

# Welcome Packet

## Army Community Service

### USAG Rheinland-Pfalz



#### **Willkommen in Deutschland! Welcome to Germany!**

This packet contains information pertaining to the Garrison and surrounding area.

For more information, please contact our staff at Army Community Service.

ACS Kaiserslautern  
Kleber Kaserne  
Bldg. 3210, 2nd Floor  
CIV: (+49) 0611-143-541-9000  
DSN: 541-9000

FAP/NPSP/EFMP  
Kleber Kaserne  
Bldg. 3210, 2nd Floor  
CIV: (+49) 0611-143-541-9028 | 9000  
DSN: 541-9028 | 541-9000

ACS Baumholder  
Smith Barracks  
Bldg. 8666  
CIV: (+49) 0611-143-531-2850  
DSN: 531-2850

[usarmy.rheinland-pfalz.id-europe.mbx.garrison-accs@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.garrison-accs@army.mil)



## Important Pre-Arrival Information:

**Sponsorship:** It is highly recommended that all incoming Service Members and their Family Members request a sponsor prior to arrival. It is very simple! Sponsorship can be requested here: <https://actnow.army.mil/>. For information on *Youth Sponsorship*, visit the Military Youth on the Move website at: <https://www.militaryonesource.mil/family-relationships/family-life/for-military-youth-and-teens/>.

**Plan My Move** is a set of online, interactive organizational tools designed to make frequent moves easier and less disruptive for Service Members and Families. Tools include a customizable calendar, to-do lists, departure and arrival checklists, installation overviews, and installation-specific information topics such as education, transportation, childcare, and employment. Plan My Move can be found at:

<https://planmymove.militaryonesource.mil/>

**MilitaryINSTALLATIONS** is a great tool available on the Military One Source website: <https://installations.militaryonesource.mil/>. It is a searchable directory of services and programs. Military installations worldwide, allowing easy access to contact information, websites, maps and directions to installation programs and services. It also includes a 24/7 toll-free assistance line.

**Pets** must be microchipped. The rabies vaccination can be given at any time after the microchipping, and the primary rabies vaccine is only good for one year. Health certificate must be completed within days of flight, **Army veterinarian are also USDA certified veterinarians**. At Ramstein, an examination fee may apply for pets imported into Germany from outside the European Union. Contact the Vet Clinic, Monday through Friday, 0730-1600 at DSN: 590-1900 or Civilian: 06371-9464-1900. For **more information** or visit our website: <https://www.aphis.usda.gov/pet-travel/us-to-another-country-export/pet-travel-us-germany>

We are the Army's Home! Visit: <https://home.army.mil/rheinland-pfalz/>

Give us a like & follow on our ACS Facebook page for great information and community updates! Here is the link: [www.facebook.com/RheinlandPfalzACS](http://www.facebook.com/RheinlandPfalzACS)





## USAREUR driver's training and testing can be done online prior to moving!!

Service Members can use their CAC and Family Members can use the benefits number on the back of own ID card to log into Joint Knowledge Online and access training and test.

Link to the study book: [https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC\\_Bavaria\\_Transportation/Drivers-Handbook.pdf](https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf)

You will receive email notification with account information and login instructions. If you do not receive notification after 24 hours, please contact your sponsor. Once you receive your user ID and password, access JKO and take the exam.

Family Member Instructions for Creating a JKO account: Navigate to <https://jkodirect.jten.mil/>. Click on the link "NON-Government/sponsored Account Registration" on JKO website. This will allow you to receive a sponsored account. Once information is submitted it will be sent to the sponsor's email for verification, and then to JKO for account creation. This takes approximately 24 hours to process after your sponsor has verified it. You will receive email notification with account information and login instructions when your account is created. If you do not receive notification after 24 hours, please contact your sponsor.

In order to receive a USAREUR License, present the following documents to the Driver's Testing Office: Final Exam (USA-007B) Certificate, Valid ID card, **Valid stateside or country license**, Check or money order for \$20 (no cash), Eye exam for personnel 65 or older by an optometrist or an eye-vision professional

Kaiserslautern Military Community Location: Kleber Kaserne, Building 3213, Room 20

Baumholder Military Community Location: Quartermaster Kaserne, Building 8744, Room 4208

*For the most updated information, please scan this QR code:*





**For information on in-processing, relocation, and other valuable tips, check out the USAG Rheinland Pfalz**

***Installation Relocation Assistance Plan (IRAP):***



***Need to make a phone call?***

Use the below QR code to Access USAG Rhineland Pfalz phonebook!

**Crisis Phone numbers are available on the next page.**

Calling from outside of Germany? Dial +49-61-143-XXX-XXX.

To call from the US from a DSN line, dial 99-001-area code-XXX-XXXX.





**Emergency Numbers**

On Post of Off Post: 112 for Emergency (Fire/Medical)
Off Post: 110 for German Police

**Baumholder Law Enforcement Desk (Military Police)**

0611-143-531-2785 or 0611-143-531-2677
--

**Kaiserslautern Law Enforcement Desk (Military Police)**

0631-536-7070, 0631-536-7002 or 0631-536-8005
---

**24/7 Domestic Violence Hotline**

0152-0487-6330
----------------

**SEXUAL HARASSMENT/ASSAULT RESPONSE (SHARP)**

21 TSC 24/7 Sharp Hotline:	CIV: 0611-143-537-4277
	DSN: 537-4277
USAG Rheinland-Pfalz 24/7 Helpline:	CIV: 0631-413-7280
	DSN: 484-7280

**Military and Family Life Counselors**

0152-2479-2650, 0175-792-3332, 0170-369-3292, 0175-601-1985, 0152-2366-2124, 0152-3652-2147, 0162-543-8772, 0152-2617-9751
---

**RED CROSS (Emergency messages and AER assistance)**

877-342-9647
--------------

**Chaplain (ON-CALL)**

Baumholder	0162-270-8349
Kaiserslautern	0162-296-9054

**Military Onesource**

800-342-9647
--------------

**Work Orders / After Hours Emergency Numbers:**

Kaiserslautern	24/7 Army Maintenance: 0631-411-7175
	24/7 Airforce Housing Maintenance: 06371-463-9510
Baumholder	Normal Hours: 0611-143-531-3060
	After Hours (Fire Dept): 0631-303690



### Hospitals / Health Clinics / Tricare / Off Post Hospitals

#### Landstuhl Regional Medical Center (LRMC)

Information Desk	CIV: 06371-9464-4100
	DSN: 590-4100
Emergency Care Phone	CIV: 06371-9464-6321 / 6322
	DSN: 590-6321 / 6322

#### Baumholder Health Clinic: Clinic Kaserne, Bldg. 8740

Front Desk Phone Number:	CIV: 06371-9464-1004
	DSN: 590-1004

#### Kaiserslautern Health Clinic: Kleber Kaserne, Bldg. 3287

Front Desk Phone Number:	CIV: 06371-9464-2615
	DSN: 590-2615

#### Ramstein Health Clinic: Ramstein Airbase, Bldg. 2114

Sick Call / Appointment Line	CIV: 06371-46-2273
	DSN: 497-2273

#### Tricare Service: Landstuhl Post, Bldg. 3744

Front Desk Phone Number	CIV: 06371-9464-4830
	DSN: 590-4830

#### Kaiserslautern (Local) Hospitals:

- Westpfalz Klinikum GmbH, Address: Hellmut-Hartert-Str. 1, 67655 Kaiserslautern; Phone: 0631-203-0; [www.westpfalz-klinikum.de](http://www.westpfalz-klinikum.de)
- Standort Kusel Phone: 06381-930
- Standort Rockenhausen Phone: 06361-4550
- Standort Kirchheimbolanden Phone: 06352-4050

#### Landstuhl (Local) Hospital:

- Nardini Klinikum St. Johannis, Address: Nardinistr. 30, 66849 Landstuhl; Phone: 06371-84-0; [www.nardliniklinikum.de](http://www.nardliniklinikum.de)



# ONLINE RESOURCES

## TOP LINKS FOR NEWCOMERS

- USAG Rheinland-Pfalz Homepage: <https://home.army.mil/rheinland-pfalz/index.php>
- USAG Rheinland-Pfalz Newcomers Page: <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>
- USAG Army Europe Newcomers Homepage: <https://www.europeafrica.army.mil/Newcomers/>

## MWR LINKS

- USAG Rheinland-Pfalz Baumholder MWR Website: <https://baumholder.armymwr.com/>
- USAG Rheinland-Pfalz Kaiserslautern MWR Website: <https://kaiserslautern.armymwr.com/>

## FACEBOOK LINKS

- USAG Rheinland-Pfalz Facebook Page: <https://www.facebook.com/army.rp>
- USAG Rheinland-Pfalz Baumholder Facebook Page: <https://www.facebook.com/USAGRheinlandPfalzBaumholder>
- USAG Rheinland-Pfalz MWR Baumholder Facebook Page: <https://www.facebook.com/BaumholderFMWR>
- USAG Rheinland-Pfalz MWR Kaiserslautern Facebook Page: <https://www.facebook.com/RheinlandPfalzFMWR>
- USAG Rheinland-Pfalz ACS Facebook Page: <https://www.facebook.com/RheinlandPfalzACS>

## FAMILY LINKS

- School Support Services and Youth Sponsorship: <https://kaiserslautern.armymwr.com/programs/school-liaison-officer-slo>
- Youth Topics: <https://youth.gov/>
- USAG Rheinland-Pfalz Child and Youth Services: <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/all-services/child-youth-services>
- DODEA Europe East District Homepage: <https://www.dodea.edu/Europe/east/index.cfm>
- Taking Care of Our People Toolkit: <https://www.defense.gov/Spotlights/Taking-Care-of-Our-People/>

## AIR FORCE LINK

- 86th Force Support Squadron: <https://86fss.com/>

## MOVING LINKS

- Military Installations Website: <https://installations.militaryonesource.mil/>
- Plan My Move Website: <https://planmymove.militaryonesource.mil/>
- eSAT Sponsorship Training Website: <https://millifelearning.militaryonesource.mil/>
- Request a Sponsor on Army Career Tracker (ACT): <https://actnow.army.mil/>
- Sponsorship and Newcomers FAQs: <https://www.europeafrica.army.mil/Portals/19/documents/USArmyEuropeSponsorshipFAQs.pdf?ver=2018-06-28-035529-940>
- How to get a USAREUR Driver's License: <https://www.afsbeurope.army.mil/Logistics-Readiness-Centers/LRC-Bavaria/Transportation-Division/Drivers-Testing/>
- Billeting/Lodging Access in Baumholder: <https://baumholder.armymwr.com/programs/army-lodging>
- Billeting/Lodging Access in Vogelweh/Landstuhl/Ramstein: <https://86fss.com/air-force-inns-lodging/>
- Off-Post Housing (Pre-approved by the Housing Office): <https://www.homes.mil/homes/DispatchServlet/Back?Mod=HomesWelcome&SSRedir=true>
- AMC Pet Travel Page: <https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/>

## EUROPEAN UNION LINKS

- European Union Homepage: [https://europa.eu/european-union/index\\_en](https://europa.eu/european-union/index_en)
- European Union Learning Corner: [https://learning-corner.learning.europa.eu/index\\_en](https://learning-corner.learning.europa.eu/index_en)





# ARMY COMMUNITY SERVICE FACT SHEET

ACS Kleber Kaserne, Bldg. 3210, Second floor

DSN: 541-9000 | CIV: 0611-143-541-9000

EFMP/FAP DSN: 541-9028 | CIV: 0611-143-541-9028

ACS Smith Barracks, Bldg. 8666, DSN: 531-2850 | CIV: 0611-143-531-2850

Hours of Operation: Mon - Wed & Fri 8 a.m. - 5 p.m. and Thu 8 a.m. - 12 p.m.

Closed daily for lunch: 12 - 1 p.m.

*ACS Organizational Email: [usarmy.rheinland-pfalz.id-europe.mbx.garrison-acs@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.garrison-acs@army.mil)*

## **ARMY EMERGENCY RELIEF (AER) 501 (c)(3) nonprofit organization - donation funded**

After hours assistance may be requested for Emergency Travel **ONLY** by calling the American Red Cross Military Assistance Hotline: (US) 001-877-272-7337

Financial assistance for valid emergency and unexpected expenses. No Fee / No Interest loans, Grants, and Scholarships for dependent children and spouses of Active Duty, Retired and deceased Army Soldiers based on need. Over 30 categories of assistance. Available to active and retired Soldiers, their Family Members, activated Guard and Reserve.

[www.armyemergencyrelief.org](http://www.armyemergencyrelief.org)

## **ARMY FAMILY ACTION PLAN (AFAP)**

Quality of life issues are solicited year round through the Issue Management System located at <https://ims.armyfamilywebportal.com/>. Please submit ideas on what you think would improve the quality of life for Soldiers, Families, Civilians, Retirees, and Survivors in our military community and throughout the Army

## **ARMY FAMILY TEAM BUILDING (AFTB)**

Personal Skills & Basic Army Knowledge Courses / Management Skills Courses / Professional Growth & Leadership Development Courses / Specialized Unit Training in person upon request and at <https://olms.armyfamilywebportal.com>

## **ARMY VOLUNTEER CORPS COORDINATOR (AVCC)**

Support Community Organizations with Volunteer Management / Volunteer Workshops and Training / Volunteer Recognition. The Volunteer Management Information System (VMIS) is located at <https://vmis.armyfamilywebportal.com>

## **EMPLOYMENT READINESS PROGRAM (ERP)**

Employment Preparation Workshops / Job Skill Development and Assessment / USA Jobs Classes / Training (Computer Access Available) / Current Job Listings in the Local Community / Career Counseling & Interview Skills / Job Fair

## **EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

A one-stop-shop for Families with Special Needs. The program provides a Multi-Agency Network for EFMP Community Support. Services include: Information, Referral and Advocacy / Support Groups and Networking Opportunities / Respite Care Providers / EFMP Systems Navigators / Non-clinical Case Management and Home Visits available

## **FAMILY ADVOCACY PROGRAM (FAP)**

DSN 541-9028 / 0611-143-541-9028

Prevention and Education on Child and Spouse Abuse / Troop & Community Education / Enrichment Programs and Classes

### **EMERGENCY PLACEMENT CARE PROGRAM (EPC)**

Emergency in-home placement of children at risk for or experiencing abuse or neglect / Emergency Placement Care Parent Training and Certification

### **NEW PARENT SUPPORT PROGRAM (NPSP)**

Information, resources, education and referral services to new and expectant parents / Home, office and hospital visits / Phone consults / Prenatal classes and playgroups offered monthly

### **VICTIM ADVOCACY PROGRAM (Domestic Violence)**

**24-HOUR CRISIS LINE: KAISERSLAUTERN / BAUMHOLDER / LANDSTUHL CIV: 0152-0487-6330**

Help for victims of domestic violence / Provides crisis intervention / Information about your rights as a victim of domestic violence / Information, Referral, Support and Reporting options

### **PROBLEMATIC SEXUAL BEHAVIOR IN CHILDREN AND YOUTH (PSB-CY)**

Respond to Cautionary and Problematic PSB-CY referrals / Facilitate multi-disciplinary meetings for safety and behavioral Planning / Offer Child Focused Advocates for parents and legal guardians / Provide training for schools and the community



## FINANCIAL READINESS PROGRAM (FRP)

Comprehensive financial planning services, education, coaching and support to assist active and retired Soldiers, their Families, DA Civilians, Guard and Reservists. Accredited Financial Counselors (AFC) provide financial literacy through unit and individual planning sessions. Financial Readiness Program provides Mandatory CMT Financial Literacy Trainings / Wealth Building / Budget / Debt Liquidation / Savings / Estate Planning / Consumer Advocacy / Risk Management / Insurance / Application certification for Family Subsistence Supplemental Allowance (FSSA) / Early Return of Dependents (ERD) Financial Counseling / Credit Report Review / Personal Financial Readiness / Thrift Savings Plan (TSP) / Blended Retirement System (BRS) / Military Lifestyle planning for Marriage / Baby / Divorce / Promotion / Retirement / Deployment. **Email: [usarmy.rheinland-pfalz.id-europe.mbx.garrison-accs@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.garrison-accs@army.mil)**

## INFORMATION, REFERRAL & FOLLOW-UP PROGRAM (I&R)

Information on Military and Civilian Community Resources / Information about the local bus and railway system / Special Host Nation Services / Translation (not certified) / Explanation/ Assistance with German bills & other correspondence / Military OneSource Information

## MOBILIZATION / DEPLOYMENT READINESS PROGRAM (MOB/DEP)

Readiness Essentials for Army Leaders (R.E.A.L) training / Family Assistance Center operations / Soldier & Family Readiness Group, Rear Detachment Commander and Family Liaison Officer instruction / Pre-deployment, deployment, post-deployment and reunion support / Army Disaster Personnel Accountability and Assessment System (ADPAAS) / Resilience training.

**Soldiers and Civilians are required to sign up for the ALERT! Mass Warning Notification System (<https://alert.csd.disa.mil>)**

## RELOCATION READINESS PROGRAM (RELO)

Relocation Counseling Appointments / Military and Civilian Sponsorship Training / Spouse Sponsorship Training / English as a Second Language (ESL) / German Language Classes / Reentry to US / Host Nation Tour / Newcomers Orientation Class / PCS Workshop / Multicultural Lunch & Learn. **Create a custom checklist for your move with Plan My Move**

**(<https://planmymove.militaryonesource.mil/>)**

**LENDING CLOSET: KL:** DSN 541-9007 / CIV 0611-143-541-9007 / **BH:** DSN 531-2864 / CIV 0611-143-531-2864

Offers household goods that may be borrowed for up to 60 days, including ready-to-go kits, small appliances, \* GPS units (\*30 days) and more. Must be within 60 days of in-processing / out-processing. Available to Soldiers, Family members & Civilians. Call ACS or the Lending Closet directly for opening hours

## SURVIVOR OUTREACH SERVICES (SOS)

The Survivor Outreach Program works with Survivors to connect services and people who help cope with loss, resolve financial challenges and seek information and referral services

## MILITARY AND FAMILY LIFE COUNSELORS (MFLC)

MFLC's are available to help all Service Members, their Spouses, Family Members and children to address marriage or relationship issues / Stress & Anxiety / Situational Depression / Grief and Loss / Daily Life Issues.

Consultations are free and anonymous / No records kept! MFLC's are available after-hours and on weekends and can arrange for off-site meetings that are convenient to the client. Call to schedule an appointment:

**Landstuhl:** 0152-2479-2650

**Kleber:** 0175-792-3332

**Panzer/Daenner:** 0170-369-3292

**ROB:** 0175-601-1985

**Sembach/Pulaski:** 0152-2366-2124

**Baumholder:** 0152-3652-2147

**Sembach/Pulaski/NATO:**

0152-2617-9751

0152-3583-5046

## SEXUAL HARASSMENT / ASSAULT RESPONSE & PREVENTION PROGRAM (SHARP)

Kleber Kaserne, Bldg. 3213, DSN: 541-9024 / 9029 CIV: 0611-143-541-9024 / 9029

**21st TSC 24/7 SHARP Hotline:** DSN 537-4277 (53-SHARP) / CIV +49 (0) 611-143-537-4277

**Rheinland-Pfalz 24/7 Hotline:** DSN 484-7280 / CIV +49 (0) 631-413-7280

Provides assistance for all Garrison Soldier sexual harassment complaints and provides reports of sexual assault for Soldiers, Department of the Army Civilians, and Family members over the age of 18.



## EMERGENCY NUMBERS

110: LAW ENFORCEMENT

112: FIRE / MEDICAL

[www.facebook.com/RheinlandPfalzACS](https://www.facebook.com/RheinlandPfalzACS)

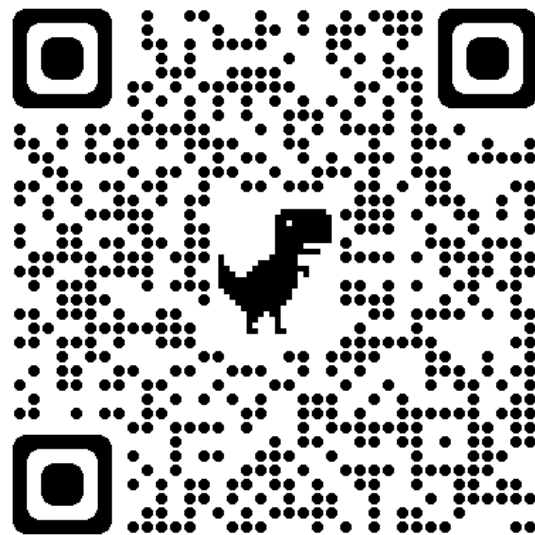






The School Liaison Officer (SLO) can assist with transition, registration, communication, youth sponsorship and many other school/student related topics. For contract information or the 2023-2024 school information packet,

Scan the QR code below!





# ACS Lending Closet



Just PCS'ed? No Household Goods? Are you tired of eating out everyday while waiting for your household goods to arrive? Then call ACS today, and pick up some kitchen and dining essentials so you can finally enjoy a homecooked meal!



### \*\*\*Kitchen Essentials\*\*\*

We have everything you need to start cooking at home! We have pots, pans, blenders, mixers, rice cooker, slow cookers, coffee makers, baking sheets, and so much more.

### \*\*\*Dining Essentials\*\*\*

We have dining kits for up to 8 people. These kits come with plates, bowls, knives, forks, spoons, drinking glasses, and coffee mugs. We've got everything you need to eat a meal at home with your family!



### \*\*\*Clothing Essentials\*\*\*

We also have clothing essential that you can check out like Ironing, Ironing small & large board, and baskets.

**LIMITED SUPPLY, ITEMS ARE AVAILABLE ON A FIRST COME FIRST SERVE BASIS.**



Kaiserslautern, Kleber Kaserne,  
Building 3210, Room 206  
CIV: 0611-143-541-9007  
DSN: 541-9007

Baumholder, Smith Barracks,  
Building 8666, Room 119  
CIV: 0611-143-531-2864  
DSN: 531-2864





## Too much or not enough HHG's?

**Are you new to the community and need 220V appliances or extra items to make your house a home? Are you leaving and need to reduce the size of your household goods? The local Thrift Shops are your solutions. Shop, donate, or volunteer and make new friends!!**

KMC Airman's Attic  
Bldg. 2162, Ramstein

<https://www.facebook.com/KMCAirmansAttic/>

The RESA Thrift Shop  
Bldg. 2494, Ramstein  
Phone: 06371-47-5492  
DSN: 480-5492

<https://www.facebook.com/RESAThriftShop/>

KLSA Thrift Shop  
Bldg. 3818, Landstuhl  
Phone: 06371-86-7318

<https://www.facebook.com/KLSAThriftShop/>

BCSB Thrift Shop  
Bldg. 8667, Baumholder  
Phone: 0611-143-531-2847  
DSN: 485-2847

<https://www.facebook.com/BCSCThriftStore/>

*\*Thrift stores are operated by private organizations. The information provided does not imply US Army endorsement.*



### Paying Utility Bills under UTAP (cont.)

- Billing adjustments and credits are made no later than the end of the billing year
- Delinquent bills are sent to the UTAP office for collections
- Failure to pay utility bills can result in garnishment of your wages
- You may be dis-enrolled from the UTAP for failure to pay utilities
- If you are dis-enrolled from UTAP for failure to pay your utilities, you will be liable for a deposit and all utility taxes.

### UTAP Registration Requirements

(Only at the Kleber Kaserne UTAP Office)

#### By appointment only.

- Appointments can be made via phone. Active Duty or DoD Civilian ID
- Official orders or Official Letter of Employment, specifying logistical support
- Signed rental agreement from housing office or landlord, or proof of home ownership
- Utility company billing information for each company to include meter number and reading.
- Registration fee of \$99
- Spouse name and DOD ID number
- Single Euro Payment Authorization (SEPA) is a requirement for utility bill payment. Banking info must be provided
- UTAP registration form filled out in its entirety by the sponsor

### Moving Off-Base to On-Base

(Handling Office- Kleber VAT TRO/UTAP)

- Customer must bring the final bill(s) and proof of payment of final bill(s) from all utility companies providing service to the residence that you are leaving

### Visit our website:

[kaiserslautern.armymwr.com/europe/kaiserslautern/programs/](http://kaiserslautern.armymwr.com/europe/kaiserslautern/programs/)  
(UTAP and VAT information is located in the Financial section)

[Request VAT Forms Online](#)

On a CAC enabled ".mil" computer,

### Moving Off-Base to Another Off-Base Residence

(Handling Office- Kleber UTAP)

- Each time you move off-base, you bring the final bill(s) and proof of payment of final bill from the residence you are leaving to the Kleber UTAP office.
- All the same requirements for initial registration apply for the new residence you are moving to

### Dis-Enroll from UTAP (PCSing/Out-processing)

(Handling Office-Kleber UTAP)

- Customers must bring a copy of final bill(s) and paid receipts
- Provide a copy of PCS orders
- Provide forwarding address



### Common German Terms You Might See Regarding Your Utility Bill:

Rechnung = Bill or Invoice

Strom = Electricity

Gas = Gas

Wasser = Water

Kundennummer = Customer number

Vertragsnummer = Contract number

Jahresrechnung = Annual Bill

Schlussrechnung = Closing bill

Mahnung = Reminder bill

Ruecklaeufer = Charge for auto debit failed

Mahngebuehr = Late fee

Abschlag = Installment payment

Gesamtforderung = Total amount due

Sperrandrohung = Disconnection notice



Family and Morale, Welfare and Recreation  
USAG Rheinland-Pfalz

## Value Added Tax (VAT)

### Relief Offices

**Kleber Kaserne, Bldg. 3245, Rm. 116 (VAT)**

541-9126 | 0611-143-541-9126

Mon-Fri 8:30- 4 pm

**UTAP Office, Rm. 115:** Mon-Fri 9 am - 4 pm

(open during lunch)

By appointment only. For questions call  
541-9091/9086 | 0611-143-541-9091/9086

**Rhine Ordnance Bks., Bldg. 273 (Java Cafe)**

541-9089 | 0611-143-541-9089

Mon-Fri 9 am - 4 pm

**Landstuhl Post, Bldg. 3810 (inside the Library)**

541-9126 | 0611-143-541-9126

Mon-Thu 10 am - 2 pm

Fri 12pm - 4 pm

**Smith Bks. (Baumholder), Bldg. 8661**

531-2896 | 0611-143-531-2896

Mon-Fri 10 am - 5 pm

Revised: 11/27/2020

send an e mail with the subject line "UTAP Form Request" to:  
[usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-vat-office@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-vat-office@army.mil)



### Individual VAT forms Eligibility

- U.S Forces or Dod Civilians stationed in Germany
- On official TDY in Germany
- On documented leave or pass from another European country or North Africa in Germany
- DOD Contractors who qualify under the SOFA Article 71, 72, or 73
- Members of household (applicable in Germany only)
- Full time, paid Red Cross employees
- USO area executives, center directors and assistant directors
- Unites Seaman's Service Personnel
- Credit Union employees

### Ineligible Individuals and Organizations

- Retirees not employed under any of the eligible categories
- German citizens who are not authorized dependants
- Local National employees who are not otherwise authorized
- Consulate and embassy personnel
- U.S. Military Reservists not serving in an Active Duty, IMA or BA status
- Employees of non commercial organizations and commercial enterprises with U.S. Government contracts unless specifically authorized

### Types and Use of VAT forms (NF-1 and NF-2)

- NF-1 forms are to be used for purchases of €2499.99 and less
- 10 forms are the maximum that may be out per customer account
- VAT forms must be returned in order to purchase more VAT forms
- Used Vat forms must be returned completed to the VAT office

The following must be clear and legible:

- The amount of purchase
- The date of purchase
- The description of goods

### Types and Use of VAT forms (NF-1 and NF-2) (cont.)

- Must contain signature of the eligible purchaser
- Vendor, Name, Address and Signature
- VAT forms returned with missing or unreadable information will not be cleared from the customer's account and will remain outstanding
- NF-2 VAT forms for purchase over €2500 may be purchased at the Landstuhl, Rhine Ordnance Barracks and Kleber VAT offices and are issued 1 at a time
- Cost estimate must be provided
- Full payment amount must be provided
- Cashier's (bank) check made out to CMWRF and the vendor or financing documentation

### Prohibited use of VAT forms

- Using an NF-1 form for purchase over €2500
- Split Purchases (use multiple forms to split the cost of purchases over €2500)
- Using forms outside the Valid From or Valid To dates
- Purchasing goods for ineligible persons
- Buying used autos, repairing and selling them
- For utilities (other than heating oil)
- Buying of vehicle for registration in the German system
- Buying, selling, constructing, renovating or repairing real-estate(except for minor things)
- Using VAT forms for real-estate or leases
- Long term contracted services
- Propane gas
- Auctions over €2500

### Violations for misuse of VAT forms

- Decisions can be made to bar individuals for misuse of VAT forms
- Customers will pay the taxes to the Vendor if it is determined the VAT form was misused
- Consecutive violations within a 3 year period or one serious violation, customer will be barred for at least 12 months

### Utility Tax Avoidance Program (UTAP)

- Utility Tax Relief for off-base housing
- May not be available in every community, since some utility providers chose not to enter into agreements or contracts with the VAT Tax Relief Office
- Does not apply to one-time deliveries (heating oil or gas delivered to tanks)
- To enroll off-base housed residents must have separate metering devices registered in their own name
- Current German tax rates for Electricity 19% Gas 19% , and water 7%. Entering in the UTAP is a savings to you and the U.S. Government
- A non-reimbursable service charge must be paid to the NAF VAT TRO office to begin tax-exempt utility deliveries
- Security deposits charged by utility companies will be returned no later than the end of the current billing year. Avoid paying deposits by enrolling in UTAP
- U.S. Forces members will not order utilities on their own without participation of the UTAP office

### Paying Utility Bills under UTAP

- Customers must establish automatic utility payments
- Utility companies send an initial welcome letter with payment due dates and rates of charge at the beginning of utility service being established in tax free status
- German utility companies do not send monthly bills. The welcome letter establishes payments for the entire year.
- Utility companies will inform customers at the end of each annual billing period of actual consumption rates and bill the amount due or refund the average paid
- When utility services are terminated billing reconciliation will be made by the utility company. The customer will be required to pay the amount due or will be given a refund whichever the case may be.



## EMERGENCY PHRASES

Emergency!	Notfall!
Call the Police!	Rufen Sie die Polizei!
Danger!	Gefahr!
Fire!	Feuer!
Get a Doctor!	Holen Sie einen Arzt!
Help!	Hilfe!
Look Out!	Vorsicht!
I do not speak German	Ich spreche kein Deutsch.
I only speak English	Ich spreche nur Englisch.
Please call an ambulance	Bitte rufen sie einen Krankenwagen!
I am a diabetic.	Ich bin Diabetiker.
I am allergic to antibiotics	Ich bin allergisch gegen Antibiotika.
Is there a pharmacy around here?	Ist hier in der Nähe eine Apotheke?
The emergency	der Notfall
The emergency doctor	der Notarzt
The ambulance	der Krankenwagen
The emergency exit	der Notausgang
The hospital	das Krankenhaus
The Pharmacy	die Apotheke

## RESTAURANT PHRASES

Is this seat available?	Ist hier frei?
Smoker/non-smoker	Raucher/Nichtraucher
Reserved	Reserviert
The menu	die Speisekarte
Table for regular customers	der Stammtisch
Would you like something to drink/eat?	Möchten Sie etwas trinken/essen?
Can I have a glass of tapwater, please?	Kann ich bitte 1(ein) Glas Leitungswasser haben?
Enjoy your meal/thanks likewise	Guten Appetit/Danke ebenso
Cheers!	Prost!
The waiter/waitress	der Kellner/die Kellnerin
The service	die Bedienung
For here?/To Go?	Zum hier essen? / Zum mitnehmen?
Together/separate	zusammen/getrennt
Tip	das Trinkgeld
I would like to pay please?	Ich möchte bezahlen, bitte.
Keep the change	Stimmt so.
Anything else?/That's all	Sonst noch etwas?/Das ist alles.
Was everything okay?	War alles in Ordnung?
Did you enjoy it?	Hat es geschmeckt?



## STAYING OVERNIGHT

Single room	Einzelzimmer
Double room	Doppelzimmer
I'd like a room with	Ich möchte gerne ein Zimmer mit
-a bath	-Bad
-a shower	-Dusche
-a balcony	- Balkon
-air conditioning	- Klimaanlage
-radio, TV, telephone	-Radio, Fernsehen, Telefon
How much does a room cost	Wieviel kostet ein Zimmer
-per night?	-pro Nacht?
-per week?	-pro Woche?
-with breakfast?	-mit Frühstück?
-with half board?	-mit Halbpension?
-with full board?	-mit Vollpension?
We are staying	Wir bleiben
-only one night	-nur eine Nacht
-a few days	-einige Tage
-one week	-eine Woche
What room number do I have?	Welche Zimmernummer habe ich?
The key, Please	Den Schlüssel, bitte
Can I pay with a credit card?	Kann ich mit Kreditkarte bezahlen?

## SHOPPING

Excuse me, do you speak English?	Entschuldigung, sprechen Sie Englisch?
I would like...	Ich möchte...
-a bottle/a piece	-eine Flasche/ein Stück
-one kilogram(1000g)	-ein Kilo (-gramm)
-one pound (450g)	-ein Pfund (500 Gramm)
-one liter	-einen Liter (1000ml)
-one slice	-eine Scheibe
Can I try that?	Kann ich "das" probieren?
I'm just looking	Ich schaue nur.
I would like to exchange "this".	Ich möchte "das" umtauschen.
I would like my money back	Ich möchte mein Geld zurück.
Do you have...	Haben Sie...
-a different color?	-eine andere Farbe?
-a different size?	-eine andere Größe?
Where is...?	Wo ist...?
-a restroom?	-eine Toilette?
-an ATM	-ein Geldautomat?
Can I use this tax form (VAT FORM) here?	Kann ich hier dieses Steuerformular benutzen?

## GENERAL PHRASES

Hello!	Hallo!
Good Day!	Guten Tag!
Good morning!	Guten Morgen!
Good evening!	Guten Abend!
Good night!	Gute Nacht!
See you again!	Auf Wiedersehen!
Talk to you again!	Auf Wiederhören!
Until later!	Bis später!
Bye!	Tschüß!
Please or very welcome	Bitte/Bitte schön/Bitte sehr
Thank you very much	Danke/Danke schön/Danke sehr
Same to you or likewise	ebenso
No problem	Kein Problem
I am very sorry	Es tut mir sehr leid.

## NUMBERS

0 – null	20 -zwanzig	
1 – eins	21 – einundzwanzig	ein-und-zwanzig
2 – zwei	30 – dreißig	(one-and-twenty)
3 – drei	32 – zweiunddrreißig	
4 – vier	40 – vierzig	
5 – fünf	43 – dreiundvierzig	
6 – sechs	50 – fünfzig	
7 – Sieben	54 – vierundfünfzig	
8 – acht	60 – sechzig	
9 – neun	65 – fünfundsechzig	
10 – zehn	70 – siebzig	
11 – elf	76 – sechsundsiebzig	
12 – zwölf	80 – achtzig	
13 – dreizehn	87 – siebenundachtzig	
14 – vierzehn	90 – neunzig	
15 – fünfzehn	98 – achtundneunzig	
16 – sechzehn	99 – neunundneunzig	
17 – siebzehn	100 – (ein) hundert	
18 – achtzehn	200 – (zwei) hundert	
19 – neunzehn	300 – (drei) hundert	
	1.000 – eintausend	€ - Euro



## COMMON VERBS

To work	arbeiten
To eat	essen
To drive	fahren
To ask	fragen
To go	gehen
To have	haben
To buy	kaufen
To come	kommen
To love	lieben
To make or do	machen
Would like to	möchten
To take	nehmen
To speak	sprechen
To look for	suchen
To drink	trinken
To understand	verstehen
To live	wohnen
To pay	bezahlen

Ich möchte "das"! I would like "that"!

Sprechen Sie Englisch? Do you speak English?

## KEY WORDS

What?	Was?	Old	alt
Where?	Wo?	New	neu
When?	Wann?	Good	gut
How?	Wie?	Bad	schlecht
Why?	Warum?	Easy, light	leicht
Who?	Wer?	Heavy	schwer
How much?	Wie viel?	Very	sehr
No	nein	beautiful	schön
Yes	ja	always	immer
Big	groß	sometimes	manchmal
Small	klein	never	nie, niemals
With	mit	few	wenig
Without	ohne	great	toll, großartig
Out	aus	much	viel
In	in		
And	und	or	oder
But	aber		





## Electrical Appliances in Germany (TRANSFORMERS)

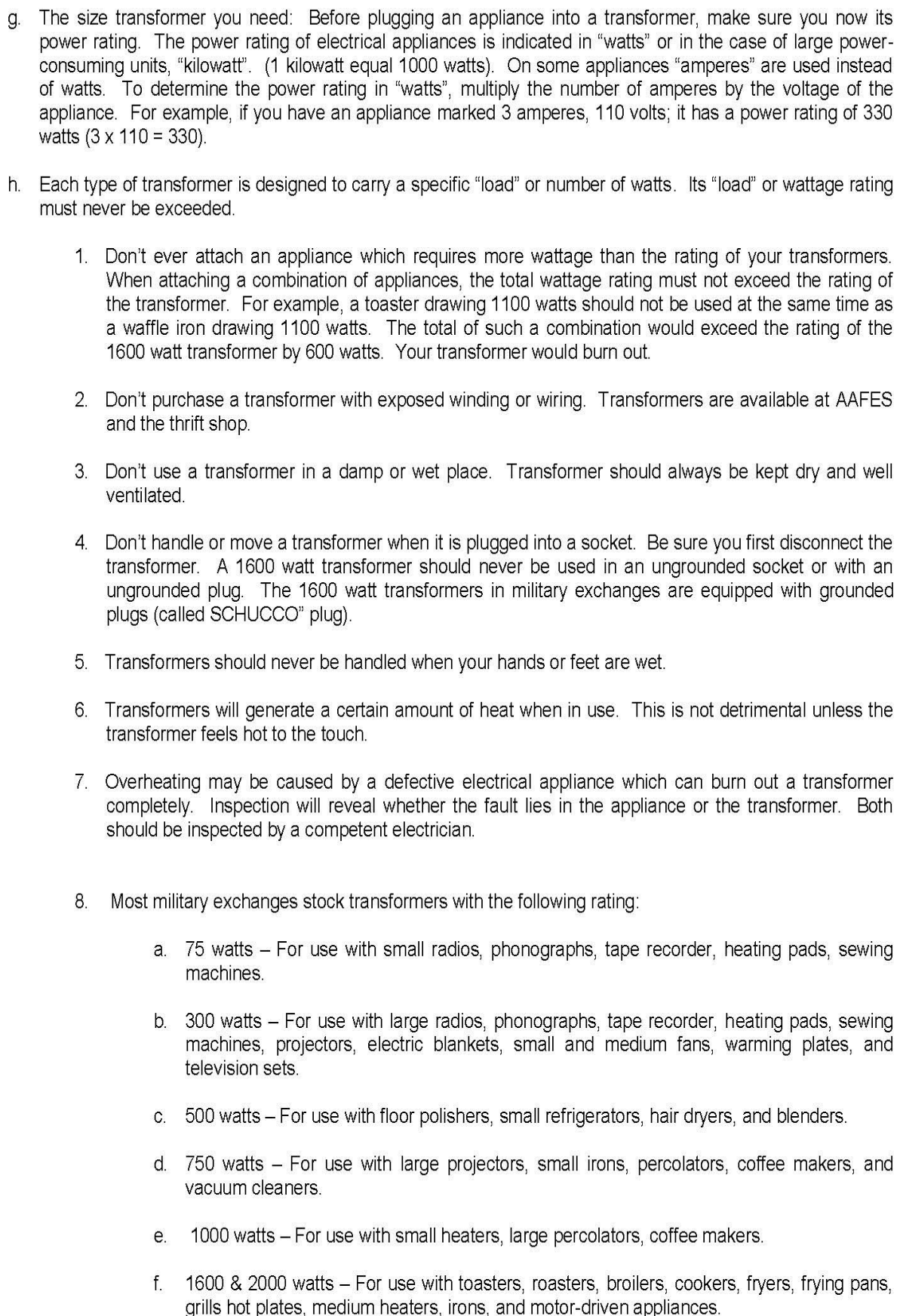


1. PURPOSE: To provide current information on the use of electrical appliances in Germany for soldiers being assigned to the Army in Europe, and their family members.

2. ISSUE:

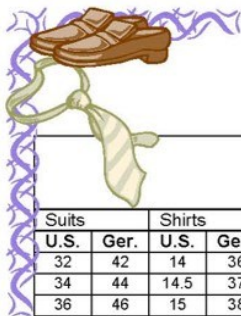
- a. The electric current in Europe is 220 volts, 50 cycles compared to 110 volts, 60 cycles in the United States. You must use a transformer when using 110 volts, 60 cycle's appliances here in Germany.
- b. Some appliances will not operate on European current. For example clocks operate the 5/6<sup>th</sup> the normal speed. This means they lose ten minutes every hour.
- c. Other motor-driven appliances operate satisfactory, although not at their best at 5/6<sup>th</sup> the normal speed. These appliances include vacuum cleaners, electric razors, egg beaters and blenders.
- d. Most appliances with heating elements (toasters and irons) operate satisfactory with a transformer. However, the transformers are inconvenient, particularly in larger sizes. They are heavy, consume a lot of electricity, and may trip circuit breakers. Therefore, you may find it easier not to use appliances, such as coffee-maker, toasters, hair dryers, or irons which usually require a large transformer. However, these appliances can be purchased in Europe at the military exchanges, thrift shops, German retailers and yard sales.
- e. A very important rule of thumb is to ensure the polarity is correct before connecting your appliance to a transformer. A polarity tester can be purchased at your local AAFES for under \$10.
- f. A few general guidelines for lamps small appliances are listed below.
  1. Lamps: Floor, desk and table lamps that use incandescent bulbs can be used by changing the 110 volt to 220 volt bulb and adding an inexpensive adapter plug to match the German outlet (220 volt bulbs and adapters are available at military exchanges).
  2. Televisions: American model TV's (NTSC) can only pick up Armed Forces Network (AFN) television broadcasts and cannot receive European (PAL) stations. Most government housing areas receive AFN broadcasts. You should ask your sponsor or housing office representative about AFN reception. Dual voltage, multi-systems television sets can receive broadcasts from both German and American stations. These can be purchased at military exchanges.
  3. Video Recorders: Videos can record AFN broadcasts, but the clock timer does not operate properly. American movies can be rented through AAFES stores. Only special designed videos recorders (multi-system) are equipped to receive German TV signals. Multi-system videos recorders can be purchased at AAFES stores.
  4. Home Computers: These operate properly with a transformer. Ensure the polarity is correct or you will burn up your computer. Best advice is to consult your AAFES computer representative for specifics prior to setting up your computer.
  5. Radios, Stereos, Turntables, and Tape Decks: Radios and stereo equipment work satisfactorily with transformers and receive both AFN broadcasts and European stations. Turntables and tape decks can also be modified to run at proper speed.
  6. Microwave Ovens: As a general rule, microwave ovens for use with 60 cycle power cannot be used at 50 cycles and will not operate properly with a transformer. 60 cycle microwave ovens (110 volt 50/60 cycle) may be damaged by operation on 50 cycle power. Special microwave ovens which can be used in Europe and converted for use in the US are available at military exchange.



- 
- g. The size transformer you need: Before plugging an appliance into a transformer, make sure you know its power rating. The power rating of electrical appliances is indicated in “watts” or in the case of large power-consuming units, “kilowatt”. (1 kilowatt equal 1000 watts). On some appliances “amperes” are used instead of watts. To determine the power rating in “watts”, multiply the number of amperes by the voltage of the appliance. For example, if you have an appliance marked 3 amperes, 110 volts; it has a power rating of 330 watts (3 x 110 = 330).
- h. Each type of transformer is designed to carry a specific “load” or number of watts. Its “load” or wattage rating must never be exceeded.
1. Don't ever attach an appliance which requires more wattage than the rating of your transformers. When attaching a combination of appliances, the total wattage rating must not exceed the rating of the transformer. For example, a toaster drawing 1100 watts should not be used at the same time as a waffle iron drawing 1100 watts. The total of such a combination would exceed the rating of the 1600 watt transformer by 600 watts. Your transformer would burn out.
  2. Don't purchase a transformer with exposed winding or wiring. Transformers are available at AAFES and the thrift shop.
  3. Don't use a transformer in a damp or wet place. Transformer should always be kept dry and well ventilated.
  4. Don't handle or move a transformer when it is plugged into a socket. Be sure you first disconnect the transformer. A 1600 watt transformer should never be used in an ungrounded socket or with an ungrounded plug. The 1600 watt transformers in military exchanges are equipped with grounded plugs (called SCHUCCO” plug).
  5. Transformers should never be handled when your hands or feet are wet.
  6. Transformers will generate a certain amount of heat when in use. This is not detrimental unless the transformer feels hot to the touch.
  7. Overheating may be caused by a defective electrical appliance which can burn out a transformer completely. Inspection will reveal whether the fault lies in the appliance or the transformer. Both should be inspected by a competent electrician.
  8. Most military exchanges stock transformers with the following rating:
    - a. 75 watts – For use with small radios, phonographs, tape recorder, heating pads, sewing machines.
    - b. 300 watts – For use with large radios, phonographs, tape recorder, heating pads, sewing machines, projectors, electric blankets, small and medium fans, warming plates, and television sets.
    - c. 500 watts – For use with floor polishers, small refrigerators, hair dryers, and blenders.
    - d. 750 watts – For use with large projectors, small irons, percolators, coffee makers, and vacuum cleaners.
    - e. 1000 watts – For use with small heaters, large percolators, coffee makers.
    - f. 1600 & 2000 watts – For use with toasters, roasters, broilers, cookers, fryers, frying pans, grills hot plates, medium heaters, irons, and motor-driven appliances.



# Conversion Chart



Men's Clothing												Women's Clothing								Children's Clothing			
Suits		Shirts		Hats		Sweaters		Slacks		Underwear		Blouses		Stockings		Panties/Girdles		Bras		Clothes			
U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.	U.S.	Ger.
32	42	14	36	6 3/4	54	S	46	30	75	U.S.	28/6	34	8	0	XS	30	30	65	4	35	9	134	
34	44	14.5	37	6 7/8	55	M	48/50	32	80	S	44/48	30/8	36	8.5	1	S	32	32	70	4.5	35.5	10	140
36	46	15	38	7	56	L	52/54	34	85	M	50/52	32/10	38	9	2	M	34	34	75	5	36	11	146
38	48	15.5	39/40	7 1/8	57	XL	56	36	90	L	54/56	34/12	40	9.5	3	L	36	36	80	5.5	36.5	12	152
40	50	16	41	7 1/4	58			38	95	XL	58/59	36/14	42	10	4	XL	38	38	85	6	37	13	158
42	52	16.5	42	7 3/8	59			40	100			38/16	44	10.5	5	XXL	40	40	90	6.5	37.5	14	164
44	54	17	43	7 1/2	60			42	105			40/18	46				42	42	95	7	38	15	170
46	56							44	110			42/20								7.5	38.5	16	176
48	58							46	115											8	39		
50	60																			8.5	39.5		
																				9	40		



Weights & Measurements Conversion				Temperature					
				Thermometer Conversion Celsius to Fahrenheit: $(1.8 \times C^{\circ}) + 32$					
Mass		Linear Measurement		Fahrenheit to Celsius		Body Temperature/Fever		Electric Oven Temperature	
0.035 ounces	1 gram	0.3937 inches	1 centimeter	0	-17	96.8	36	250-275	130-140
1 ounce	28.4 grams	1 inch	2.54 centimeters	10	-12	97.7	36.5	300	150
1 pound	454 grams	1 foot	30.05 centimeters	20	-7	98.6	37	325	170
1.1 pounds	500 grams (Ger. lb)	1 yard	91.4 centimeters	30	-1	99.5	37.5	350	180
2.205 pounds	1 kilogram	39.37 inches	1 meter	40	4	100.4	38	375-400	190-200
1 ton	907 kilograms	0.62137 miles	1 kilometer	50	10	101.3	38.5	450-475	220+
1.1023 tons	1 ton	1.60934 kilometers	1 mile	60	15	102.2	39	Gas Oven Temperature	
				70	21	103.1	39.5	-5.1	130-140
				80	27	104.0	40	2	150
				90	32	104.9	40.5	3	170





## SORT REFERENCE GUIDE - Separate Or Recycle Trash



### PAPER

- Newspapers
- Magazines
- Catalogues
- Packaging mat. (paper)
- Brochures
- Cardboard (clean)
- Moving boxes (flattened)

### GLASS

- Bottles
- Jars, etc.

**separated by color**

(blue or red glass goes into the green glass container)

### YELLOW BAG

- Milk & juice cartons
- Plastic bags & packaging
- Vacuum sealed wraps
- All Cans
- Jar / Bottle caps
- Foils

### RESIDUAL WASTE

- Ceramics & mirror breakages
- Soiled paper towels & tissues
- Cigarette butts & ashes (cold)
- Soiled cotton swabs & pads
- Bathroom & kitchen waste

If you don't have a brown bin for biodegradable waste, also incl.

- Compostable waste, like vegetable & fruit peelings, coffee filters, eggshells...



### ABSOLUTE NO NOS

- **Hazardous Waste** e.g.
  - Household or car batteries
  - Paint
  - Paint thinner
  - Chemicals
  - Motor oil
  - Florescent light tubes
  - etc.
- **Bulk Trash** not in recycling bins
  - Furniture
  - Appliances
  - Mattresses
  - etc.
- **Special Waste**
  - Tires
  - Metal



# LANGUAGE CLASSES

## ESL

(English Second Language)

### Level 1

Tuesday's  
@ 1:00 p.m.

### Level 2

Tuesday's  
@ 2:45 p.m.

## German

### Level 1

Wednesday's  
@ 11:30 a.m.  
@ 1:15 p.m.  
@ 5:30 p.m.

### Level 2

Thursday's  
@ 11:30 a.m.  
@ 1:15 p.m.  
@ 5:30 p.m.

ACS Kleber Kaserne, Bldg. 3210  
DSN 541-9000 / CIV 0611-143-541-9000

ACS Smith Barracks, Bldg. 8666  
DSN 531-2850 / CIV 0611-143-531-2850



U.S. ARMY







# EMPLOYMENT READINESS PROGRAM

## Where Career Success Begins



- Job Fairs
- In-Person and online employment classes
- Virtual or In-Person appointments
- Employment information on
  - Army and Air Force appropriated and non-appropriated fund federal employment
  - Department of Defense School (DODEA)
  - AAFES
  - DECA
  - Child and Youth Services (CYS)
  - MWR
  - Contractors
  - Current local job opportunities
- Assistance with Federal employment application processes
- Career planning and goal setting assistance
- Information regarding scholarships
- Assistance with Resumes
- Employment information for teenagers by appointment
- PCS employment preparation



## PLEASE CONTACT:

USAG Rheinland-Pfalz ACS

Kaiserslautern DSN: 541-9000, CIV:0611-143-541-9000

Baumholder DSN: 531-2850, CIV:0611-143-531-2850

kaiserslautern.armymwr.com

baumholder.armymwr.com

EMAIL: [usarmy.rheinland-pfalz.id-europe.mbx.garrison-acs@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.garrison-acs@army.mil)



USAG RHEINLAND-PFALZ



# ARMY FINANCIAL FITNESS



## GET YOUR UNIT ON TRACK!



**CHECK OUT  
OUR**

### COMMON MILITARY TRAININGS

- IN PROCESSING (ARRIVAL AT NEW DUTY STATION)
- PROMOTION (PROMOTION POTENTIAL)
- VESTING IN TSP
- BIRTH OF FIRST CHILD
- PRE/POST DEPLOYMENT
- DISABLING SICKNESS OR CONDITION
- CONTINUATION BONUS PAY (BRS) (8-12 YRS SERVICE)
- MARRIAGE
- DIVORCE
- RETIREMENT

FINANCIAL TRAINING REQUIREMENTS IN ACCORDANCE WITH THE LATEST DOD FINANCIAL LITERACY REQUIREMENTS

#### ACS FINANCIAL READINESS

KLEBER KASERNE | 541-9000 | 0611-143-541-9000

KAISERSLAUTERN.ARMYMWR.COM

USARMY.RHEINLAND-PFALZ.ID-EUROPE.MBX.DFMWR-ACS@ARMY.MIL



U.S. ARMY







# WE WANT YOU!

## VOLUNTEER WITH THE USAG RHEINLAND-PFALZ ARMY VOLUNTEER CORPS

Are you looking for ways to:

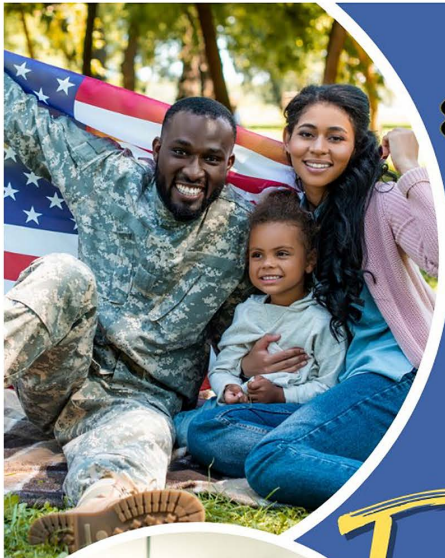
- Make personal and professional connections
- Improve your physical and mental health
- Qualify for awards
- Build confidence and self-esteem
- Gain professional experience
- Give back to your community
- Learn new skills
- Explore new career fields



Scan the QR code to check out open volunteer positions in VMIS and get started on your journey today!

For questions and information please contact your local ACS.  
Kleber Kaserne, Bldg. 3210 at 0611-143-541-9000  
or  
Smith Barracks, Bldg. 8666 at 0611-143-531-2850

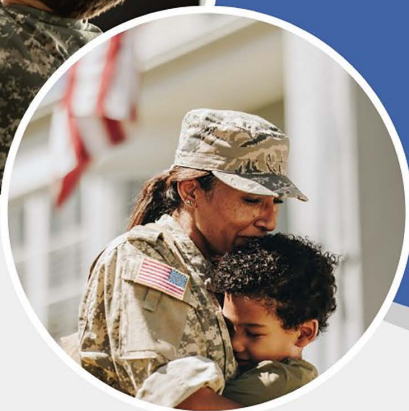




# EFMP

## Family Support

The Exceptional Family Member Program is an integral part of each community, working in unison with the medical facility, DoDDS, EDIS and Child and Youth Services, to ensure your Exceptional Family Member has a quality care experience.



### **BENEFITS:**

- Family support
- Non-Clinical case management
- Tricare Extended Care Health Option (ECHO) 496-6362/ 06302-67-6362
- Support at Individual Education Planning (IEP) meetings
- Special housing consideration, based upon medical necessity
- Support at Multidisciplinary Inclusion Action Team (MIAT) meetings for CYS Services
- Support groups, workshops and trainings
- Resources, referrals and more!

### **FOR MORE INFORMATION OR ASSISTANCE:**

**EFMP COORDINATOR ACS**  
**KLEBER KASERNE, BLDG. 3210, ROOM 202B**  
 CIV: 0611-143-541-9030 DSN: 541-9030  
 CIV: 0611-143-541-9000 DSN: 541-9000

**EFMP COORDINATOR ACS**  
**SMITH BARRACKS, BLDG. 8666**  
 CIV: 0611-143-531-2877 DSN: 531-2877  
 CIV: 0611-143-531-2850 DSN: 531-2850







**HOME VISITS**

Our home visitors are professional and certified to provide you one-on-one assistance in the comfort of your home. Range of support: infant and child development, breastfeeding, discipline, feeding, sleep, potty training, age appropriate play and much more!

**NEWBORN NETWORK SUPPORT GROUP**

Meet new parents in the community with children up to 12 months old. Share experiences and tips while watching your bundle of joy play and interact with other babies. Pregnant mothers encouraged to attend.

**EDUCATIONAL SUPPORT PLAYGROUP**

Let your kids come together to play and interact! Sing songs, meet other parents and playmates and learn new ways to be active and engaged with your children. This playgroup is for children ages 0-4.

**COMFORT MEASURES**

Interactive class which covers the labor process, support techniques from home to hospital, L&D tour, tools for your support partner, creating a birth plan, early breastfeeding initiation, and more!

**BASIC TRAINING FOR NEW PARENTS**

Hands on class for first time parents. Learn all about what to expect in the early weeks home, newborn care, safety, carseat, safe sleep, soothing your baby, feeding, and loads more! Fathers and partners are encouraged to attend.

**DADS 101**

This is a crash course for new and expectant dads taught by an experienced dad. Topics include: preparing for baby, the first weeks at home, caring for baby, keeping baby safe, and more.

**NO DRAMA DISCIPLINE**

Take the frustration out of discipline! Learn how to work on creating connection and increasing compliance, looking at causes of behaviors and effective ways of handling tantrums.

**RESOURCE AND REFERRALS**

Our home visitors have knowledge of the unique community in which you are raising your family. Our office contains a library of books, videos, tools and handouts for you to use.

**INFANT MASSAGE**

Bond with your baby while learning techniques to help relieve tension, gas and colic through relaxing infant massage.



Download our Calendar

# NEW PARENT SUPPORT PROGRAM

Education & support for families with children 0-3 years old.



Scan me to contact NPSP!

## FAMILY ADVOCACY PROGRAM

Kleber Kaserne, Bldg. 3210  
Smith Barracks, Bldg. 8666

For more information or to sign up for classes:  
DSN 541-9028  
CIV 0611-143-541-9028





Stand up | Speak Out | Stop Domestic Violence

# VICTIM ADVOCACY

# HELPLINE

24/7 non-clinical advocacy services are available to Soldiers, Civilians, and their family members experiencing domestic abuse.

**+49 (0) 152-048-76330**

if in immediate danger, call Emergency Services

**On Post or Off Post 112**

