

Although deployments are never easy on the family, some of the hardship can be eased by planning ahead. Something as simple as a checklist can save you and your family from a gigantic headache.

Military spouses operate in a unique environment. Just about everything you do or need to have done somehow must be traced through your military sponsor. So it is important to have certain documents in your possession.

Paperwork that should be kept in a safe place

- Marriage certificate
- Birth certificates
- Divorce papers
- Shot records of family members
- Citizenship/adoption papers
- Insurance policies
- Real estate paperwork (to include lease/rental agreements)
- Car title/registration
- Allotments
- Social security numbers
- Last LES
- List of next of kin, personal friends who can help, etc.

The following should be completed prior to any deployment

- ID Cards updated (should not expire in the next 90 days)
- Power of Attorney (General, Special, Medical as applicable)
- Wills
- Copy of emergency data card
- Financial paperwork organized for tax and budget purposes
- A plan on how you and your spouse will pay the bills! This accounts for the majority of emergencies while soldiers are deployed
- Know how to get a hold of your spouse should a real emergency arise
- Service your car... no joke! One of the worst things to happen is for major automobile trouble to occur while the spouse is away. Very stressful!

This list is certainly not all-inclusive, but should get you and your family in a proper frame of mind for deployment.

Mail

Mail call during a deployment is a huge morale booster. I would encourage you to write your spouse often. When sending mail to your spouse, you may use normal postal channels. Mail is typically slow; sometimes 7-10 days until your spouse actually gets something to read, so plan ahead. To ensure prompt delivery, it is important to address all letters and packages correctly.

<u>INFORMATION NEEDED</u>	<u>EXAMPLE</u>
Rank, Name	SPC Smith, Joe
Unit Name	HHC, 312 MI BN, 1CD
Unit Number	12345
Applicable P.O. Box	APO AE, 10131-2314

The FSG or chain of command will distribute the correct mailing address for each deployment prior to deployment if at all possible. Soldiers that utilize the company mailroom should obtain a copy of a mail release before deployment. Mail, that is not restricted in delivery, can then be picked up from the Rear Detachment by any family member with a valid ID. Note that Express Delivery and Certifiable Mail will need the soldier's signature to receive and may delay his or her receipt of the package

Support Agencies

American Red Cross (ARC)
BLDG 1822; 287-4745 (24 Hours)

The ARC provides rapid (emergency) communication messages regarding deaths, critical illnesses or injuries of immediate family members. Messages regarding births may also be sent but do not qualify as an emergency. Follow these steps if you have an emergency:

1. Know the name of the person experiencing the emergency
2. Know the nature of the emergency
3. Get the location and the name of the hospital involved
4. Know the doctor's name
5. Inform the Rear Detachment OIC/NCOIC

Financial assistance for emergencies involving an immediate family member can include transportation assistance. If ARC is unable to assist you, than they will give a referral to the Army Emergency Relief (AER) agency. ARC can also provide health and safety courses including first-aid, CPR, child care training, water safety, and others.

Army Emergency Relief (AER)

BLDG 1; 288-5003 (Duty Hours), 287-4745 (After Hours)

A private, nonprofit organization helping the Army take care of its own. AER provides emergency financial assistance to service members and their families for food, utilities, eviction, foreclosure, emergency travel due to illness or death, etc. Contact your Rear Detachment for a referral and obtain DA Form 1103.

Army Community Service (ACS)

BLDG 1; 287-5654

ACS is committed to assisting soldiers and their families to ensure a high quality of life for the military community. They are a multi-service agency providing numerous family support programs. A small sample of the programs they offer include:

- Information, referral counseling, and follow-up.
- Consumer affairs and financial assistance, to include financial classes in budget management.
- Exceptional Family Member Program offers a list of special education and health related services on and off post for family members with special needs.
- Family Advocacy Programs to help with matters such as spouse and child abuse and neglect, stress management, and other problems affecting your family's well-being.
- Reynolds House Outreach Center provides programs and services to help soldiers and family members feel they are a part of the community. There are classes for parenting, health and fitness, sewing, arts and crafts, GED preparation, as well as self-development and citizenship classes.
- Relocation Assistance to provide information on Army posts worldwide. A loan closet is also available for immediate household needs on a temporary basis. There is also a list of language translators available.
- ACS can help you find a job by identifying skills and interests, helping to plan a career, and increasing employment opportunities.

Command Financial Specialist (CFS)

BLDG 14014, 287-3809

The purpose of the CFS is to help soldiers and their families achieve personal financial readiness by teaching sound money management skills. The CFS is a senior non-commissioned officer who has been trained to provide education, counseling, and referral services to promote financial responsibility.

Chaplain Support

287-HELP(4357)

Chaplains are fully qualified ministers, priests, and rabbis who minister to military personnel and their families. They provide assistance meeting your spiritual needs for adjustment within military life, interpersonal relationships, counseling, and can help bring reconciliation to those experiencing troublesome issues.

There are also a number of counseling services available post-wide.

Dental Care

Dental Clinic #5; 287-6707

Family members may be eligible to receive dental care on a space available basis at military facilities. However, space is generally not available and families must use civilian providers for their dental care. A dental insurance plan is available to family members of active duty personnel for a nominal monthly fee. A list of participating dentists is available from Dental Clinic #5. Darnell Army Community Hospital (DACH) operates an emergency dental clinic (288-8230) on weekends, holidays, and weekdays after 1630.

Emergency Food Assistance

Families needing food when all other means have been exhausted, may contact the unit chaplain and the Rear Detachment chain for help. Army Community Service (ACS) can also provide emergency food vouchers during duty hours. 287-4745/4746

Army Emergency Relief (AER) provides emergency food support after duty hours and on weekends/holidays. They can be reached by calling 287-4357. Families in need may also call the Killeen Food Center at 554-3400.

	<u>WIC Program</u>	<u>Texas Department of Human Services</u>
Killeen	526-2033	526-9011
Copperas Cove	547-9571	547-4286
Harker Heights		690-7800
Texas	1-800-942-3678	

Finance and Accounting Office (FAO)

The Finance and Accounting Office provides information concerning a soldier's pay to the Rear Detachment. If a problem such as non-deposit arises, contact the Rear Detachment Commander. Before deployment, families should review and evaluate their current financial status and ensure information is correct.

- Ensure you have Direct Deposit
- BAH is not terminated during deployment
- Family Separation Allowance is paid for periods of separation exceeding 30 days. The unit Personnel Action Center (PAC) will track separation days for each soldier.
- Foreign Duty Pay is received by all enlisted soldiers deployed to an area qualifying as foreign duty.

- Hostile Fire/Imminent Danger Pay is earned by soldier's serving within an officially declared hostile fire zone.
- Service members receive an LES each month. You are authorized to pick your spouses LES up from the Rear Detachment with a valid ID.

Identification Cards (ID)

BLDG 410; 287-5652

ID card issues are common. Your spouse's unit is supported by the 15th Personnel Support Battalion (PSB) located in the 1st CAV HQ building on 761st Tank Battalion Ave. They can service your ID card needs, to include renewal. When you apply for or renew your (or your child's) ID card you are also enrolling in and verifying your eligibility in the Defense Eligibility Enrollment Reporting System (DEERS). DEERS is essential to your receipt of military benefits. It is imperative that your spouse has enrolled all family members in DEERS prior to deployment.

To receive an ID card, you will need a copy of your marriage license and a picture ID. If applying for an ID card for a child, you will need the child's birth certificate.

Medical Care Facilities

Once enrolled in DEERS, the families of active duty soldiers are authorized to receive treatment from medical clinics and DACH. When scheduling medical care with DACH the most important place to begin is the Patient Appointment System (PAS). The number is 288-8888 or 1-800-305-6421. The PAS operates from 7 am to 4 pm Monday thru Friday and 7:30 am to 10:30 am on weekends and holidays.

TRICARE is the current military health care provider. If you are not a member of TRICARE in any one of its configurations, you and your spouse need to visit the TRICARE Service Center before deployment. Their 24-hour customer service line is 1-800-406-2832 and they are located across the parking lot from DACH. You can also contact a TRICARE advisor at DACH at 288-8839/8840.

Emergency Services

The emergency room at DACH is ready to treat emergencies 24 hours a day. Their number is 288-8113/8114. Ambulance services are available by calling 911. If you require emergency medical attention outside of the local area you should contact the nearest medical treatment facility. Be sure to coordinate with TRICARE, either by phone or service center, for claim information after the emergency situation is over.

Family Care Clinic System

There are a series of family care clinics in the local communities sponsored by DACH.

- Family Care Clinic, Killeen, 2201 South W.S. Young Plaza. 628-2100. They are closed on weekends and holidays.
- Family Care Clinic, Copperas Cove, 819 East Highway 190. 542-3080. They are also closed on weekends and holidays.
- Adult Chronic Care Clinic, Killeen, 2900 Trimmier Road. 634-7646. Their hours of operation are 7:30 am to 4:30 pm Monday thru Friday.
- Dial-A-Nurse automated system, 1-800-611-2875

Pharmacy Services

The main pharmacy is located in the basement of DACH. For convenience, it is recommended you call in refills to 288-8911 or 288-8912. This is a 24 hour call-in service and it facilitates quick pick-up of your refilled prescriptions. Hours of operation are: 8 am to 8 pm Monday thru Friday; 10:30 am to 6:30 pm Weekends/Holidays.

New prescriptions dropped off before 12 noon should be ready for pick up after 6 pm the same day. All drop off and phone in prescriptions must be claimed within three days.

Military Police Services

The Military Police provide security on post by controlling access, enforcing the law, and by conducting criminal investigations. In addition, they provide several safety programs:

- Fingerprinting children
- Bicycle safety
- Child safety
- Neighborhood watch
- Security checks in on-post housing areas

The non-emergency number for the MPs is 287-4789. For emergencies, dial 911 or else call 287-2176.

Rear Detachment Chain

For any deployment, there is always a dedicated Rear Detachment. Their mission is to provide information about your spouse's well-being while deployed as well as handle issues that family members need taken care that their spouse cannot provide while deployed. *Generally speaking, contact the Rear Detachment NCOIC or OIC first.* He or she can either solve the problem on the spot or direct you to the appropriate agency or person that can help. If it is an

emergency, he or she can notify your spouse through the chain of command in the field and provide an efficient means of communication since the Rear Detachment is in constant communication with the Commander in the field.

If you leave the Fort Hood/Killeen/Temple area for any reason, it is important that the Rear Detachment NCOIC knows how to contact you. There may be an emergency during the deployment and the unit may need to contact you.

EMERGENCY NOTIFICATION INFORMATION

- Soldier's Full Name
- Soldier's Rank/Pay Grade
- Soldier's Social Security Number
- Soldier's Unit/Section
- Name of Exercise Soldier is on
- Full Name of Ill, Injured, or Deceased Person
- Relationship of Soldier to person listed above
- What hospital is person in?
- Who is the attending doctor
- Point of Contact that can provide additional information
- Telephone Number
- Family/Doctor wants soldier to:
 - Be Notified Only
 - Come Home
- Leave Address soldier to go to:
 - Address
 - Phone Number
 - Days to resolve emergency

Some Important Phone Numbers

	<u>Police</u>	<u>Ambulance</u>	<u>Fire</u>
Fort Hood	287-2176	288-8111	117
Killeen	526-8311	911	634-3131
Harker Heights	699-7600	911	99-2688
Copperas Cove	547-4272	911	547-2514

Other Useful Numbers

Child/Spouse Abuse Hotline 287-2273
ACS Help Line 287-4357
AER 288-5003
Red Cross 287-0400

BOSS Hotline	287-2677
DACH	287-4745
DACH Emergency Room	288-8113
DACH Fisher House	532-3730
TRICARE	532-0833
Social Work	288-6474
Post Locator	287-2137
Veterinary Clinic	287-6719