



U.S. ARMY



U.S. ARMY  
**MWR**  
USAG BAVARIA



# USAG BAVARIA

WELCOME PACKET

**Rose Barracks, Bldg. 322**  
**Tower Barracks, Bldg. 244**  
**Hohenfels Training Area, Bldg. 10**  
**Garmisch-Partenkirchen, Bldg. 203, Room 117**



*Welcome!*  
*to Bavaria*



Grüß Gott,

**Army Community Service (ACS) 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.**

**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.**

**The mission of 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.**

**We look forward to meeting you!**

*-your USAG Bavaria ACS Staff*

# Table of Contents

ACS Client Rights & Responsibilities pg. 4

ACS Information pg. 5

ACS Programs pg. 6-7

Military Family Life Counselor pg. 7

Good to Know pg. 8

Once You Arrive pg. 8

All Things Electrical pg. 8

You've Got Mail pg. 9

USAG Bavaria Newcomers pg. 9

## Around Bavaria



## ARMY COMMUNITY SERVICE (ACS) CUSTOMER'S RIGHTS:

**Dignity and Respect.** You have the right to be treated with consideration and compassion, and to receive quality services free of discrimination on the basis of race, color, sex/gender, ethnicity, national origin, religion, age, sexual orientation, physical and/or mental ability, rank, or military status.

**Privacy and Security.** The Privacy Act of 1974, as amended, provides safeguards for the confidentiality, integrity, and availability of Personally Identifiable Information (PII) and similar rights for other PII in electronic, written, and spoken form. ACS service providers will provide informed consent for the services received. Authorized disclosures may include the following circumstances:

- When you sign a written release of information.
- When a clear and immediate danger to you or to others exists.
- When there is known or suspected child abuse or elder abuse.
- When there is known or suspected domestic abuse not covered by restricted reporting policy.
- When ordered by a court of law.

**Access to records.** ACS uses an electronic case management system to track information on services provided. To request a copy of your record, speak with an ACS representative to determine local policy for release of information.

**Right of Self-determination.** We recognize the uniqueness of every individual and Family. Your ACS service provider will work with you to develop an Individual Service Plan tailored to meet your needs.

**Refusal of Services.** ACS services are voluntary; you may terminate services at any time unless Command directed.

**Grievances, alternative services, and referrals.** You have the right to request a different ACS service provider, and alternative options regarding resource referrals to meet the goals of your Individual Service Plan. If at any time you are dissatisfied with ACS services, please ask to see the Program Manager or ACS Director.

## ACS CUSTOMER'S RESPONSIBILITIES:

**Respect and Consideration** of other customers and ACS staff is essential.

**Adherence to your Individual Service Plan** by following through with resource referrals on a timely basis and informing your ACS service provider regarding concerns or changes in your needs.

**Voice your concerns** or disagreements with recommended interventions, referrals, or Individual Service Plan, and allow time for adjustments if required.

Arrive on time for scheduled appointments and cancel or change appointments at least two (2) working days in advance.

**Maintain accurate information and records** by reporting changes in your address or phone number and responding to calls or letters to the best of your ability.

**Provide feedback** on the quality and effectiveness of services and resource referrals.



U.S. ARMY  
**MWR**  
USAG BAVARIA



# ACS Information



<b>Rose Barracks</b>	CIV: +49 9641 70 599 1101	DSN: 599 1101
<b>Tower Barracks</b>	CIV: +49 9641 70 526 4403	DSN: 526 4403
<b>Hohenfels</b>	CIV: +49 9472 708 4860	DSN: 522 4860
<b>Garmisch</b>	CIV: +49 8821 750 3572	DSN: 440 3572

- [USAG Bavaria ACS Facebook Page](#)
- [Army Community Service - Grafenwoehr & Vilseck](#)
- [Army Community Service - Hohenfels](#)
- [Army Community Service - Garmisch](#)



## ACS Can Help!

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.

# ACS Programs

## The ACS A-Programs

The ACS A-Programs include the Army Family Action Plan (AFAP) program, the Army Family Team Building (AFTB) program, and the Army Volunteer Corps. Participating in AFAP allows Soldiers, Family members, Retirees, and Civilians the opportunity to provide input on quality of life issues facing the community. AFTB is geared towards providing training and knowledge to Spouses and Family members to support the Total Army Effort; topics include Military Knowledge, Personal Growth, and Leadership. Becoming a volunteer through the Army Volunteer Corps is a great way to network and learn new skills while improving our community.

## Employment Readiness Program

The Employment Readiness Program (ERP) provides a variety of tools and workshops to assist Family members in their search for employment opportunities. ERP also can connect Soldiers to professional development certification courses and assist with building their resume when they begin to transition out of the military.

## Exceptional Family Member Program

The Exceptional Family Member Program (EFMP) is a mandatory enrollment program designed to ensure necessary medical and educational services, and community supports are available for Families with special needs. EFMP through ACS, provides assistance in locating resources and services, including community, housing, personnel, education or medical, for military Family members enrolled in EFMP.

## Family Advocacy Program

The Family Advocacy Program (FAP) aims to prevent and reduce incidents of domestic violence and child abuse and/or neglect, while promoting healthy Families. FAP provides community awareness, parenting course and crisis intervention services. Within the Family Advocacy Program is the New Parent Support Program (NPSP). NPSP provides free parent support and education services to Families with children ages 0-3.

## Financial Readiness Program & Army Emergency Relief

The Financial Readiness Program (FRP) helps Soldiers and their Families develop and maintain a realistic budget, improve their credit, reduce debt, and plan for their financial future. The Army Emergency Relief (AER) program provides financial assistance to Soldiers, Retirees, and Gold Star Families through zero-interest loans and grants, when other resources are not sufficient to meet unavailable or unforeseen financial emergencies. Soldiers that have a child or spouse obtaining higher education may qualify for the AER College Scholarship.

# ACS Programs

## *Mobilization, Deployment, and Stability & Support Operations*

The Mobilization, Deployment, and Stability & Support Operations (MD&SSO) program provides guidance, resources, and training for Soldiers, Families, and Command Teams to build resilience and maintain mission readiness.

## *Relocation Readiness Program. Information & Referral*

The Relocation Readiness Program (RRP) provides the tools to ensure a smooth relocation for Soldiers, DA Civilians and their Families. Classes and workshops by the Relocation Readiness staff eases the transitions to Germany and helps clients get accustomed to the new culture.

The Relocation Readiness team also provides information regarding community resources and referrals to appropriate internal and external agencies.

## *Survivor Outreach Services*

Survivor Outreach Services (SOS) provides access to support, information and services to Gold Star Families. Building unified support which embraces and reassures Survivors they are continually linked to the Army Family for as long as they desire.



# Military Family Life Counselors

Military Family Life Counselors (MFLCs) are stationed throughout USAG Bavaria to provide assistance & support for Soldiers and their Family members coping with issues of daily life. The MFLC program is a free, confidential, and "off the record" service. There are MFLCs embedded in the units throughout all USAG Bavaria installations.

To be connected to a MFLC, please contact your local ACS.

## Good to Know

- Soldiers will not need a tourist passport to PCS to Germany, however, to travel outside of Germany a tourist passport will be required.
- All child car seats must meet European standards ECE-44/03 or 44/04.
- The German currency is the Euro. Upon arriving to Europe, you can exchange American dollars for Euros at the airport, or pull Euros directly from your bank account with any ATM. It is recommended that all incoming personnel have some Euros upon arrival into Europe.

## Once you Arrive

- International dialing from a U.S. phone number is 011 followed by the country code and then the area code. For example, calling ACS Rose Barracks at 09641 70 599 1101 would be dialed: 011 49 9641 70 599 1101.
- 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 drive.
- In Germany, Sunday is "Ruhetag" or "quiet day". Shops will be closed almost everywhere (except on-post) and neighbors will complain if you mow the lawn or work on noisy projects outside.
- Keep these key emergency phone numbers handy at all times:
  - Military Police:** 114
  - German Police/Polizei:** 110
  - Fire & Emergency Services:** 112
  - American Red Cross Hero Care Center (24/7/365):** +1 877 272 7337
  - Suicide Prevention Hotline:** +49 09641 83 118
  - Military Non-Emergency Police:** Rose & Tower Barracks: +49 09662-83-3398  
Hohenfels: +49 09471 750 2812  
Garmisch: +49 08221 750 3801

## All Things Electrical

- The electrical current in Europe is 220V, 50H compared to 110V, 60H in the U.S..
- When using transformers/outlet adapters, be aware as they may cause appliances to stop working or explode.
- Smaller appliances like microwaves, toasters, irons can be purchased at the PX for a fraction of the price.
- If you are provided on-post housing, there will be some American outlets with 160V.
- Leave any large household appliances (i.e., washer, dryer, dishwasher, refrigerator) back in the U.S. when you PCS to Germany.



## You've Got Mail

- When stationed overseas, the Soldier is authorized a free U.S. Postal Service (USPS) mailbox on-post and shares it with command-sponsored dependents. Receiving and/or sending mail from the states can take 10-14 days through the USPS. See below for an example of how to write your APO address:

### **For Rose Barracks:**

John Doe  
PSC 411, Box 000  
APO, AE 09112

### **For Tower Barracks:**

John Doe  
CMR 415, Box 000  
APO, AE 09114

### **For Hohenfels:**

John Doe  
CMR 414, Box 000  
APO, AE 09173

### **For Garmisch:**

John Doe  
CMR 409, Box 000  
APO, AE 09053

- If you live on-post and are shopping on German websites there is a special way you must write your address. To write your on-post address write your name, street, zip code and city; follow the examples below:

### **Vilseck Mailing Example:**

John Doe  
Sudelager  
1234 A Great Street  
92249 Vilseck, Germany

### **Grafenwoehr Mailing Example:**

John Doe  
Tower Barracks  
1234 A Super Street  
92655 Grafenwoehr, Germany

### **Hohenfels Mailing Example:**

John Doe  
Camp Nainhof  
1234 A Grand Street  
92366 Hohenfels, Germany

### **Garmisch Mailing Example:**

John Doe  
Artillery Kaserne  
1234 A Awesome Street  
82467 Garmisch, Germany

## For More Information

Our ACS Welcome Packet is meant to be a helpful tool to get your started with your new life at USAG Bavaria.

For more specific information or to find out about additional services, like housing, Child & Youth Services, installation gyms, or on-post dining please visit the USAG Bavaria Newcomer's page by clicking pretzel below!

