

2009 1st Armored Division Deployment Frequently Asked Questions and Answers

Q DPW: Can Family come from the states and help with the kids while my spouse is gone?

A 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.

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

A After departure of the Family, government quarters have to be terminated within 30 days. Deployment: Sponsors must request approval from the Garrison Commander for retention of quarters if Family members are expected to be away for more than 90 days prior to departure.

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

A 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.

Q DPW: Requests to move off-post while spouse is deployed

A If dependents are housed on post, an Exception to Policy (ETP) explaining the circumstances has to be submitted to the Housing office to move off-post.

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

A E-6s and below have to be housed in barracks. E-7s and above leaving within 90 days receive TLA and can also move off post.

Q DPW: Can I temporarily vacate my government quarters and return to CONUS?

A Yes - A resident may temporarily vacate their apartment and the Family returns to CONUS (at personal expense). The resident must provide the name of the individual that will have a key for their quarters and be responsible for the resident's responsibilities while they are away. If a Family plans to vacate their quarters for a period of more than 90 days, a formal request must be submitted to the garrison commander for approval.

Q DPW: Can I permanently vacate government quarters and return to CONUS?

A 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. TLA is not authorized and the sponsor will be responsible for any expenses incurred while awaiting assignment to quarters.

Q DPW: Can I temporarily vacate my off-post residence and return to CONUS?

A 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 of the individual that will have a key to their apartment and that 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.

Q DPW: Can I permanently vacate my off-post residence and return to CONUS?

A 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.

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

A 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. If the surviving spouse decides 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.

Q DES: Can Family come from the states and help with the kids while my spouse is gone?

A Yes, 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.

Q DES: What are the rules on getting a nanny to watch my kids on post?

A 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, a FNS (Foreign National Screening) Screening, Online program submitted while at IACS office.

- Q** *DES* 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?
- A** We will increase the vigilance of our MP patrols and increase the time they are in the housing areas. We currently have sufficient MP patrols to meet the needs of the USAG Wiesbaden community. Each housing area has a MP patrol designated as their patrol area as well as 2 additional roving patrols to meet any needs that should arise in our community. Reference. MSG Sanders at DSN 337-1580 or rob.sanders@eur.army.mil IAW FM 19-10 Chapter 8 Page 86 Patrol Distribution plan.
- Q** *MWR* Many Families are leaving for the deployment. How will this impact on schools, i.e. student/teacher ratio, after school programs?
- A** 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.
- Q** *MWR* Lots of volunteers are leaving and no new Families are arriving. Will this affect my Family?
- A** 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!
- Q** *MWR* I need more child care and after school care because my spouse is gone
- A** 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.
- Q** *MWR* Will the Army pay for German childcare?
- A** No. We are also not allowed to subsidize off post care.
- Q** *MWR* The Soldiers have (free) calls home, Family VTCs, and contact info, how do I contact my spouse?
- A** 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.

DHR

Q DHR: Stop loss policy; what is it and how does it affect me?

A Stop loss/stop move is implemented in order to stabilize units and Families during deployment cycles. It affects all movement actions, retirements and separations. Stop loss/stop move also ensures the Family will remain on location until the SL/SM is lifted and orders are issued. Check w/ 1AG G-1.

Q DHR: Will I have to move to CONUS before my spouse gets back?

A No. Stop loss/stop move ensures the Family will remain on location until the SL/SM is lifted and orders are issued. Check w/ 1AG G-1.

Q DHR: 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?

A Yes, this can happen though it is not common. If your MOS is critical in another location, your tour can be curtailed and receive an assignment prior to your DEROS. Check w/ 1AG G-1.

Q DHR: Early Return of Family Member policy.

A In the event an unfortunate situation should occur, EROD is the last resort when all other resources have been utilized and it has been determined that the situation cannot be resolved within the USAREUR AOR. Deployment is not a reason for EROD, nor does EROD replace the Family care plan for single Soldiers and dual military Families. EROD cancels Command Sponsorship and Family members will not be brought back to USAREUR at government expense.

Q DHR: How does Casualty notification works if I go back to the U.S.?

A 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 will not be delayed. Notification would be conducted in the same manner as OCONUS.

Q DHR: Mail room issues and concerns?

A 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 requests changes from

downrange via email at any time. Family members must have a power of attorney to request changes on the Soldier's behalf. The email address is cmr467@eur.army.mil. E-mails are answered the same day. Phone is 337-6413.

Q DHR: Will Soldiers have to pay for mailing boxes from Iraq even though they are able to send boxes from Germany to Iraq by MPS (free)?

A Postal operations in Iraq follow CENTCOM regulatory guidance; USAREUR has no control over their operations. You may have to pay IAW CENTCOM postal directives. Reference: Paragraph 6-e-3INTRA/INTER-THEATER (IDS); POC Earl C. Small 337-5437, earl.small@eur.army.mil.

Q DHR MPD and 1AD: When will TCS orders be made available to Soldiers?

A 1AD G1 will provide the Garrison Military Personnel Division (MPD) with the list of 1AD Soldiers scheduled to deploy (full names and complete social security numbers). MPD will forward the request to IMCOM Resource Management in CONUS for FY10 fund cite information and complete individual TCS orders once the fund cite information is received. Completed TCS orders will then be provided to 1AD G1. Reference is MILPER Msg # 08-060. Arthur E. Cheney, MPD Chief, 337-5515 or arthur.cheney@us.army.mil

SJA

Q SJA Is it necessary for me to have a Power of Attorney if my spouse deploys?

A No, a Power of Attorney is not necessary merely because your spouse deploys. However, it may be advisable. If you foresee the need to act on your spouse's behalf while your spouse is deployed, for example to renew identification cards, then a special Power of Attorney may be recommended. Please consult with the legal office to determine what is right for you.

Q SJA What can I do if my spouse deploys and I don't have a Power of Attorney?

A [If one is needed, ask your deployed spouse to contact the deployed JAG office.](#) The attorney there will help your spouse assess the need and prepare an appropriate document. The deployed legal officer could also arrange to e-mail or fax the document to our legal office here at WAAF for you to pick up.

1. GENERAL

Q1. Are you going to close facilities now that 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.

Q2. If everybody is gone, why should I stay in the community? Why can't I go back to the states?

A2. 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's a certain comfort knowing that everyone is in the same situation. Fourth, there will be a rear detachment through which most news and developments will be transmitted; if you are in CONUS, the rear detachment will find it more difficult to communicate with you.

Q3. With the Soldiers gone, will I still be safe?

A3. Security of the Soldiers and Family members in our communities has the highest priority. You will be safe; security is already provided by Soldiers, civilian contract guards, local-national police forces and, at some locations, host nation military forces.

Q4. Will my children be safe?

A4. Yes. The schools and daycares will continue to function, CY5 will function and the community's existing security, already provided by Soldiers, civilian contract guards, local German police forces, and, at some locations, host nation military forces, will continue.

Q5: Will I still be able to use DFMWR facilities during a major deployment?

A5: Yes. MWR will continue service during a deployment; All Business programs will be fully operational. Additional services may be added to better serve the customer.

Q6: Will there be any reductions to Recreation or Sports & Fitness Programs during deployment?

A6. There are no current plans to reduce operating hours or services. Programming may be refocused to meet the needs of the Garrison. 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.

2. COMMUNITY ACTIVITIES

ACS, CY5, Youth Services, Child Care

Q1: Will I be able to e-mail my spouse while he/she is deployed downrange?

A1: Yes

Q2: Can I send personal items/food to my spouse during his/her deployment?

A2: There is usually mail call for people in combat situations, the sizes for letters and packages and their content are determined by the postal regulations.

Q3: When will my spouse return from the deployment?

A3: It will depend on the deployment cycle and mission completion.

Q4: Who can I contact in my spouse's unit in the event of an emergency?

A4: The Rear Detachment Commander (RDC).

Q5: How can I receive information on the well being of my spouse and the unit?

A5: Post that question to the RDC.

Q6. Will I have a child care space when I return from deployment (single and dual military)?

A6. Before deployment the military sponsors should inform the Central Registry of the deployment and be placed on the 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, FCC) they vacated.

Q7. Are there funds available to provide respite care for my Exceptional Family Member?

A7: 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 CYS on base programs.

Q8. 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?

A8: 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.

Q9; What is available after duty hours to provide information concerning deployment, Family issues, relocation, or other topics to help me get through this deployment?

A9. 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

3. SNAP

Q1: Who is my stairwell/building coordinator?

A1: Contact the Housing Office

Q2: How do I get information on SNAP?

A2: Call the MP Desk at 337-5096.

4. Finance

Q1: How can I obtain a copy of my spouses LES while he/she is deployed?

A1: There is a "My Pay" account on line and these can be printed on a computer. Password access is needed.

Q2: How can I obtain a copy of my spouses W-2 while he/she is deployed?

A2: There is a "My Pay" account on line and these can be printed on a computer. Password access is needed.

6. Personnel

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

A1: You must have a General 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 dependents or household goods to CONUS at government expense just because a sponsor is deploying. Dependents 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.

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

A4: A General Power of Attorney will allow you to obtain some 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: No. It is required that your spouse be present to begin the permanent change of station process. If he/she is deployed, that will not be possible.

7. 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.

Logistics and Transportation

Vehicle inspections & registration

Q1: Can I register a 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 Power of Attorney. The Office of the Provost Marshal 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: 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: Yes. This is called Early Renewal and can be done at any time.

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

A4: Immediate 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.

Q5: Can a unit's Family readiness group (FRG) use NTVs to take spouses to an amusement park as a stress reliever while their sponsor has deployed.

A5: No. NTVs can only be used in an official capacity.

Q6: Can I arrange for our privately owned vehicle (POV) be shipped to CONUS while my sponsor is deployed?

A6: No. There is no entitlement for shipping POVs during deployment.

Q7: Can I return to CONUS while my sponsor is deployed during deployment?

A7: Yes. Family members are entitled to one roundtrip space "A" from Europe to CONUS.

Q9: What category is authorized for my Family members to return CONUS while I'm deployed?

A9: 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 III. This is IAW USCINCEUR message 011602 Dec 98.

Q10: Where can my Family members travel using Space “A” during my deployment?

A10: 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.

Q11: How do I get authorization for my Family members to utilize Space “A” travel entitlements?

A11: IAW DoD 4515.13R, Chapter 6, Family members must have in their possession a 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.

Q12: Where must my spouse present the memorandum?

A12: Your spouse can present the memorandum in person, via fax, or courier to through AMC passenger activity.

Q13: When can my Family members use the Space Available (Space A) entitlement while I’m deployed?

A13: Family members are authorized to use this entitlement the first day of the deployment as indicated on the member’s deployment orders.

Q14: How long can my Family members remain on the Space “A” list after signing up?

A14: Your Family members will remain on the Space “A” available list for 10 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.

Q15: When I return from deployment, can my Family members exercise the Category III entitlement?

A15: Family members can not exercise Category III 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 III entitlement was used during the absence of the service member.

Q16: What are official events for FSGs to use NTVs?

A16: Official FSG events include FSG volunteer meetings, unit welcoming or newcomer's orientation, deployment or relocation briefings, military benefits, prenatal care, and deployment planning workshops. (Always consult with the local Staff Judge Advocate when in-doubt).

Q17: What are not official FSG events for NTV use?

A17: Personal use, laundry, lunch, PX, and domicile to duty. (Always consult with SJA when in-doubt).

9. 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.)