

WELCOME

to

Bavaria



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WELCOME LETTER

Grüß Gott,

Army Community Service would like to welcome all Army Service Members and Families to Bavaria, Germany. Our professional ACS staff are here to provide quality services, training, and education to our Army community of Soldiers, Families and Civilians stationed in Bavaria, Germany.

The mission of ACS is to facilitate the Commander's ability to provide comprehensive, standardized, coordinated and responsive services that support Soldiers, Department of the Army civilians, and Families regardless of geographical location and to maximize technology and resources, eliminate duplication in service delivery and measure service effectiveness.

Our mission at ACS is to prepare and empower our Total Military Family to meet the challenges of military life by providing essential programs, resources, and services that enhance knowledge, life skills, well-being, quality of life, and retention. ACS supports the Commander's ability to sustain mission readiness to fight and win on any battlefield.

U.S. Army Garrison Bavaria (USAG Bavaria) is a Garrison headquartered in Grafenwoehr, Germany, with four locations, which include Grafenwoehr (Tower Barracks), Vilseck (Rose Barracks), Hohenfels (Hohenfels Training Area) and Garmisch (George C. Marshall Center and NATO School), along with Grafenwoehr Training Area Camps.

We are looking forward to seeing you in one of our four offices.

Your USAG Bavaria ACS staff

<https://grafenwoehr.armymwr.com/programs/army-community-service-acs>

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

| | | | |
|----------------|--------------|--------------------------|--|
| Rose Barracks | DSN 599-1101 | CIV +49 9641 70 599-1101 | Rose Barracks Building 322 |
| Tower Barracks | DSN 526-4403 | CIV +49 9641 70 526-4403 | Tower Barracks Building 244 |
| Hohenfels | DSN 522-4860 | CIV +49 9472-708-4860 | Camp Nainhof Building 10 |
| Garmisch | DSN 440-3572 | CIV +49 8821-750-3572 | Artillery Kaserne Building 203, Room 117 |

PRE-ARRIVAL & POST-ARRIVAL

<https://home.army.mil/bavaria/index.php/newcomers>

Below are several links that can assist you during each step of your move.

Pre-Arrival: Planning your move after receipt of your assignment/orders:

<https://home.army.mil/bavaria/index.php/newcomers>

[Military One Source Plan My Move](#)

[Military Installation Information Pages](#)

Post-Arrival: Must-know & nice-to-know information after you get to your new duty station:

[SATO Leisure Travel Office](#)

[MWR Websites](#)

[Newcomers to the USAREUR Community](#)

For more information on the above services and programs please feel free to give us a call!

CHILD AND YOUTH SERVICES

Please go to <https://grafenwoehr.armymwr.com/programs/about-cys-services> for all important information.

WIC Office: The Women, Infants, and Children (WIC) Overseas Program provides you and your family with several important benefits: Nutritious food, tips on how to prepare balanced meals, nutrition and health screenings and other resources that help you and your family lead healthier lives. You can find more information here: <https://tricare.mil/Plans/SpecialPrograms/WICOverseas>

GOOD TO KNOW

General information

All personnel assigned to Germany must have in their possession a valid stateside license to be eligible for USAREUR licensing and must have a USAREUR license to operate vehicles.

The electrical current in Europe is 220 volts, 50 cycles compared to 110 volts, 60 cycles in the States. A transformer is a device that converts 110v electrical currents into 220v electrical currents. These devices allow one to use American appliances. You must use caution when using 110 volts, 60 cycles appliances here in Germany. For example, clocks operate at 5/6 the normal speed. This means they lose ten minutes every hour, in other words, they don't work. Most appliances with heating elements (toaster and irons) operate satisfactorily with a transformer. U.S. microwaves, when operated by transformer, will eventually burn out. You may find it easier to use appliances that will not require a large transformer, such as a coffee maker or hair dryer, and purchase 220-volt appliances in Europe. These items may be sold at the military exchange or the thrift shop for a fraction of their original cost.

The German currency is the Euro. It is recommended that all incoming personnel have some Euros upon arrival for incidental expenses, telephone calls, etc.

Active Duty do not need a passport to travel to Germany, however, you will need a passport to travel to other countries (once you are here you may get the opportunity to travel to other countries and will wish you had one). If you are a U.S. citizen you can obtain a passport while here, but it is easier to obtain one while you are still in CONUS.

The following records should be hand-carried: Orders, school records, soldiers with family members on accompanied assignments-DA form 5888 (EFMP Screening), passports, driver's license, bills, addresses, birth certificates, marriage licenses, secondary access to your bank accounts and items needed to file income taxes. Family members seeking a job need to bring educational documentation.

Exceptional Family Member Program (EFMP) -- Screening must be completed before you PCS to Germany. If your dependents are not command sponsored, you cannot be assigned quarters until you are command sponsored.

International dialing from the U.S is 011 followed by the country code 49 and then the area code (minus the first zero). ACS Hohenfels at 09472-708-4860 would be 011-49-9472-708-4860.

All child car seats must meet European standards ECE-44/03 or ECE 44/04.

If you have questions about USAG Bavaria or relocating to the USAG Bavaria community, visit the USAG Bavaria Army Community Service Facebook page: <https://www.facebook.com/USAGbavariaACS>.

Free Cycle/ Thrift Shop

You can find up to date information here:

<https://home.army.mil/bavaria/index.php/freecycle>

Churches

Check out <https://home.army.mil/bavaria/index.php/chaplain> for more information.

Storage

Looking for a place to store all your extra belongings? Need more space at home? Look no further, MWR offers what you need! Conveniently located at Grafenwoehr Camp Algiers, Building 2080, these units can be rented through Family and MWR.

More information: <https://grafenwoehr.armymwr.com/programs/storage-unit-rental>

U.S. Army Garrison Bavaria App

News and information on services and events at U.S. Army Garrison Bavaria are available as a free mobile app compatible on Apple and Android devices. The app is designed based on community feedback. To get your USAG Bavaria app, just search either app store for "USAG Bavaria". The app is tailored to your location.

Telling the Time

If you ask a German the time and are told "halb drei" ("half three"), the time is in fact half past two. Germans count the minutes to the next hour rather than after. Be very careful about this when making appointments.

Formal Greetings

Germans like to introduce themselves quite formally and usually shake hands. Additionally, when Germans enter a waiting room at the doctor's, or even a gym changing room, they will greet everyone in the room. They will also bid everyone goodbye when they leave.

Dogs Welcome

It may surprise you to see that dogs are allowed inside some restaurants. In fact, they are practically welcomed as family.

Save BIG on your utility bill! - Utility Tax Avoidance Program (UTAP)

<https://grafenwoehr.armymwr.com/programs/utilities-tax-avoidance-program-utap>

VAT Forms

<https://grafenwoehr.armymwr.com/programs/value-added-tax-vat>

PO Box

When stationed overseas, the Soldier is authorized a free U.S. Postal Service (USPS) mailbox on post and shares it with command-sponsored dependents. The post offices offer the same services and rates as in the U.S.

BENEFITS OF A P.O. BOX BEFORE PCSING

Soldiers can request a free P.O. Box before PCSing. There are some benefits to having a box before arriving:

Submit a change of address before traveling so that bills and mail are forwarded without delay. Ship some household goods to your mailbox before traveling so they arrive when you do.

There are two ways to set up your box before you PCS:

- Your Sponsor can visit the post office in person to request a box for you. They will need a copy of your orders and your DoD number.
- With PCS Orders, you can request a mailbox via email.

APO MAIL SERVICE

Using USPS on post, sending mail or packages back home takes 10-14 days with priority or first-class service.

Your P.O. Box operates like a regular U.S. address and your family and friends can send you mail at U.S. postage rates and avoid international charges. DO NOT include a city or country on an APO address label.

Example of how to write your address:

John Doe
CMR 000, Box 0000
APO AE 09114

More information: <https://home.army.mil/bavaria/index.php/postal>

Silent Sunday

In Germany, Sunday is "Ruhtag," or "quiet day." Shops will be closed almost everywhere, and neighbors will complain if your noise disturbs their resting day. So, no mowing the lawn, working on noisy projects, etc.

No electrical appliances

If your family owns large home appliances, you won't need them or want them in Germany. Besides the fact that your home in Germany may not operate on the correct voltage for your American appliances, most German homes aren't designed to accommodate large U.S. appliances. The good news, though, is that in all of the German duty stations, the on-post housing office provides large appliances to your family at no extra charge. You won't be able to use your appliances overseas, but you won't have to pay to replace them, either. Bottom line: Leave your large household appliances (washer, dryer, dishwasher, fridge) back in the U.S. when you PCS to Germany.

Using a Transformer for Smaller Electrical Items

If you live in on-post or government-leased housing off-post in Germany, your home will likely be wired for 110 and 220 electricity. If that's the case, you won't need to replace any of your smaller home appliances. That beautiful Kitchen Aid mixer? Yep, it'll be fine. Your blow dryer? Totally okay. Your Kuerig? Golden.

If you live off-post in German housing, however, your U.S. appliances could have issues. For things like your computer, you can use a simple plug adapter (\$2 at the PX), but for items with a motor (fans, mixers, blow dryer), a plug adapter won't cut it. The only way you can run those appliances in Germany is by using a transformer.

Other Electronics to Budget for

In addition to plug adapters and transformer, your family may need new extension cords, surge protectors, and other basic 220 electronic supplies. The costs of these "little" things can add up quickly! Before you go to the PX looking for basic electrical supplies, check your thrift store. It's

impossible to tell you exactly how much money to budget for your family's adjustment to German electricity. Consider what appliances, lamps, power cords, extension cords, adapters, and transformers your family might need as a starting place, and definitely shop second-hand before paying full price on the German economy.

U.S./International/USAREUR Licenses, Motorcycle Licenses/Road signs

You can find all important information here:

<https://home.army.mil/bavaria/index.php/Directorates/DES/drivers-license>

Motorcycle Licenses

Motorcyclists should attempt to complete all required motorcycle training and stateside license endorsement actions prior to arrival in Europe as courses are not offered as frequently as they are in the U.S. In accordance with the Status of Forces Agreement, US Army Europe (USAREUR), is not allowed to issue a motorcycle license or motorcycle endorsement on a license to Soldiers, dependents and U.S. civilians that do not already have one on their U.S. license prior to arrival in Germany. The USAREUR license is nothing more than a translation of a valid U.S. license. It is very difficult to obtain a motorcycle license in USAREUR if you don't already have one.

German road signs

You can find an overview of German road signs here:

http://www.usareurpracticetest.com/germany/documents/sign_chart.pdf

Recycling Explained

The German household garbage recycling system is most impressive. Recycling policies and regulations vary slightly from town to town.

More information:

<https://home.army.mil/bavaria/index.php/trash>

SOCIAL & DINING

Grafenwoehr

Food Court: <https://www.shopmyexchange.com/exchange-stores/Germany/AE/Grafenwoehr/Grafenwoehr--1375142>

More: <https://grafenwoehr.armymwr.com/categories/social-and-dining>

Garmisch

Dining Facilities (DFAC):

Building 263

Garmisch, 82467

+49 8821-750-3863

Mon-Fri 0700-0830 hrs, 1130-1300 hrs, 1530-1700 hrs

Hohenfels

Food Court: <https://www.shopmyexchange.com/exchange-stores/Germany/DEU/Hohenfels/Hohenfels-General-Patton-Kaserne-1375174>

More: <https://hohenfels.armymwr.com/categories/social-and-dining>

Vilseck

Food Court: <https://www.shopmyexchange.com/exchange-stores/Germany/DEU/Vilseck/Vilseck-PXTra-1365550>

Cavalry Corner: <https://www.stripes.com/news/vilseck-now-offers-soldiers-around-the-clock-free-wi-fi-games-1.617053>

More: <https://grafenwoehr.armymwr.com/programs/java-cafe-library-rose-barracks>

PET OWNERS

Germany has strict laws concerning the ownership of "fighting dogs". Bavaria prohibits the ownership of these dogs and imposes strict fines against violators. These rules apply to all Americans serving in Europe. The Housing Office may have restrictions on the number or breeds of pets allowed to live in on-post housing. For more, contact the Housing Office or go to <https://installations.militaryonesource.mil/military-installation/usag-bavaria/moving/shipping-pets>.

Veterinary Treatment Facilities (VTFs)

Rose Barracks VTF Facebook page <https://www.facebook.com/RoseBarracksVTF/>

Hohenfels VTF Facebook page <https://www.facebook.com/HohenfelsVTF>

PRIVATELY OWNED VEHICLE (POV)

All important information can be found here:

<https://home.army.mil/bavaria/index.php/Directorates/DES/vehicleinspection>

HOUSING

Visit the housing office website for more information:

<https://home.army.mil/bavaria/index.php/housing>

INSTALLATION IN-PROCESSING

Visit the following websites for more information:

Virtual in-processing center

<https://home.army.mil/bavaria/index.php/newcomers/virtual-inprocessing-center>

In-processing procedures

https://home.army.mil/bavaria/application/files/9515/5142/1907/INPROCESSING_PROCEDURES.pdf

IOP Schedule

https://home.army.mil/bavaria/application/files/2215/9194/8324/IOP_Schedule.pdf

Spouse Checklist

https://home.army.mil/bavaria/application/files/1615/3926/1101/spouse_checklist.pdf

ARMY COMMUNITY SERVICE PROGRAMS

Regardless of what stage of life you and your family are in, Army Community Service has services and programs to make your Army life more successful. If you are new to the area, make sure to stop in and get maps and directions about the local area and meet our professional staff. ACS offers many different classes on a variety of subjects, all designed to improve the quality of your life, for example parenting, finances, relationships, volunteerism, exceptional family members, and much, much more.



Military & Family Life Counselor (MFLC)

MFLCs are stationed throughout USAG Bavaria to provide assistance & support for active duty Soldiers, National Guard and Reserves, and Military Family Members coping with issues of daily life. The military and family life counseling program is a free, confidential and "off the record" service. Counseling is available for relationship skills, life skills, and military life adjustments.

Call for an appointment.



USAG BAVARIA



GRAFENWOEHR
Building 244
CIV 09641-70-526-4403
DSN 526-4403
FAX CIV 09641-70-526-4400

HOHENFELS
Building 10
CIV 09472-708-4860
DSN 522-4860
FAX CIV 09472-83-2035

GARMISCH
Building 203
CIV 08821-750-3777
DSN 440-3777
FAX CIV 08821-750-3514

facebook.com/USAGbavariaACS

- grafenwoehr.armymwr.com
- hohenfels.armymwr.com
- Garmisch.armymer.com



USAG Bavaria-ACS Hub
Vilseck, Building 322
Monday - Friday, 0730-1630
(Closed Weekends, Federal Holidays &
The 1st Monday of the Month 0800-1200)
CIV 09641-70-599-1101/DSN 599-1101 FAX
CIV 09641-70-599-3022/DSN 599-3022



Dec 2020

INFORMATION REFERRAL & FOLLOW-UP (I&R)

Provides information regarding community resources and referrals to appropriate internal and external agencies.

- USAG Bavaria phone numbers, maps & directions
- Directions & Information on local destinations
- ACS Class Registration
- Coupons

ARMY FAMILY ACTION PLAN (AFAP)

Be part of the change! Provide input on quality of life issues affecting Soldiers, Families, Retirees and Civilians. Provide suggestions for improvement that leadership will work to resolve.

ARMY VOLUNTEER CORPS

Volunteering is a great way to network, learn new skills, and meet new people all while improving our community. Volunteering also helps keep up professional development and keep resumes current. Come in and ask about opportunities today!

ARMY FAMILY TEAM BUILDING (AFTB)

AFTB is a volunteer led organization geared to provide training and knowledge to Spouses and Family Members to support the total Army effort. Join us for one of three courses:

- Level K: Military Knowledge
- Level G: Personal Growth
- Level L: Leadership

Ask us how you can become an AFTB Instructor!

FAMILY ADVOCACY PROGRAM (FAP)

Aiming to prevent and reduce incidence of domestic violence, child abuse/neglect, and Spouse abuse while promoting healthy Families. Provides community awareness, parenting course, crisis intervention and referral services. Training available for Commanders, Soldiers and Family Members.

- Stress Management
- Anger Management
- Marriage Enrichment
- Commander Education Program
- Annual Troop Education Program
- Parenting Classes
- Effective Communication
- Victim Advocacy
- Emergency Placement Care Provider Program (EPC)

MOBILIZATION, DEPLOYMENT & STABILITY SUPPORT OPERATIONS (MD&SSO)

Deployments and redeployments can be a challenging and stressful event for Soldiers & Families. MD&SSO provides guidance, resources and training for Soldiers, Families and Command Teams.

- SFRG Training for Volunteers & Command Teams
- Command Family Readiness Representative (CFRR) Training
- Pre/Post Deployment Resilience Training
- Deployment Readiness Assistance

EXCEPTIONAL FAMILY MEMBR PROGRAM (EFMP)

Providing assistance in locating resources and services for military Family Members with special medical or educational needs.

- Resource & Support Services
- Community, Housing, Personnel, Education and Medical Services
- Education & Workshops
- Recreational & Cultural Activities



NEW PARENT SUPPORT PROGRAM (NPSP)

NPSP provides parent support and education services to overseas Families. Whether you are a first time parent or not our services are free and for Families with children ages 0-3.

- Playgroups
- New Parent Workshops
- Breastfeeding Education
- Infant Massage Education



FINANCIAL READINESS PROGRAM (FRP)

Helping Soldiers and their Families develop and maintain a realistic budget, improve their credit, reduce debt and screen for Family Supplemental Subsistence Allowance.

- Budgeting & Account Management
- LES Review
- Credit Check, Score Monitoring, & Reports
- Investment & Retirement Information
- Individual Financial Planning & Counseling

ARMY EMERGENCY RELIEF (AER)

"Helping the Army Take Care of Its Own"

Provides financial assistance to Service Members, Retirees, Widowers, and their Families whose resources are not sufficient to meet unavoidable or unforeseen financial emergencies.

- Vehicle Repair
- Emergency Travel
- Pay errors resulting in loss of pay and more!

AER College Scholarship Program:

Scholarships for Dependent Children & Spouses

SURVIVOR OUTREACH SERVICES (SOS)

Building unified support which embraces and reassures Survivors they are continually linked to the Army Family for as long as they desire.

- Access to support, information and services
- SOS Representative assigned to the survivor location

EMPLOYMENT READINESS PROGRAM (ERP)

ERP Assists Family Members in their search for employment opportunities.

- Job Listing (www.bavaria.army.mil/employment)
- One-on-One employment counseling
- Job/Career Fairs
- USAjobs.gov Resume Writing & Interview Skills

RELOCATION READINESS PROGRAM (RRP)

RRP provides the tools to ensure a smooth relocation for Soldiers and Families. Ease the transition and get accustomed to the new culture.

- Newcomers Orientation & Welcome Packets\
- Lending Closet
- Foreign-Born Spouse Support
- Citizen & Immigration Workshops
- Sponsorship Support

Available Classes

| |
|---|
| Army Volunteer Corps (AVC) <ul style="list-style-type: none"> ✚ Volunteer 101 ✚ Organization Point of Contact |
| Army Family Team Building (AFTB) <ul style="list-style-type: none"> ✚ Level K (Military Knowledge) ✚ Level G & L (Personal Growth + Resiliency & Leadership Development) |
| Family Advocacy Program <ul style="list-style-type: none"> ✚ Exploring Meditation ✚ Marriage Enrichment Workshops ✚ Parenting Seminars ✚ Parenting Workshops ✚ Reading for Resiliency Virtual Book Club ✚ Kick the Pressure Stress and Anger Management Workshop ✚ Wiggles & Giggles ✚ Kidz Play ✚ It Takes Two ✚ Baby Boot Camp |
| New Parent Support Program (NPSP) <ul style="list-style-type: none"> ✚ The 4th Trimester |
| Mobilization, Deployment and Stability Support Operations (MD&SSO) <ul style="list-style-type: none"> ✚ SFRG Key Contact ✚ Command Family Readiness Representative Training ✚ R.E.A.L. Foundation Course ✚ SFRG Informal Fund Training ✚ SFRG Leader Training ✚ CARE Team Training |
| Financial Readiness Program (FRP) <ul style="list-style-type: none"> ✚ Developing Your Spending Plan ✚ Take Control of Your Finances ✚ Home Sweet Home: Strategies for Home Buying ✚ Saving & Investing ✚ Early Return of Dependents (EROD) ✚ Home Based Business (HBB) ✚ Stretching Your Money ✚ Tax Preparation |
| Employment Readiness Program (ERP) <ul style="list-style-type: none"> ✚ Resume/Federal Resume and Career Planning ✚ Resume/Federal Resume ✚ How to “Ace” Your Interview ✚ Career Planning & Social Networking |
| Relocation Readiness Program RRP <ul style="list-style-type: none"> ✚ Newcomers Orientation ✚ Newcomers Tour ✚ Spouse Sponsorship Training ✚ Coffee Talk ✚ Hearts Apart ✚ Welcome to Bavaria ✚ A Globetrotter’s Guide to Germany ✚ German as a Second Language ✚ English as a Second Language |

ACS CALENDAR

Class & Event Schedule for the current month:

For Grafenwoehr & Vilseck: <https://grafenwoehr.armymwr.com/programs/army-community-service-acs>

For Hohenfels: <https://hohenfels.armymwr.com/programs/acs>

For Garmisch: The class calendar is published in Garmisch's MWR community newsletter and is distributed by the Garmisch PAO.

MAPS

Please come to your local ACS office to pick up a map.

Access control points (gates)

<https://home.army.mil/bavaria/index.php/gates>

BUS SCHEDULE/TAXIS/CAR RENTAL

Bus schedule:

For the garrison shuttle service schedules at Tower Barracks, Rose Barracks, Netzaberg and USAG Bavaria - Hohenfels Community, head to our transportation website:

<https://home.army.mil/bavaria/index.php/transportation>

You can also find information about taxis, public transportation and car rental there.

SCHOOLS AND EDUCATION

You can find more information here: <https://home.army.mil/bavaria/index.php/Services-1/schools-education>

USO

Please check out the USO website: <https://bavaria.uso.org/>.

BOY/GIRL SCOUTS

Grafenwoehr & Vilseck



BOY SCOUTS OF AMERICA

Tower Barracks / Netzaberg



Cub Scout Pack 261

All youth K- 5th grade

Bldg. 506 -Tower Bks

bsa_pack_261@yahoo.com



Graf Cub Scouts

Scouts BSA Troop 261

Bldg. 506 Tower Bks

Boys 11-17

Meets Tuesdays @6:30

tac.troop261@gmail.com

TROOP 261 Grafenwoehr



Vilseck / Rose Barracks



Cub Scout Pack 240

All youth K-5th grade

Bldg. 714

membershippack240@gmail.com



Cub Scout Pack 240 Vilseck, Germany

Scouts BSA Troop 240

Boys 11-17

Girls 11- 17

Bldg. 714 Mondays @ 6:30

troop240vilseck@gmail.com

Vilseck Troop 240 Boy Scouts of America



The Rose Barracks area has both a Scouts BSA Troop for boys and a Scouts BSA Troop for girls that meet at the same time and location for family and volunteer convenience



Venture Crew 240 For all communities

<mailto:vilseckcrew240@gmail.com>



@vilseckcrew240

Venturing is an outdoor program for boys and girls 14-21 years old

contact Rodney.henk@scouting.org with further community Scouting questions

As of: August 2020



BOY SCOUTS OF AMERICA

Hohenfels Cub Scouts



Cub Scout Pack 303

All youth K- 5th grade
Bldg. 64 by Sportsplatz
Meet on Wednesdays
Time is dependent on grade

Age Appropriate Skills:

Knot tying, Cooking, First Aid

Fun Opportunities:

Hiking, Camping, Outdoor
Adventures, and Pinewood Derby
Race

E-mail: hohenfelspack303@gmail.com

Hohenfels Scouts BSA

Scouts BSA Troops 303 (B)

Boys Ages 11-17

Scouts BSA Troop 303 (G)

Girls Ages 11- 17

Bldg. 64 by Sportsplatz

Tuesdays 1730-1900



<https://www.facebook.com/groups/146817448673322>

<https://www.facebook.com/groups/BavariaTroop303G>

Leadership, Citizenship

Outdoor Skills

Summer Camp

Merit Badges

Hiking, Biking, Camping,
Outdoor Adventures



For more information about Scouts BSA or to learn
about the Venture Crew Program email:

bstroop303@gmail.com – Boy Troop

bavariat303g@gmail.com – Girl Troop

Venture Crew 303

As of: August 2020

Garmisch

There is a Boy Scouts Troop and a co-ed Venturing Club in Garmisch. However, there is not currently a Girl Scout Troop. Individuals can contact the Garmisch ACS office for more information (08821 750-3572) to be connected with the current POCs for those programs.

RED CROSS

American Red Cross-USAG Bavaria Grafenwoehr & Vilseck:

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

American Red Cross – Hohenfels:

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

SINGLE SOLDIERS

BOSS

The Better Opportunities for Single Servicemembers (BOSS) program represents the voice of the single servicemember. More information: <https://grafenwoehr.armymwr.com/programs/better-opportunities-single-soldiers-boss>.

TRANSLATIONS

PCSing and need a document translated? Service members, DA civilians and their families can use free document translation services on Military OneSource. A consultant is available to answer questions 24/7 at (800) 342-9647 and through live chat at www.militaryonesource.com. TRICARE beneficiaries who want to translate medical documents may also be eligible to use TRICARE translation services free of charge. For more, call your local TRICARE office or visit www.tricare.mil. Several licensed translators are also available to translate documents on the economy. Please contact your local ACS office for more information.


FITNESS, RECREATION & LEISURE

Select your location to find out more: <https://www.armymwr.com/communities>

COMMONLY REFERENCED PHONE NUMBERS

Keep these key numbers for Emergency Services handy at all times. Become familiar with the format so you can find the number you need quickly!

ACS Rose Barracks/Tower Barracks Quick Reference List

| Army Community Service (ACS) | Education | Community Resources | Health Care | Marital, Family, Counseling | Legal, Financial | Parenting, Childcare | Intervention |
|---|--|---|---|---|--|--|---|
| Army Family Team Building (AFTB) (Military Knowledge Classes for Soldiers, Family Members, & DoD Civilians) Army acronyms & Terms Chain of Command Military Benefits & Entitlements Customs, Courtesies, & Traditions Army Volunteer Corps (AVC) (Soldiers & Family Members) Explore volunteer opportunities Enhance job opportunities Soldiers-Earn a Military Outstanding Volunteer Service Medal (MOVSM) Vilseck 09641-70-599-1101/1102 Grafenwoehr 09641-70-526-4402/4403 | Grafenwoehr Education Center 09641-83-7239 Rose Barracks Education Center 09662-83-2753 | On post and Government Leased Housing off post 09641-70-526-4345 Private Rental: 09641-70-526-4346 Housing Work Orders: 09641-70-526-4379 Household Goods/Transportation Inbound HHG & POV: 09641-70-526-4652 Outbound: 09641-70-526-4666 | TRICARE Overseas Toll Free 0800-589-1599 Grafenwoehr Tricare Office 06371-9464-3101 Vilseck Tricare Office 06371-9464-3840 | Military Family Life Counselors (MFLC) Grafenwoehr 09641-70-4402/4403 Vilseck 09641-70-599-1101/1102 | Legal Assistance JAG, POAs, Wills Grafenwoehr 09641-70-569-0521 Vilseck 09641-70-599-7717 | Child & Youth Services (Registration) Family Child Care 09662-83-2760/2658/2851 | Army Substance Abuse Program (ASAP) Prevention & Education 09641-70-569-7904 Drug Testing 09641-70-569-7902 Suicide Prevention Hotline 118 09641-83-118 Training/Education 09641-70-569-7905 Employment Assistance Program (EAP) 09641-70-569-7900 Resiliency Coordinator/Unit Risk Inventory (URI) 09641-70-569-7906 |
| Employment Readiness (Spouses & Family Members) Resume assistance/critiques Interview skills Career Planning Financial Readiness Program Debt reduction/Budgeting Credit repair TSP Vilseck 09641-70-599-1101/1102 Grafenwoehr 09641-70-526-4402/4403 | Grafenwoehr Elementary 09641-83-7133 Netzaberg Elementary 09645-9179184 Vilseck Elementary 09662-83-2812 Netzaberg Middle 09645-9179229 Vilseck High School 09662-7857 | Army Lodging Grafenwoehr Tower Lodge: 09641-93640 Vilseck Kristall Inn: 09662-83-1700 | Grafenwoehr Army Health Clinic 06371-9464-3000 U.S. Army Health Clinic Vilseck 06371-9464-2300 Vilseck Veterinary Treatment Facility 06371-9464-3888 Emergency Veterinary Services 01704158088 | Child and Family Behavioral Health Services 06371-9464-2300 | DEERS, Military ID Cards/Installation Access and Passports 09641-70-526-4410/4411 | Women, Infants & Children (WIC) Grafenwoehr 09641-83-6821 Vilseck 09662-83-3790 | Suicide Prevention Hotline 09641-83-118 Sexual Assault Hotline 09641-70-569-4567 Domestic Violence Hotline 01622-96-0661 |
| Family Advocacy Program (FAP) (Prevention & Education) Parenting classes Emergency Placement Care Victim Advocacy Classes for Individuals & Couples Exceptional Family Member Program (EFMP) Support & Education Services Grafenwoehr 09641-70-526-4402/4403 Vilseck 09641-70-599-1101/1102 | Rose Barracks School Age Center 09662-83-2556 Netzaberg School Age Center 09641-83-9490 School Liaison Officer 09662-83-1770 | Grafenwoehr Post Office: 09641-83-6333 Vilseck Post Office: 09662-83-2581 | Amberg Hospital (Klinikum St. Marien) 09621-380 Weiden Hospital 0961-3030 Sulzbach-Rosenberg Hospital (St. Anna) 09661-5200 | Chaplain Crisis Line 09641-70-526-3025 Chaplain Family Life Counseling Service 09641-70-569-7062 | Finance Office Leave & Earnings Questions Grafenwoehr 09641-70-526-4612/4611 | New Parent Support, Play Groups, Home Visits, Classes Vilseck 09662-83-476-3156/2479 | Family Advocacy Program (FAP) Medical (Intervention) Grafenwoehr 06371-9464-3016 Vilseck 06371-9464-2433 |
| Relocation Readiness Newcomers Cultural adaptation classes Spouse sponsorship German as a Second Language (GSL) Mobilizations, Deployment & Support Stability Operations (MD&SSO) SFRG Training Reintegration Deployment cycle training Vilseck 09641-70-599-1101/1102 Grafenwoehr 09641-70-526-4402/4403 | Combined Arms Training Center (CATC) 09662-83-2735/3542 Libraries Grafenwoehr: 09641-83-1740 Rose Barracks: 09662-83-1740 | Inspector General (IG) Office: Grafenwoehr 0641-70-526-4491/4492 Vilseck 09662-83-2967 Equal Opportunity & Equal Employment Opportunity (EEO) Grafenwoehr 09641-70-526-3117 | American Red Cross (Grafenwoehr) 09641-70-526-1760 09662-83-1760 Red Cross Hero Care 24-Hr Emergency (877) 272-7337 |  | Army Emergency Relief (AER) Grafenwoehr 09641-70-526-4402/4403 Vilseck 09641-70-599-1101/1102 | Medical Exceptional Family Member Program (EFMP) Services Grafenwoehr 0697-1946-43292 Vilseck 06371-9464-3956 | USAHC-Vilseck Behavioral Health (Individual, relationship, or family therapy as well as psychiatry, SUDCC, group counseling, and acute care for all Soldiers and dependents) 06371-9464-2300 |

Installation Operator (Europe) 09641-83-1110
Installation Operations Center (24 hrs.) 09641-70-526-3025

Police/Polizei 110
Military Police 114
Military Police (Emergency) 09641-83-110
MP Desk (Non-Emergency) 09662-83-2812

Ambulance
(On/Off Post Emergency) 112/09641-83-112

Fire (On Post) 117
Fire (Off Post) 112

Note: No coins or phone cards are needed at pay phones to call German emergency numbers.

DSN / Civilian Telephone Number Conversions:

<https://www.finditguide.com/dsn-and-civilian-prefixes>

International Calls

From Germany to the US 001 + Area Code + Number

Collect to the US

0180-200-1033

From the US to Germany 011 + 49 + City Prefix without the 0 + Number

Defense Service Network (DSN) Dialing Instructions

The DSN is the provider of long-distance communications service for the Department of Defense (DoD). Every installation has a special DSN number and the numbers vary by world-wide location. In order to place a call using DSN, the caller must be using a military phone on an installation. Cell phones cannot dial DSN numbers. When dialing a DSN number from a United States installation to another United States installation, it is unnecessary to dial the DSN 312 area code. When dialing a DSN number to/from overseas locations, the DSN area code must be included. Tower and Rose Barracks base operator is 011-49-711-680-1110 or DSN 314-430-1110.

CORONAVIRUS/COVID-19

USAG Bavaria has implemented protection measures for the health protection of the community. Expect these measures to impact normal day-to-day operations across Garmisch, Grafenwoehr, Vilseck and Hohenfels. Updates will be posted on

<https://home.army.mil/bavaria/index.php/Services/coronavirus> and the USAG Bavaria Facebook page <https://www.facebook.com/USAGBavaria>.

Please also refer to <https://home.army.mil/bavaria/index.php/Services/coronavirus/coronavirus-services-4> for Coronavirus frequently asked questions (FAQ).