

***I Corps and Joint Base Lewis-McChord
America's Corps***

The Family Readiness Guide has been designed to make life less difficult when you arrive at Joint Base Lewis-McChord and need to make plans to face possible separations due to military requirements. The commitment that Soldiers make has a profound effect on their loved ones. That is why I Corps and Joint Base Lewis-McChord is committed to upgrading the quality of the relationship to our families.

We recognize that some portions of the booklet may not appear necessary, particularly for those of you who have been Army families for several years. On the other hand, we urge you to take the time to review it and discuss the key elements with your family. Mark the pages that apply to your situation and rest assured that Joint Base Lewis-McChord will help make your adjustment to military life as smooth and trouble free as possible.

It is not possible to plan for everything! So, if you have a problem not covered here, call your military unit, Chaplain, Family Readiness Group Leader, or Family Resource Center. Stay in touch; participate in your unit family readiness group. You do not have to work things out by yourself. We care about you and are willing to help.

We want to express our appreciation to each family member for the support you provide as part of the I Corps and Joint Base Lewis-McChord team.

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CHAPTER 1 – YOUR OPPORTUNITIES AND RESOURCES

Introduction

The Joint Base Lewis-McChord Family Readiness Guide has been updated by the Family Resource Center (FRC). Our hope is that this guide will be given to family members when they first arrive at Joint Base Lewis-McChord. It is designed to:

- Encourage involvement
- Provide information on community resources
- Assist in planning for separations
- Review the Soldier/Sponsor's responsibilities

We realize how important phone numbers are and have included them in this guide. If a number changes after this is printed, contact Joint Base Lewis-McChord Information at 967-1110 for assistance. Please note that the area code for Joint Base Lewis-McChord is 253.

Your comments are welcome. As you review this guide, note your comments and suggestions on a piece of paper. We encourage you to submit these to the FRC, building 4274, 967-9496. Our mailing address is

Family Resource Center
Box 339500 MS 112
Joint Base Lewis-McChord WA 98433-9500

Thank you!

Contact the activities listed below for other important sources of information:

- Joint Base Lewis-McChord Welcome Packet - Army Community Service (ACS), 967-7166
- Joint Base Lewis-McChord Morale, Welfare and Recreation activities – www.jblmmwr.com
- Joint Base Lewis-McChord Official Website – www.lewis-mcchord.army.mil

Recipe for a Military Spouse

1 ½ cups of flexibility
1 pound of patience
¾ cup of enthusiasm
dash of adventure

Mix above ingredients with a positive attitude. Add two teaspoons elbow grease. Let stand alone for long periods. Marinate frequently with salty tears. Sprinkle sparingly with money. Knead dough until payday. Season with international spices. Bake 20 years or until done. Serve with pride!

Family Resource Center (FRC)

The Family Resource Center (FRC) is located on the corner of 9th Division Drive and Idaho Avenue (near Greenwood Housing), building 4274. Phone: 967-9496

- Hours of Operation:
Monday – Friday, 0800 - 1630, closed all federal and training holidays.
- This program provides commanders, Family Readiness Group (FRG) leaders and members training, assistance, support and resources.
- The FRG leadership training is offered four times a year. The training is also offered on DVD, which can be picked up from the FRC.
- The FRG Leadership Training “Green Suit Style” for active duty members is offered bi-monthly.
- The production room offers computers with MS Publisher software, copy machine, sample newsletters and staff assistance.
- The facility is available for FRG meetings, trainings and briefings during the day, evening, and on weekends.
- Limited free child care is available for FRG business within the FRC. This does not include FRG meetings. Contact the FRC for more information.

Newcomers Welcome Orientation

Newcomers Briefing - Welcome to Joint Base Lewis-McChord. We are here to help you! That is the theme throughout the day for all Service members and family members attending the Newcomers Orientation.

- Spouses are welcome and child care is provided free of charge for children up to 12 years of age. You will need reservations for child care. Pick up the paperwork at the ACS Relocation Office, building 2140, Waller Hall.
- The briefing consists of overviews from various organizations to include Chapel activities, Joint Personal Property Shipping Office (JPPSO), Housing, Civilian Personnel Advisory Center (CPAC), and Madigan Army Medical Center (MAMC).
- When the briefings are completed a complimentary lunch is served followed by a windshield tour of the installation. The bus tour will last until approximately 1415.

Contact the ACS Relocation Readiness Program for more information, 967-3633/3550.

Tips on Surviving as a Military Spouse

Join the FRG and spouses' club. Nobody understands Army life like another Army spouse! The FRGs and spouses' clubs provide mutual support as well as opportunities for social interaction.

Volunteer. Helping others is good medicine for the soul and spirit to fill your days. Call the Army Volunteer Corps Coordinator (AVCC) at 967-2324 for volunteer opportunities or go to www.myarmyonesource.com for current volunteer openings.

Take a class. Start that education program you've been putting off. Begin a self-improvement program.

Go to work. A full or part-time job can provide extra income as well as opportunities for interaction.

Participate in your community. Attend community council meetings. Voice your opinion. Contribute to making things better for this installation.

Take advantage of the on-post recreational activities. Visit the sports facilities and libraries. There are a wide range of choices here on Joint Base Lewis-McChord.

Initiate. Don't wait for the phone to ring. Plan an outing or a special dinner and call several friends to join you. Get to know your neighbors.

Take a break. Take time away from your children! Parenting wears you down, so go to dinner or see a movie with your spouse or with friends once a week.

Laugh. Don't lose your sense of humor. Enjoy simple pleasures.

Family Readiness

The idea of Family Support Groups (FSG) was first initiated as an Army Family Action Plan (AFAP) issue in 1983. Final action to establish FSGs was completed as part of AFAP in 1988. The importance of FSGs became obvious during "Desert Storm". It was lessons learned from that conflict that led to a more formalization of FSGs or as they are now known - Family Readiness Groups (FRGs).

Your FRG

The FRG is a volunteer organization of family members, friends, relatives, community members, and/or service members that help families meet the challenges of military life by providing:

- A community link between military and families.
- A valuable referral source about community resources.
- A base of caring and sharing especially during separation (deployment).
- Encouragement for spouses to contact each other periodically.
- Skills to organize special events and programs.

Become an Active Part of your FRG

A typical FRG will make an effort to have the following on-going projects. They are most effective at the battalion and company level.

- Command Information Letter (Newsletter):
 - shares the military mission and activities of the unit.
 - provides family members with a source of information about community resources and activities.
 - contains items of interest about members of the unit (awards, arrivals, departures, etc.).
- Telephone Calling Trees or Chains of Concern:
 - links all family members to share important information.
 - encourages caring and sharing during separations/welcome briefs.
 - provides unit and FRG information to new arrivals and their family members.
- Family Events:
 - encourages social interaction among family members (parties, dinners, trips, etc.).
 - educates the military and families on pertinent topics (preparing for deployment, parenting tips, stress management, sports skills, etc.).

Family Readiness (Continued)

Top Ten Reasons People Get Involved in FRGs

1. To ensure my family gets through the deployment with the least amount of stress.
2. To keep informed.
3. To do something for me.
4. To meet people who have a common bond.
5. Adult conversation.
6. It makes deployment time fly.
7. To make new friends.
8. I want my children to have something fun to look forward to during the deployment.
9. Being with others who are dealing with a long deployment allows me to see that all the feelings I am experiencing are normal.
10. To be with others who understand the Army lifestyle.

Be Familiar with Your FRG

- Ask your spouse or someone in your spouse's unit.
- Ensure that your unit FRG roster contains your current mailing address and telephone number.
- Keep your unit contact person's name and telephone number posted near your telephone.
- Ask for your unit's newsletter.
- If your unit does not have an established FRG, help establish one.

Extend Your Family Through a FRG Get Involved in Activities and Planning

- Join a support group.
- Use Joint Base Lewis-McChord resources.
- Volunteer today; your FRG depends on volunteer energy.
- Offer your time and talents; share ideas.
- Attend meetings and activities regularly.

Support Services

Bi-Cultural Support

Pierce College provides assistance to foreign born family members with English as a Second Language (ESL) classes that are free and presented at Stone Education Center. They are offered five times a year. For more information call 964-6567.

Immigration and naturalization services are provided by ACS to anyone needing immigration help or advice. For more information call 967-3633/3628.

Bi-cultural support groups are available to provide assistance and information to foreign born spouses. Some groups will assist with supportive services including translation, interpretation, crisis counseling, legal services, employment services, and transition into life in the United States. For more information call ACS at 967-3633.

Council Meetings

The following council meetings provide you with the opportunity to voice your concerns on family - related issues. They are open to anyone wishing to participate and each meeting is announced in the Daily Bulletin and Northwest Guardian.

CYS Advisory Council meets quarterly. It addresses concerns related to Joint Base Lewis-McChord child and youth programs. For more information call 967-3056.

Exchange/Commissary Advisory Council meets bi-monthly. It addresses issues related to PX/Commissary operations. Issues are submitted by unit representatives and guest/observers. For more information call the FRC at 967-9496.

Volunteer Opportunities ***“Making a Better Tomorrow Today”***

You can:

- be of great service to others as a volunteer
- learn more about the Army
- learn new skills
- expand old skills
- gain work experience

There are a wide variety of volunteer opportunities which will fit into your daily schedule. Call the AVCC office at 967-2324 or go to www.myarmyonesource.com for current volunteer openings.

Several volunteer opportunities provide limited free child care such as ACS, Red Cross, Thrift Shop, and FRC. Join the team and become a vital part of *“Helping Families Help Themselves”*.

Child, Youth and School Services (CYSS)

The Joint Base Lewis-McChord Child, Youth and School Services (CYSS) are open to all eligible patrons whether residing on or off post. This includes all military plus DoD civilians working on Joint Base Lewis-McChord. There are centers on JBLM – Lewis Main, JBLM – Lewis North and JBLM – McChord Field.

Central Registration/Outreach Services Office. Provides a one-stop seamless delivery system for all programs in CYSS. Stop by building 2295 for information regarding child and youth registration, referrals, sports, instructional classes, child care and waiting lists for children 4 weeks through 18 years of age. www.jblmmwr.com/cyss

Child Development Centers/School Age Center. Provides center-based child development programs (full day, part day, hourly and special needs care for infants through preschool age children) in state of the art facilities. School Age Center provides care for infants through first grade. (966-2977)

Clarkmoor Hourly Child Care. Provides hourly child care for children 6 weeks to 6 years of age. Evenings and Saturdays include school age children. (966-2977)

Family Child Care (FCC). Provides developmentally appropriate child care in certified family quarters for children 4 weeks to 12 years of age. FCC providers' hours are flexible. (967-3039)

Raindrops & Rainbows Parent & Child Play Center (R & R Center). The R & R Center offers Army families a place to play, learn, and network. Parents and their children, birth to 5 years of age, may drop in and take part in a variety of fun activities. A CYSS early childhood professional will be on-site to conduct activities with you and your children or to assist you in activities of your choice. The R & R Center is located adjacent to the Beachwood School Age Center on North Joint Base Lewis-McChord. (967-4802)

School Age Services (SAS). Provides school age children (2nd – 5th grade) with fun, age-appropriate recreational and educational activities. Before and after school and summer programs are available as well as hourly care. Transportation is provided to and from all elementary schools on post. (966-7166/982-9056)

School Liaison Office (SLO). Transition assistance for school-age children and youth. Also provides assistance for families with children/youth moving from one school district to another. (967-7195)

SKIESUnlimited (Schools of Knowledge, Inspiration, Exploration and Skills). Instructional program that promotes exciting and unlimited learning possibilities. Classes include art, dance, gymnastics and karate. (967-4694)

Teen Zone. Social recreation programs and field trips. Partnership programs with 4-H, Red Cross and Boys and Girls of Club of America. (967-4441/982-9056)

Youth Sports Program. Provides a variety of sports and cheerleader activities for children 5 - 15 years of age. (967-2405)

Educational Programs

One of the many goals of the Army Continuing Education System (ACES) is to enrich the quality of life in the military community by making ACES programs and services available to families. For more information, call or stop by the Stone Education Center, building 6242, 967-7295/7174. Their website is www.lewis.army.mil/eso. Programs and services available for adult family members are:

Academic Testing Services. A variety of interest inventories, College Entrance Examinations (SAT and ACT), and College Level Examination Program (CLEP) tests are available on a fee basis. Also, a practice GED test may be taken. All tests must be scheduled in advance. For more information call 967-5657.

College Programs. Several on-post institutions offer under-graduate and graduate level instruction. Classes can be attended on post. Tuition and fees are charged. Federal financial aid programs may be available.

Counseling Services. Professional advisors help Soldiers and their adult family members develop a plan for educational progress.

Remedial Instruction and Services. For those needing to improve their basic skills to complete high school or prepare for college, advisors inform about study guides and services.

Technical and Academic Resource Center (TARC). The TARC is a high-tech computer center. It provides a study area where computers may be used to improve education skills or complete work-related projects. JBLM-Lewis Main (967-2171/2178), JBLM-Lewis North (477-4744).

Employment

Three sources for Joint Base Lewis-McChord job placement opportunities:

- **Army and Air Force Exchange Service (AAFES)** call 964-2522 for job information.
- **Civilian Personnel On-Line (CPOL)** for placement in General Schedule (GS) and Wage Grade (WG) federal government jobs. Go to www.usajobs.com for current announcements and to apply for vacancies.
- **Non-Appropriated Fund (NAF)** placement office for jobs in DFMWR programs (recreation, CYSS, clubs, etc.) call 966-3471.

Army Career and Alumni Program (ACAP)

The Army Career and Alumni Program (ACAP) assists personnel and their families separating from the Army by providing individualized counseling referrals to over 40 services including the Job Assistance Center, Retirement Services, and external agencies. For more information call 967-3258.

Employment Readiness Program (ERP)

The Employment Readiness Program (ERP) assists military family members, retirees, and DoD civilians in finding jobs and acquiring resources that will allow them to participate in the work force and to develop a career/work plan. The program provides the following assistance/services:

- Career Skills Assessment
- Centralized Job Bank
- Employment Counseling
- Interview Skills Development
- Job Application Assistance
- Job Referral
- Resume Portfolio Development

A new client orientation (one hour) is held at 10:00 a.m. and 1:30 p.m. on Tuesday, Wednesday, and Thursday. No appointment is needed to use the program resource center; however, we recommend calling if special help is needed. They are located in building 2166 on JBLM – Lewis Main and building 551 on JBLM – McChord Field. For more information call 966-8325/982-2695.

Recreation Opportunities

The Joint Base Lewis-McChord Directorate of Family, Morale, Welfare and Recreation (DFMWR) offers a large variety of recreational opportunities. Their website is fortlewisdmwr.com.

Arts and Crafts Center. This center includes a frame shop, custom embroidery and laser engraving. On JBLM – Lewis Main, it also handles the boat and RV storage facility and the POV Resale Lot. (967-5001/982-6726)

Auto Crafts. This center has available areas and equipment for engine maintenance and rebuild, lube hoist and body and fender repair. Professional mechanics are available for information and guidance. There is also a 24-hour car wash. (Auto Skills Center 967-3728 or Body and Paint Shop 967-4793/982-7226)

Bowl Arena Lanes. It has forty bowling lanes, a snack bar, video arcade, pool tables and a pro shop. There is also a private party room. (967-4661/982-5954 or Pro Shop 964-0863)

Especialty Espresso. Mochas, lattes, cappuccinos and more! These specialty coffee drinks plus a variety of bagels, fresh ground “Battle Bear” coffee, and other snack food can be found at any of the three Joint Base Lewis-McChord Specialty Espresso locations. (964-8838)

Golf Courses. There are two golf courses on the installation. Eagles Pride Golf Course is located on JBLM – Lewis Main and Whispering Firs Golf Course is located on JBLM – McChord Field. Each course features a driving range, a practice putting green, and a snack bar. There is also a pro shop. (967-6522/964-2786/982-4927)

Information, Tickets, and Tours (ITT). ITT offers discounted tickets for area attractions, packaged tours, hotel and motel reservations, *Ticketmaster*, and Whistler ski lift tickets. Cruise reservations are also available. They are located in the AFC Arena on JBLM – Lewis Main. (967-6169/3085)

Jenson Family Health and Fitness Center. While you participate in fitness activities, on-site child care is available on a space-available basis. Appropriate activities and supervision will be provided by qualified CYSS care-giving staff. The child care is free and registration is required. (967-1254)

Libraries. Joint Base Lewis-McChord has two main libraries that feature children’s libraries. Over 130,000 items are available for use or check-out. (967-7736/982-3454)

Nelson Recreation Center. A multi-purpose community center for classes, special events, meetings, workshops, music and cultural awareness programs. (967-2539)

Outdoor Equipment Rental. It has boats, party canopies, skis, sports equipment, and much more. It is your one-stop equipment source. (967-7744)

Recreation Opportunities (Continued)

Outdoor Recreation. The **Northwest Adventure Center** is located in building 8050 on North Joint Base Lewis-McChord and **Adventures Unlimited** is located on JBLM – McChord Field in building 739. They offer sea kayaking, white water rafting, hang gliding, and many more adventure programs. (967-6263/982-2206) There is also an **Outdoor Store**. (967-8282) The **Travel Camp** has 48 full hook-up recreational vehicle (RV) sites, 5 tent sites and 10 recreational cabins. (967-7744) The Holiday Park at McChord is also available for recreation vehicle (RV) sites and tent sites. (982-5488)

Russell Landing Marina. The marina is located on the shores of American Lake on North Joint Base Lewis-McChord. You can rent a boat for the day to enjoy American Lake. Moorage and dry storage slips are also available for boat owners. Also available for rental are pavilions for a unit or family picnic. (967-2510) The **Russell Landing Café** is open for lunch Monday thru Friday. It is available for small parties or unit functions. (964-2813)

Shoreline Park. This park is located on North Joint Base Lewis-McChord and includes a 15 acre multi-purpose area with swimming, beaches, fishing, canoes, kayaks, paddle boats, and group picnic facilities. (967-2510)

Sports. There are seven gymnasiums, three pools and two sports complexes on Joint Base Lewis-McChord. Racquet ball courts, weight training, rock climbing wall, aerobics, football, softball, volleyball, swimming, track and field, and special tournaments are some of the fitness activities available. Intramural sports can also be played. (967-2604/982-6707)

AFC Arena Skating Rink. This facility includes a large indoor arena, state-of-the-art sound system, skate rental, and snack bar. Skating sessions are available on Friday and Saturday. The facility is also available for birthday and private parties. (967-4458)

CHAPTER 2 – YOUR HELPING AGENCIES AND EMERGENCY RESOURCES

Resources for Families

Being a military family can instill pride in serving one's country as well as provide many rich and new experiences. Military families can also experience problems related to their unique lifestyle. Pressures and frustration often result from:

- lengthy separations or deployments
- single parenting during spouse's absence
- frequent relocations
- separation from friends and family
- a strained military budget
- constant adjusting to varying duty schedules
- career changes at retirement

Nearly every military family has difficulty coping with problems from time to time. Pressures can become so great that many areas of life are affected. The military provides a number of helping agencies to assist families in coping with the stress unique to their lifestyle.

Asking for help is not a sign of weakness! It shows you're concerned about your family and willing to take action to solve any problems. This chapter will provide a short overview of these agencies.

Military/Community Resources

All numbers are subject to change ~ Area Code 253

American Red Cross	
Joint Base Lewis-McChord	967-7686/966-3889
Madigan Army Medical Center (MAMC)	968-1055
24-Hour Telephone Number	1-877-272-7337
Chaplain – Family Life Center (FLC)	967-1723
Complaints - Patient Advocacy (MAMC)	968-1145
CYSS - Special Needs Sports	967-2405
Department of Developmental Disabilities – WA State Services	404-6500
Exceptional Family Member Program (EFMP) - Enroll/Update	968-1370
EFMP Resources - ACS	967-7166/982-2695
Family Assistance for Maintaining Excellence (FAME) at MAMC	968-4843
Dept of Behavioral Health (Free) – Family Advocacy Program	968-4159
Social Work Intervention Services	
Family Housing (Equity Residential Properties)	912-2150
Military and Family Life Consultant (MFLC) Program	495-8425/8426/8427
Military One Source	1-800-342-9647
New Parent Support Program (NPSP) – expecting to 5 years old	967-7409
Public Health Nursing Service (Army)	968-4382
School Liaison Office (SLO)	967-7195
Social Work Service (MAMC)	968-4159
Special Needs Resource Team (SNRT)	966-5995
(CYSS - for children with medical conditions)	
Suicide Prevention	1-800-SUICIDE
Supplemental Security Income (SSI)	1-800-772-1213
Transportation (Disabilities)	581-8100
WIC (Women, Infant, and Children)	966-4956/4688

Who to Call at Joint Base Lewis-McChord

- Army Community Service (ACS) & Airman & Family Readiness Center: 967-7166/982-2695
 - Army Emergency Relief (AER): 967-9852/9812/9787
 - Army Family Team Building (AFTB): 967-AFTB (2382)
 - Army Family Action Plan (AFAP): 967-9496
 - Employment Readiness Program (ERP): 967-3538/982-2695
 - Exceptional Family Member Program (EFMP): 967-9704/982-2695
 - Family Advocacy Program (Spouse & Child Abuse Prevention & Education): 967-5940
 - New Parent Support Program (NPSP): 967-7409
 - Sexual Assault Program: 967-3538
 - Suicide Prevention Program: 966-4597
 - Victim Advocacy Program: 966-1088/0363 or 966-SAFE (7233)
 - Family Resource Center (FRC): 967-9496
 - Financial Readiness Program (FRP): 967-1453/982-2695
 - Information and Referral Program (IRP): 967-6399/477-2722
 - Installation Volunteer Corps Office (IVC Program Manager): 967-2324
 - Life Skills Classes: 967-5901
 - Loan Closet: 967-3635
 - Mobilization/Deployment Program (MOB/DEP): 967-9916
 - Outreach: 967-9287/3544
 - Relocation Readiness Program (RRP): 967-3628
 - Waiting Families Support Group (WFSG): 967-7166
- American Red Cross: 967-7686 for Staff or for Red Cross Msg to Soldier: 1-877-272-7337
- Behavioral Health Clinic (MAMC): 968-2700
- Casualty Assistance: 966-5888
- Child, Youth and School Services (CYSS): 966-2977
- Community Resource Guide for Joint Base Lewis-McChord:
www.lewis.army.mil/resourceguide/
- Child & Family Assistance Center (CAFAC) Marriage & Family Therapy Services – 968-4843
- Emergency: 911
- Family Life Center (FLC) - Chaplain: 967-1723
- ID Cards and DEERS: 967-5065
- Inspector General (IG): 967-5181
- Legal Assistance: 477-1873/1875 (Information Line)
- Madigan Army Medical Center (MAMC) Information: 968-1110
- Military and Family Life Consultant (MFLC) Program: 495-8425
- Military OneSource: 1-800-342-9647 or www.militaryonesource.com (User ID: military; Password: onesource)
- Military Police: 967-3107/3108/3109
 - Police Desk (Policy Questions): 967-7112 Police Reports: 967-3860
 - Social Work Service - MAMC: These #s for current/founded abuse. If not, call CAFAC.
 - Preventive Intervention Program (PIP): 968-4159
 - Spouse and Child Abuse Treatment: 968-4159
- TRICARE
 - Appointments: 1-800-404-4506
 - Customer Service: 1-888-874-9378 or www.triwest.com
 - Dental Plan (Met Life): 1-855-638-8371 or <https://mybenefits.metlife.com/tricare>
- WIC: 966-4956/4688

Army Community Service (ACS)

ACS is an Army-wide program which provides information, assistance, and guidance to members of the Army community in meeting personal and family problems. ACS makes referrals as needed to other military and civilian agencies. ACS is located in building 2140, Waller Hall. For more information call 967-7166 or the numbers listed.

ACS Volunteer Program. Volunteers play an important role in support of ACS! Do you have spare time or need a break from the children? We welcome you as a volunteer to assist in the various ACS programs. Free child care is available.

Armed Forces Action Plan (AFAP). Designed to seek solutions to improve the quality of life of Servicemembers, Families, Retirees and DA Civilians. Issues or recommendations for change can be submitted to the AFAP Office. (967-9496).

Army Emergency Relief (AER). Provides emergency financial assistance in the form of interest-free loans and grants for rent, food, utilities, etc. (967-9852)

Army Family Team Building (AFTB). Volunteer program that offers training for family members. Available for unit FRG meetings, church groups, outreach and others. Located in building 2166. (967-AFTB)

Emergency Food Assistance. Available at ACS during normal duty hours. Assistance requires demonstration of need and is provided on a case by case basis. Food stamp information and civilian food bank referrals are provided on request.

Employment Readiness Program (ERP). Assists military family members, retirees, and DoD civilians who are seeking a job. Located in building 2166. (967-3538/7287 or 966-8325) Soldiers leaving the military must use ACAP. (967-3258/982-2695)

Exceptional Family Member Program (EFMP). Provides referral services for housing, education, community and military services for families with special needs. Several support groups meet monthly. (967-9704/982-2695)

Financial Readiness Program (FRP). Debt liquidation, credit information and assistance, budget preparation, consumer information and advocacy, insurance, and investment advice are some of the assistance provided by this program. (967-1453/982-2695)

Information and Referral Program (IRP). Crisis counseling, foster care information, support information, referral for food stamps, food resources, emergency food baskets, and community education. (967-6399)

Loan Closet. Provides basic household items to arriving and departing families. A copy of orders is required for service. (967-3635)

Mobilization/Deployment Program (MOB/DEP). This program provides pre-deployment, post-deployment, and reunion training. It also assists commanders in developing useful family care plans for their Soldiers. (967-8430/3397)

Army Community Service (ACS) (Continued)

New Parent Support Program (NPSP). A professional team of social workers and registered nurses provide no-cost in-home parenting support and educational services for families with children ages 0 to 5. (967-7409)

Newcomers' Welcome Orientation. The primary coordinator for this orientation is the Relocation Readiness Program at ACS. This is a mandatory orientation for all personnel (CPT and below) arriving at Joint Base Lewis-McChord. The briefing is conducted from 0900-1430, on the last Tuesday of each month, at the American Lake Community Center. Lunch and child care are provided free of charge. A bus tour of the installation follows lunch. Child care reservations need to be made in advance. (967-3628)

Relocation Readiness Program (RRP). Provides world-wide welcome packets, CDs for select countries, citizenship assistance, and relocation assistance for soldiers and family members moving to or from Joint Base Lewis-McChord. (967-3628)

Soldiers and Family Readiness. Prevention and education program for spouse and child abuse, counseling, referral, classes and YWCA shelter referral. Exceptional Family Member Program (EFMP) provides resources, information and referral, and assistance with registration.

Waiting Families Support Group (WFSG). Ongoing support group for spouses whose sponsors are serving an unaccompanied tour or extended training. WFSG meets monthly.

American Red Cross (ARC)

The American Red Cross (ARC) assists with reporting and communicating in relation to:

- Emergency leave
- Health and welfare
- Birth notification
- Spouse's financial situation

Emergency financial assistance is provided for situations involving travel for the service member or spouse for emergencies involving their immediate family. In addition, ARC can provide funds for disaster assistance (loss of home due to fire or flood). Funds provided include no interest loans and grants based on individual family needs.

ARC also provides counseling and referral, health and safety, youth courses, and blood pressure screening. The ARC is a private non-profit volunteer organization. They are located in building 1017 on the second floor. They can be reached at 967-7686. Their office hours are Monday – Friday 0800-1630. After hours contact 1-877-272-7337. The Madigan Army Medical Center ARC can be reached at 968-1055.

In addition to emergency communication services, ARC also provides classes in adult, child, and infant CPR and first aid. There are nominal fees for the classes. Call the ARC Mount Rainier Chapter at 253-474-0600 for class dates, times and fees.

Legal Assistance

The Legal Assistance Office is located in building 2027A on the first floor. They provide advice and assistance on legal matters which include the following:

- Adoptions and name changes
- Civil suits
- Consumer affairs
- Domestic relations/family law matters
- Immigration/naturalization
- Landlord-tenant relations
- Non-support and indebtedness
- Notary Services
- Power of Attorney (POA)
- Taxes
- Will and estates

Power of Attorney and notary services are provided on a walk-in basis.

For more information call 477-1873/1875.

Hours of Operation:
Monday, Tuesday, and Thursday: 0900-1630
Wednesday: 1300-1630
Friday: 0900-1430
Select Saturdays: 0800-1400

Chaplain Ministry

There are a variety of religious services on Joint Base Lewis-McChord. The religious community is a vibrant force that actively worships throughout the year. Information on religious activities, services, and masses at Joint Base Lewis-McChord is published weekly in the [Northwest Guardian](#) or go to www.lewis.army.mil/chapel.

The Joint Base Lewis-McChord chaplains and especially your unit chaplain are available and happy to minister to you and your family. They believe that the quality of your spiritual life is of vital importance, and it is their desire to share with you in the process of meeting your needs.

As you experience mission related separations from your spouse from time to time, it may be helpful to view such occasions as opportunities to rekindle, reaffirm, nurture, and sustain your faith.

Chaplain Family Life Center (FLC) Four Chaplains Memorial Chapel Building 9120

The Chaplain's Family Life Center (FLC) offers marriage and family counseling for ID card holders. The FLC Chaplain is a trained counselor and may have civilian counselors working under his/her direction at the center. This service is free. For more information call 967-1723.

Premarital Class. If you are planning to be married in a Joint Base Lewis-McChord Chapel, you must attend a one-day premarital class. This class is held monthly on the first Friday (unless it is a federal holiday weekend, then it goes to the second Friday of the month) from 0900-1500. To pre-register for this class call 967-1723.

Madigan Army Medical Center (MAMC)

Medical Care and Emergencies

Madigan Army Medical Center (MAMC) is located in the Northeast area of Joint Base Lewis-McChord. Their website is www.mamc.amedd.army.mil.

Acute Minor Illness Clinic	968-1400
Ambulance (on post)	911
Automated Call-In Refill Service	968-2999
Emergency Room	968-1390
The Child & Family Assistance Center (CAFAC)	968-4843
General Information Line	1-800-544-3298
Information	968-1110
Main Outpatient Pharmacy	968-2999
PX Mini Mall Pharmacy	966-1106

Ambulance Service. Ambulance Service is available for emergency transportation throughout Joint Base Lewis-McChord.

Appointments. Active duty and retired military family members have a choice of three health care options under the TRICARE Program: TRICARE Prime, TRICARE Standard and TRICARE Extra.

For assistance in determining which TRICARE program is best for you and your family or for a health care finder, contact the TRICARE Service Center at 1-888-874-9378.

To make an appointment at any of the MAMC clinics, call the TRICARE Central Appointment Center at 1-800-404-4506.

Bus Information. Buses are available to MAMC from all areas of Joint Base Lewis-McChord, Tacoma, Olympia, and Lacey.

Dental Care

The TRICARE Dental Plan (TDP) is offered by the Department of Defense through the TRICARE Management Activity. Metlife currently administers and underwrites the contract for the TDP.

Spouses and children of active duty uniformed service members are eligible to be enrolled in the TDP. Sponsors must be on active duty for at least 30 days and must intend to remain on active duty for at least 24 months (unless returning from outside the Continental United States (OCOUS)) in order to enroll their family members.

The sponsor must initiate the enrollment of his/her family member(s) by completing DD Form 2494, or DD Form 2494-1. Enrollment must be accomplished through the sponsor's designated Personnel Administration Center (PAC). To avoid eligibility problems, sponsors must ensure that family member information in DEERS is accurate and up-to-date.

Enrolled family members may receive dental care from any licensed/authorized dentist in the civilian community. However, family members will get the greatest value from their TDP coverage if they receive care from a United Concordia participating dentist.

If you have any questions regarding TDP, call Metlife at 1-855-MET-TDP1 (1-855-638-8371 or visit their website at <https://mybenefits.metlife.com/tricare>.

Army Substance Abuse Program (ASAP)

Assessment, treatment services, and preventive education are available through the Army Substance Abuse Program (ASAP) regarding alcoholism, other chemical dependencies, and substance abuse. The services, to include an intensive outpatient program when such is clinically determined to be necessary, are available on-post for Soldiers, their adult family members, retirees and their eligible family members, and for Army civilian employees. ASAP is located in building 2006A, Liggett Avenue, between 2nd and 3rd Streets.

Assessment and treatment for adolescent family members of active duty and retired Soldiers may be available through TRICARE.

Appointments for clinical services involving ASAP psychologists, social workers and counselors assigned to Madigan Army Medical Center (MAMC) can be arranged by calling ASAP at 967-2202.

Information concerning the 12 hour Alcohol and Drug Information School (primarily for eligible personnel apprehended for an alcohol related offense) can be obtained by calling 967-1412.

Information concerning ASAP type services available to eligible family members through TRICARE and about scheduling related appointments may be obtained by calling TRICARE at 1-800-404-4506.

What if I Have an Emergency?

The military defines an emergency as follows:

“An Emergency is the Death, Critical Illness or Injury to an immediate family member.”

- “Critically ill or injured” means the possibility of death or disability.
- “Immediate family” is defined as wife/husband, parents, children, grandparents who raised you, guardians who raised you.

Note: The birth of a child, a broken arm or leg, or the flu are **NOT** considered emergencies.

Follow the steps listed below if you have an emergency:

- Know the name of the person having the emergency
- Know the nature of the emergency
- Get the location and name of the hospital involved
- Know the doctor's name
- Provide the above information to the Unit Command or Rear Detachment Officer
- Contact the Joint Base Lewis-McChord Red Cross if necessary during the day at 967-7686/966-3889 or after hours 1-877-272-7337

If your spouse's immediate family has an emergency and his/her presence is necessary in another state, the Red Cross from that area will need to verify the situation with the Red Cross Office here.

Your spouse's unit commanding officer (or higher ranking officer) is the only one authorized to grant emergency leave. Emergency leave can be granted only when your spouse's presence will significantly contribute to assisting with the emergency or when a death has occurred. Please keep in mind that each Soldier is valuable to their unit and is doing a vital, important job. A denial of leave does not mean that the request was not carefully considered. It may be difficult, but necessary, to refuse.

NOTE:

- Your FRG, friends, relatives, the chaplain and on/off post civilian agencies in our community can often turn emergencies around - TRY THEM!
- Keep emergency information near the telephone.

Emergency Resources
All numbers are subject to change
Area Code 253

Emergency Joint Base Lewis-McChord Listings:

Joint Base Lewis-McChord American Red Cross	967-7686
Joint Base Lewis-McChord Emergency (Fire/Military Police)	911
Joint Base Lewis-McChord Information/Operator	967-1110
Joint Base Lewis-McChord Service Request (Equity Residential Properties)	912-3500

Joint Base Lewis-McChord Information online: www.jblm.army.mil

To report a suspected abuse or neglect or request treatment:

MAMC to report abuse	968-4159
In & Out Processing Behavioral Health	968-4160
Family Advocacy Program (FAP) at ACS	Garrison- 967-5940/5901 Madigan-968-4159

Drug and Alcohol Problems (active duty or family members):

ASAP	967-2202
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Martial Problems:

ACS & A&FRC (for list of resources)	967-7166/982-2695
Crisis Counseling, Financial Assistance offered by ACS	967-7166/982-2695
Family Life Center (FLC) - Chaplain	967-1723

Medical Treatment and Emergency Intervention:

Emergency Room at MAMC	968-1390
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Mental Health:

ACS (for list of civilian resources)	967-7166
Family Assistance for Maintaining Excellence (FAME) at MAMC	968-4843
Military and Family Life Consultant (MFLC) Program	495-8425
Military OneSource	1-800-342-9647
Dept of Behavioral Health	968-3172
<i>Unit Chaplain is a good resource</i>	

Military Police (MP) Intervention:

MP Desk	967-2933
MP Desk Sergeant	967-7112
MP Dispatch	967-3107

Parenting Classes:

Family Advocacy Program (FAP) Garrison	967-5940
New Parent Support Program (NPSP)	967-7409

Spouse Abuse Shelters:

Domestic Violence Helpline (for resources)	798-4166
Sexual Assault Center of Pierce County	1-800-756-7273

Emergency Resources – Pierce County

All numbers are subject to change

Area Code 253

Basic needs:

Food Connection (Food Bank)	383-5048
Food Stamp (Info only)	967-7166
WIC (Women, Infant and Children) – Joint Base Lewis-McChord	966-4956/4688
WIC (Saint Clare Hospital/Franciscan) – Lakewood	588-9597
WIC (Saint Clare Hospital/Franciscan) – Parkland	531-2460
WIC (Good Samaritan) – Puyallup	848-0490
WIC (Mary Bridge Hospital) – Tacoma	403-1349

Emergencies:

Fire/Police	911
Poison Control	1-800-222-1222

Family Violence:

Child Protective Service (CPS) – Pierce County	1-800-762-4902
CPS – Department of Social Work Service, MAMC	983-6100
Crisis Line (24-Hour)	1-800-576-7764
Sexual Assault Center of Pierce County	1-800-756-7273
YWCA Women's Shelter (Domestic Violence)	383-2593/3263

Legal:

Lawyer Referral Service	383-3432
Northwest Justice Project CLEAR Line (<u>C</u> oordinated <u>L</u> egal <u>E</u> ducation <u>A</u> dvice and <u>R</u> eferral)	1-888-201-1014

Pregnancy Aid:

Care Net Pregnancy and Family Services (24-Hour)	383-2988
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Shelters:

Lakewood Area Shelter Association (LASA)	581-8689
Salvation Army Family Housing Program	627-3962
Tacoma Rescue Mission Family Shelter	272-1974
YWCA Women's Shelter (Domestic Violence)	383-2593/3263

Suicide Prevention:

1-800-SUICIDE

Emergency Resources – Thurston County

All numbers are subject to change

Area Code 360

Basic Needs:

Clothing Bank

352-7554

Food Bank

352-8597

WIC

Olympia-754-2936 or

WA State-1-800-841-1410

Crisis Line (24-Hour):

1-800-627-2211

Emergencies:

Fire/Police

911

Poison Control

1-800-222-1222

Family Violence:

Crisis Clinic (24-Hour Crisis Information) General Crisis

586-2800

Washington State Domestic Violence Line (24-Hour)

1-800-562-6025

Crisis Resolution (if there is violence)

754-1338

Legal:

Northwest Justice Project CLEAR Line

1-888-201-1014

(Coordinated Legal Education Advice and Referral)

Pregnancy Aid:

956-7413

Shelters:

Bread and Roses Shelter (women, children, families)

754-4085

NOTE: Need a referral from SIDEWALK to get into above shelter

515-5587

Housing resources online: www.walkthurston.info

Salvation Army Emergency Shelter

352-8596

Suicide Prevention:

1-800-SUICIDE

CHAPTER 3 – PERSONAL AND FAMILY READINESS PLANNING

Pre-Deployment

Prepare Children to Cope With Parent's Absence

- Spend time explaining at the child's level - Why? Where? With Whom? How long will parent be gone?
- Sit down with the whole family and talk about feelings. Discuss what will happen when parent is gone and how it will be different when he/she returns.
- Let older children share their opinions of previous deployments with younger children and how they felt.
- Dad/Mom: Spend time individually with each child - just the two of you.
- Take a picture of each child with dad/mom.
- Consider enrolling youth in activities (or more activities than before) such as scouts, bowling, arts and crafts classes, youth sports, tours, etc.

Sole/Dual Parent Deployment

Families with both parents on active duty must carefully plan for their children.

- Always have your approved Family Care Plan ready.
- Give the person caring for your child a Power of Attorney for medical care.
- Make financial arrangements for all the extra child-related expenses.

Make sure the Rear Detachment Commander has easy access to your Family Care Plan, documents, etc.

Pre-Deployment (Continued)

Prepare for Deployment

- Job demands on Soldier
- Emotional readjustments
- Family relationships
- Physical preparation
- Checklist for family readiness

Prepare Yourself

- Resolve family problems before the separation, otherwise, they will still be there and worse at reunion.
- Express your feelings and encourage others to do the same (“I love you”, “I’ll miss you”, “I’m frightened”).
- Recognize that anger is OK, but don’t take it out on your spouse or children.
- Plan a family activity or a special family time without distractions.
- Work through a family member checklist to cut down on potential household management problems.
- Set personal goals to meet during deployment.

Pre-Deployment Financial Issues

- Budget: Consider making or redoing your budget. Plan for the loss of separate rations during deployments.
- Banking: Arrange for automatic payments of loans, car payments, mortgage, etc. Transfer money to savings through allotment. Balance the checkbook. Make joint accounts. Put important documents in a safe deposit box (make sure it is in a joint account) and leave keys behind with spouse.
- Power of Attorney: Discuss getting a power of attorney. When your sponsor is absent, a general power of attorney is required to request emergency financial assistance from AER. A separate power of attorney may be required by your bank. Check with the Legal Assistance Office for more information. (477-1873/1875)
- Pay Issues: Consider authorizing your spouse to receive your LES during deployment. Contact the Rear Detachment in case there is a pay or other financial problem.

Deployment

Deployment is the movement of a unit from this installation to an exercise area or to the site of an actual mission. It includes:

- Short term training
- Extended temporary duty (TDY) of four to six months
- Unaccompanied tours
- War

Rear Detachment

The rear detachment consists of military members of the unit that stay on-post during deployment. They are responsible for the remaining personnel and equipment and for assistance to families of deployed Soldiers. Some of their responsibilities are:

- Provide correct and accurate information to families.
- Handle all family matters that require official actions or approvals.
- Work with the FRG to plan family briefings and share information.
- Communicate with the deployed unit.

During deployment, keep your FRG and rear detachment informed of any address or telephone number changes. Also let them know if you go out of town.

Unaccompanied Tour

Your spouse may be assigned to a location for a longer term and not allowed to move family members there. You can adapt to this major separation with help.

- Attend levy briefing (outbound brief) with your spouse for important information.
- Participate in the Waiting Families Support Group (WFSG) made up of spouses in similar situations from all around the post. Call ACS at 967-7166 for more information.

Family Member Checklist

Spouses manage the family during their sponsor's absence; therefore, it's important that both of you sit down together to answer and discuss the questions in this checklist. You should also prepare personal financial/business files for important documents. It will help you organize your important papers and make handling your family affairs easier. Review this list annually - make sure that all documents are up-to-date.

Section I - Medical

	YES	NO
1. Are all the immunizations (shots) for each family member up-to-date?		
2. Are all health and dental records for each family member easily located?		
3. Do you know how to contact the right medical assistance if needed?		
4. Do you know a reputable babysitter?		
5. Do you know where the nearest military Medical Center is located?		
6. Do you know about TRICARE?		
7. Do you know how to use TRICARE?		
8. Do you have family members with special needs?		
9. If so, have you informed the unit commander of these needs?		
10. Do you know Army policy on dental care?		
11. Are all family members enrolled in DEERS?		

Section II – Finance

	YES	NO
1. In the absence of your spouse, is there money immediately available on a continuing basis?		
2. Has an allotment been initiated to be sent to your home address or directly to the bank?		
3. Will the allotment provide enough money to buy all the necessities needed to maintain a household?		
4. Do you know the account numbers and the names and addresses of banks in which you have accounts?		
5. Do you know the types of accounts that you have? JOINT ACCOUNTS ARE ESSENTIAL.		
6. Do you know the location of the bank checking and/or savings account books?		
7. Do you have a safe deposit box? Do you know where the key and box are?		
8. Are all credit cards accounted for? Are all numbers logged and kept in a safe place? Does your family know the company address? (Notify card company immediately of any loss.) MINIMIZE CREDIT CARD USE.		
9. Are you prepared to take control over the checking account(s), know the balance at all times, and never write a check unless you are certain there are sufficient funds in the account?		

Section II – Finance (Continued)**YES****NO**

10. Do you know all payments (account numbers, address, phone numbers) that must be made and due dates for the following?		
a. House/Rent		
b. Telephone		
c. Water		
d. Utilities (Electricity and Gas)		
e. Trash collection		
f. Insurance		
g. Taxes		
h. Car Payment(s)		
i. Credit debt(s)		
j. Other debt(s)		
11. Do you know who to contact if the allotment check does not arrive?		
12. Are all bank accounts (checking and savings) in both names?		
13. Are credit cards in both names?		
14. Do you know that Army Emergency Relief (AER) can assist in financial crisis (rent, food, etc.)?		
15. Do you know what a LES is? How to read one?		

Section III – Vehicle/Transportation**YES****NO**

1. Are you familiar with the responsibilities of owning a vehicle (i.e. licenses, insurance, etc.)?		
2. Do you know the name and address of the company financing your personal vehicle?		
3. Do you have the vehicle's title or know its location?		
4. Do you have the vehicle registration?		
5. Do you have the vehicle insurance policy?		
6. Do you know the renewal date for the license plate tabs?		
7. Are family members insured to drive?		
8. Does each family member have a valid state driver's license? When does it expire?		
9. Is your vehicle in good operating condition and do you know where to go for repairs?		
10. Do you have a duplicate of all keys?		
11. Can you make emergency repairs on the car if the situation arises (overheating, flat tire, dead battery, etc.)?		
12. Have you made arrangements if not licensed to drive to have transportation available? Budgeted for taxi and bus?		

Section IV - Housing**YES****NO**

1. Do you know the location of the following:		
a. Electrical control box (fuse/circuit breakers)?		
b. Water control valve (for shutting off) in case of emergencies (broken pipes, leaking pipes, freezing weather)?		
c. Gas control valve (for shutting off) in case of emergencies (leaking gas, fire, etc.)?		
d. Do you have the name and phone number of an electrician, plumber, housing office, etc., to notify in case repairs are needed?		
2. Do you have a set of duplicate keys for the house?		
3. Where is your family going to reside while your Soldier is deployed?		
4. If planning to apply for government housing on Joint Base Lewis-McChord, do you qualify? How long is the wait, etc.?		
5. If you are currently residing in government quarters, how does the deployment affect your status?		

Section V – Legal/Administrative**YES****NO**

1. Are your family's ID cards up-to-date and valid until after your Soldier's return from deployment?		
2. Do you know how to obtain new ID cards?		
3. Has your sponsor executed a Power of Attorney so that your family can take necessary action on important family matters during the Soldier's absence?		
4. Do you know where the Power of Attorney is?		
5. Do you have the birth certificates of all family members?		
6. Do you have a copy of your marriage certificate?		
7. Do you have copies of any adoption papers and know where they are?		
8. Do you have a social security card? (If not, get an application from the post office.)		
9. Do you have copies of your federal and state tax records?		
10. Do you know where all your insurance policies are?		
11. Do you know where any stocks, bonds, or securities that you own are kept?		
12. Do you know where any deeds or mortgages are?		
13. Have you safeguarded all your important papers?		
14. Do you understand the following regarding contracts?		
a. Never sign any contract without reading. EVER!		
b. Ask a legal assistance officer to read any contract.		
c. Never believe verbal promises which are not written into the contract. Don't agree over the phone.		
d. Never buy on credit if you can obtain a cheaper loan elsewhere.		
e. Don't buy at all if the purchase is not necessary.		

Section V – Legal/Administrative (Continued)

	YES	NO
15. Has the sponsor filled out the necessary paperwork authorizing the spouse to sign for on-post housing, should it become available during the sponsor's absence?		
16. Do you and your spouse have wills and are they up-to-date? Do you know where they are?		

These vital documents should be readily available to family members at all times:

- Birth Certificate
- Current ID Card
- Insurance policies (life, auto, etc.)
- Letter of Adoption
- Letter of Naturalization
- Marriage Certificate
- Power of Attorney (General and/or Special)
- Vehicle Title/Registration
- Wills

During Deployment

The Stages of Separation

Denial, anger, guilt, depression and acceptance are emotions that military families experience as Soldiers prepare to deploy and leave. Knowing those feelings are normal can help families cope. There is no denying that the military lifestyle, especially unexpected deployment, can disrupt the family unit.

Denial/Shock:

- Disbelief
- Numbness

Anger:

- Frustration with preparation demands
- Feeling guilty about spouse's departure
- Resentment of military, spouse, job

Guilt:

- Guilt for not saying or doing more before deployment
- Children feel they caused the departure

Depression:

- Intense sadness
- Fatigue
- Loss of appetite
- Withdrawal from routine

Acceptance:

- Realize and accept the situation
- Resolve to continue on positively
- Confidence in handling day-to-day living
- Awareness of increase in self-esteem, personal abilities

These stages occur in a universal order; however, a slide back to previous stages can be triggered by a number of causes. Individual situations and types of deployment can influence the intensity and duration of each stage.

Hints for Spouses

How to Manage Separation:

- Take good care of yourself. Make sure you eat right. Shop and cook nutritiously. Get enough rest.
- Make time for physical exercise - walk daily, join an aerobics class, jog, bowl, etc.
- Treat yourself to a special outing - dinner, movie, shopping trip, night out. You deserve it!
- Help manage stress by setting aside time to do something you enjoy everyday.
- Avoid trying to do everything yourself.
- Take advantage of military community support.
- Contact family, friends, neighbors and spouses of other deployed Soldiers whenever you need practical or emotional support.
- Set goals. Get involved in activities, hobbies, projects, church. Volunteer.
- Don't run to "mother" if the going gets rough - the fix is only temporary and can be an added expense!
- Talk about your feelings, doubts, fears with a trusted friend, neighbor, co-worker, etc.
- Seek professional help if you feel overwhelmed by your emotions or if you suspect that someone in the family is having emotional problems.

Deployment Can Be a Challenging, Yet Rewarding, Part of Family Life in the Military

- Communicate your thoughts and feelings before, during and after deployment.
- Plan ahead, if possible, and stay prepared to make separation and reunion go as smoothly as possible.
- Seek help if you need it.

Keeping in Touch

You can help encourage a feeling of togetherness in the family during deployment by keeping the lines of communication open. Possibilities include:

- **Letters.** They are inexpensive, they allow you to think about what you'd like to share, and they can be "personalized" for individual family members.
 - share feelings directly
 - write as if writing a journal or diary
 - express affection and appreciation
 - answer questions
 - be honest (share how you managed the bad news)
- **Phone calls.** They're more direct and personal, although they can be inconvenient and expensive. Always know the cost of each call so you can budget.
- **Pictures (including photographs and artwork by children).** They can be easily carried, proudly displayed and looked at often, helping family members remember each other.
- **Tape recordings and videos.** They offer realism and can be played regularly, although they require special equipment. Hearing voices can make the absent one seem more real, closer, interested. Let children make a tape, have the spouse read a book on video/tape prior to leaving, etc.
- **Calendar tag.** Send a small fold over calendar back and forth in letter. Deployed parent and child can take turns marking off the days.
- **Internet.** Set up separate e-mail accounts so that you can instant message. See about getting an AKO (Army Knowledge Online) account which also allows for instant messaging as well as video messaging. A web cam is a great way to keep in touch. See if it can be used where your Soldier is going to be deployed.

Think “Safety” and “Security”

Don't make it public knowledge that your spouse has been deployed. Tell your children to do the same.

Discuss what they should say on the phone.

Keep emergency telephone numbers close to the phone at all times.

Contact the police/security force for additional suggestions or at the first sign of suspicious activity.

Know your neighbors. You may need their help on an emergency basis.

Family Phone Guide

Spouse's Social Security Number _____

Unit _____ Company _____

Battalion _____ Brigade _____

Spouse's Company Commander _____

NCO in Charge _____ Phone # _____

Rear Detachment # _____

Family Readiness Group Contact Person _____

Phone # _____

Unit Chaplain _____ Phone # _____

Children and Separations

Children likely experience the same psychological patterns as their parents due to their own feelings of loss and their awareness of the overall emotional situation.

Children often test parents to find out if they will bend more when the spouse is gone, particularly at the time of departure and again upon return.

Some spouses overcompensate for their mate's absence by becoming permissive and/or overprotective with their children. Rules once ironclad now change. Some decisions are harder to make alone.

Children need stability. Look at it this way, if one of the two most important people in your life were constantly coming and going, here two weeks, gone four to eight months, home two days, wouldn't your security be shaken a little? Imagine what it does to children.

Insecurity, loss of status, and change in routine all add up to two complex emotions, hurt and anger, which are usually directed at the returning parent.

Children express their feelings in different ways, and their outward behavior is not always a good reflection of what's going on emotionally. Some children cover up their true feelings, others are more open.

Ideas for Managing Children

Dealing with all these problems requires the honest expression of feelings in the family. Even if there are no apparent conflicts, the following are recommended to make separations easier.

- Talk about feelings. All feelings are OK.
- Keep busy during the separation.
- Maintain the same rules for the children. They need the stability of unbroken routines.
- Encourage letter writing, sending pictures, artwork, and school work. The absent parent needs to write separate letters to each child. Each child needs direct communication.
- Plan special outings regularly for something to look forward to.
- Keep in touch with teachers and other youth leaders to work together on changed behaviors or developing problems.
- Contact CYSS about youth support groups, where kids talk and support each other.

When the Media Calls

Tips on Surviving News Media Inquiries

The families of deployed Soldiers may find themselves approached by local and national news media representatives for interviews.

Here are some tips about coping:

- Know your rights. It's your choice whether or not to speak to reporters. If you do choose to speak, remember it is your right to stop at any time. Media persons on post must be accompanied by a Public Affairs Office (PAO) representative.
- Know the role and purpose of the American press. They are doing a job vital to democracy. Understand that it is not harassment when they call you at home or stop you at the supermarket asking for an interview. Only when they persist after having been told "no" does it become harassment.
- Know who will hear you. Even family members might have information useful to opposing forces. Thanks to technology, the enemy can have access to what you say the moment you say it. On the other hand, when you are enthusiastic about your spouse's mission, your response can build morale and show American resolve.
- Know your limits. It's best not to talk about anything of which you do not have first hand knowledge. There is nothing wrong with saying "I don't know" in response to questions to which you have no answer. Don't speculate.
- Finally, if your spouse calls home with information about the unit's return or with news about how the mission is going, remember to take what they say with a grain of salt and keep it to yourself. Combat and training exercises spawn rumors, and some of what they tell you can be sensitive, wrong or subject to change.

If you have questions contact the Public Affairs Office at 967-0152.

Preparing for Reunion

Reunion is an exciting event, but like separation, it requires making adjustments. You can help make the adjustments easier by considering:

- **Expectations.** Don't expect things to be perfect after reunion. Allow time. Be understanding and enjoy each other's company as much as possible. Remember that open, honest communication can help resolve any conflicts that arise.
- **Role Changes.** Roles and responsibilities may never return to "pre-deployment" status. People grow and change as time passes. Plan to discuss responsibilities until roles are clearly defined again.
- **Budget changes.** There are bound to be added expenses due to reunion - higher food bills, greater transportation costs, etc. Try to plan for them carefully and draft a "reunion budget" to help point out new spending limits.

Tips to Make Reunion Day a Joyous Event

- **Expect the unexpected.** The Soldier's arrival is bound to reveal surprises to all. Try to avoid making judgments. Getting reacquainted really can be an adventure!
- **Go slow.** Set aside family time during the first few days rather than planning a busy schedule of events. Even though reunion is exciting, it can be stressful, too.
- **Think before you spend.** In all the excitement there may be a natural tendency to shower each other with expensive gifts and fancy meals. Unless you can afford such luxuries, it is important to try and stick to your budget.

Post Deployment

Reunion

Reunion is a time of readjustment after separation, whether long or short, planned or unplanned. Reunion can be both joyful and stressful because it's a big change that affects everyone with *intense emotions*.

Ideas for Family Members

- Avoid tight schedules
- Understand the Soldier's discomfort, exhaustion
- Allow time to adjust
- Stick to your budget
- Expect unusual feelings

Make It Easier for Children

- Give them time, too
- Expect them to test limits
- Plan family time
- Plan individual time with returning parent
- Stay involved with school, activities and interests

Make Reunion a Joyful Time to Build a Strong Family

- Create reasonable expectations
- Take time to readjust
- Communicate your feelings

Post Deployment Stress

Homecoming and reunion of Soldiers, friends, and family has its own brand of stress. The following techniques may help restore a sense of belonging and control:

- Talk openly about problems.
- Find people who can help with emotional support and day-to-day problem solving (friends, chaplain, social worker).
- Cut big problems into smaller parts and use the step-by-step approach - look for solutions.
- Join social activities (religious, hobbies, sports, clubs, etc.).
- Accept some setbacks (emotional, financial, physical, or job-related) as typical.
- Avoid excessive self-blame for readjustment problems.
- Don't use alcohol and drugs to escape or forget about problems.

Seek Help:

- Army Community Service (ACS): 967-7166
- Child & Family Assistance Center (CAFAC) at MAMC: 968-4843
- Family Life Center (FLC) or your unit chaplain: 967-1723
- MAMC Social Worker: 253-983-6100
- Military and Family Life Consultant (MFLC) Program: 495-8425
- Your family readiness group/key leader