

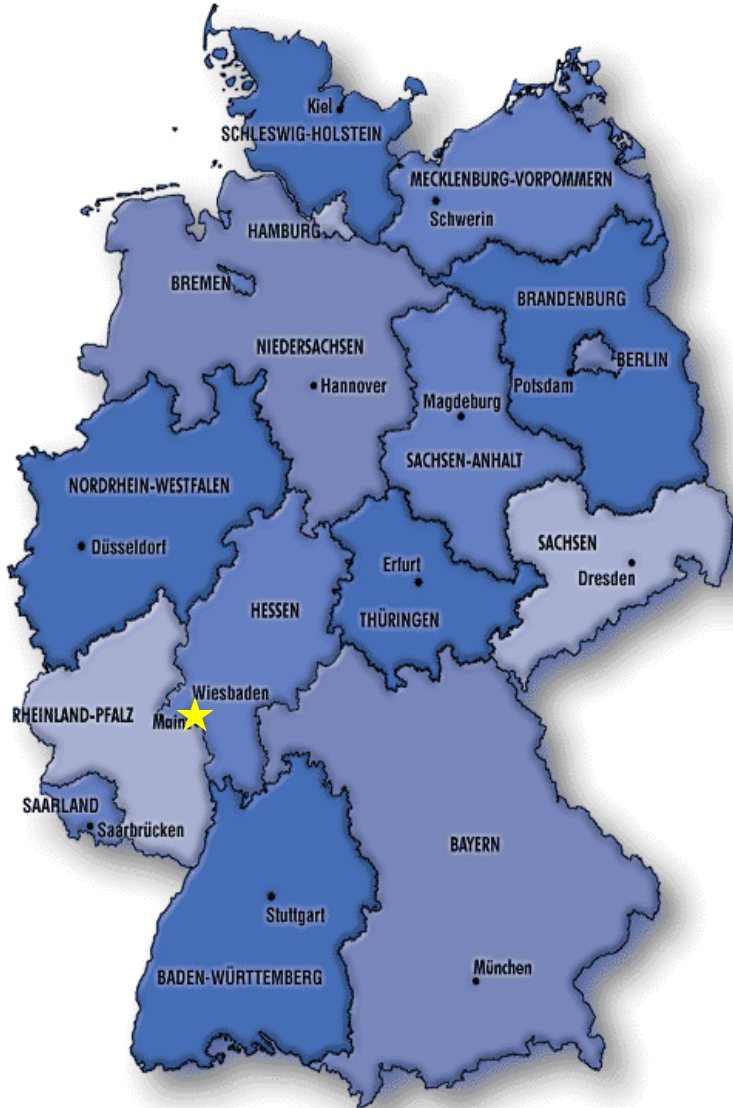


Welcome to Wiesbaden

ARMY COMMUNITY OF EXCELLENCE



Garrison Orientation



2011 Army Communities of Excellence

Gold Award Winner



Welcome to Wiesbaden

ARMY COMMUNITY OF EXCELLENCE



Orientation to Garrison Programs

Welcome

Public Affairs Office (PAO) / City of Wiesbaden Marketing

Transformation Stationing Management Office (TSMO)

Directorate of Public Works (DPW)

Directorate of Emergency Services (DES)

Judge Advocate General (JAG)

Medical / Dental Support

DoDDS-E

Directorate of Family, Morale Welfare and Recreation (DFMWR)



Welcome to Wiesbaden

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Ms. Jan Meert *Director* *Army Community Services*





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In The United States We Expect

- Free non-alcoholic drink refills
- Ice in the drinks (cola, water)
- A hurry up eat, pay and leave atmosphere
- Knowing up front what they will get
(Franchise Restaurants)
- Being seated in a restaurant and only dining with your group
- Free use of the restroom
- Police cars with radars to catch speeders
- Leaving an obligatory tip

In Germany We Discover

- Pay by the glass
- No ice in the drinks
- A more relaxing (No Rush) atmosphere
- Not understanding the menu or the waiter/waitress
- Seating yourself in a restaurant and possibly sharing a table with strangers
- Paying to use restroom facilities
- Well placed radar detectors to catch speeders
- Confusion on amount to tip

Other useful tips and information:

- ✓ Stau Kits
- ✓ Cell Phone Contracts
- ✓ Marters/Weasels
- ✓ Pet Insurance
- ✓ Credit Cards
- ✓ Volksmarching



✓ www.wiesbaden.army.mil/hunion/takeahike.htm

✓ Living Off Post

✓ www.elw.de (trash pick up schedule & waste sorting)



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Other useful tips and information:

- ✓ Shopping in Germany
- ✓ Spargel & Pumpkins
- ✓ ESSO Card
- ✓ Female Medical Exams Off Post
- ✓ Driving in France
- ✓ Rhein-Main-Verkehrsverbund (Public Transportation)
 - ✓ www.rmv.de (English translation available)
- ✓ Military & Family Life Consultants (MFLC)





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Public Affairs Office

(PAO)



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www.wiesbaden.army.mil

Newcomers

- About the Garrison
- Garrison Commander
- Commander Support Agencies
- Directorates
- Services
- FMWR
- Newcomers
- IMCOM-Europe
- Unit/Tenants

- Helpful Links
- Computer/Electronics Accommodations Program
 - Custodial Services Feedback
 - Defense Personal

COMMUNITY PHOTO GALLERY



Herald Union

Community News and Information

U.S. Army Garrison Continue
 The Army announced in March that the Army Communities of Excellence (ACOE) program has awarded an honor bestowed on organizations for a previous win. The ACOE selected the Garrison that was best able to provide services to the year and secure the well-being of the community.

NEW What's new
 Click the "new" icon to find out what's new on the Wiesbaden website.

The fun stuff...

Herald Union	German News	Things to Do	Deutsch
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2,000 + friends



1,000s photos



1,200 followers

FWMR website



Leisure activities



Welcome to Wiesbaden

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Public Affairs Office

Public Affairs Officer

DSN: 337-5142

Herald Union

DSN: 337-7405

Website TV Channel/AFN

DSN: 337-1400

Community / Media Relations

DSN: 337-5772

Civilian numbers:

0611-705-XXXX

Location:

Wiesbaden Army Airfield
Bldg. 1205, Rooms 101-103
1st floor left

E-mail:

USAGwiesbadenPAO
@eur.army.mil

Public Affairs Connections



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Transformation Stationing Management Office (TSMO)



Transformation Updates and Latest Information



Radio updates on AFN

Every Tuesday and Thursday

0700 / 0900 / 1400 / 1600



Transformation Update Website



<http://www.wiesbaden.army.mil/sites/directorates/transformation.asp>



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Directorate of Public Works (DPW)

Housing



- On-post, off-post, Soldiers, Families and Civilians
<http://www.wiesbaden.army.mil/sites/newcomers/housing/HousingWebsite.htm>

- Furnishings support
 - Loaner set: up to 90 days or receipt of HHG
 - Appliances for off-post

- Temporary Lodging Support
 - Ends day before quarters assignment
 - Off-post must be actively seeking quarters

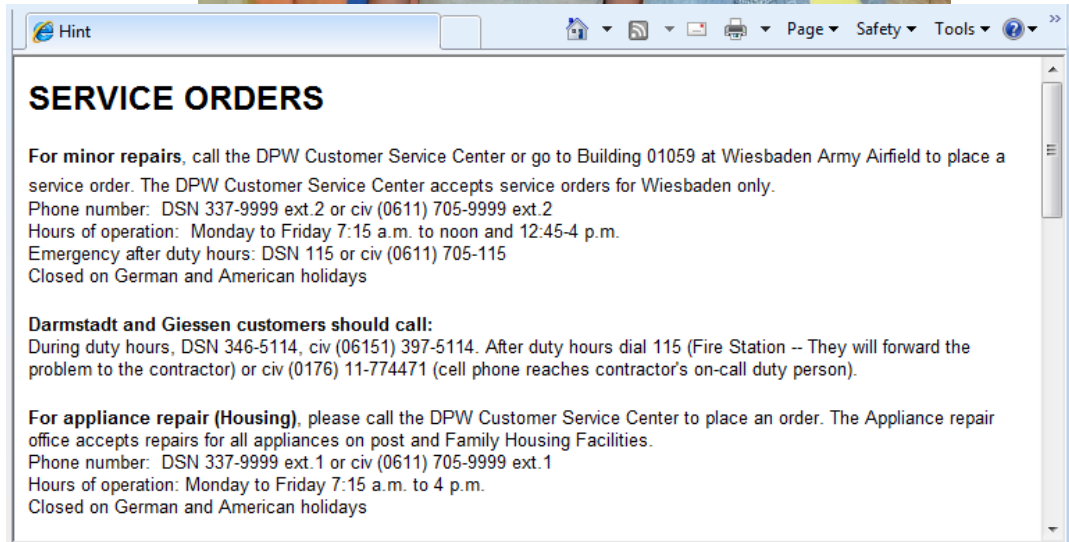
- Policy letters (Refuse, Pets, Parking)
 - Garrison Commander tab @ <http://www.wiesbaden.army.mil/sites/local/>

<http://www.wiesbaden.army.mil/sites/newcomer...>

	Welcome to USAG Wiesbaden HOUSING DIVISION	
Hours of operation On-Post: Monday to Friday: 7:15 a.m. to 4:30 p.m. Saturday, Sunday, U.S. holidays: closed German holidays: limited service Tel. DSN/CIV: 337-7058 / 611-705-7058 Email: wiesbaden.housing@us.army.mil		
Hours of operation Off-Post: Monday to Thursday: 8 a.m. to noon and 12:45-4:30 p.m. Saturday: 8 a.m. to noon Sunday, German holidays: closed Tel. DSN/CIV: 337-7059 / 611-705-7059 Email: usaqwiesbadenhsqhsq@eur.army.mil		
Resident Handbook Web-Version Resident Handbook PDF-Version	ARMY Housing Online <small>(with Floor plans, Photographs, etc.)</small>	
AR 420-1 AE Supplement to AR 420-1	Off Post Housing	
Command Policies	Military Homefront	

Service Orders

- Submitted on-line, telephone or in-person
- Prioritized (Emergency, Urgent, Routine)
- After duty hours emergencies
 - ✓ Lock-outs
 - ✓ Major leaks
 - ✓ Service outage (electric, water, sewer, heat)



SERVICE ORDERS

For minor repairs, call the DPW Customer Service Center or go to Building 01059 at Wiesbaden Army Airfield to place a service order. The DPW Customer Service Center accepts service orders for Wiesbaden only.
Phone number: DSN 337-9999 ext.2 or civ (0611) 705-9999 ext.2
Hours of operation: Monday to Friday 7:15 a.m. to noon and 12:45-4 p.m.
Emergency after duty hours: DSN 115 or civ (0611) 705-115
Closed on German and American holidays

Darmstadt and Giessen customers should call:
During duty hours, DSN 346-5114, civ (06151) 397-5114. After duty hours dial 115 (Fire Station -- They will forward the problem to the contractor) or civ (0176) 11-774471 (cell phone reaches contractor's on-call duty person).

For appliance repair (Housing), please call the DPW Customer Service Center to place an order. The Appliance repair office accepts repairs for all appliances on post and Family Housing Facilities.
Phone number: DSN 337-9999 ext.1 or civ (0611) 705-9999 ext.1
Hours of operation: Monday to Friday 7:15 a.m. to 4 p.m.
Closed on German and American holidays

For more info visit us at:

http://www.wiesbaden.army.mil/sites/directorates/Service_order_request.htm

Energy Conservation

- Garrison transformation creating energy efficient facilities

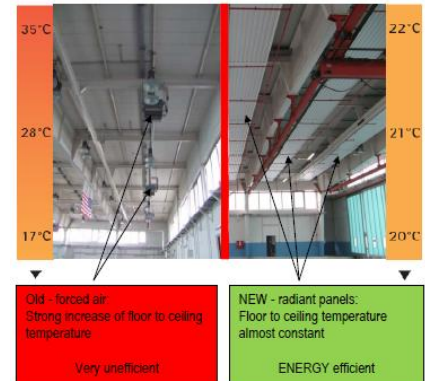


- Community members role:

1. Turn-off when not needed
2. Use sun & shade to heat or cool
3. Keep doors and windows closed

For more info visit us at:

<http://www.wiesbaden.army.mil/sites/local/energy.asp>



Lighting

- Replace old light bulbs of your home against energy saving light bulbs immediately. Energy saving light bulbs are available in different sizes at the Home Improvement Store (HIS) at Hainerberg Housing Area. Important note: Dispose exhausted energy saving light bulbs properly.
- Switch off lights or any other electrical devices if not needed. Standby mode is often not equal to energy saving. Use

Heating

- Don't open your windows in tilt position during heating period to bring fresh air in. It is much more effective to open the window entirely for about 5 to 10 minutes until the air is refreshed. The usually less humid air coming in warms up very quickly while a tilt window keeps the humidity in the room and consumes more heating energy since it primarily heats up the humidity in the air. This wet air always feels colder than dry air and may even animate you to increase the room temperature. While energy disappears quickly through tilt windows the humidity stays and may turn into mold above the window.

Domestic Hot Water

Hot water means, it has been heated up by using energy. Therefore, shut it off if not required. This saves heating energy, water and money as well.

- Shut water off between washing your hands and rinsing.

Air Condition and Refrigeration

- Air condition is per regulation not authorized for comfort use. However, if you have to manage an air condition in your area of responsibility, set it to the minimum required cooling temperature rather than to the maximum.
- Set the temperature of your refrigerator to 7° C. This temperature is most common for declaration of food expiration dates. To set temperatures below requires additional energy which results in additional cost.

• German culture places high value on conservation & recycling



• Garrison program provides full range of support (Housing and Troop points)

• Know the program where you live and work and follow the program



Get more info at:

http://www.wiesbaden.army.mil/sites/directorates/Refuse_Schedule.asp



Environmental Responsibility

- Germany is a world leader in protection and preservation of cultural and natural resources
- As guests of Germany we have agreed to uphold their environmental requirements
- As “ambassadors” of US we seek to fully comply with our obligations and reduce our burden on environment

Visit us online at:

<http://www.wiesbaden.army.mil/sites/directorates/environmental.asp>



COL David H. Carstens receives a City of Wiesbaden commendation from the Lord Mayor, Dr. Helmut Mueller and Environmental Affairs Director, Mr. Arno Grossman



Site protection fence for endangered hamsters



1st century Roman well preservation



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Directorate of Emergency Services (DES)





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What is different now that I am
in Germany?

112



110



117



114



0611-705-5096



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CRIME PREVENTION/IWATCH



Report Suspicious Activity or Behavior

**iWATCH
ARMY**

iREPORT

i KEEP US SAFE

See Something

Say Something



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LEGAL DRINKING AGE





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CHILD SUPERVISION



NEVER leave children
alone in cars.



KIDS AND CARS SAFETY

Command Policy 14

NOISE POLICY



Bottom line
Germany is a
quiet place.





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PET POLICY

Leash laws





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VEHICLE SAFETY



YOU ARE RESPONSIBLE

CALL POLIZIE OR MP



72 HOURS TO REPORT TO THE MP



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Questions?



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Judge Advocate General





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Legal Assistance

- Provide counsel to Soldiers, retirees and their families on personal legal problems
- Wide range of law:
 - estate planning
 - immigration & naturalization
 - family law
 - landlord tenant law
 - state and federal tax
 - consumer law.
- Host-nation laws and local national attorneys

Germany Issues

- Living on the Economy
- Contracts
- Cell Phones: Be careful
- SCRA: Doesn't work
- German Police: Don't argue





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What Don't We Do?

- UCMJ questions: See TDS (probably immediately)
- Certified translations
- Ethics advice
- Assistance suing the Government
- In-Court Representation



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WHERE TO GO IF I HAVE QUESTIONS?

YOUR LEGAL ASSISTANCE OFFICE OF COURSE!

TO SCHEDULE AND APPOINTMENT PLEASE CALL

DSN 337-4724/4725

CIVILIAN 0611-705-4724/4725

NOTARIZATIONS AND OTHER SERVICES ARE
PROVIDED DURING NORMAL BUSINESS HOURS



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Break



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Medical / Dental Support



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Medical Support

- **Tricare Options**
- **Emergency Care**
- **Referral Process to MTF/ Host nation**

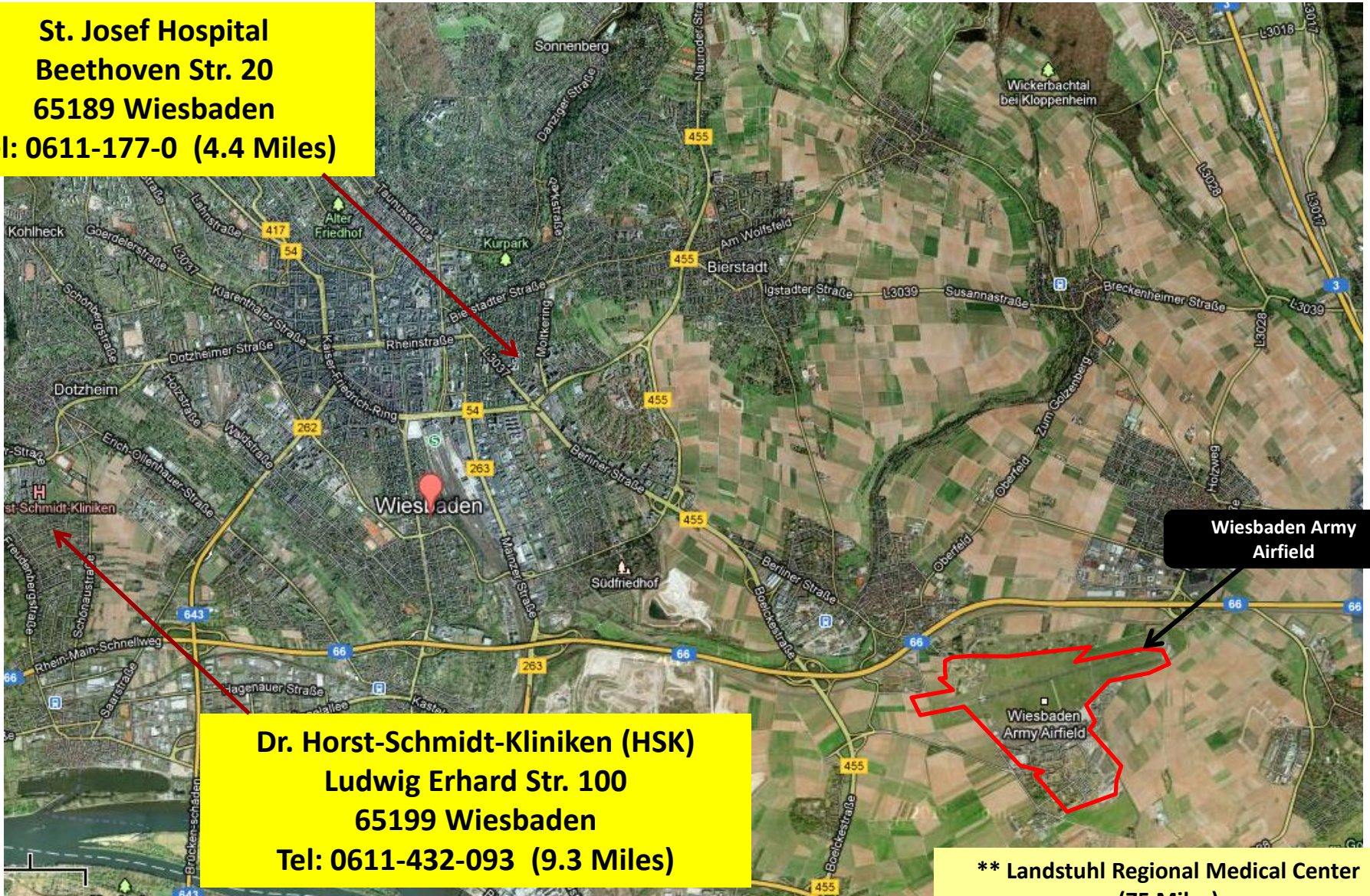


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St. Josef Hospital
Beethoven Str. 20
65189 Wiesbaden
Tel: 0611-177-0 (4.4 Miles)



Dr. Horst-Schmidt-Kliniken (HSK)
Ludwig Erhard Str. 100
65199 Wiesbaden
Tel: 0611-432-093 (9.3 Miles)

Wiesbaden Army Airfield

**** Landstuhl Regional Medical Center (75 Miles)**



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Medical Support

- **Access to Care in the Wiesbaden Health Clinic**
- **www.tricareonline.com**

Active Duty: 06:30-07:30

Family Members: 07:30-15:30

DSN: 337-6339/6320

CIV Prefix: 0611-705-6339/6320



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Dental Support

ACCESS TO CARE

Active Duty Exams/Sick Call- Mon-Fri 0730-1030

Family Member Sick Call- Mon-Fri 1230-1430

Family Member Exams are Appointment Only!!!

DSN:337-1720/5804

CIV Prefix: 0611-705-1720/5804

www.tricare dental program.com



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DoDDS-E



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Private Organizations

ASWAN TEMPLE COURT # 152

AUKAM ELEMENTARY SCHOOL (PTA)

BACK 2 BASIC

BLANCH M. BRUNER CHAPTER # 17

BOY SCOUT TROOP # 65

BOY SCOUTS OF AMERICA TROOP # 107

CUB SCOUTS PACK 13

CUB SCOUTS PACK 65

DIVINE PRINCE MILITARY LODGE # 85

FRIENDS OF THE 66TH MI BRIGADE

H.H ARNOLD HIGH SCHOOL BOOSTER CLUB

HAINERBERG ELEMENTARY SCHOOL (PTO)

HESSEN MILITARY COMMUNITY TOP-3

JAMES T. DORSEY LODGE # 114

KAPPA ALPHA PSI FRATERNETY

LA LECHE LEAGUE

PRINCE HALL MILITARY CONSISTORY # 304

MARY L. JAMES ASSEMBLY NO 329

NERO PRINCE MILITARY LODGE # 634

PRINCE HALL MILITARY CONSISTORY # 304

RHEIN MAIN CHAPTER (FORMERLY OLD IRONSIDES)

RHEIN VALLEY LEGION CHPT HARLEY OWNERS GRP # 9201

ST. JOHN'S LODGE # 79

THETA RHO INTERNATIONAL CHAPTER

USA GIRL SCOUTS OVERSEAS WIESBADEN

VETERANS OF FOREIGN WAR POST 27

WARRANT OFFICER ASSOCIATION # 116

WILLIE H. DIXON MILITARY LODGE # 143

WSB MIDDLE SCHOOL PARENT TEACHER Association PTSA

WIESBADEN COMMUNITY SPOUSES Club

WIESBADEN FMWR FUN BOWLING LEAGUE

WIESBADEN SENIOR PARENT ASSOCIATION

WIESBADEN SWIMMERS AND PARENTS ASSOCIATION

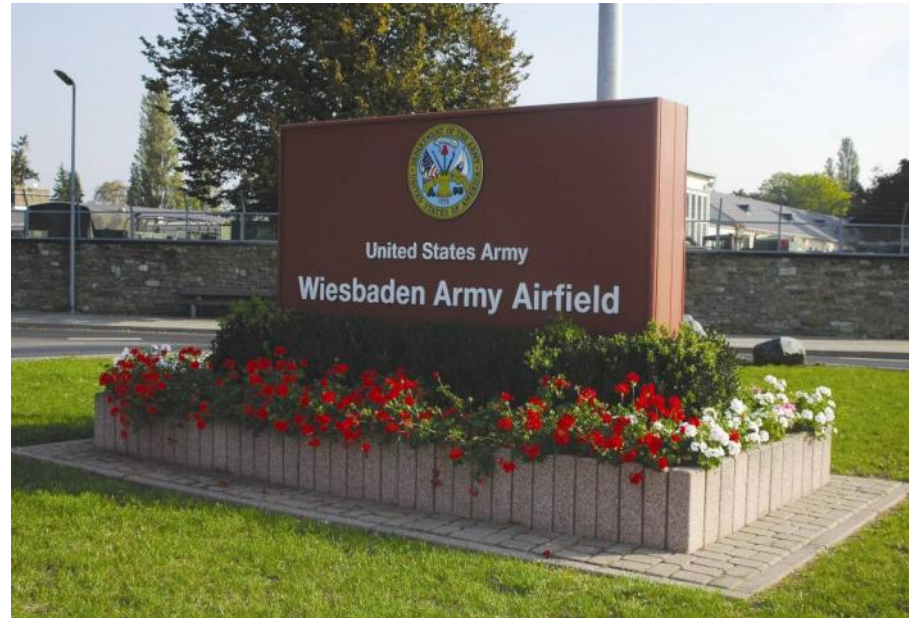
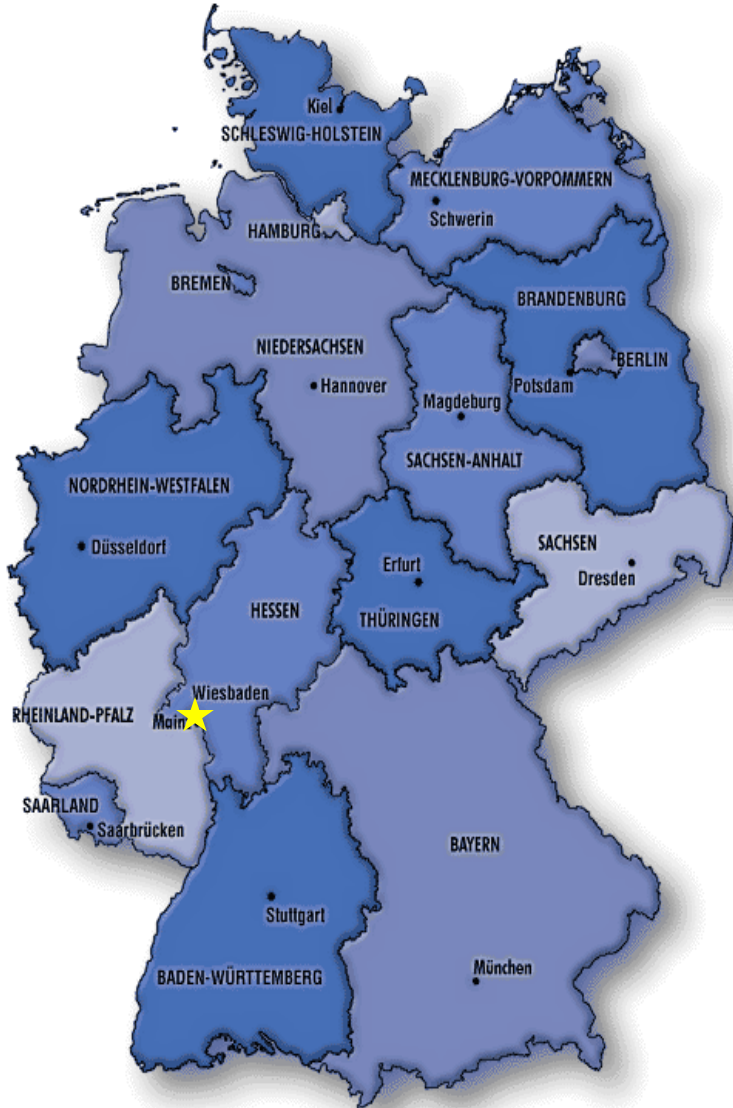


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Directorate of Family, Morale, Welfare and Recreation

(DFMWR)



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Family and MWR



Dining & Entertainment

Entertainment Center
Cappuccino Casino
UR Place Bar & Grill
Little Italy Restaurant



Family Services

Army Community Service
Children & Youth School Service



Recreation & Leisure

Outdoor Recreation
Sports & Fitness Center
Rheinblick Golf Course



Arts & Crafts Center
Library
Amelia Earhart Theater
Auto Skills Center
Better Opportunities for Single Soldiers



www.facebook.com/Wiesbadenfmwr www.armygermany.com. Where we keep you connected!



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Family and Morale, Welfare and Recreation Directorate Standard Garrison Organizational Structure

FMWR Director

NAF SUPPORT SERVICES	CHILD, YOUTH AND SCHOOL SERVICES	RECREATION	BUSINESS	ARMY COMMUNITY SERVICE
<ul style="list-style-type: none">➔ NAF Financial Management➔ Marketing➔ NAF Major Construction➔ Private Organizations➔ Commercial Sponsorship➔ NAF Property Management➔ Internal Review➔ NAF Supply Warehouse➔ Public Private Ventures➔ Information Technology➔ NAF Contracting	<ul style="list-style-type: none">➔ Child Development Centers➔ Family Child Care➔ School Age Services➔ Youth Centers➔ Teen Centers➔ Youth Sports and Fitness➔ Youth Education Support Services➔ School Liaison➔ Outreach Services➔ Program Support Services	<ul style="list-style-type: none">➔ Sports and Fitness➔ Entertainment➔ Automotive➔ Parks and Picnic Areas➔ Library➔ Arts and Crafts➔ Community Activity Centers➔ Better Opportunities for Single Soldiers (BOSS)➔ Outdoor Recreation➔ Leisure Travel	<ul style="list-style-type: none">➔ Golf➔ Clubs➔ Food and Beverage➔ Bowling➔ Theme Restaurants➔ Rod and Gun Clubs➔ Lodging Operations➔ NAF Recycling	<ul style="list-style-type: none">➔ Financial Readiness➔ Family Advocacy➔ Relocation➔ Mobilization and Deployment➔ Information and Referral➔ Exceptional Family Member➔ Employment Readiness➔ Volunteer Corps➔ Army Family Team Building➔ Army Family Action Plan➔ Army Emergency Relief➔ Soldier Family Assistance Ctrs➔ Survivor Outreach Services



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Tax Relief Office



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Tax Relief Office (VAT & UTAP)

- **All local vendors and business charge 19% Value Add Tax to goods and services sold on the local economy.**
- **As members of NATO SOFA, we have the legal option to not pay the VAT on those goods and services as a courtesy of the German Government.**



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Tax Relief Offices (VAT & UTAP)

Two Programs are in place to assist members with the process of not paying VAT in Germany.

- 1. VAT Office – Uses special forms for the removal of Taxes from Goods or services at the time of purchase.**
 - **Strictly Voluntary on the vendors part**
- 2. UTAP Office – Program used to remove the tax from off post housing electric, gas, and in some case water bills.**
 - **Currently only ESWE, Entega, Thuga, and Suwag**



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Tax Relief Office (VAT & UTAP)

- There are many strict rules in dealing with Tax Relief!
 - Tax Relief is a privilege not right and violations can result in lost of tax relief privileges
- AE 215-6
 - www.ArmyGermany.com
 - USAG Wiesbaden Web Page
 - MWR Europe Web Page
 - Army Europe Publications web page



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Tax Relief Office (VAT & UTAP)

**Location and Hours of Operation
Bldg 1023 East**

Mon – Fri 0930-1730

Closed on U.S. Federal Holidays

**Phone Numbers: DSN 337-1780 Com. 0611-705-1780 (VAT)
DSN 337-7456 Com. 0611-705-7456 (UTAP)**

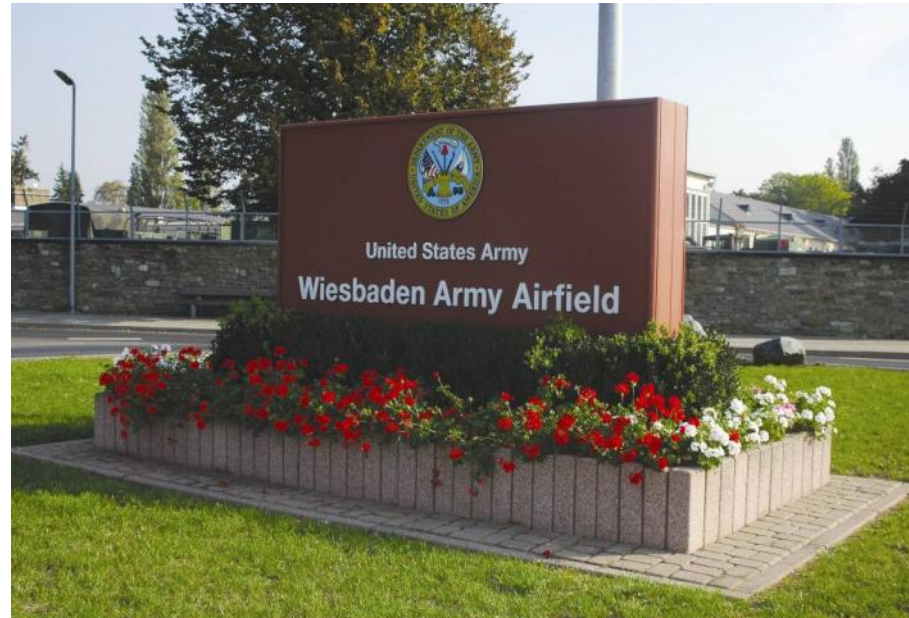
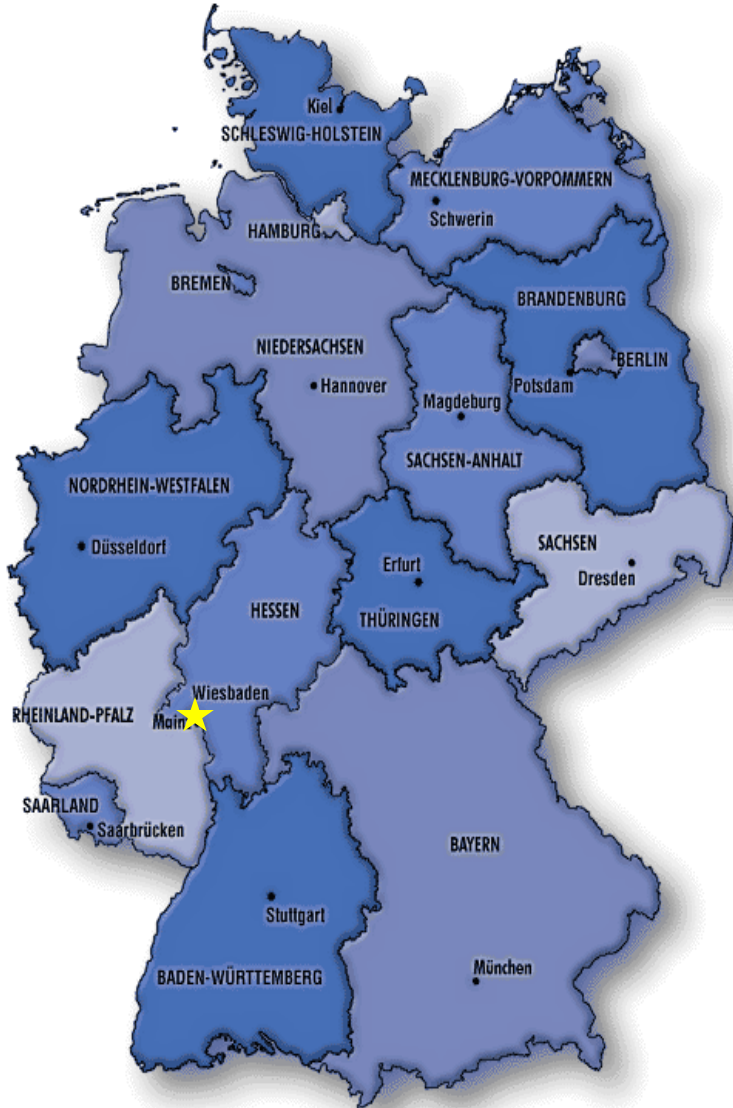


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