page link. There you will find the restricted access PIN option.

**Q2. What happens if a Family has financial problems?**

A2. There are several things Soldiers and their Families can do if they start to experience financial problems. Ideally, they should have attended ACS financial readiness classes that teach them ways to prevent financial problems.

- Seek assistance from the ACS Financial Readiness program manager who has access to resources such as debt liquidation and the emergency food locker

- Prepare a deployment budget

- Army Emergency Relief may provide immediate one-time relief for such emergencies as car repairs, utilities, rent and food

The Soldiers' and Sailors' Civil Relief Act allows specific benefits for deploying Soldiers. Soldiers and Family members should contact an Army legal assistance attorney for information and benefits pertaining to their situation  
American Red Cross may also provide emergency loans and grants

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## **Legal Support**

### **Q1: Is it necessary for me to have a Power of Attorney if my spouse deploys?**

A1: It depends on the circumstances of the Soldier. There are dozens of different kinds of powers that can be given by a power of attorney. Soldiers who are going to be deployed need to contact their servicing Legal Assistance Office to see if they need a power of attorney. Clearly, a who Soldier anticipates a specific need, such as selling a car, having their children cared for, getting a loan or buying real estate, should talk to an attorney so that they can get the right power of attorney.

Soldiers also need to remember that a General Power of attorneys (one that authorizes the agent to act on their behalf on any matter) may not be accepted in every case. Soldiers should think of what they may want to have done and then check with their Legal Assistance Office to get the best POA to get the job done.

### **Q2: What can I do if my spouse deploys I do not have a Power of Attorney?**

A2: There are Legal Assistance Attorneys in Iraq that can draft Powers of Attorney. In some situations an electronic version of the POA can be sent back and will be accepted, in other situations the Power of Attorney may have to be sent back or mailed.

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## **Personnel**

### **Q1: What can I do if I lose my ID card?**

A1: You must have a Special Power of Attorney to go to the ID card section and obtain a replacement.

### **Q2: Do I need any special paperwork in order to return to CONUS?**

A2: The US Government will not return Family members or household goods to CONUS at government expense just because a sponsor is deploying. Family members may return to CONUS at their own expense, but there will be no government reimbursement for any expenses incurred.

### **Q3: Do I have to notify anyone if I depart Germany?**

A3: Yes, you must notify the Rear Detachment Commander of your sponsor's unit, and if you reside in government quarters, you must also notify the housing office. The information needs to include the new address, the phone number and the planned length of the visit.

### **Q4: Am I able to check the status of my spouse's personnel actions while he/she is deployed?**



A4: A Special Power of Attorney will allow you to obtain some of the information in regard to personnel actions involving your sponsor.

**Q5: My spouse is due to rotate to (Fort x) in three months. We have the orders already. If I want to, can I move to (Fort x) now?**

A5: As long as the family members are command sponsored and listed on the Soldiers PCS orders there should be no problem with them moving to the next duty station while the Soldier is deployed. The Soldier would need to ensure this is coordinated and the spouse has a proper Special Power of Attorney to complete the arrangements at the local level (schedule household goods pick-up, reservations thru SATO, clear housing, etc.).

**Q6: Stop loss policy, what is it and how does it affect me?**

A6: Stop loss/stop move is implemented in order to stabilize units and families during deployment cycles. It affects all movement actions, retirements and separations. It allows the Army to hold a Soldier past his/her ETS date when his skills are critical to the War effort. Stop loss/stop move also ensures the family will remain on location until the SL/SM is lifted and orders are issued.

**Q7: Will I have to move to CONUS before my spouse gets back?**

A7: No. Stop loss/stop move ensures the family will remain on location until the SL/SM is lifted and orders are issued

**Q8: I will have time on DEROs after the deployment, but my assignment manager is already talking about moving me before my three years is up. Can they do that?**

A8: Yes, a Soldier's DEROs date can be moved up and they can be put on new assignment instructions.

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## **Schools**

**Q1: What is the emergency evacuation plan for DODDS Schools?**

A1: All schools have an emergency evacuation plan. The plans are updated annually and coordinated through the School Liaison Officer, District Security Office, the individual Principals and the DPTMS.

**Q2: Many families are leaving for the deployment. How will this impact on schools? Student/teacher ratio, after school programs?**

A2: There will be little if no impact to schools' curriculum and programs. They are set at the beginning of the year and carried out through the year. Parents and students normally remain in Germany. The number of teachers may be reduced due to lack of enrollment, but student/teacher ratios will be the same. The school strives to provide a stable and consistent platform for children's education. The schools are aware of which children have a parent(s) deployed. There are support groups available in the schools for those children. Take interest in your child's education and work together with the schools, so this turbulent time will be easier for your children.

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## **Public Affairs Office**

**Q1: How does the garrison inform Families about the deployed units, family support, community activities and events?**

A1: The garrisons' Public Affairs Offices offer and use a multitude of command information means and media to inform about the deployment as well as community activities, programs and events for Families. I want to mention the command information newspaper "Herald Union," the garrisons' web pages and commander's information channels. Of course we also use AFN radio and TV to get the word out. We will continue to publish stories in the "Herald Union" dealing with pre-deployment and the paper will continue to report news from downrange. Also, we will distribute copies of the Herald Union in Iraq to let Soldiers know what is going on at home. Only recently we added a new link to the USAG Hessen web page that addresses pre-deployment issues and concerns and provides advice and help for Soldiers and Families through frequently asked questions and answers. Of course we also inform about activities of the Rear Detachment Command, Family Readiness Groups and all other organizations that provide support. We will continually update this information throughout the deployment.

**Q2: How can I get help if I have issues with host nation agencies, offices and other institutions when my spouse is deployed, especially if language problems occur?**

A2: You can contact the local public affairs office. Their staff can advise what to do, assist with language problems and direct you to offices where you can get help.

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**Logistics and Transportation**

**Vehicles:**

**Q1: Can a unit's Family Readiness Group (FRG) use Non-Tactical Vehicles (NTVs) to take spouses to an amusement park as a stress reliever while their sponsor has deployed.**

A1: No. NTVs can only be used in an official capacity.

**Q2: Can I arrange for our Privately Owned vehicle (POV) be shipped to CONUS while my sponsor is deployed?**

A2: No. There is no entitlement for shipping POVs during deployment.

**Space "A"**

**Q3: Can I return to CONUS while my sponsor is deployed during deployment?**

A3: Yes. Family members are entitled to one roundtrip space "A" from Europe to CONUS after Soldiers are deployed for 120 days or longer. Space A questions in general is not addressing early return of dependants (ERD) its addressing Family members who would like to go back to CONUS for a leave period to be with their Family for example.

**Q4: What category is authorized for my Family members to return CONUS while I'm deployed?**

A4: Command sponsored family members, whose military spouse is participating in a deployment scheduled for 120 days or more is upgraded from Category V to Category IV. This is IAW USCINCEUR message 011602 Dec 98.

**Q5: Where can my Family members travel using Space “A” during my deployment?**

A5: Family members of deploying members assigned to USEUCOM are authorized to travel Space “A” within the USEUCOM area of responsibility or to and from CONUS to the USEUCOM area of responsibility. All travel is on a noninterference (no reimbursable) basis. Family members can only fly to the APOE within the CONUS; any remaining travel must be via commercial Transportation.

**Q6: How do I get authorization for my Family members to utilize Space “A” travel entitlements?**

A6: IAW DoD 4515.13R, Chapter 6, Family members must have in their possession a Command Sponsorship memorandum from the sponsor’s unit commander or rear detachment commander containing the following information: sponsor’s name, SSN, date assigned to unit, name of deployment, effective date of the deployment and this statement: **“military member will be deployed 120 days or more and the family member understands this is a one time entitlement per 120 days or more deployment.”** Family member must sign and date the memorandum.

**Q7: Where must my spouse present the memorandum?**

A7: Your spouse can present the memorandum in person, via fax, or courier to through AMC passenger activity.

**Q8: When can my Family members use the Space “A” entitlement while I’m deployed?**

A8: Family members are authorized to use this entitlement the first day of the deployment as indicated on the member’s deployment orders.

**Q9: How long can my Family members remain on the Space “A” list after signing up?**

A9: Your Family members will remain on the Space “A” available list for 60 days, at which time they will be automatically removed. Family members removed from the list may sign up again with a new date and time.

**Q10: When I return from deployment, can my Family members exercise the Category IV entitlement?**

A10: Family members cannot exercise Category IV entitlements once a member returns from deployment. The only exception is if the Family member is on the return portion of a trip where a Category IV entitlement was used during the absence of the service member.

**NTV use**

**Q11: What are official events for Family Support Groups (FSGs) to use Non-Tactical-Vehicles (NTVs)?**

A11: Official Family Support Group events include Family Support Group volunteer meetings, unit welcoming or newcomer's orientation, deployment or relocation briefings, military benefits, prenatal care, and deployment planning workshops. For our rear detachments, I want to share some good news that we have received a USAREUR exception to policy which allows you to use your government non-tactical vehicles to pickup members of your units who are home on Rest and Relaxation (R&R) Leave. Please keep track of when you use the vehicle for this purpose, so we can see how much use is taking place in our community. We'll collect this through our DOL POCs.

(Always consult with the local Staff Judge Advocate when in-doubt).

**Q12: What are not official Family Support Group (FSG) events for NTV use?**

A12: Personal use, laundry, lunch, PX, and domicile to duty. (Always consult with SJA when in doubt).

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## **Vehicle Registration**

**Q1: Can I register a Privately Owned Vehicle (POV) at the vehicle registration office while my spouse is deployed?**

A1: Only if your name appears on the registration form or if you have a Special Power of Attorney. The Directorate of Emergency Services highly encourages military members to add their spouse to their current registration. This is a free service provided by the Vehicle Registration Office.

**Q2: What do I do with my vehicle registration while I am deployed?**

A2: If the vehicle will continue to be driven by your spouse, the vehicle must be re-registered on the regular schedule. If you put the vehicle in the DOL storage lot for the deployment then you can put your vehicle registration in to Suspense Status. If your registration has eight months remaining when you deploy, it will remain valid for eight months after returning.

**Q3: My registration will expire while I am deployed. Can I renew my registration before I deploy so my spouse does not have to do it?**

A3: The program for extended registrations was dropped by OPM and USAREUR for FY07 and the future. Now if the vehicle is driven by a spouse, it must be re-inspected and re-registered on schedule. They can do it anytime prior to the regular registration expiring, this early registration first must have a new inspection, it will be valid for 12 months. There is no program for extensions for the 15 months deployment, for cars that will be driven.

**Q4: Can a Family Member drive a POV as soon as they arrive in Germany?**

A4: Family members coming from the States can drive a USAREUR plated POV for 90 days if they go to the Customs Office with the following: International Driver's License issued outside of Germany, or a valid US driver's license with an official German translation.

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## Rear Detachment

### **Q1: How will I be notified in the event that my spouse is killed in action?**

A1: A Casualty Notification Officer will be dispatched to your last **known residence** to notify you in person and advise you that a Casualty Assistance Officer will contact you within 24 hours to assist you as needed. (Always make sure your sponsor's rear detachment commander is aware of extended trips and your location, especially if you should return to CONUS to visit.)

### **Q2: Casualty notification and how it works if I go back to the states.**

A2: DD 93s are updated downrange. The new address will be annotated on the 93. If you plan to leave the area, please ensure the unit is aware of your change in address so that notification is not delayed. Notification would be conducted in the same manner as OCONUS: A Casualty Notification Officer will be dispatched to your last **known residence** to notify you in person and advise you that a Casualty Assistance Officer will contact you within 24 hours to assist you as needed

### **Q3: How can I get information about what's going on downrange?**

A3: The Rear D. will continually provide information and updates to Family Members as necessary to the FRG groups and on the armyfrg.org site. (All Family Members will need to register for the online FRG site)

### **Q4: Does my spouse have all required personal equipment, body armor to go downrange?**

A4: Soldiers are equipped with the new Rapid Field Initiative equipment (RFI). All Soldiers will receive the new and Improved Body Armor (IBA) with Enhanced Small Arms Protective Insert (ESAPI) and Advanced Combat Helmet (ACH) prior to deployment. Soldiers will receive RFI in 1 of 3 ways:

1. PEO Soldier – Units are receiving mass Fielding directly from PEO Soldier
  2. Central Issue Facility – Units leaving prior to the PEO Soldier fielding will receive their RFI from the Baumholder or Hanau CIF
  3. RSOI – Soldiers deploying with less than 30 days will receive RFI once they arrive in Theater
- RSOI: Reception, Staging, Onward movement and Integration

### **Q5: How do I sign up on the armyfrg.org site?**

A5: Sign up can be done online directly on the armyfrg.org site or through the myarmylifetoo.com site.

### **Q6: What if I go back to the states on ERD. Can I still get information from the Read D?**

A6: Absolutely. Make sure to sign up for the armyfrg.org site for valuable information and give your email address to the FRG Leader and your FRG Team leader in order to get any updates.

### **Q7: Who can register for the online FRG site?**

A7: The sponsor can allow up to 5 individuals access to the online FRG informational site. Parents, Uncles and Aunts etc can be signed up.

**Q8: Are there going to be any special community programs available to me during the deployment?**

A8: The Walking Iron Strong for Heroes (WISH) program for example, is a 15-month long community program established to foster support for everyone affected by the deployment. Its implementation and maintenance is a collective effort of USACHPPM-EUR, USAG Wiesbaden MWR, and participating tactical units. The objective is to accumulate enough miles to equal the distance to Iraq or Afghanistan or wherever your loved ones or friends may be deployed, through walking and other activities. WISH enhances the physical, spiritual and emotional health of community members during the deployment. It emphasizes the benefits of a more active lifestyle, creates a spiritual connection with those deployed, and increases overall community connectedness. Contact [wendy.lakso@us.army.mil](mailto:wendy.lakso@us.army.mil) for more information.

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## Miscellaneous

**Q1. How do you prepare Families for mobilization/deployment?**

A1. The commander's responsibility does not stop at the Soldier. He/she also prepares the Family members by conducting the following such as briefings, training classes, and exercising our Family readiness operations.

**Q2. My Soldier is downrange and I haven't heard from him lately. How is he able to communicate with me in Germany?**

A2. Soldiers downrange can communicate with their loved one through regular telephone lines, email or mail. Should a family member have not heard from his/her Soldier, he/she can contact the Rear Detachment to establish contact.

**Q3. What kinds of things do Soldiers and families learn during the pre-deployment, readiness and mandatory training sessions?**

A3. First of all, all families are invited to PDP sessions. Topics addressed during pre-deployment training include how to put personal affairs in order, for example, the need for wills and powers of attorney, insurance requirements, DEERS enrollment, obtaining ID cards and keeping them current, TRICARE and the Soldiers' and Sailors' Civil Relief Act. Family finances are covered in detail as income may change as a result of the deployment. Soldiers and Families are given tools that assist them in developing a deployment budget. They are told how to find help through Army Community Service and support programs. The Soldiers receive checklists with subjects Soldiers and spouses should discuss, including automotive maintenance, Family matters, handling finances, legal issues, medical concerns, safety, and how to locate important documents. During the pre-deployment briefings, Soldiers and Families are also reminded of the reunion phase of deployment and given some ideas to consider during the deployment. The Coping with Separation workshop makes Soldiers and Families aware of symptoms of separation stress, strategies for coping with stress, communication strategies and recognizing the needs of children.

**Q4. What do units do to keep Families informed?**

A4. The FRG works in concert with rear detachment officials to provide timely and accurate information. DA Pam 605-47 encourages FRGs to produce a periodic newsletter that is sent to the Families. The FRG Leader in coordination with the Rear Detachment Commanders determines the frequency the newsletter is transmitted based on flow of information from the forward deployed unit commander. When information comes to the unit that needs to be communicated immediately, the FRG initiates a “telephone tree” in which one person is responsible for passing information telephonically to specific Families in his/her calling circle. Every battalion has a Family Readiness Support Assistant (FRSA). The FRSA’s main duty is to provide assistance to the commander, Family readiness liaison and the FRG leader with administrative assistance in support of Family readiness programs and activities.

**Q5. What were some of the lessons learned from previous deployments that you’ve put to use?**

A5. We learned the value of Family Readiness Groups. Some things we learned about FRGs include:

- ✓ Test the telephone tree before deployment
  - ✓ Use e-mail as an effective communication tool
  - ✓ Designate a separate phone line at the rear detachment unit that has pre-recorded deployment messages
  - ✓ Accommodate working spouses by alternating FRG meetings from day to evening
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- Set up Army Family Team Building classes that teach the basics of Army culture and benefits before the deployment if possible
  - Stress to Families that if they leave the area, to let unit and FRG officials know where they will be and how long they will be gone
  - Stay current with information because redeployment (when Soldiers come home) information changes
  - We learned the importance of dedicated, involved rear detachment commanders (RDC)
    - RDC must talk to the FRG leaders about everything
    - Role of the RDC and the FRG leader must be discussed and agreed upon very early before Soldiers deploy
    - RDC should be included in battalion-level steering committee meetings
    - RDC should attend casualty assistance training
    - RDC should attend FRG training classes