

WELCOME TO FORT EUSTIS

The Directorate of Personnel and Community Activities (DPCA), on behalf of the installation, would like to welcome you to Fort Eustis. It is our hope that “The Answer Book” will be a valuable reference in familiarizing you and your family with your new home. The “Answer Book” is designed to be a useful resource to the military and the civilian population of Fort Eustis.

Fort Eustis is located on the Virginia peninsula, an area surrounded by history and abundant recreational opportunities. There are many things to see and do at Fort Eustis without even leaving the installation. We have a variety of recreational and athletic programs as well as fine facilities for golfing, tennis, swimming, bowling and more.

Those who prefer outdoor activities can enjoy hunting and fishing while persons preferring indoor activities can participate in arts & crafts classes, workout at the post gym or visit the recreation center, all of which are open year-round.

Whatever your interest, Fort Eustis and the surrounding area has something for every one.

“The Answer Book,” a guide to community services, is prepared by the Directorate of Personnel and Community Activities. The information contained in this book was compiled from material furnished by organizations and individuals and is only as accurate as the information provided.

If you have any corrections or additional information that you feel may be useful, call the Marketing Division, Directorate of Personnel and Community Activities (DPCA), 878-2716.

WORK ORDER SECTION

Building 727 422-7094

Operating Hours are Monday-Friday 0730-1600

For work required in quarters or other buildings on Fort Story, call the Work Order Section at the number listed above.

A recorded message will tell you what information to leave on the answering machine. A Department of Public Works staff member will respond to your recorded request. If your request is an emergency, call 422-7060.

YOUTH SERVICES

Building 457 422-7714

The Youth Services Center is open to all youth, ages 6-18 year old, of active duty, reserve, retired military, and civilian personnel employed on Fort Story. Guests are welcome, but must register with the Youth Services Staff. Completion of a registration form is required to participate in Youth Services programs and activities. Annual registration fee will be charged to patrons to help offset operating expenses.

Activities at the Youth Center include:

- | | | |
|-------------------|----------------|----------------|
| ♣ Pool Tables | ♣ Air Hockey | ♣ Video Games |
| ♣ Foosball. | ♣ Bingo | ♣ Television |
| ♣ Board Games | ♣ Nintendo | ♣ Table Tennis |
| ♣ Arts and Crafts | ♣ Floor Tennis | |

The Center provides a Four Service area which include:

- ☼ Sports and Fitness
- ☼ Life Skills and Citizenship
- ☼ Leisure and Recreation
- ☼ Mentoring and Support Services

Youth Services offers a variety of classes and programs which promote self-confidence, self-esteem and self-discipline.

Program availability is dependent upon the number of participants, volunteers, and/or qualified instructors. Programs and classes available include: karate, gymnastics, dance, exercise, sewing, music, and swimming.

Youth sports programs are integrated with local community youth sports associations for the following sports: football, basketball, soccer, tee-ball and baseball, bowling, volleyball and softball.

Abbreviations/Acronyms

AAFES	Army and Air Force Exchange Service (PX)
AATD	Aviation Applied Technology Directorate
ACS	Army Community Service
ADAPCP	Alcohol and Drug Abuse Prevention and Control Program
AER	Army Emergency Relief
AEREAP	Army Emergency Relief Educational Assistance Program
FAP	Family Advocacy Program
AFB	Air Force Base
AG	Adjutant General
ARC	American Red Cross
ATSC	Army Training Support Center
AWOL	Absent Without Leave
BAH	Basic Allowance for Housing
BDE	Brigade
BEQ	Bachelor Enlisted Quarters
BN	Battalion
BOQ	Bachelor Officers' Quarters
BSEP	Basic Skill Education Program
CFA	Community Family Activities
CFC	Combined Federal Campaign
CG	Commanding General
CHAMPUS	Civilian Health and Medical Plan of the Uniformed Services
CID	Criminal Investigation Division
CO	Commanding Officer
CONUS	Continental United States
CPO	Civilian Personnel Office
CPPSO-L	Consolidated Personal Property Shipping Office -Langley
DA	Department of the Army
DEERS	Defense Enrollment Eligibility Reporting System
DPW	Directorate of Public Works
DEROS	Date of Eligibility for Return from Overseas
DMV	Department of Motor Vehicles
DOD	Department of Defense
DOR	Date of Rank
DPCA	Directorate of Personnel and Community Activities
DVQ	Distinguished Visitors' Quarters
EEO	Equal Employment Opportunities
NCOER	Noncommissioned Officer Evaluation Report
EFMP	Exceptional Family Member Program
ETS	Expiration Term of Service
CRC	Family Advocacy Case Management Team
ERAP	Employment Readiness & Assistance Program
FCC	Family Child Care
FOD	Field Officer of the Day
CAFAP	Consumer Affairs Financial Assistants Planning Program
GSL	Guaranteed Student Loan

HRT	Hampton Roads Transit
HQ	Headquarters
IG	Inspector General
JAG/SJA	Judge Advocate General/Staff Judge Advocate
LAO	Legal Assistance Office
LES	Leave and Earnings Statement
MAC	Military Airlift Command
MACH	McDonald Army Community Hospital
MEDDAC	Medical Department Activity
MOS	Military Occupational Specialty
MP	Military Police
MTMCTEA	Military Traffic Management Command Transportation
NAF	Nonappropriated Fund
NCO	Noncommissioned Officer
NCOIC	Noncommissioned Officer in Charge
OER	Officer Evaluation Report
OIC	Officer in Charge
ORB	Officer Record Brief
OCSC	Officer and Civilian Spouses Club
PAC	Personnel Assistance Center
PCS	Permanent Change of Station
PM	Preventive Maintenance
POV	Privately-Owned Vehicle
RA	Regular Army
RBTC	Reserve Officers' Training Corps
SBEQ	Senior Bachelor Enlisted Quarters
SJA	Staff Judge Advocate
SOC	Servicemember Opportunity College
SOP	Standard Operating Procedure
TDY	Temporary Duty
TMC	Troop Medical Clinic
TML	Terminal
TRADOC	Training and Doctrine Command
TRT	Tidewater Regional Transit
TWX	Teletype Exchange
UPH	Unaccompanied Personnel Housing
UPS	United Parcel Service
USAREUR	US Army Europe
USAR	US Army Reserve
USO	United Services Organization
VEQ	Visiting Enlisted Quarters
VOQ	Visiting Officers' Quarters
WOC	Warrant Officer Candidate
XO	Executive Officer
YS	Youth Services

VETERINARY TREATMENT FACILITY

Building 533 422-7734

This facility is operated by the U. S. Army Veterinary Corps, under the management and supervision of the Fort Eustis Morale Support fund. We are a self supporting activity (i.e., fees are charged for services rendered and items sold). Professional services are offered weekly by Veterinarians and Animal Technicians staffed from Fort Eustis on an appointment basis. We offer outpatient health services for companion animals owned by active duty and retired military personnel and their family members. Services provided include but are not limited to, vaccinations, parasite control and prevention, health certificates, and the diagnosis and treatment of medical conditions which may be transmittable to humans. A full line of flea, tick and heartworm control products are available. There are numerous client information handouts available for you at no charge. If we do not have information on a topic you desire, we can get it for you. We are precluded by regulation and staffing from providing surgery, radiographs, boarding, or treatment of diseases or conditions which are non-zoonotic (not transmittable to humans).

We encourage our clients to establish a relationship with a civilian veterinary clinic of their choice, due to limitations.

If you anticipate an overseas transfer, we can provide you with information both on traveling and the unusual health needs your pet may need at your next duty assignment. We can help you with all of the bureaucratic requirements of traveling with pets. Please contact us when you learn of your new assignment, ideally 30-45 days prior to departure.

Due to the risk of injury by a pet, we do not allow children under the age often in our facility. We are flexible in your needs and unique situations and will try to accommodate all clients.

All pets must be properly restrained while in our facility. We prefer cats to be in travel cages and all dogs must be on a leash or in your arms. This is for your safety and the safety and security of your pet.

Thank you for reading this and allowing us to help you take care of your valuable family member(s). We understand the unique needs and problems the military family has in regard to companion animals and most of all, we care.



OFFICIAL TRAVEL OFFICE

Operating Hours are Monday-Friday 0730- 1630

Travel Office is located in Building 300. This office supports the Transportation Office by providing travel arrangements and ticketing for official government travel. The Travel Office can make reservations for air and rail travel, as well as rental cars and hotel accommodations.

This office also handles transportation arrangements for family members traveling with their sponsors to overseas assignments, as well as non-concurrent family member travel.

U-DO-IT CENTER (SELF-HELP)

Building 304 422-7518

The program encourages a maximum amount of minor repair work and simple maintenance that can be accomplished by housing occupants.

Fort Story requires one adult per family, residing in quarters to attend a mandatory self-help class. This class provides information on preventive maintenance, safety, energy efficiency, lawn care and trouble shooting tips. For more information on items available for use through the U-Do-It/Self-Help Program, call 422-75 18.

UTILITY COMPANIES

Virginia Power Company, 857-770 1, requires a \$ 150 deposit for new accounts. Payments can be paid in three monthly installments of \$50 each, included in the customer's monthly bill. The deposit may be waived with a letter of "good credit" from a previous utility company. Connection fee is \$15 and is nonwaiverable.

Verizon, 954-6222 requires a \$40 deposit for new service. This deposit may also be waived with a letter of "good credit" from a previous telephone company. Deposits are included in the first month's bill. Customers have nine long distance companies to choose from.

Water and sewage treatment hookup fees are \$20 and \$ 15, respectively. Billing is every 2 months. Application for service can be processed by calling 427-4631.

The average deposit for **gas/propane service** is \$40 to \$150. Applications for service can be processed by calling 466-5550.

Most oil companies operate on a cash basis and do not require a deposit.

Cox Cable, 490-3957, requires a hookup fee at the time of installation. This is a nonwaiverable deposit. Cox Cable has a full service office in the Recreation Center, Building 720, every Tuesday. Service includes: Basic cable, HBO, Cinemax, Disney, and Showtime. To contact your representative, please call 490-3957 .

QUICK REFERENCE PHONE NUMBERS

Alcohol & Drug Control.....	878-4601
Ambulance	878-4555/911
Army Emergency Relief/ACS	878-3638
Boss Line/Action Line	878-BOSS
Cox Communications	497-2011
Tricare	1-800-931-9501
Chaplain	878-1304
Child Abuse (Reporting)	314-7910
Community Health Nurse	878-4755
Crime Reporting	878-4555
DPW Service Order (24 Hours)	878-5225
Dental Clinic (Emergency)	314-7926
Education Center	878-5502/2083
Emergency (Ambulance, Fire, Police).....	878-4555/911
Finance	878-2526
Fire (On-Post).....	878-3131/911
Fire (Off-Post)	911
Hospital (MACH).....	314-7500/1-800-304-9863
JAG (Staff Judge Advocate)	878-2205
Legal Assistance	878-3536
MWR	878-3285/3694
Mental Health Clinic	314-7558
Military Police	878-4555
Pediatrics	314-3711/7731
Pharmacy	314-7938
Pines Golf Course.....	878-2965/2252
Provost Marshal	878-4555
Red Cross	878-3339
Carlson Wagonlit	878-5577
Service Station (AAFES)	887-0392
Suicide Prevention (On-Post).....	878-4673
Suicide Prevention (Off-Post)	245-0041
Taxi	887-3412
Telephone Service (New)	1-804-954-6222
Telephone Repair (Toll Free)	1-800-275-2355
TRICARE Service	1-800-931-9501
USO	878-2415
Urgent Care	314-7675
Dominion Virginia Power Company (New Service)	1-888-667-3000
Volunteer Information	878-3638
Western Union	887-0214

GETTING SETTLED

WHAT EVERYONE SHOULD KNOW UPON ARRIVAL

Guest Housing

Guest housing is available to incoming Permanent Change of Station (PCS) personnel for up to 30 days, while awaiting housing. Reservations are recommended and accepted up to 60 days in advance. If however, you have not made reservations, accommodations may be provided on a space available basis. For information call, 878-5087/2337 or refer to "Housing".

In-Processing (Financial Matters)

Military pay and travel pay for permanent party soldiers and their family members are processed at Building 662, Room 107A. Direct any questions regarding financial matters (other than those listed above) to the Finance & Accounting Division, Building 662. For information, refer to "Finance".

Household Goods/Personal Property Service

Building 601 Phone: 878-4664/4665

The Personal Property/Household Goods Office is located in the Consolidated Support Center, Building 601, Room 123. This office serves as a processing office for shipping household goods, unaccompanied baggage and privately-owned vehicles (POV); it does not accept incoming shipments.

The responsible Transportation Office for all incoming shipments of household goods and unaccompanied baggage is the Consolidated Personal Property Shipping Office- Langley (CPPSO-L) at 764-2045/2046 or 2047, Inbound Shipments for Norfolk (FISC Norfolk) at 433-3700, Langley Air Force Base (AFB), Virginia. Immediately after arriving at Fort Eustis, soldiers should contact the CPPSO at Langley, 764-2045. Their hours are Monday through Friday, 0730-1630. Soldiers will be asked to furnish a contact phone number and a delivery address, if one is available. For information, refer to "Moving".

Recycle bins are the property of the Fort Story Recycling Center and the Installation Morale, Welfare and Recreation Fund. Please leave the recycle bins in your family quarters when you move.

THRIFT SHOP

Building 504 422-7532

The Community Club runs the Thrift Shop. The Thrift Shop is open Wednesdays 1000- 1400. This is a consignment shop for new and used items of clothing, furniture and other possessions. The Thrift Shop is staffed with volunteers from the community. If you are interested in volunteering or consignment, stop in and visit. Donations are welcome.

TRANSPORTATION OFFICE

Building 300 422-7712 ext. 240

Operating Hours are Monday-Friday 0800-1630.

HOUSEHOLD GOODS/PERSONAL PROPERTY SERVICE

The Personal Property/Household Goods Office is located in Building 300. The office serves as a processing office for shipping household goods, unaccompanied baggage and privately-owned vehicles (POV); it does not accept incoming shipments.

The responsible Transportation Office for all incoming shipments of household goods and unaccompanied baggage is the Consolidated Personal Property Shipping Office, Naval Supply Center, Norfolk, Virginia. Immediately after arriving at Fort Story, soldiers should contact the **CPPSO** Naval Supply Center at 443-3700.

If soldiers were originally assigned to Fort Eustis and attached to Fort Story, inbound will be **CPPSO** Langley Air Force Base, Virginia at 764-2044.



TICKET AND TRAVEL INFORMATION CENTER

Available are discount tickets to local amusement parks, discount tickets for AMC and Surf and Sand Theaters, Disney Card for Disney World, Disneyland discounts, brochures on point of interest in local areas and state of Virginia and sponsored tours for post personnel and families. Operating hours are:

Monday-Friday 0900-1800
 Saturday 1000-1700
 Sunday and Holidays CLOSED

VIDEORENTAL CENTER

Rent videos, VCR's and camcorders. Blank video tapes are sold here. Operating hours are:

Monday-Friday 0900-1800
 Saturday 1000-1700
 Sunday and Holidays CLOSED

RECYCLING CENTER

Building 1060 422-7914

Operating hours are:

Monday, Wednesday and Friday 0900-1630
 Tuesday 0730-1130
 Thursday 0730-1600

The State of Virginia has mandated that 25% of all waste will be recycled by 1 995 . Do your part to improve the environment and earn money for family and soldier support projects.

Housing area pickups are on Tuesday at 0730. Recycle bins and other recyclable items must be placed on porch outside door. Only items listed below will be picked up. There will be no pick up on national holidays.

Recyclable Items

Aluminum Cans
 Glass (all colors)
 Plastics (#1 and #2 only)
 Cardboard
 Newspaper w/advertisements

Occupants Preparation

Bagged or co-mingled, rinse please
 Bagged or co-mingled, tops off & rinsed
 Bagged or co-mingled, tops off & rinsed
 Flattened & bundled beside container
 Bagged or bundled beside container

Plastics with the Recycle Symbol on the bottle will have a number in the triangle.

Please use discretion during inclement weather and do not put out paper products if it is raining . Hold until the following week.

REPORTING FOR DUTY AT FORT EUSTIS

CATEGORY	OFFICER ENLISTED (During Duty Hours)		OFFICER ENLISTED (Off Duty Hours)	
	Permanent Party HQ, USATCFE, USATSCH, USAALS, 8th Trans Bde, 7th Trans Group (TM1)	Building 662 (PSC) Room 100 In & Out Processing Officer		Building 705
Students including USAR/NG	Building 705	Building 663	Bldg. 705 71st Trans Bn (SNDCO)	Bldg. 1012 8th Trans Bde (SDNCO)
Allied Students	Bldg. 705 Room 41	Bldg. 705 Room 41	Call in advance staff duty NCO at (757) 878-6059.	
MEDDAC/DENTAC	MACH Bldg. 576 Room 7	MACH Bldg. 576 Room 7	Admin. Officer on duty MACH Building 576	
ATSC	Bldg. 1719 (HQ Det)	Bldg. 1719 (HQ Det)	Bldg 705	Bldg. 705

Claims

Building 2732 Phone: 878-3536

The Fort Eustis Claims Office is located in Building 2732, Office of the Staff Judge Advocate, on Madison Avenue. It serves U.S. Army personnel in the Newport News, Hampton, Portsmouth, and Virginia Beach areas, except those assigned to Fort Monroe.

Procedure:

Within 70 days of delivery, written notice of loss and/or damage DD Form 1840 or 1840R (Notice of Loss or Damage) must be presented to the Claims Office. Failure to do so will result in reduction or elimination of the reward. All lost or damaged items not previously listed at the time of delivery, must be noted on DD Form 1840R. Identify each item by inventory number, name and description of item, and any damage incident to this shipment. Claimants living in the Fort Eustis vicinity should file this form on Wednesdays. The Claims Office then mails the notice to the carrier.

Filing DD Form 1840R does not mean that a claim has been filed. Persons wishing to file a claim against the government have 2 years to do so. It is advised, however, that claims be filed promptly as essential documents may get lost, and additional documents may take time to acquire before filing a claim. If items are missing from a shipment, a tracer action usually takes about 30 days. Results of the tracer are required before a claim may be processed. Individuals possessing personal property insurance are required to file loss or damage with their insurance company. Settlement of this claim may be required before a claim against the government can be settled.

Required Documents:

- ✓ One copy of orders authorizing shipment.
- ✓ Original copy of all shipping documents pertaining to the shipment (not reproduced copies).
- ✓ One copy of orders to place property in storage and one copy to remove the property (if shipment is from non-temporary storage).
- ✓ One copy of assignment or termination of Government Quarters (if property is to be moved to or from Government Quarters).

IMPORTANT NOTICE: DO NOT THROW AWAY ANY DAMAGED ITEM FOR WHICH A CLAIM WILL BE FILED. You may be required to turn the property into the government or the carrier up to 105 days after the claim is settled. Contact the claims adjudicator for information on releasing damaged goods for disposal.

CIVIL LIAISON

Civil Liaison provides assistance when dealing with civil police courts. For more information, call 422-7141.

CRIME PREVENTION

Provides guidance on marking valuables for identification and provides general guidance on crime prevention and security measures of the home. For more information, call 878-3750 or 422-7343.

TRAFFIC NCO

Traffic NCO investigates traffic accidents. To report a traffic accident, incident, or traffic hazard, call 422-7878/7142.

NON EMERGENCY NUMBER FOR FIRE DEPARTMENT 422-7793 OR 422-7456

RECREATION CENTER

Building 720 422-7472/7582/7555

The Sandpiper Recreation Center is located on New Guinea Road.

Operating Hours:

Monday 0830-1730
Tuesday-Friday 0730-1800
Saturday 1000-1800
Sundays and Holidays CLOSED

The Center is staffed from 0730-1100 for classes, ticket sales, and video returns. The Recreation Center serves five functions at Fort Story. They are as follows:

- ☒ Recreation Center
- ☒ Ticket and Travel Information Office
- ☒ Video Rental Center

RECREATION CENTER

Provides a wide range of social, leisure and recreational services to include:

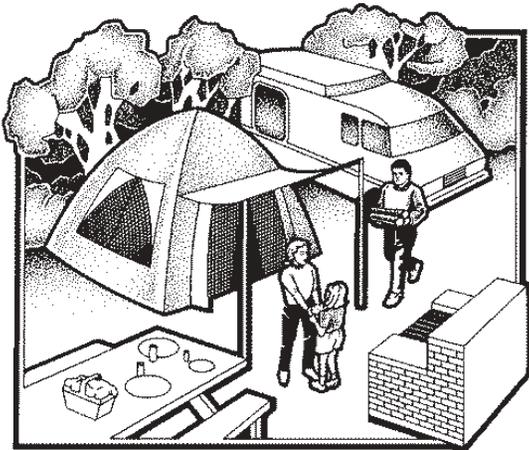
- ▶▶ Billiards
- ▶▶ Shuffleboard
- ▶▶ Ping pong
- ▶▶ Variety of video amusement games
- ▶▶ Table games (cards, chess, checkers, Monopoly, Scrabble, etc.)
- ▶▶ Two wide-screen TVs (one with cable and one for video movies).
- ▶▶ Large auditorium to accommodate activities from entertainment to large command functions and a snack vending area..

OUTDOOR RECREATION

Building 601 422-7601

Fort Story has 24 campsites OPEN YEAR ROUND. Campsites rent on a per day basis and reservations are accepted up to one year in advance. In addition to campsites, the Travel Camp rents one-room cabins with air conditioning.

Outdoor Recreation also has rental equipment. Basic items for rent include: ice chest, bicycles, and canoes. For more information, call 422-760 1.



POST OFFICE

Building 529 422-7816

Fort Story has a full-service Post Office. The hours are:

Monday-Friday 0900-1030 Reopens 1100-1400

There is a mail collection box behind the Post Office building. Pickup time for the collection box is 1330 on Monday-Friday and 1100 on Saturday.

PROVOST MARSHAL/MILITARY POLICE (MP)

Building 700 422-7141/7142

The MP Desk dispatches police patrols and coordinates MP investigations and assistance. To report a crime, request assistance or report lost or found property, call 422-7141/7142. For emergencies, call 911. Virginia Beach will in turn route call through MP Office.

WEAPONS REGISTRATION

Register firearms with Military Police at Building 700, within 3 days after arrival at Fort Story. Hours are 0800-1600, Monday-Friday. Complete TRADOC Form 563-R. For more information, call 422-7141 .

Driving in Virginia

★ Seatbelts are required ★

Active members of the Armed Forces and their family members (age 16 and older), who are nonresidents, may drive with their home state license plates or Virginia license plates. They may also retain their home state driver's license or obtain a Virginia driver's license. In the past, family members employed by anyone other than the Federal Government and paying Virginia State tax were required to possess a valid Virginia driver's license. Military family members now have a choice.

Virginia has an "Unsafe Driving Demerit System" in which points are accumulated against individuals for traffic violations. Accumulating six traffic points in 6 months results in a warning letter to the individual. More than six but less than twelve points in a 6-month period results in a letter to the Unit Commander. Twelve points in 12 months, or eighteen points in 24 months, results in driving privileges being revoked. Remedial driver training is mandatory for drivers who accumulate six or more demerit points. Virginia Vehicle Registration.

Virginia Department of Motor Vehicles requires that an automobile owner possess liability insurance (minimum coverage of \$25,000 for bodily injury or death of one person and \$50,000 for injury or death of 2 or more persons, and \$10,000 property damage). Individuals may pay an uninsured motorist's fee of \$400 instead of purchasing liability insurance. This only allows a person to legally register and operate their vehicle at his or her own risk. **IT IS NOT INSURANCE COVERAGE. IN THE EVENT OF AN ACCIDENT, AN UNINSURED MOTORIST IS STILL LIABLE FOR DAMAGES.**

For information on driving in Virginia, contact the Department of Motor Vehicles (DMV). The Newport News DMV is located in Denbigh, approximately 5 miles from Ft. Eustis. Call toll free (866) 368-5463.

Fort Eustis Vehicle Registration

Below is a list of requirements for obtaining a permanent or temporary vehicle or motorcycle registration sticker for Fort Eustis:

- ✓ Valid state registration (not a Newport News City registration sticker).
- ✓ Valid state driver's license.
- ✓ Proof of state inspection. If a vehicle is registered in a state where vehicle safety inspection stickers are not required, a Virginia safety inspection sticker must be obtained. (See "Safety Inspection Stickers," below.)
- ✓ Proof of insurance.
- ✓ Proof of Motorcycle Safety Course. If you have a memorandum stating that you are scheduled for the course, a temporary, 30-day registration sticker will be issued. Upon completing the course, a permanent sticker will be issued.

The following personnel are exempt from showing proof of insurance:

- Noncommissioned Officers: MSG, 1SG, and CSM.
- Warrant Officers: CW4.
- Commissioned Officers: MM and above.
- Government Employees: GS-9 and above.

Safety Inspection Stickers

A valid safety inspection sticker must be placed on the windshield of a vehicle before it can be driven in the state of Virginia. The vehicle must be inspected every 12 months at an official inspection station, usually a service station or repair garage that displays a state inspection poster.

Equipment to be checked includes brakes, lights, horn, tires, tag mountings, seatbelts, mirrors, exhaust system, suspension, signals, steering, hood latch, wipers, windshield glass, emission control devices and other major parts.

The inspection fee does not include the cost of repairs to correct vehicle defects. If a Virginia licensed vehicle does not have a current Virginia safety inspection sticker, a citation may be issued to the driver. This sticker must also be obtained before registering a privately-owned vehicle (POV) on Fort Eustis.

ID Cards/DEERS Enrollment Office

Building 662 Phone: 878-0948

The ID Cards/DEERS Enrollment Office is located in Building 662. This office:

- Issues identification cards and dog tags.
- Verifies family members' enrollment in DEERS.
- * Notifies enlisted personnel that they are due to update Department of the Army (DA) photos.
- Forwards necessary paperwork to DA.
- * Upon notification, it is the soldier's responsibility to schedule appointments.

JUST FOR KIDS

The Children's Room has thousands of books for all reading levels. Story Hours for children 3 -6 years old and annual events include:

- ☺ Summer Reading Program
- ☺ Halloween Party
- ☺ Christmas Program
- ☺ Easter Hunt

CHECKOUT

Books, CDs, and cassettes are checked out for 2 weeks. Videos are checked out for 2 days.

OTHER ITEMS

Magazines and newspapers are located near the area handbooks and paperback exchange. Federal and Virginia State Tax Forms are also on hand.

Services include:

- 📁 Reference questions
- 📁 Computer access
- 📁 Typewriter microfiche reader/printer
- 📁 Copier and fax are available for use at a small charge
- 📁 Computer catalog and circulation system

MILITARY PERSONNEL OFFICE

Building 564 422-7033/7837

Operating Hours are:

Monday-Friday	0800-1600
CLOSED for lunch	1200-1300

The following services are provided:

- ➡ ID Cards for all active duty
- ➡ ID Cards for all family members
- ➡ ID Cards for all retired personnel
- ➡ Reassignments of all active personnel
- ➡ Issue of Dog Tags
- ➡ Statement of Service for Active Duty

No appointments are necessary.

Virginia Beach General Hospital
 Emergency Room
 1060 First Colonial Road
 Virginia Beach, VA
 Phone: 481-8262

Service members and their family members requiring emergency medical treatment may go to civilian hospitals. Emergencies are defined as the prevention of undue suffering and to save life or limb of an individual. Eligible beneficiaries seeking non-emergency health care and not seen first at a military medical facility, risk non-reimbursement when treated at civilian medical facilities.

Emergencies occurring on Fort Story any time of day or night that require immediate medical assistance or ambulance can be obtained by contacting the Fort Story Fire Department at 422-7456 or dial 17 from a military telephone.

More information on area health care facilities and specialty clinics can be obtained by visiting or calling the Fort Story Health Clinic.

LIBRARY

Building T-530 422-7525/7548 FAX: 422-7773

Operating Hours are:

Monday, Wednesday - Friday	1100-1800
Tuesday	1100-1900
Saturday, Sunday & Holidays	Closed

Services Include:

JOBS

The Career Corner has transition guides, job announcements, resume books, etc. and Virginia Employment Commission (VEC) job listings on Microfiche, National Business Employment Weekly, Federal Jobs Digest, and Vocational Interest Profile Report programs are all available. The FJIC (Federal Job Information Center) is a "touch-screen" computer listing thousands of federal jobs nationwide; new jobs are downloaded daily.

BOOKS

Contemporary military books are always available for professional development. New books and best sellers are located near the circulation desk.

AUDIOVISUALS

Videos, DVD's, books on tape, cassettes, CDs and foreign language tapes can be checked out for free.

Fort Eustis Chapel Activities

PROTESTANT ACTIVITIES

Sunday Worship Services

0900	Collective Protestant Service	8th Brigade Chapel
1000	Contemporary Worship Service	833 Monroe (JNCOC Building)
1100	General Protestant Service	Regimental Memorial Chapel
1100	Gospel Service	8th Brigade Chapel

Bible Studies — all at Regimental Memorial Chapel

Sunday	0915-1030	Sunday School for ages three years through adult
Tuesday	0930-1130	Protestant Women of the Chapel
Tuesday	1930-2030	Adult End Times Study
Wednesday	1200	Adult Study
Wednesday	1900-2100	Protestant Women of the Chapel (2nd & 4th Wed of the month)

Musical Groups — all at Regimental Memorial Chapel

Chancel Choir (teens through adults) meets Wednesday evening, 1900-2000
 Children's Choir (ages 3 through 6th grade) meets Sunday morning, 1030-1050

Men's Ministries — Regimental Memorial Chapel

A men's prayer group meets for breakfast, prayer and study the second Saturday of the month at 0700.

CATHOLIC ACTIVITIES

Roman Catholic Masses

Sunday	0930	Regimental Memorial Chapel
Sunday	1200	Soldiers' Chapel
Weekday	1145	Monday thru Thursday Duty Days, Soldiers' Chapel
	0700	Friday Duty Days, Soldiers' Chapel

Holy Days of Obligation

Vigil	1830	Soldiers' Chapel
Holy Day	1145	Soldiers' Chapel

Reconciliation (Confession)

Sunday	0830-0915	Regimental Memorial Chapel. Other times on request.
--------	-----------	--

Religious Education

Religious Education classes for children and youth meet Sunday, 1045-1200, 1830-2000, at Regimental Memorial Chapel (September — May).

Sacraments

Baptismal preparation classes for new parents are held six months per year (Jan, Mar, May, Jul, Sep, Nov). There are two sessions required. Classes meet on Wednesday at 1900 at Regimental Memorial Chapel. Advance registration is suggested. For further information or to register call the Catholic Chaplain at 878-1316.

First Confession / First Communion, Confirmation, Rite of Christian Initiation for Adults, etc.. Register with the Director of Religious Education at 878-1450.

Marriage

Contact the Catholic Chaplain (878-1316) as soon as engaged.

FAMILY LIFE CENTER

The Family Life Center is located at 925 Madison Avenue. The Family Life Chaplain is available for marriage counseling, workshops or parenting, and so forth. The Family Life Chaplain may be reached at 878-5808.

FELLOWSHIP HOUSE

Fellowship House, co-located with the 8th Brigade Chapel, is a “weekend getaway” for single soldiers. Open every Friday, Saturday and Sunday evening from 1900-2200, soldiers have the opportunity to watch videos, play table games, eat home baked goodies . . . to “get away” from the barracks. Fellowship House is sponsored by the 8th Brigade Unit Ministry Team, 878-3061.

CHAPEL DIRECTORY

Office of the Center Chaplain

Regimental Memorial Chapel
Center Chaplain 878-1304
Senior UMT NCO 878-1316/1317
Fax 878-1445

Regimental Memorial Chapel

923 Lee Blvd
Deputy Center Chaplain 878-1316/1317
Catholic Chaplain 878-1316/1317
NCOIC 878-1316/1317

the schedule below:

Clinic Hours:

Monday-Friday 0700-1530
Weekends and Holidays CLOSED

0710-0830

Active duty sick call sign in
(SFC and above have priority)

0710- 1615

Acute (immediate) minor injuries/illness
All categories of patients

- ♥ **Pharmacy Hours** are from **0710-1200** and **1300-1600** daily during the clinic’s normal operating hours. Identification cards are required for treatment and to pick up prescriptions.
- ♥ Family members and other beneficiary patients are seen on an appointment basis only except for immediate injuries.
- ♥ Assigned soldiers may in process anytime after **1000**.
- ♥ Signing out medical records for specialty clinic appointments are done the day prior to the appointment. (Exceptions on a case by case basis).

Medical care for active duty military, their family members, and retirees with a valid ID card is available on evenings, weekends, and holidays at the following medical facilities:

NAVCARE: 403 1 East Little Creek Road
Norfolk, VA
Phone: 583-3248

Hours: Monday-Friday 0700-0200
Saturday, Sunday & Holidays 0700-1600

1124 Lynnhaven Parkway
Virginia Beach, VA
Phone: 468-3194

Hours: Monday-Friday 0700-2000
Saturday, Sunday & Holidays 0700-1600

24 HOUR EMERGENCY CENTERS:

Portsmouth Naval Hospital
Emergency Room
Portsmouth, VA
Phone: 398-5064

GYMNASIUM
Building 707 422-7975/7052

Services include:

- 🏀 Basketball/Volleyball Courts
- 🏋️ Weight Room (Universal Machines and Free)
- 🏓 Racquetball Courts
- 🚿 Men's and Women's Locker and Shower Facilities
- 🧰 Gear and Equipment Issue Room

Individual and team sports are offered at the varsity and intramural level.

Programs offered include:

- | | | | |
|-------------|-------------------|--------------|---------------|
| ⚽ Football | 🥋 Horseshoes | ⌂ Golf | 🎳 Bowling |
| 🎾 Tennis | 🏋️ Weight lifting | 🏃 5-10K Runs | ⚾ Softball |
| 🏃 Marathons | 🏐 Volleyball | 🥊 Boxing | 🏓 Racquetball |
| ⚽ Soccer | 🏃 Track and Field | 🏀 Basketball | |

Special Events such as Boxing Shows and Lifestyle are offered through the year.

Outdoor Facilities include:

- | | |
|---------------------------|----------------------------|
| ⚾ Softball Fields | 🏊 One Ocean Swimming Beach |
| ⚽ Football / Soccer Field | (May-September) |
| 🎾 Tennis Courts (3) | 🏏 Horseshoe Throwing Area |



Building 649 422-7802/7822

The USA Health Clinic, Fort Story, provides non-emergency primary care and medical services for active duty military, their eligible family members and other beneficiary categories. Referrals from the clinic are needed to seek specialty clinic services at McDonald Army Community Hospital, Portsmouth Naval Hospital, Langley Air Force Base Hospital in Hampton and Boone Naval Clinic at Little Creek Amphibious Base.

Services member/family members and beneficiary categories are seen according to

Catholic Director of Rel Ed 878-1450
 Protestant Director of Rel Ed 878-1455

Soldiers' Chapel
 707 Lee Blvd 878-2708

Family Life Center
 925 Madison Avenue 878-5808

8th Transportation Brigade Chaplain
 Bldg 1002 878-3061

1st Battalion, 222nd Aviation Regiment Chaplain
 Bldg 1002 878-3061

71st Transportation Battalion Chaplain
 Bldg 1002 878-3061

765th Transportation Battalion Chaplain
 Bldg 1002 878-3061

Transportation School Chaplain
 Bldg 1002 878-3061

7th Transportation Group Chaplain
 Bldg 820 878-4339

6th Transportation Battalion Chaplain
 Trailer next to Bldg 829 878-5179

10th Transportation Battalion Chaplain
 Bldg 820 878-3801

24th Transportation Battalion Chaplain
 Bldg 804 878-3859

Animal Disease Prevention and Control Facility (ADPACF)

Building 580 Phone: 878-5824

Animal care services are provided by appointment only. The Fort Eustis Animal Disease Prevention and Control Facility (ADPACF) provides routine vaccinations, deworming, heartworm prevention, external parasite control services and products. Prescription medications are available to treat zoonotic diseases. The animal, however, must be seen by the veterinarian before a prescription medication is dispensed. The ADPACF provides prevention and diagnostic treatment for diseases which are a potential threat to the health of the community and its animal population. Due to the small size of the waiting room, children under the age of 12 are not permitted in the facility.

The Fort Eustis Veterinary Clinic operates as an outpatient clinic only. Animals which are not suffering from a zoonotic disease are not treated. They are referred to a civilian veterinarian of the client's choice. Medical care is limited to pets of active duty military personnel only. Pets living on Fort Eustis must be registered at the ADPACF.

The Fort Eustis ADPACF also operates a stray animal impoundment facility. Animals brought here are kept a maximum of 3 workdays and they are transported to the SPCA in Newport News.

United Service Organization (USO)

Building 671 MWR Leisure Center

Phone: 878-2415 Fax: 878-2407

E-Mail: sterlingrose68@yahoo.com

Hours of Operation: Monday-Friday 1100-2100
 Saturday 0900-2100
 Sunday 1200-1700

USO Fort Eustis is the soldier's "Home Away from Home." Our Center is located in the MWR Leisure Center on post. Visitors to the Fort Eustis Center will find cable TV on a Large Screen TV, reading library, movies, games, fax services and refreshments. We also provide relocation and local event information in the form of Welcome Packets.

Some of the special events at the Fort Eustis USO are: Holiday Buffets, family dinners, barbecues, dart and card tournaments, craft programs and mini-trips.

Our USO Center also provides services to families in need of emergency lodging, transportation and some limited financial assistance.

- Out Processing Documentation Requirements - five copies of PCS order, suspense copy of DA Form 3 1 and request for payment form.

Military Pay

On pay day soldiers with NO PAY DUE are handled on a walk-in basis. Soldier must have a DD 2142 (Pay Inquiry) signed by their unit commander.

Facts:

- Soldier must have a DA Form 2142 signed by their unit commander
- Soldier must have all documentation to support his/her claim
- Soldier will be paid, if justified, on the date of their appointment

Travel

Travel pay for soldiers and their family members who are in/out processing will be completed and paid within 5 to 10 working days.

TDY PERSONNEL

Advances and Return from TDY

All soldiers requesting an advance on a TDY or want to file a settlement voucher upon their return from a TDY must submit all vouchers to:

DFAS

Dept. 3700

8899 E. 56th Street

Indianapolis, IN 46249

Phone# 1-888-332-7366 Fax # 1-317-510-4124/4143/4351

THE FORT STORY CLUB

Building 1102 425-6631 or 422-7558

The Fort Story Club is a military catering facility for all types of private parties.

- Wedding receptions
- Retirement parties
- Family reunions
- Birthday parties



- 🏠 Maintaining liaison with relators, salesmen, apartment council and apartment management agencies
- 🏠 Maintaining files on current state laws on tenant/landlord status and the Army Regulations regarding off-post housing
- 🏠 Housing referral assistance is available to active duty soldiers, members of Reserve Components, active members of other Uniformed Services and their family members.

AVERAGE COST OF OFF-POST HOUSING

1 bedroom unfurnished apartment	\$425-550	Scarce
2 bedroom unfurnished apartment	\$575-680	
3 bedroom unfurnished apartment	\$650-750	

Four and five bedroom apartments are extremely limited in this area. The most readily available dwellings are 1-2 bedroom unfurnished apartments.

2 bedroom house	\$650-680	Scarce
3 bedroom house	\$650-800	
4 bedroom house	\$700-1,000	
5 bedroom house	\$850-1,300	Scarce

Most tenants are required to pay a security deposit equaling 1 to 2 full months of rent. A portion of the deposit may be refunded at the time the lease or rental agreement is terminated.

FINANCE OFFICE

Building 300 422-7514 ext 239

Military Pay and Travel

The Finance Office provides assistance and information on military and travel pay. All persons assigned to Fort Story and the School of Music are serviced at this location. The Finance Office is open on Mondays and Wednesdays 0730-1600, Thursdays 1300-1600 and Fridays 0730-1600. All pay related problems should be directed to this office.

In/Out Processing

All soldiers are serviced by this office for in/out processing at Building 300. Retirement and ETS processing is handled by the Fort Eustis Finance Office. PCS processing is handled at Fort Story.

Facts:

- 📅 Walk-ins on Monday, Wednesday & Friday at 1000 hours.
- 📅 Inprocessing Documentation Requirements - five copies of PCS orders, DA Form 3 1 (Leave Form), plane tickets, lodging receipts, and any receipt for any reimbursable expense over \$25.

All of the activities and services at the Fort Eustis USO Center is also a source of wonderful volunteer opportunities such as center volunteers, host and hostess program, mini-trips and emergency transportation drivers.

Letter of Authorization

Building 662 Phone: 878-0948

Persons who need physical assistance to shop at the Commissary may obtain a Letter of Authorization from the ID Card Section in Building 662.

A Letter of Authorization gives a designated person the authority to shop at the PX and Commissary when access would not ordinarily be permitted. Authorization is granted in cases where the sponsor or other authorized person is physically or emotionally handicapped and is in need of assistance.

Required documents include:

- ✓ Military ID of the person requiring assistance
- ✓ Medical statement verifying disability.
- ✓ Driver's license or other form of identification of the person for whom authorization is being granted.

Yard Sales

Building 671 Phone: 878-2716

Post wide yard sales are held twice a year. Usually the first Saturday in April and the first Saturday in October. Housing residents sell unused items on their lawns and at the end of the day put the items they did sell and do not wish to keep, by the curb for a local charity to pick up.



COMMUNITY SERVICES

Army Community Service

Building 601 Phone: 878-3638

Army Community Service (ACS) assists members of the Army community in solving personal family problems beyond the scope of their own resources. All Fort Eustis personnel as well as active duty and retired members of other uniformed services (and their family members) are eligible for ACS assistance.

Services include:

- Financial planning and assistance.
- Education and training for personal, marital and family problems.
- Welcoming and relocating services.
- Information packets.
- Emergency financial assistance through Army Emergency Relief (AER), Red Cross and other service agencies.
- Assistance in obtaining food and clothing.
- Briefings and tours for newly assigned personnel and their family members.
- Roster of foreign language interpreters.
- Precitizenship classes.
- Assistance for exceptional family members.
- Information and referral.
- Employment Readiness & Assistance Program
- Information on other military installations.
- Family support group information.
- Family Advocacy Program (FAP).
- Overseas briefings.

ACS Volunteer Program

Building 601 Phone: 878-0903/3638

Persons who are looking for rewarding work should consider joining the ACS volunteer team. ACS is always looking for volunteers to join their staff. Volunteers may work on the Welcoming, Reception or Publicity Committees or one of the many other areas volunteers are needed. Volunteers gain valuable experience while helping others.

Facts about the ACS Volunteer Corps:

- The ACS Volunteer Corps provides support to the ACS Program in accomplishing the mission of “Self-Help, Service and Stability” to military families.
- The Volunteer Corps is composed of military spouses, retired military personnel and retired civilians with no formal affiliation with the military community.
- Volunteers are unpaid members of ACS, providing assistance to personnel who have direct responsibility for operations of the ACS Program.

FAMILY CHILD CARE

Building 303 422-7667

Monday-Friday 0800-1630

Family Child Care providers offer full-day, part-day, school age and hourly care programs for children ages 4 weeks to 12 years old. The hours of operation varies based upon providers’ schedules . For more information call 422-7693. There is an annual registration fee for this program.

All children must have required immunizations, which includes a TB Tine Test and HIB.

FAMILY HOUSING

Building 727 422-7321/7324

Monday-Fri day 0730-1530

All personnel (PVT and above) with family members are eligible to apply for government quarters. There arc 164 dwelling units on Fort Story. Waiting times for housing vary from 2 to 14 months, depending on the soldier’s rank and number of family members.

Services include:

-  Assigning/terminating family housing
-  Maintaining waiting lists for family housing
-  Performing assignments/termination inspections
-  Developing projects for maintenance, repair and improvements of family housing.

OFF-POST REFERRAL

All personnel requiring off-post housing must process through the Housing Referral Office before entering into a lease, rental or purchase agreement.

Services include:

-  Maintaining a list of rental apartments, mobile homes, trailer spaces and single dwelling houses in the surrounding area
-  Maintaining a list of houses, apartments and mobile homes for sale
-  Furnishing written material and verbal counseling on the do’s and don’ts of leasing and buying off-post housing
-  Investigating off-post housing complaints. Preparing files on discrimination complaints to be presented to the commander for decision. Assisting complainant in filing the necessary paperwork with HUD, the Justice Department or state courts, where necessary
-  Maintaining information on schools, churches, shopping area and bus schedules.

COLLEGES AND UNIVERSITIES

Soldiers and their family members may attend college courses on-post or off-post at many of the accredited institutions located in the Tidewater areas.

The Peninsula and Tidewater areas have numerous colleges and universities. They offer various programs ranging from undergraduate to post graduate levels of education.

The schools listed below are recognized as “Servicemember Opportunity Colleges” (SOC):

- ☛ Tidewater Community College
- ☛ Thomas Nelson Community College
- ☛ Norfolk State University
- ☛ Old Dominion University

A SOC is a college or university that recognizes the special problems associated with military service which make it difficult for military personnel to complete degree requirements. For information on SOC or other questions you may have regarding education, contact the Education Center.

SCHOLARSHIPS

Continuing student scholarships are given each year as a part of the many charitable programs sponsored by the Officers’ and Civilians’ Spouses’ Club. Eligible persons include officers and their family members, as well as NCO families and high school graduates. For more information on the OCSC Scholarship Program or any other OCSC activity, send your name, address, and inquiry to: OCSC, P. O. Box 4108, Fort Eustis, VA 23604.

VOCATIONAL TRAINING

The Army Education Center offers information on vocational schools off-post and on-post courses relating to a soldiers’ MOS. For assistance, call the Education Center at 422-7151.

CORRESPONDENCE PROGRAMS

The Army Correspondence Course Program provides a variety of programs that have been developed by Army service schools. They are provided at no cost to the soldier, and enrollment can be started easily during your next visit to the Army Education Center. Military personnel completing a correspondence course or sub-course, take an extra step upward by receiving actual promotion points.

- ACS volunteer training consists of an 8-hour orientation, continued in-service training and extensive on-the-job training. Many of the volunteers have found their experience and training to be a key in obtaining rewarding paid employment later.
- Volunteer time is flexible. Child care is provided free of charge at the Child Development Center for children of volunteers.
- An awards program has been established at Fort Eustis for the ACS volunteers.

Exceptional Family Member Program

Building 601 Phone: 878-0910

The Exceptional Family Member Program (EFMP) assists families who have family members with “special needs”. The Army recognizes a “special needs” person as having physical, developmental, medical, educational or emotional disabilities.

Services include:

- Information and referral
- Support groups
- Resource information
- Advocacy in Schools
- Education Awareness
- Relocation Assistance

Active duty personnel, retirees and civilians may receive information and referral, and may participate in scheduled activities on a voluntary basis. Enrollment in the program is mandatory for active duty personnel. AR 600-75, Exceptional Family Member Program, requires that DA be notified of soldiers having family members with physical, emotional, or intellectual needs. Enrollment in EFMP ensures the family member is taken into consideration before the sponsor’s reassignment. This does not, however, guarantee a command -sponsored tour outside CONUS or that the sponsor will not have to serve an unaccompanied tour. Active duty personnel having a “special needs” family member should contact the EFMP Coordinator on staff at ACS.

Employment Readiness & Assistance Program

Building 601 Phone: 878-3638

The Fort Eustis Employment Readiness & Assistance Program provides information and referral assistance for military family members. Throughout the year, this program offers various workshops on employment training.

Services include:

- Employment information and resources
- One-on-one counseling
- Computer-assisted career search

- Job referral
- Workshops
- Virginia Employment Commission Representative in house

Employment workshops include:

- Understanding Federal Employment
- Writing Resumes and Cover Letters
- Career Life Planning
- Dressing in Today’s Workplace
- Networking
- Interviewing Techniques
- Teen Employment

Other services offered include an up-to-date job bank consisting of full-time, part-time, short-term and long-term employment opportunities with private sector businesses and government listings, including the Federal Job Opportunities Listing and Non-Appropriated Fund vacancies.

Persons eligible for the Program include:

Retired Military Personnel, Family Members, Reserves and National Guard Members on active duty and their family members, widows, widowers, and the next of kin of military personnel who were on active duty at the time of death. For information, contact the Employment Readiness & Assistance Program Coordinator, ACS.

Family Advocacy Program (FAP)

**Army Community Service (ACS)
Bldg. 601 878-0901**

**Social Work Service, (SWS)
McDonald Army Community
Hospital, Bldg. 515
314-7910**

Spouse and child abuse have no place in the Army community. The effects of physical, emotional and sexual abuse can last a lifetime.

The Family Advocacy Program (FAP) is the commander’s program for preventing and treating child and spouse abuse. When commanders learn of suspected family maltreatment, they will use Army resources to stop the violence, protect victims, and provide intervention for offenders.

FAP has two branches, Army Community Service (ACS) and Social Work Service (SWS), McDonald Army Community Hospital.

Army Community Service FAP, Bldg. 601, 878-0901, offers *prevention and education* to support parents and families. Services include:

ELEMENTARY / HIGH SCHOOLS

Building 522 422-7311/7098

Dependent children of military personnel living on Fort Story attend public school. Transportation is provided by the Virginia Beach School District.

All areas	John B. Dey Elementary	K-5
All areas	Great Neck Middle School	6-8
All areas	Cox High School	9-12

To register a child in the Virginia Beach Public School System, the following documents are required:

- ✓ Birth Certificate
- ✓ Immunization Record
- ✓ Security Number
- ✓ Proof of Physical Exam **

**An appointment slip for the child’s physical exam will be accepted at the time of registration, however, the results of the exam are required, once completed. In Virginia Beach, the school year begins the day after Labor Day and ends the middle of June. The schools listed above have cafeterias and reduced-price lunches are available for students who meet eligibility requirements.



EDUCATION CENTER

Building 591 422-7151

The Army Education Center offers a wide variety of academic and vocational programs. These programs are available to soldiers, their family members and DA civilians. Operating hours are 0730-1630.

Services Include:

- ✍ Education and vocational counseling
- ✍ Testing for CLEP, achievement and occupational interest
- ✍ MOS-related and vocational technical instruction
- ✍ Military correspondence courses
- ✍ On-duty Basic Skill Education Program (BSEP), including English as a Second Language Program
- ✍ General information concerning education and training benefits under the G.I. Bill
- ✍ Tuition assistance (for active duty soldiers only)

DENTAL CLINIC

Building 649 422-7077

The Fort Story Dental Clinic is a six chair dental facility that provides routine dental treatment for active duty soldiers. Active duty sick call and in-processing hours are Monday-Friday 0730-0830 UNITED CONCORDIA.

The active duty family member dental insurance plan, United Concordia, allows family members to receive dental care from civilian dentists on a cost-sharing basis. Soldiers may enroll their family member by completing an allotment form and forwarding it to the finance office at their Unit PAC. Family must be enrolled in the DEERS Program to be eligible. Monthly premiums are automatically deducted from the sponsor's paycheck.

Services include (family members receive 100% coverage from participating dentist):

- Routine Oral Exams
- Teeth Cleaning & Polishing
- Fluoride Treatment
- Laboratory Tests
- Space Maintenance
- Emergency Minor Treatment for Pain
- Routine X-rays

United Concordia plan covers 80% of the cost for:

- Sealants
- Repairs to Dentures
- Fillings
- Prefabricated Crowns for Baby Teeth
- Partial payment toward some cast crowns for permanent teeth
- Pin retention

United Concordia covers:

- Tooth Extraction (60%)
- Root Canal Therapy (50%)
- Dentures (50%)
- Orthodontics (5 0%)
- Porcelain or Gold Crowns (5 0%)

For information and a list of participating dentists, call the Dental Clinic 422-7077.

- Welcome Baby bags for all newborns
- Baby Bundles for new babies of families E-4 and below
- Parent Support Home Visits
- Playgroups and Parenting Classes
- Library Parent Resource Corner
- Safety Education for Children
- Referrals for couples support
- Presentations for your community group

Social Work Service FAP, Bldg. 515, 314-7910, assesses reports of suspected abuse and provides treatment services when abuse is substantiated.

Also, victims of domestic violence can call Transitions Family Violence Services (723-7774 —24 hour. hotline) directly to request assistance of the Victim Services Liaison. Services include:

- Information, support and referral
- Crisis intervention — transportation, emergency shelter and supplies
- Help obtaining protective orders, custody, and financial support
- Safety Planning
- Advocacy with military and civilian agencies
- Accompaniment to court hearings and investigative meetings

Every person in the military community can help stop family violence.

TO REPORT ABUSE, CALL:

MILITARY POLICE (24 hours) 878-4555
SOCIAL WORK SERVICE (Office hours only) 314-7910

Army Emergency Relief (AER)

Building 601 Phone: 878-3638

Army Emergency Relief (AER) provides financial assistance during a financial emergency. Persons eligible for assistance include active duty and retired soldiers and their families, and members of Reserve Components and Army National Guard on duty longer than 30 days.

Services include:

- Financial assistance in the form of an interest free loan or grant.
- Basic family budget counseling.
- Student loans through AER Educational Assistance Program.
- Local agent and point of contact for widows and orphans of regular Army personnel.

Types of emergencies qualifying for AER assistance include:

- Nonreceipt of pay
- Loss of funds
- Medical, dental and hospital expenses
- Funeral expenses for immediate family members
- Travel expenses relating to emergencies
- Food and utilities (emergency situations only)

Situations not covered include:

- Divorces
- Marriages
- Ordinary leave
- Legal fees/fines
- Abortions
- Luxury items
- Continuing assistance
- Funds to replace those from an overdrawn bank account
- Maintenance of living standards

If you feel you qualify for assistance through AER, contact the AER representative at ACS.

**Army Emergency Relief
Educational Assistance Program
(Undergraduate Level)
Building 601 Phone: 878-3638**

Unmarried sons and daughters of active duty, retired or deceased Army personnel are eligible for assistance through the Army Emergency Relief Educational Assistance Program, (AEREAP). Dependent children who turn 23 years of age on or before 1 June of the upcoming academic year are ineligible. Military spouses may be eligible for assistance through the Guaranteed Student Loan Program, (GSL). The AEREAP was established to meet the needs of military family members pursuing vocational training, preparing for Service Academies or pursuing undergraduate level education.

Forms of financial assistance available through AEREAP include:

Scholarships

Eligibility: Unmarried dependent children under 23 years of age.

Profile:

- ☛ Up to \$1,000 per academic year
- ☛ Undergraduate level education
- ☛ No cost to student/no repayment

programs. Hourly care rates are figured on a per child per hour basis. Space is limited. Full day rates are figured on total family income which includes BAQ and BAS. All children must have required immunizations which includes a TB Tine Test and the HIB.

COMMUNITY CLUB

The Community Club is a consolidation of spouses and members of the community all into one club. It is open to active duty, spouses of active duty, retired military and civilian personnel interested in the Fort Story community. Annual membership dues are \$5. Many activities are planned throughout the year. Please come out and make new friends and acquaintances while supporting your community. Contact Army Community Service for a point of contact.

Various activities include:

- ◆ Fund Raisers
- ◆ Scholarships
- ◆ Thrift Shop

**CREDIT UNION
Building 590 422-7874**

The 1st Advantage Federal Credit Union serves Fort Story. The Credit Union offers the following services:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Share Accounts | <input checked="" type="checkbox"/> VISA Credit Cards |
| <input checked="" type="checkbox"/> Checking Accounts | <input checked="" type="checkbox"/> Certificates of Deposit |
| <input checked="" type="checkbox"/> Low Interest Loans | <input checked="" type="checkbox"/> Travelers Checks |
| <input checked="" type="checkbox"/> Money Orders | <input checked="" type="checkbox"/> Christmas Savings Club |
| <input checked="" type="checkbox"/> Savings Club | <input checked="" type="checkbox"/> Busch Garden Discount Tickets |
| <input checked="" type="checkbox"/> Individual Retirement Account | <input checked="" type="checkbox"/> Free Membership Share Life Insurance |

A member of the Credit Union can have the security deposits required for connection of electricity and gas waived by the respective companies by joining the Credit Union Utility Club. There is a \$25 nonrefundable fee for joining the Utility Club. The Credit Union has a 24 hour automated teller in Building 590 to serve you. Members are issued a special card to access their accounts from the automated teller. The automated teller also accepts VISA, Master Card and American Express credit cards for cash advances against your credit line.

Members may also access their accounts through the telephone. Contact the Credit Union for more information concerning this service.

The Cape Henry Inn

Building 1116 422-8818

The Cape Henry Inn opened in October 1995 and is located at Fort Story next to the Fort Story Club. The Inn is situated on the ocean front and has 50 rooms, 18 two or three bedroom cottages, 8 bungalows and 17 cabins. Reservations can be made 1 year in advance and are on a first-come first-served basis. All the rooms, cottages, bungalows and cabins have cable TV and telephones.



CHAPEL ACTIVITIES

Building 500

Regular Sunday Services include:

0800	Catholic Choir Practice	First Landing Chapel
0900	Catholic Mass	First Landing Chapel
1000	Catholic Fellowship	Building 503
1015	CCD	Religious Activity Center, Building 513 (Sep-May)
1030	Protestant Worship	First Landing Chapel
1130	Protestant Fellowship	Building 503

S.H.A.R.E.

(Self-help and Resource Exchange)

For only \$13.59 in cash or food stamps (price may vary slightly), plus 2 hours of community service, you may purchase a food package valued at \$30.00 in grocery stores. Call the S.H.A.R.E. Coordinator for more information, call 422-7311.

CHILD DEVELOPMENT SERVICES

Building 304 422-7693/7413

Child Development Services offers a comprehensive child care program for active duty personnel. The Child Development Center offers full-day and hourly care for children 13 months through 7 years of age. Operating hours are Monday-Friday 0600-1730. There is an annual registration fee for both full time and hourly

Guaranteed Student Loan (GSL)

Eligibility: Military dependents, including spouses and unmarried children under 23 years of age

Profile:

- Up to \$2,625 per academic year for freshmen and sophomores
- Up to \$4,000 per academic year for juniors and seniors
- 8% interest
- Repayment to begin 6 months after graduation or termination of studies
- Undergraduate level education

Parent Loan (Plus)

Eligibility: Unmarried dependent children under 23 years of age.

Profile:

- Up to \$4,000 per academic year
- 10.45% interest
- Repayment to begin 60 days after funds are disbursed

NOTE: Interest rates are subject to change each academic year. Applications for AEREAP are available at AER, Building 601 and the Army Education Center, Building 1708. For information on eligibility, deadline dates and application requirements, contact the AER representative at ACS.

Consumer Affairs Financial Assistance Program

Building 601 Phone: 878-3638

The Consumer Affairs Financial Assistance Program (CAFAP) provides assistance and counseling for active duty and retired soldiers, family members, DA civilians, and members of the National Guard.

Forms or assistance Include:

- Developing a spending plan
- Managing personal finances
- Evaluating assets and liabilities
- Credit repair
- Tax assistance

Facts about the Program:

1. The (CAFAP) provides preventive education, financial counseling and assistance, public information and outreach, as well as command information.
2. Command information is provided through briefings for newcomers and unit budget counselors. Unit training officers are provided a list of classes offered on a recurring basis.
3. Public information and outreach are coordinated with the Public Affairs Office.
4. Preventive education is provided for soldiers and their family members

Information available on services provided by various financial institutions-

5. Classes offered at the unit level include:
- Personal money management
 - Checking accounts
 - Credit buying
 - Understanding financial institutions

Relocation Services

The Relocation Assistance Program (RAP) assists transferees and family members prepare for and successfully manage any associated stresses/problems as a result of moving. RAP is a customer driven program which provides pre, during, and post move support services to soldier's and family members relocating. The services indicated are available at most ACS/Family Centers world wide. Call ACS Fort Eustis (757) 878-3638 for information.

RAP Services available at Army Community Service:

- ★ **Pre-Move Briefing** - A forum to learn about available relocation services and support. Organizations like ACS, Transportation Office (Household goods, Port Call), Staff Judge Advocate (Legal Services), EFMP Medical Clerk (moving with special needs family members) and the Finance Office (Military Pay and Travel entitlements) provide an overview on what to expect when moving. Whether you're moving stateside or abroad, you don't want to miss out on this great moving information.
- ★ **SITES (<http://www.dmdc.osd.mil/sites>) Booklet** - detailed installation information on installations world wide, e.g. medical & dental services, local school information, child care, employment resources, local area information and more.
- ★ **Newcomer's Briefing Information Fair and Orientation Tour** - Over 30 installation organizations will be able to answer questions and orient you and your family to services/resources available in the Fort Eustis community. Organizations like Army community Service, TRICARE, Dental Services, Military Police, Legal Services, Education Center, Child Development Center, Newport News Police Dept. AAFES, Commissary, Youth Services and more. **FREE CHILD CARE IS AVAILABLE.** After the Newcomer's Briefing and Information Fair we invite everyone to take part in the Orientation Tour. The Tour is optional and all newly assigned personal interested may sign up at Army Community Service (ACS) before the tour date.
- ★ **Lending Closet** - Temporary household goods available to military in transition to a new duty station or leaving a duty station.

BOWLING CENTER

Building 708 422-7458

The Fort Story Bowling Center is Building 708, located between the Recreation Center and the Gym. The Bowling Center has six lanes, a full service snack bar, ball locker rentals and amusement game machines. The new facility has AMF computerized scoring. League bowling is a very popular activity on post. Our leagues include intramural, men's and mixed groups. League bowling is a winter and summer sport and newcomers can sometimes get into a league during the season due to personnel transferring.

Throughout the year, special activities and programs are offered by the center. These include "No Tap" tournaments, Red Pin Nights, Moonlight Bowling and other special events. The Bowling Center is available for special group parties and can accommodate up to 36 bowlers.

Located in the Bowling Center is a full service snack bar, offering daily lunch specials and a full range of short order foods. The snack bar has won the TRADOC award for the "Best NAF Food Facility" for small installations. Orders can be called in and picked up. The hours of operation for the center are as follows:

	SnackBar	Bowling Lanes
Monday	1000-1500	1000-1500
Tuesday - Friday	1000-2100	1000-2100
Saturday	1100-1800	1100-1800
Sunday and Holidays	Closed	Closed



FAMILY MEMBER EMPLOYMENT PROGRAM

Provides employment information, referral services, and workshops to family members of soldiers, retirees in the Fort Story service area, and DA civilians serving at Fort Story. This program also maintains current list or employment available in the area's federal, state, and city job markets.

LOAN CLOSET

A service available to military families in need of borrowing small household items for a short time while awaiting their household goods. Items stocked include foldaway beds, coffee pots, skillets, ironing boards, flatware, dishes, bowls, pots, cups, glasses, can openers, high chairs, playpens, cribs and car seats. .

AUTO CRAFT SHOP

Building 1004 422-7713

The Auto Craft Shop has five inner-service bays to include an alignment track, engine and transmission rebuilding, oxyacetylene and arc welding. Operation hours are as follows:

Sunday-Monday	Closed
Tuesday-Friday	0800-1630
Saturday	1000-1630

BILLETING

Building 727 422-7322

The Billeting Office is located in Building 727. Reservations should be made in advance for all personnel on PCS status.

Services include:

-  DVQ's
-  PCS units
-  Providing maid service for the above quarters.
-  Furnishing statements of non-availability for TDY soldiers and DOD civilians who cannot be provided adequate VOQs/VEQs.
-  Accepting reservations for PCS status personnel. Accepting all other categories on a space available basis. Reservations can be made up to 60 days in advance. Personnel on PCS status will have priority. Temporary lodging is available for up to 7 days for incoming PCS personnel and 4 days for outgoing PCS personnel. Pets may stay with family for an extra nominal fee.

Accommodations include:

-  3 Transient Suites/Cottages, for incoming and departing personnel on PCS.
-  3 Distinguished Visitors Quarters

-  **Trip Maker** - Directions to anywhere in the US, Canada or Mexico. Detailed trip summaries can give you the quickest, shortest or most scenic routes to your next duty station, TDY or vacation.
-  **PCS Packet** - Information Packet containing Tips on Moving, Entitlements Booklets, Relocation Facts and Must Know Items.

AMERICAN RED CROSS (ARC)

Building 922, Lee Blvd

Phone 878-3339/3168

24 Hour Emergency Toll Free 1-877-272-7337

The American Red Cross, a voluntary health and welfare organization established in 1881, received its first congressional charter in June 1900 and was reincorporated by an act of Congress on January 5, 1905. Two purposes of the organization relate to activities with the Armed Forces. As specified by the charter, these purposes are "to furnish volunteer aid to the sick and wounded of the Armed Forces in time of war and to act in matters of voluntary relief and in accord with the military authorities as a medium of communication between the people of the United States of America and their Armed Forces..."

Services include:

- Providing counseling for personal and family problems
- Assisting with communication between the soldier and his/her family
- Conducting service programs in communities throughout the nation, to include:
 - Volunteer Service
 - Health and Safety Program
 - Disaster Program
 - Bloodmobile Program
- Providing access to financial assistance to soldiers and their family members in cases of emergency on a 24-hour basis in partnership with Army Emergency Relief.
- Providing briefings to military and family members on Red Cross procedures, particularly during Deployments.

All military personnel (active duty and retired) and their families are eligible for assistance through the ARC. A limited range of services is provided to veterans and their dependents.

American Red Cross Volunteer Program

Building 922 Lee Blvd Phone 878-3339/3168

The ARC coordinates an active volunteer program for persons wishing to donate

their time to community service. Red Cross volunteers at Fort Eustis work in the Library, Veterinary Clinic, Tignor Dental Clinic or in the Station Office. They also help with the blood program and many work at McDonald Army Community Hospital. Volunteers are always needed to be trained as instructors in CPR, First Aid, Water Safety Courses and Baby Sitting Classes.

Facts about the ARC Volunteer Program:

- ARC volunteers provide support to many different organizations on post.
- Volunteers include military spouses, retired military personnel, off-duty soldiers and civilians with no other affiliation with Fort Eustis. During the summer months, youth volunteers also support different organizations on post.
- ARC volunteer training consists of a brief orientation, extensive on-the-job training and in-service training.
- Many volunteers have found their training and experience with ARC to be a key factor in obtaining rewarding paid employment later.
- Senior volunteers, age 55 or older, are also encouraged to participate in the Peninsula Retired Senior Volunteer Program which entitles them to many benefits.
- Volunteers who work at the hospital and dental clinics must have an annual tuberculin test and proof of rubella immunization.
- Volunteer time is flexible.
- An Annual Recognition Ceremony has been established at Ft. Eustis for all ARC volunteers.

If you are interested in becoming an American Red Cross volunteer, please call 878-3339, Monday thru Friday from 8 a.m. until 4 p.m., for more information.

Alcohol and Drug Abuse

**Prevention and Control Program (ADAPCP)
Building 2794 Phone: 878-4601/5566**

Alcohol and drug abuse have reached epidemic proportions. The aim of this program is to prevent drug and alcohol abuse, identify drug and alcohol abusers and provide rehabilitation so they may return to duty and perform effectively. The ADAPCP Office is open Monday through Friday, 0800-1630. Personnel can be seen by appointment or on a walk-in basis.

Services Include:

- Evaluation
- Intervention
- Prevention/Education
- Counseling
- Residential Treatment
- Referral

consumer education materials for individual use, plus materials and speakers for group presentations. This program also acts as a mediator in resolving complaints you may have with businesses or creditors, whether local or long distance.

FAMILY SERVICES

The Family Services Program encompasses three major areas; information, referral and follow-up relocation assistance and exceptional family member services. Information, referral and follow-up provides the community with basic information concerning agencies within the Fort Story commuting area. Should a particular service not be available at Fort Story, this program will make an appointment with the appropriate agency and follow-up to ensure that the referred individual received the service he/she was seeking.

RELOCATION ASSISTANCE

Relocation Assistance provides information concerning other military installation, CONUS and overseas, to which Fort Story families may be transferred. Packets concerning the installations may be signed out for review when the sponsor has been alerted for reassignment. Relocation Assistance also furnishes information packets to other installations concerning Fort Story and the general civilian community. The program also presents pre-move orientations for families transferring overseas, and post-move orientations for families assigned to Fort Story from elsewhere. These orientations are designed to address the particular relocation adjustment needs of soldiers and their families. All family members are encouraged to attend the Post-Move (newcomers) Orientation upon assignment to Fort Story.

EXCEPTIONAL FAMILY MEMBER PROGRAM

Exceptional Family Member Program assists soldiers who have family members that are handicapped with physical, emotional or intellectual disorders by enrolling them in the program and locating needed services. This includes information about education, financial aid, support groups, legal rights, special recreational activities, and referral to respite care givers who are screened, trained and certified by ACS or other certifying agencies.

SUPPLEMENTAL FOOD PROGRAM

The Army Community Service maintains a food locker to assist families who, due to nonreceipt of pay, loss of funds or other emergency, may need food to help them through the crisis. Food should rank very high on a family priority list; therefore, this assistance will not normally be provided as a result of mismanagement of funds or failure to plan. Unusual and/or unforeseen circumstances must exist to receive supplemental food assistance.

AER assistance is not authorized for cases involving divorce or marriage, vacation, debt liquidation, investments, court related expenses, taxes, or continuing assistance. Soldiers needing help should see their commanders, who will verify their need and ensure they have the required documents before seeing the AER officer.

FAMILY ADVOCACY PROGRAM

Family Advocacy Program (FAP) is the commander's program for the prevention and treatment of child and spouse abuse. Army Community Service FAP offers prevention and education to support parents and families.

Services include:

- ★ Welcome Baby Bags
- ★ Parent Support Home Visits
- ★ Playgroup and Parent Workshops
- ★ Single Parent Support Group
- ★ Safety Education for Children
- ★ Referrals for Couples Support
- ★ Presentations for your Community Group

Victims of domestic violence may call Transitions Family Violence Services (723-7774 (24 hour hotline)) for assistance.

Services include:

- ★ Crisis intervention - transportation, emergency shelter and supplies
- ★ Help obtaining protective orders, custody and financial support
- ★ Safety planning for adults and children

Every person in the military community can help stop family violence! CALL:

Military Police (24 hours) 422-7141

Social Work Service, MACH Fort Eustis, 314-7910 (office hours only)

FINANCIAL ASSISTANCE / CONSUMER AFFAIRS

The Financial Assistance Program can help you make ends meet by working with you to setup a suitable budget. If you still can't make it due to high debt payments, it will establish a debt liquidation plan; sometimes negotiating with creditors for better credit terms. The program also provides training in personal money management.

The Consumer Affairs Program reviews contracts before you sign them and refers you to legal assistance if necessary. It also provides consumer education classes,

- Biochemical Testing.
- Employee Assistance Program (for civilian employees).

The program is designed to help active duty and retired soldiers and their family members, civilian employees, reserve component personnel on annual training and their family members. Active duty and retired members of other Uniformed Services and their family members are eligible when a similar program is not available through their branch of service.



Family Readiness Center (FRC)

7th Transportation Group

Building 820 Room 112 Phone: 878-5377

The purpose of the FRC is to provide guidance about policy, responsibility, authority, and procedures for implementing and sustaining a Family Readiness System to ensure the personal preparedness of soldiers and their families.

The FRC encourages self-sufficiency and mutual support among soldiers and families to maintain personal readiness through education and training during deployment and sustainment which enhances well-being.

Various trainings available include family readiness training, sponsorship and family care plan. Additional training can be provided as requested.

Common goals for a Unit Family Readiness Group (FRG) may include:

- ☞ Welcoming new families
- ☞ Developing and providing copies of chain of concerns and telephone trees to all FRG members within the restrictions of the Privacy Act
- ☞ Assisting family members to focus and understand the unit's mission
- ☞ Providing social and emotional support
- ☞ Sponsoring educational community briefings through out the year to include deployment/mobilization/reunion process
- ☞ Providing information and referring families to appropriate agencies
- ☞ Participating in development of planning social family activities to include predeployment, deployment and reunion activities

The FRG is located on the corner of Monroe Ave and Lucas Place in Bldg 820, Room 112. Phone number is 878-5377 and email is kakela@eustis.army.mil. Website is www.eustis.army.mil/7grp, click on ok, then html version and click on Family Readiness twice.

Fort Eustis SHARE Program

Building 601 Phone: 878-3638

What is SHARE? “Good Food for a Good Price and a Good Deed”. SHARE is a nonprofit community building organization, offering a nutritious food package (up to 50% savings) to anyone for \$ 14.50 (vegetarian) or \$15.50 (with meat) or \$18.00 for the holiday package (they add more stuff) and two hours of volunteer service in your community. SHARE is not a government program, but is funded by grants, donations and the price of the food package.

How does it work? By pooling thousands of dollars across the nation, SHARE purchases food at wholesale prices and passes the savings on to participants. Volunteers distribute the food through a network of 240 plus Host Organizations throughout the SHARE Mid-Atlantic Program.

If you have more questions and would like to visit the Share website, please do so. The web address is <<http://www.foodbankseva.org>>.

SHARE is an all year around program, not just for the holidays, and it's for anyone who would like to participate. The only qualification required is 2 hours of community service for every unit bought. Community service can be anything you do to help someone else without being paid for it, such as babysitting, cutting grass, volunteering at a school or for the unit family readiness group, donating blood, painting handicap parking spaces, anything you volunteer for to help the community is considered community service.

Clothing Sales
Sunday & Monday
Closed
Tuesday-Friday
1000-1700
Saturday
1000-1500

GAS STATION / MINI-MART

Building 589 428-0188

The AAFES Gas Station/Mini-Mart is located off Atlantic and New Guinea Road. It serves as a mini-grocery store, providing food and grocery items as well as a limited selection of non-grocery items, including health and beauty aids, car care products, chamois rags, and shoe and boot polish. The Gas Station/Mini-Mart is open 7 days a week. Monday-Friday 0900-1830, Saturday-Sunday 1000 1630.

CLASS SIX STORE

Building 603 422-7863

The Class Six Beverage Store offers a complete range of malt beverages, keg beer, alcohol and nonalcoholic beverages, fine wines and other related products. Military ID is required, and minimum for purchasing and/or consuming alcoholic beverages is 2 1 years old.

ARMY COMMUNITY SERVICE

Building 522 422-7311

Monday - Friday 0730-1630

Army Community Service (ACS) provides centrally located services to help members of the Fort Story Community meet personal and family problems beyond the scope of their own resources. ACS services are available to the soldiers assigned to Fort Story and their family members whether they live on or off post. The services are also available to Army retirees and their families in the Fort Story service area. The ACS is staffed with fully qualified, professional personnel.

ARMY EMERGENCY RELIEF (AER)

Provides financial help to individuals with short-term, bona-fide emergencies with non-interest bearing loans and grants. Assistance is available to active duty and retired Army personnel and their family members, widows, widowers and orphans. Typical categories of assistance include: non-receipt of pay and allowances, travel expenses due to emergency leave, initial rent or payment of rent to prevent eviction, payment of utility bills to prevent termination, and food to prevent deprivation.

ALCOHOL & DRUG ABUSE PREVENTION AND CONTROL PROGRAM (ADAPCP)

Building 534 422-7630

The purpose of the Fort Story ADAPCP is to prevent drug and alcohol abuse, identify drug and alcohol abusers and provide rehabilitation so that soldiers can return to duty and perform effectively. The ADAPCP Office is open Monday-Friday, 0800-1500. Personnel can be seen by appointment or on a walk-in basis.

Services include:

- Evaluation
- Intervention
- Prevention/Education
- Counseling
- Residential Treatment
- Referral
- Biochemical Testing
- Employee Assistance Program (for civilian employees)

The program is designed to help active duty and retired soldiers and their family members, civilian employees, reserve component personnel on annual training and their family members. Active Duty and retired members of other Uniformed Services and their family members are eligible when a similar program is not available through their branch of service.

ARMY & AIR FORCE EXCHANGE SERVICE (AAFES)

SERVICE	BUILDING	TELEPHONE
Main Retail PX .	603	425-0001
Barber Shop	603	422-7027
Cleaners	603	425-0001
Clothing Sales	603	422-7622
Service Station	589	422-7071/428-0188
Tailor Shop	603	491-1619
Class Six	603	422-7863

Operating Hours are as follows:

Main PX and Class Six
Monday - Sunday
0900-1900
Holidays
1000-1700

Youth Services (YS)

Youth Center: Building 1102 Phone: 878-5490

Staff Office: Building 1102 Phone: 878-4448

Children ages 6 to 19 years-old, of active duty, retired military, and civilian personnel employed on Fort Eustis are eligible to participate in youth activities. Registration forms must be filled out and signed by a parent. Proof of the child's age is also required. There is a registration fee of \$15 a year per child. If more than three (3) children, registration fee is \$35 per family. There is a \$5.00 fee for lost membership cards.

Some of the activities at the Youth Center include:

- Game Room
- Variety of Clubs (Drama, Smart Moves, Teen Supreme, Torch Club)
- Developmental Classes (Cooking Classes, Young Ladies of Excellence, Gentlemen Classes and many more)
- Arts & Crafts
- Computer Lab
- Middle School & High School Programs
- Tutoring Program
- Youth Sports Programs (categorized by age groups, including competitive and "just for-fun" sports)
 - Basketball: ages 8-18
 - Spring & Fall Soccer: ages 6-15
 - T-Ball: ages 6-8
 - Baseball: ages 8-18
 - Girls Softball: ages 8-18
 - Tackle Football: ages 8-14
 - Cheerleading: ages 8-14

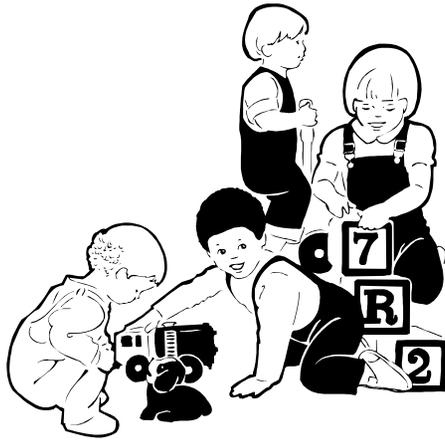
Social Activities for youth include:

- Dances
- Trips
- Teen Nights
- Summer Day Camp (middle school)

Instructional classes are offered through YS to promote self-confidence, self-esteem, and self discipline. **All instructional classes are divided into age groups and include:**

- Gymnastics
- Tae kwon do
- Piano

Fort Story Section



Child Development Services

Child Development Center	Building 926	Phone: 878-3294 878-5978
Family Child Care Program	Building 925	Phone: 878-5584
Part-Day Preschool	Building 926	Phone: 878-3294
School Age Services	Building 1102	Phone: 878-4448

Child and Youth Services offers a comprehensive child care program for active duty personnel. The Child Development Center offers full-day and hourly care for children 6 weeks through 8 years of age. Operating hours are Monday through Friday, 0530-1800. There is an annual registration fee for both full and part time care. Hourly care rates are figured on a per child basis. Space is limited.

A part day preschool program is offered for 3 and 4 year olds from September through May each year. Part day preschool is located in Building 926. Before and after school care is also available through the School-Age Services Program. This program is offered to children 5-12 years of age.

All children must have required immunizations.

Family Child Care Program

(In Home Care)

The Family Child Care Program has certified homes to provide quality care for family members of active duty soldiers. All home care providers are certified by the Family Child Care (FCC) Program Director or Outreach Worker. Certification takes about 2 months to complete. It consists of an orientation of nine to ten classes to include: Infant/ Child CPR, First Aide, In-home inspections and Interviews with



*Cape Henry Lighthouse
Fort Story, Virginia*

Curfew

Curfew at Fort Eustis and Fort Story applies to all family members under 16-years-old. Curfew hours are 2100-0600, Eastern Standard Time and 2200-0600, Daylight Savings Time. During these hours, children traveling outside their home, on the installation, must be accompanied by a parent or responsible adult chaperone. Curfew for children attending command-sponsored functions begins 30 minutes after the completion of the function, but not later than 2300, Sunday through Thursday, and not later than midnight, Friday and Saturday.

EDUCATION/SCHOOLS

Schools

Dependent children of military personnel living on Fort Eustis attend public schools. Transportation is provided by the Newport News School District, according to the housing area in which they reside.

300, 2300, 2500, 2900	Lee Hall Elementary (886-3320)	Kindergarten-5th
100, 1100, 1900, 2100	Greenwood Elementary (886-7744)	Kindergarten-5th
All Areas	Reservoir Middle (886-3310)	School 6th-8th
All Areas	Denbigh High School (886-7700)	9th-12th
Patrick Henry Village	Palmer Elementary (881-5000)	Kindergarten-5th

To register a child in the Newport News, Public School System, the following documents are required:

- Birth Certificate
- Shot Record
- Social Security Number
- Proof of Physical Exam*

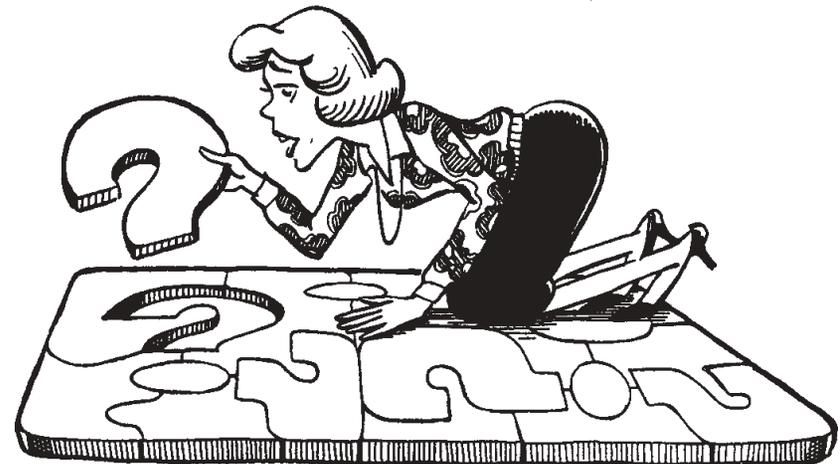
*An appointment slip for the child's physical exam will be accepted at the time of registration, however, the results of the exam are required, once completed.

In Newport News, the school year begins the day after Labor Day and ends in the middle of June. The school listed above have cafeterias, and reduced price lunches are available for students who meet eligibility requirements.

CONFUSED ??

Time Conversion Chart

CIVILIAN TIME	MILITARY TIME
1:00 AM/PM	0100 / 1300
2:00	0200 / 1400
3:00	0300 / 1500
4:00	0400 / 1600
5:00	0500 / 1700
6:00	0600 / 1800
7:00	0700 / 1900
8:00	0800 / 2000
9:00	0900 / 2100
10:00	1000 / 2200
11:00	1100 / 2300
12:00	1200 / 2400



- ☑ Household Goods Shipping Documents
- ☑ POV Shipping Documents
- ☑ Port Call Instructions
- ☑ Social Security Cards
- ☑ Names, Addresses and Account Numbers of Companies with whom you have accounts



Education

The Army Education Center offers a wide variety of academic and vocational programs. These programs are available to soldiers, their family members and DA civilians.

Army Education Center Building	1708	878-2083/5508
Army Learning Center Building	1702	878-3239/5756

Services include:

- Educational and vocational counseling
- Testing for CLEP, GED, achievement and occupational interest
- Military Occupational Specialty (MOS) Library
- MOS-related and vocational technical instruction
- Counseling and enrolling soldiers in the Army Apprenticeship Program
- Military correspondence courses
- On-duty Basic Skill Education Program (BSEP), including English-As-A-Second- Language Program
- General information concerning education and training benefits under the G.I. Bill
- Tuition assistance (for active duty soldiers only)

Colleges and Universities

The following is a list of colleges offering programs on Fort Eustis:

- St. Leo College (undergraduate level)
- Embry-Riddle Aeronautical University (undergraduate level)
- Florida Institute of Technology (graduate level)

The Peninsula and Tidewater areas have numerous colleges and universities. They offer various programs ranging from undergraduate to post graduate levels of education. Most of the schools listed below are recognized as "Service member Opportunity Colleges" (SOC).**

- Thomas Nelson Community College
- Christopher Newport College
- Norfolk State University
- George Washington University
- Old Dominion University
- College of William & Mary
- Hampton University

** A SOC is a college or university that recognizes the special problems associated with military service which makes it difficult for military personnel to complete degree requirements. For information on SOC's or other questions you may have regarding education, contact the Education Center.

Scholarships

Continuing student scholarships are given each year as a part of the many charitable programs sponsored by the Officers' and Civilians' Spouses Club. Eligible persons include officers and their family members, as well as NCO families and high school graduates. For more information on the OCS Scholarship Program or any other OCS activity, send your name, address, and inquiry to: OCS, P0 Box 4108, Fort Eustis VA 23604.

For information on college scholarships, contact the Army Education Center at 878-2083/5508 or the AEREAP representative, 878-0909/3638.



MOVING

Army families may be faced with relocating several times during their sponsor's career. Below is a checklist and some helpful ideas to aid in making the move as smooth as possible:

PCS Checklist

Housing Office: A "pre-termination" inspection of quarters is required 30-45 days before final termination of quarters. Persons living on the economy should give their landlord at least 30 days notice before leaving.

Transportation Office: Arrange for shipment of household goods immediately after receipt of orders (and POV if moving overseas).

Finance Office: Make all necessary financial arrangements, to include travel pay, if necessary.

Passport Office: All personnel on levy for overseas assignment are advised to visit the Passport Agent as soon as they receive official orders. Orders for dependents are processed through this office.

Hospital/Medical Center: Update immunizations and arrange to pickup medical records.

Billeting: Make reservations, if necessary, for temporary lodging up to 60 days in advance. PCS personnel have priority. A military ID is required. Temporary lodging is available through Billeting for up to 7 days for outgoing PCS personnel and up to 30 days for incoming PCS personnel.

Papers to Take With You

- Marriage Certificate
- Birth Certificate
- Passports
- Insurance Policies
- Papers concerning Divorce, Annulment and/or Child Support
- Titles, Deeds and Registrations
- Citizenship Papers
- Copies of Soldiers Orders (several)
- Legal Papers such as Wills, Powers of Attorney, Stocks, Bonds, Bank Account Numbers
- Children's Schools Records, Report Cards
- Medical Records and Records of Immunizations
- Dependent Travel Orders

McDonald Army Community Hospital (MACH) Building 576

**TO SCHEDULE APPOINTMENTS CALL:
1-800-931-9501**

Active duty assigned to Fort Eustis and TRICARE Prime enrollees are given priority for appointments. Non-enrollees are eligible for care on a space available basis.

Sick-call is available for AIT soldiers and all other active duty service members Monday-Friday from 0630-0800 hours in the General Outpatient Clinic located on the 1st floor at MACH. Active duty soldiers may also make appointments (which reduces wait time in clinic) by calling the TRICARE Service Center at 1-800-931-9501.

Appointments are only for the individual scheduled. Please do not bring other family members to scheduled appointments.

In the event of a late arrival for an appointment, the hospital will attempt to see the patient if at all possible. If the patient cannot be accommodated they will be offered another appointment.

If an appointment needs to be cancelled, please do so as a courtesy so others seeking care may utilize that appointment.

THIS PAGE INTENTIONALLY

LEFT

BLANK

TRICARE PRIME ENROLLMENT SITE

MACH serves as a TRICARE Prime enrollment site providing primary care with a variety of specialty care available in the facility. MACH'S staff is supported by a combination of both military and civilian providers. TRICARE Prime enrollment slots are available for beneficiaries desiring to enroll at MACH.

PRIMARY CARE HOURS OF OPERATION

Monday-Friday	0900-2000
Saturday	0900-2000

HOSPITAL PHARMACY

Monday-Friday	0800-1800
Saturday	0900-1800

TRICARE SERVICE CENTER (TSC)

For customer convenience a TRICARE Service Center is located directly across from the elevators in the main lobby of the hospital. Hours of operation are Monday-Friday, 0730-1630. Patients are served on a walk-in basis where they can receive assistance regarding enrollment, sites, appointments, as well as information on TRICARE Standard, TRICARE Extra and other military programs for families with special needs.

WELLNESS AT McDONALD

- **Self-Care Classes: (878-4755)** Classes are for active-duty and TRICARE Prime enrollees only. Beneficiaries who attend classes receive a pharmacy card which entitles them to pick up nonprescription drugs at the pharmacy without first seeing a provider. The only way to receive the card is by attending a class.
- **Therapeutic Water Aerobics: (314-7635)** Require doctor's referral to physical therapy for evaluation. Mon, Weds, & Fri , 1300-1400 hours. Classes are ongoing.
- **Stress Management: (314-7910)** Four, one hour classes conducted by Social Work Services. Classes are ongoing.
- **Women, Infant, & Children (WIC): (878-4110)** Assistance to keep children healthy by providing assistance with nutritional needs. Certain restrictions apply regarding eligibility.
- **Smoking Cessation: (314-7945)** For instructions/prescription for use of Zyban.
- **Lifestyle/Weight Management: (878-4755)** Turn unwanted fat into fitness. Four, one hour classes.
- **Women's Health Clinic: (314-7606)** Special classes are offered on self breast examinations, sexually transmitted diseases, menopause and methods of birth control.
- **STD/HIV Hotline: (878-4755)** Current information and counseling provided.

orders for overseas assignment (TDY or PCS). Once individuals have been notified that they are on levy for overseas travel, they are advised to proceed to the passport office, where the following process begins:

- ▶ Individuals are interviewed to determine whether their destination requires a passport and/or visa.
- ▶ Family members' citizenship is verified. If they are not US citizens, they are advised to ensure their foreign passports are up to date. If not, they must have them renewed through their respective embassies.
- ▶ In cases of stateless aliens, the US Immigration & Naturalization Office is the agency responsible for the individual's travel documents.
- ▶ If the military sponsor has selected an accompanied, command-sponsored tour, then passport applications are issued for completion by all family members.
- ▶ Individuals are then advised of legal documents necessary for obtaining a passport (birth certificates, naturalization certificates, reports of birth abroad, adoption papers and/or previously issued passports, as applicable). Persons without one or more of the necessary legal documents are informed of how they can obtain them.
- ▶ No-fee passport photos are taken at the ID Card Section, in the Consolidated Support Center. Persons requiring photos for passports must see the Passport Agent to obtain a "photo request slip." Passport photos are not taken without a slip.

Photos for tourist passports are taken at the Carlson Wagonlit (Official Travel) for a nominal fee. Once photos are taken and all legal documents are in order, the passport is processed as follows:

- ▶ Applications are thoroughly checked to ensure all items are filled out completely and signed. Minor children under the age of 13 must have a parent sign for them.
- ▶ All legal documents are reviewed to verify citizenship.
- ▶ The Passport Agent prepares authorization for a no-fee passport.
- ▶ Completed package is forwarded to the Department of State Passport Services, in Washington, DC.

Individuals on orders for overseas travel should check with the Passport Agent as soon as possible to determine whether a passport and/or visa is necessary for the destination for which they have been assigned.

MOBILIZATION & DEPLOYMENT

What does this mean? It means that the soldier will be away on duty and special efforts must be taken to provide for the family. Many of the services listed in this book can be a great help to the family whose sponsor is away TDY or on a mission. Additional information that may be of help to the family preparing for their sponsor's absence can be found in the following pages.

Port Call/Passenger Travel

Building 601 Room 120 / 104 Phone: 878-3263 / 3581

The Port Call/Passenger Travel Office is located in the Consolidated Support Center, Building 601, Room 120/104. Operating hours are Monday through Friday, 0730-1600, excluding holidays. These offices arrange travel reservations for soldiers, civilian employees and family members on orders for TDY or PCS. The Port Call/Passenger Travel Office provides travel information and arranges Air Mobility Command (AMC) flights to overseas destinations. All persons on orders for official travel must present copies of their orders to the Port Call Office, if travel is at government expense. Persons traveling to a location within the Continental United States are advised of additional travel requirements by the Commercial Travel Office.

Services include:

- ✦ Travel information.
- ✦ Arranging travel for persons on official business (TDY or PCS), within the US and overseas.
- ✦ Obtaining port calls for overseas travel by AMC flights.
- ✦ Furnishing travel information and assisting with travel arrangements for soldiers, on a reimbursable basis, who are without sufficient funds while on authorized leave or pass.
- ✦ Counseling on entitlements and responsibilities of personnel (including family members) traveling on official status.
- ✦ Arranging transportation for remains of deceased personnel and escort.

Passport Office

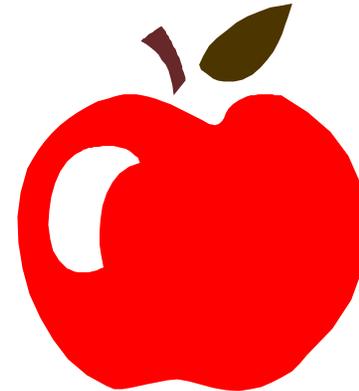
Building 662 Phone: 878-4204

The Passport Office is located in Building 662, Room 307. This office processes passport applications for active duty military, DOD civilians, and civilians on

- **Dietary Classes: (314-7755)** Cholesterol, diabetic and weight reduction classes are ongoing.
- **Cholesterol and Blood Screening: (878-4756)** Screening held every Wednesday, 1300-1500, Bldg 2792. Blood pressure screening daily on a walk in basis.
- **Healthy Pregnancy/Baby Classes: (878-4755)** Lamaze-style childbirth, preparation classes. Meet once a week for 4 weeks.

DISEASE MANAGEMENT PROGRAMS

- ♥ **PEDS Asthma Management Program,** Contact Barbara Vaughn at 314-7735.
- ♥ **Adult Asthma Management Program,** Contact Joyce Raynor at 314-7991.
- ♥ **Diabetes Disease Management Program,** Contact Maj. Lilly at 314-7940.



Good Health

MCDONALD ARMY COMMUNITY HOSPITAL QUICK PHONE GUIDE

TRICARE Service Center	1-800-931-9501
Aviation Medicine	314-7651
Community Health/Women, Infant & Child program (WIC)	878-4755
Craven Army Health Clinic (Ft. Monroe)	314-8042
Dental Clinic	314-7925
Drug & Alcohol Program	314-7534
Exceptional Family Member Program	314-7923
Eye, Ear, Nose & Throat	314-7620
Ft. Story Health Clinic	422-7822
Immunization	314-7673
Internal Medicine	314-7715
Laboratory/Pathology	314-7580
MACH Information (local)	314-7500
MACH Information (toll free)	1 -800-304-9863
Medical Boards	314-7521
Mental Health	314-7558
Nutrition Care (appointments)	314-7873
Optometry	314-7620
Out-of-area care authorizations (PRIME ENROLLEES ONLY)	314-7680
Outpatient Records	314-7875
Patient Representative	314-7855
Pediatrics/Well Baby	314-7731
Pharmacy (MACH)	314-7938
Pharmacy (refill)	878-2539
Pharmacy (automated call-in-system)	764-6419
Physical Exam	314-7986
Physical Therapy	314-7635
Podiatry/Orthopedics	314-7602
Pre-Admissions	314-7863
Radiology	314-7745
Social Work/Family Advocacy	314-7910
Surgery/Dermatology	314-7590
TRICARE Prime (1st fl)	314-7690
TRICARE Prime (3rd fl)	314-7887
Ultrasound/Mammograms	314-7692
Urgent Care Center	314-7676
Ward 2A	314-7603
Women's Health Clinic	314-7606

To **schedule appointment**, call the TRICARE Service Center (TSC)
at 1-800-931-9501

To **cancel appointments**, call the clinic where your appointment is scheduled, or call the
TSC at 1-800-931-9501

All Seasons Work Status Statements

Condition One: Except for minimum essential personnel, all employees report 2 hours later than normal time.

Condition Two: Except for minimum essential personnel, all employees report 4 hours later than normal time.

Condition Three: First shift, only minimum essential personnel are to report; other shifts report regular time.

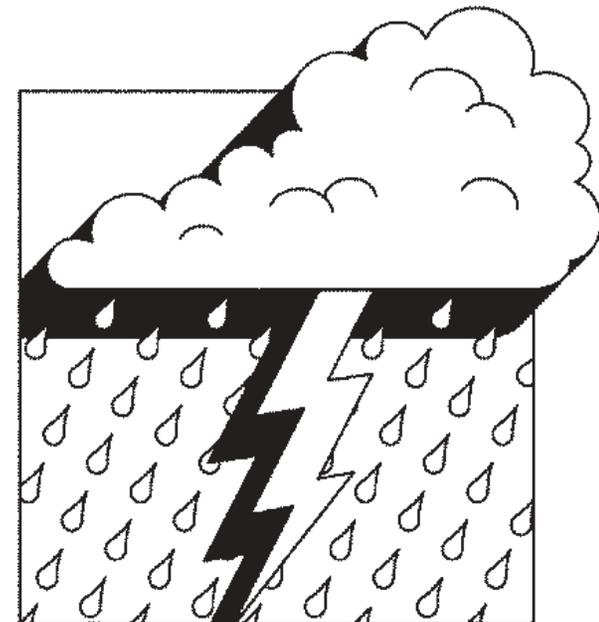
Condition Four: Only minimum essential personnel are to report for work.

TV Stations

WAVY 10 (Hampton Roads)
WVEC 13 (Hampton Roads)
WTKR 3 (Hampton Roads)
WWBT 12 (Richmond)
WXEX 8 (Richmond)

Radio Stations

WTAR/WLTY 790 AM/95.7 FM
WNOR 98.7 FM
WNSY/WGH 1310 AM/97.3 FM
WCMS 1050 AM/100.3 FM
WNIS 1350 AM
WOWI 102.9 FM
WFOG 1450 AM/92.9 FM
WXRI 1053 FM
WWDE 101.3 FM



first and last names, the Postal Locator can pinpoint a soldier's Unit.

The Mail Management Section handles all official military correspondence and metered mail (outgoing), all certified and registered mail (incoming) and relocates mail when the Post Office cannot find the person to whom a letter or package is addressed. They are also responsible for Unit Mail Room inspections.

The Postal Locator and Mail Management Section are located in the same building as the Post Office, Building 1321. However, they have separate entrances. For information, call 878-5251 (Postal Locator) or 878-3767, (Mail Management Section).

Western Union

Western Union is a wire service which enables a person to transfer money or send messages from location to another. The Western Union Office is located inside the Main PX next to the Tellers. Operating hours are the same as the Main Post Exchange.

Money transfers can usually be accomplished within 15 minutes to locations within the Continental United States. Money must be transferred in the form of cash. Personal checks are not accepted.

Telegrams can usually be delivered within 5 hours after being sent to locations within the Continental United States.

Other services include:

- ☞ Payroll Check Cashing.
- ☞ Mailgrams, Overnight Telegram Service.
- ☞ Money Orders.
- ☞ Overseas Telegram/Money Transfers.

For information, call the Western Union Representative, 887-3398.

Weather Bulletins

Notice of curtailment/postponement of work activities at Fort Eustis or Fort Story for nonessential personnel due to inclement weather or any other situation are announced over local radio and TV stations as listed below.

If an announcement **is not** made, the post is operating on a normal basis. Often the decision to curtail or postpone activities is made at the last possible moment. It is, therefore, imperative that personnel listen to more than one station to confirm the status of the post. Essential individuals should be designated by supervisors to eliminate confusion.

Dental Services

Tignor Dental Clinic

Building 669

Phone: 878-3434

MACH Dental Clinic

Building 576

Phone: 314-7926

Tignor Dental Clinic consists of a 22-room treatment facility, providing routine dental care to active duty soldiers. Retirees are seen on an emergency, space-available basis only.

MACH Dental Clinic is a 10-room treatment facility located next to the hospital Emergency Room. Services include routine dental care, oral surgery and emergency dental treatment for active duty soldiers. Family members are only seen for emergency dental treatment.

United Concordia Tricare Dental Program

The active duty family member dental insurance plan United Concordia, allows family members to receive dental care from civilian dentists on a cost-sharing basis. Soldiers may enroll their family members by completing an allotment form and forwarding it to the finance office at their Unit PAC. Family members must be enrolled in the DEERS Program to be eligible. Monthly premiums are automatically deducted from the sponsor's paycheck.

Services include (Family members receive 100% coverage from participating dentists):

- ☺ Routine Oral Exams.
- ☺ Teeth Cleaning & Polishing.
- ☺ Fluoride Treatment.
- ☺ Routine X-rays.
- ☺ Laboratory Exams.
- ☺ Space Maintenance.
- ☺ Emergency Minor Treatment for Pain.

The United Concordia Plan covers 80% of the cost for:

- ☺ Fillings.
- ☺ Repairs to Dentures.
- ☺ Stainless Steel Crowns for Baby Teeth.

The United Concordia Plan does not cover:

- ☺ Tooth Extractions.
- ☺ Orthodontics.

- ☺ Root Canal Therapy.
- ☺ Porcelain or Gold Crowns.
- ☺ Dentures.
- ☺ Dental Services for Cosmetic Purpose.

The Fort Eustis DENTAC highly recommends the United Concordia Care Plan as the limited staff and facilities on post can only accommodate family members for emergency treatments.

For information and a list of participating dentists, call the CHAMPUS Office at 314-7957 or on-line at www.ucci.com.

Community Health Nurse

Building 2792 Phone: 878-4755/2792

Preventive Medicine: 878-4531

The Army Community Health Nursing Program provides a family-centered nursing program with emphasis on health promotion disease prevention, and community health education.

Services Include:

- + Health Education and Guidance Programs.
- + Communicable Disease Control.
- + Family and Child Health.
- + School and Child Care Center Health Programs.
- + Child Advocacy Program.
- + HIV/AIDS Briefings and Tests.
- + Pregnancy Counseling.

Services are provided to all individuals entitled to military health care benefits at Forts Eustis, Story and Monroe.

Community Mental Health

Building 515 Phone: 314-7558

Community Mental Health is located on the second floor of MACH, Building 576. They provide mental health and general consultation to personnel at Forts Eustis, Fort Story and Fort Monroe.

Services include:

- ☎ Providing short-and long-term individual, family and marital counseling.
- ☎ Providing Command consultation concerning potential or actual psychiatric problem.

Fact Sheets

The Public Affairs Office provides ready reference fact sheets on a variety of Command information subjects. Anyone living or working on Fort Eustis may obtain these fact sheets for their use. The Public Affairs Office is open Monday through Friday, 0730-1630. For information, call 878-4920/4923.

The Wheel

The Fort Eustis newspaper, “The Wheel” is published once a week. “The Wheel” prints official news, news briefs, feature stories, information on sports, recreation and community activities, as well as classified ads and comics. “The Wheel” has a special section from Fort Story called “From the Lighthouse.” “The Wheel” is published by the Public Affairs Office, Building 214, behind Post Headquarters, Building 210. Deadline for submitting information to be printed in “The Wheel” is each Wednesday, 1200, the week before publication. For information, call 878-4920.

Off-Post Newspapers

Listed below are some of the newspapers published in Newport News and Williamsburg areas:

- ☎ Daily Press
- ☎ Times Herald
- ☎ Yorktown Crier
- ☎ The Virginia Gazette

Post Office

The Post Office is located in Building 1321, between Patton Avenue and Lee Boulevard.

Services include:

- ☎ P.O. Box Rental.
- ☎ Sale of Postage Stamps.
- ☎ Express Mail Service.
- ☎ Registered/Certified Mail.
- ☎ Parcel Insurance.
- ☎ Special Delivery.
- ☎ Delivery of personal mail to housing units on post.

Postal Locator/Mail Management Section

Building 1321

Phone: 878-5251

The Postal Locator handles telephone inquiries regarding the location of military personnel on Fort Eustis. If provided with a soldier’s social security number and

FIT TO WIN

Building 647 (Balcony Area) Phone: 878-2238

Services

Fitness Assessments:

Blood pressure, heart rate, weight, body composition, flexibility, strength and cardiovascular fitness.

Test Cell Hours:

Monday	0800 - 1300	1400 - 1700
Tuesday & Wednesday	1000 - 1300	1400 - 1900
Thursday	Closed	
Friday	0800 - 1300	

Equipment Orientations:

Cybex and Nautilus Machines

Self-Paced Wellness Incentive Program:

Combine your participation in wellness activities and regular exercise to receive free gifts from Gatorade.

“Follow Me To Fitness”

Command Sponsored Civilian Fitness Training Program

One on One Personal Fitness Training

General Information on Exercising & Fitness

COMMUNICATIONS

Boss Line (878-BOSS)

The “Boss Line” is a telephone line designed for members of the community (active duty soldiers, family members, and civilians assigned to Fort Eustis and Fort Story) to communicate with the Commanding General. Before using the Boss Line, use your chain of command, however if this proves to be ineffective, the Boss Line is there to receive suggestions, ideas and complaints or recommendations in which to make Fort Eustis and Fort Story a better place to live and work. Calls are transcribed from the recorded message machine and are reviewed by the Commander. Messages are responded to accordingly. Instructions for leaving a message are given after dialing 878-BOSS.

- ☎ Providing hospital consultation, including child and/or spouse abuse.
- ☎ Providing psychiatric crisis intervention to include transferring active duty soldiers and referring family members as required.
- ☎ CHAMPUS referral to appropriate civilian agencies, determined on a case-by-case basis.

Services are by appointment. Emergency situations are handled on a walk-in basis. Community Mental Health Services are offered to active duty personnel. Family members and retirees are screened and referred to the CHAMPUS Advisor.



HEALTH CARE



HOUSING

Family Housing

Building 601 Room 110 Phone: 878-2506/0962

All personnel with dependents are eligible to apply for Government Quarters. There are 952 dwelling units on Fort Eustis. There are also 32 trailer spaces for personnel. Waiting times for housing vary from 1 month to indefinite, depending on the soldier's rank and number of dependents.

Services Include:

-  Assignment/termination of family housing.
-  Maintaining waiting lists for family housing.
-  Performing assignment/termination inspections.
-  Preparing housing reports.
-  Developing projects for maintenance, repair and improvement of family housing.

Community Homefinding, Relocation and Referral Services (CHRRS)

Building 601 Room 110 Phone: 878-5683

All personnel requiring off-post housing must process through the Housing Office before entering into a lease, rental or purchase agreement.

Services include:

-  Maintaining a list of rental apartments, mobile homes, trailer spaces and single-dwelling houses in the surrounding area.
-  Maintaining a list of houses, apartments and mobile homes for sale, by owner.
-  Maintaining a list of hotels/motels in the surrounding area.
-  Furnishing written material and verbal counseling on the do's and don'ts of leasing and buying off-post housing.
-  Investigating off-post housing complaints. Preparing files on discrimination complaints to be presented to the Commander for his decision. Assisting complainant in filing the necessary paperwork with HUD, the Justice Department or state courts, where necessary.
-  Maintaining information on schools, churches, shopping areas and bus schedules.
-  Maintaining liaison with Realtors, salesmen, apartment councils and apartment management agencies.
-  Maintaining files on current state laws on tenant/landlord status and the Army regulations regarding off-post housing.

Outdoor Sports Facilities

Tennis Courts

- # 1, 2 & 3 : by The Ft. Eustis Club
- # 5, 6, 7 & 8: Pershing Ave. (Lighted)
- # 9, 10 & 11: Lee Blvd

Soccer Fields

Murphy Field

Softball Fields

- # 3: Schultz Place & 24th Street
- # 6,7 ,8 & 9 : Murphy Field

Baseball Field

Kilpatrick : Adjacent to Dickman Street

Football Field

Murphy Field

400 M Running Track

Murphy Field

Horseshoe Pit (4)

Adjacent to Anderson Field House

Basketball Courts (4)

Adjacent to Anderson Field House

Volleyball Court

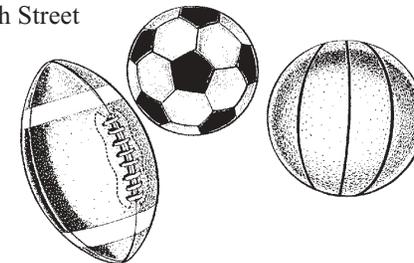
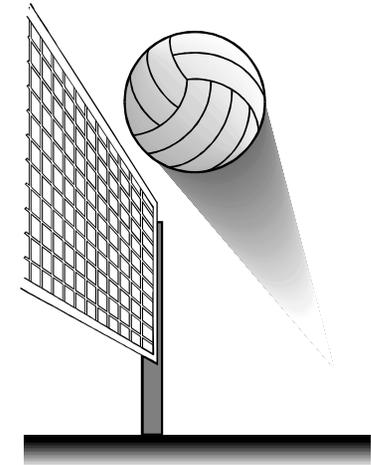
Anderson Field House

Physical Fitness Court (16 Sections)

Adjacent to Anderson Field House

Physical Fitness Trail

Schultz Place & 24th Street



- Y Nautilus Exercise Circuit
- Y Cardiovascular Fitness Area
- Y Handball & Racquetball Courts (4)

I. Intramural Sports Program:

A. Battalion Level

- ☛ Basketball Dec
- ☛ Golf May — July
- ☛ Softball July

B. Company Level

- ☛ Flag Football Sep — Nov
- ☛ Basketball Jan
- ☛ Weight lifting Nov — Dec
- ☛ Racquetball Feb — Mar
- ☛ Volleyball Feb — Mar
- ☛ Softball (Slo-Pitch) May — Aug
- ☛ Horseshoes Nov

C. Commanding General’s Sports Participation (Trophies Awarded Annually)

- ☛ Company Level Jan
- ☛ Battalion Level Jan

II. Post Level Sports Programs: (Men & Women)

A. Events Scheduled:

- ☛ Basketball Dec — Feb
- ☛ Softball (Slo-Pitch) May — Jul
- ☛ Volleyball Jan
- ☛ Boxing Nov — Mar
- ☛ Soccer May — Aug
- ☛ Baseball Mar - Sep

III. Special Scheduled Activities:

A. Events Scheduled

- ☛ Free Aerobics Monday — Friday 0900— 1030
- ☛ Ft Eustis 10K Run Apr
- ☛ 3 on 3 Basketball Tournament July
(TC Week)
- ☛ Superday 5K Race August
- ☛ Superday Sporting Events August
- ☛ All Army Soccer Trial Camps September/October
- ☛ Mulberry Island Run October

Housing assistance is available to active duty soldiers (TDY or PCS), members of Reserve components, active members of other uniform services and their family members.

Average Cost of Off-Post Housing

Average monthly rental rates In the Newport News area:

1-bedroom furnished apt	\$450	Scarce
1-bedroom unfurnished apt	450	Scarce
2-bedroom furnished apt	450-500	Scarce
2-bedroom unfurnished apt	550	
3-bedroom unfurnished apt	700	

Four-and five-bedroom apartments are extremely limited in this area. (The most readily available dwellings are 1-3 bedroom, unfurnished apartments.)

2-bedroom house	\$700	Scarce
3-bedroom house	900	
4-bedroom house	1000 & Up	
5-bedroom house	1000 & Up	Scarce

Most tenants are required to pay a security deposit equal to 2 full months rent. A portion of the deposit may be refunded at the time the lease or rental agreement is terminated.

Utility Companies

Dominion Virginia Power Company (380-1100) requires a \$150 deposit for new accounts. Payments can be paid in three monthly installments of \$50 each, included in the customer’s monthly bill. The deposit may be waived with a letter of “good credit” from a previous utility. Connection fee is \$15 and is non-waiverable.

Verizon Telephone (954-6222 or 340-8854) requires a \$40 deposit for new service. This deposit may also be waived with a letter “good credit” from a previous telephone company. Deposits are included in the first month’s bill. Customers have nine long distance companies to choose from.

Water and sewage treatment deposits are \$25 and \$12, respectively. Billing is every 2 months. Applications for service can be processed by calling **247-8421**.

The average deposit for gas/propane services is \$150. There are several companies to choose from. Most oil companies operate on a cash basis and do not require a deposit.

Cox Cablevision (369-6500) requires a \$35 deposit at the time of installation. This is a non-waiverable deposit. Cox Cablevision has a full-service office in the

the Consolidated Support Center, Building 601, Room 122. Services include: basic cable, Cinemax, Disney and Showtime.

Billeting

Building 2110 Phone: 878-5087/2337

The Billeting office is located near the Fort Eustis Club at Pershing and Wilson Avenues. Reservations should be made in advance for all personnel on TDY and PCS status.

Services include:

- Maintaining a waiting list for Senior Bachelor Enlisted Quarters (SBEQ), Visiting Officers' Quarters (VOQ) and Visiting Enlisted Quarters (VEQ).
- Assigning/terminating quarters listed above.
- Providing maid service for the above quarters.
- Furnishing statements of non-availability for TDY soldiers and DOD civilians who cannot be provided adequate VOQs/VEQs.
- Accepting reservations for TDY and PCS status personnel. Accepting all other categories on a space available basis. Reservations can be made up to 60 days in advance. Personnel on PCS status will have priority.
- Temporary lodging is available for up to 30 days for incoming personnel and 7 days for outgoing PCS personnel.
- Units equipped with kitchens are available upon request.
- Pets may stay with the family for an extra nominal fee.

Accommodations include:

- 272 VOQ, for officers and civilians
- 229 VEQ, for enlisted personnel
- 32 Transient Suites/Cottages, for incoming and departing PCS
- 9 Distinguished Visitors' Quarters

Furnishings Management

Building 1607 Phone: 878-5662/3987

Services Include:

- ▣ Maintaining furnishing supply for unaccompanied personnel housing and family housing.
- ▣ Requisitioning, receiving and issuing furnishings for UPH, BOQs and SBEQS. Supplementing family housing furnishings, when available. Furnishing ranges, refrigerators and mobile toasters for family quarters.
- ▣ Picking up unserviceable appliances and reissuing serviceable replacements.

Services offered by Furnishings Management are available to active duty soldiers and their family members.

Sports & Athletics

Anderson Field House

Building 647 Phone: 878-2097

Hours of Operation Anderson Field House

Monday - Friday

0500 - 2200 hrs

Open to all

0500 - 0900 hrs

Company PT & Exercise

Saturday, Sunday & Holidays

0900 - 1800 hrs

Open to all

Monday, Wednesday & Friday

Post Team ONLY - (Dec. - Apr.)

1500 - 1730 hrs

Aerobics Exercise Classes

(basketball & volleyball courts closed)

1800 - 2100 hrs

Company Level Sports

Indoor Pool Hours

Monday - Friday

0530 - 0630 hrs

PT & Exercise

1100 - 1300 hrs

Lap Swimming

1300 - 2200 hrs

Open Swimming

* Unless reserved for military training or special activities

Monday, Wednesday & Friday

0630—0730 hrs

Pregnant Soldier PT

1300—1400 hrs

Closed for Physical Therapy

Saturday, Sunday & Holidays

0900—1800 hrs

Open Swim

Equipment & Amenities

Y Volleyball Courts (2)

Y Basketball Courts (2)

Y Issue Room

Y Sauna Bath (2)

Y Dressing Rooms

Y Treadwall

Y Indoor Swimming Pool (6 Lanes —25 meters)

Y Free Weights

Y Cybex Exercise Circuit

June:

- ☼ Harborfest - Norfolk Waterside.

July:

- ☼ 4th of July Great American Picnic - Town Point Park, Norfolk.
- ☼ Harbor Cup Annual Power Boat Race - Norfolk Waterfront

August:

- ☼ Fort Eustis Super Day - Murphy Field, Fort Eustis
- ☼ Annual Festival of Nations - Town Point Park, Norfolk.
- ☼ Annual Jazz Festival - Town Point Park, Norfolk.

September:

- ☼ Norfolk Family Folk Festival - Town Point Park, Norfolk.
- ☼ Labor Day Music Fair - Town Point Park, Norfolk,
- ☼ Children’s Fantasy Festival - Town Point Park, Norfolk.

October:

- ☼ Oktoberfest.
- ☼ Children’s Halloween Festival - Town Point Park, Norfolk.
- ☼ Wizard’s Ball - Town Point Park, Norfolk.

November:

- ☼ Waterfront Fall Oyster Roast - Town Point Park, Norfolk.

December:

- ☼ Waterfront New Year’s Eve Celebration - Town Point Park, Norfolk.
- ☼ Grand Illumination - Colonial Williamsburg.



U-Do-It Center (Self-Help)

Building 617 Phone: 878-5510

The program ensures a maximum amount of minor repair work and simple maintenance can be accomplished by housing occupants. Fort Eustis requires one person per family, residing in quarters to attend a mandatory self-help class. The class provides information on preventive maintenance, safety, energy efficiency, lawn care and troubleshooting tips. For more information on items available for use through the Self-Help Program, call 878-5510.

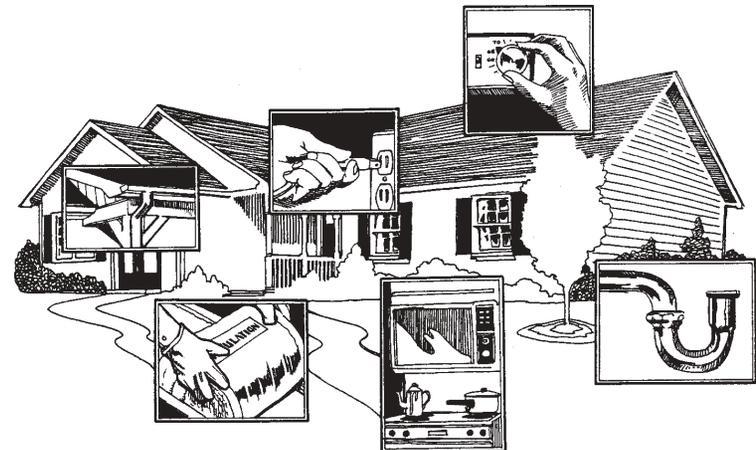
Preventive Maintenance (PM)

Work Order Desk 878-5225

Preventive Maintenance 878-5226

The purpose of the Preventive Maintenance Program is to regularly identify and correct initial failures, minor maintenance requirements and some utility deficiencies before they develop into major defects, requiring extensive labor and material repair. Much of the PM work within quarters can be accomplished by the housing occupants, however, the following is a list of the PM Team’s responsibilities:

- ◆ Doors and hardware for doors
- ◆ Cabinets
- ◆ Floor tile, stair treads and brackets
- ◆ Plumbing fixtures (caulk bathtub and ceramic tile on vacant quarters only)
- ◆ Garbage disposal
- ◆ Electric fixtures
- ◆ Stairwell floodlight bulbs
- ◆ Mailboxes
- ◆ Clothes trees
- ◆ Install traverse rods
- ◆ Unstop drains



Employment

Civil Service Employment: The Peninsula Civilian Personnel Advisory Center (CPAC) is a one stop shop for Civil Service Employment. The information/application center (main office) is in Building 670. It is through this office that Civil Service vacancies are filled at Eustis, Monroe and Story. Fort Eustis personnel applying for a position through the Merit Promotion Program, can submit their application to CPAC, in Building 670. For information call 878-2538.

Virginia Employment Commission (VEC): Offers access to our Automated Labor Exchange (ALEX). Our system contains employment opportunities in Virginia and throughout the country. The VEC assists in resume writing and provides employment counseling and referral to job openings. Military veterans take advantage of the benefits to which they are entitled as well as find and adjust to civilian employment. Phone (757) 878-0906 FAX (757) 878-0908.

Nonappropriated Fund (NAF) Employment. The NAF Personnel Office (a branch of the CPAC) is located in Building 670, on Lee Boulevard. NAF jobs are available through Morale, Welfare and Recreation activities such as the Fort Eustis Club, Bowling Center and Child Development Center. For more information call 878-1366.

The Army and Air Force Exchange Service (AAFES). AAFES Personnel Office is located in Building 1384, Jackson Avenue. Applications for employment are accepted twice weekly. For more information, call 887-2984/3488.

Post Billeting. Fort Eustis contracts E.L. Hamm to fill various management positions in Billeting and Family Housing Referral. Obtain applications for employment through the Family Housing Office, Building 601 Room 110. For more information, call 878-2588.

First Advantage Federal Credit Union is located in Building 1317, Patton Avenue, across from the PX parking lot. Obtain employment applications at any branch office. For information, call 877-2444.

Bank of America is located in Building 1327, on the corner of Patton and Walker Avenues. Applications for employment are only accepted at the Personnel Office, 1 West Queen's Way, Hampton, VA. For more information and to apply, call 727-9339. (Personnel Office) or 827-3859 (Fort Eustis Branch)

Northrop Grumman Transition A. Inc. is located in Building 2743, Taylor Avenue. Northrop is the civilian contractor for logistical support for Fort Eustis. Applications are accepted Monday through Friday, 0730-1600. For more information, call 878-2891.

Name	Location	Phone
Tidewater Tides Baseball	Norfolk	466-5600
Suffolk Raceway	Suffolk	934-0687

Music:

Virginia Symphony	Virginia Beach	892-6366
Williamsburg Symphony	Williamsburg	229-9857

Theatre:

Tidewater Dinner Theatre	Norfolk	461-2933
Virginia Stage Company	Virginia Beach	874-1234

Other Points of Interest:

Ferry to Surrey	James City County	294-3354
Norfolk Ship Tours	Norfolk	444-4277
Botanical Gardens	Norfolk	441-5386
Old Cape Henry Lighthouse	Fort Story	460-1608
NASA/Langley Visitor Center	Hampton	727-0800
Williamsburg Pottery	Williamsburg	564-3326
Virginia Zoological Park	Norfolk	441-2706
Waterside	Norfolk	627-3300
Blue Bird Gap Farm	Hampton	727-6739

Virginia Ski Resorts:

Massanutten	(703) 289-9441
Wintergreen	(804) 325-2200

Annual Festival Events

March:

- ☼ St. Patrick's Day Celebration - Otter Berth, next to Waterside, Norfolk.

April:

- ☼ Annual Easter Sunrise Service - Town Point Park, Norfolk
- ☼ Annual Guinness Import Company British and Irish Festival - Town Point Park

May:

- ☼ Fitness Festival in conjunction with Elizabeth River Run and Southeastern Cycling Classic - Town Point Park, Norfolk.
- ☼ Annual Ghent Arts Festival.
- ☼ African/American Festival - Town Point Park, Norfolk.
- ☼ Atlantic Fleet Chili Cook-Off - Otter Berth, next to Waterside.
- ☼ Veterans Appreciation Day - Otter Berth, next to Waterside.

Name	Location	Phone
Museums:		
Douglas MacArthur Museum	Norfolk	441-2965
Mariners' Museum	Newport News	595-9398
Virginia Living Museum	Newport News	595-1900
Virginia Marine Science Museum	Virginia Beach	367-6552
VA War Museum	Newport News	247-8523
Air Power Museum	Hampton	727-1163
Casemate Museum	Fort Monroe	727-3391
Portsmouth Children's Museum	Portsmouth	393-8393
Chrysler Museum	Norfolk	622-1211
Peninsula Fine Arts Museum	Newport News	596-8175
Royal London Wax Museum	Virginia Beach	425-3823
Hampton University Museum	Hampton	727-5308
Historical Sites:		
Colonial Williamsburg	Williamsburg	447-8679
Yorktown Battlefields	Yorktown	898-3400
Yorktown Victory Center	Yorktown	887-1776
Jamestown Settlement	Jamestown	253-7301
Jamestown Island	Jamestown	229-1733
Fort Wool	Fort Wool	722-9102
Fort Monroe	Fort Monroe	850-8960
Parks, Camping, Beaches:		
Cape Henry Inn	Fort Story	422-8818
Newport News Park	Newport News	888-3333
Buckroe Beach	Hampton	850-5116
Yorktown Beach		N/A
Virginia Beach		N/A
Deer Park	Newport News	591-4848
Huntington Park	Newport News	928-6921
Millpoint Park	Hampton	850-5116
Grandview Fishing Pier	Hampton	850-5116
James River Fishing Pier	Newport News	247-0364
Cruises:		
Harbor Tours	Norfolk	393-4735
New Spirit Cruise	Norfolk	625-1748
Fort Wool Cruise	Fort Wool	722-9102
Wartons Wharf Harbor Cruise	Newport News	245-1533
Sports:		
Langley Speedway	Hampton	865-1000
Virginia Pilots Baseball	Hampton	244-2255

Employment Readiness & Assistance Program maintains up to date job bank consisting of employment opportunities with private sector businesses and government listings including federal job opportunities and nonappropriated fund vacancies. A representative from the Virginia Employment Commission is located in the same office. For information, call 878-3638 or 878-0906.

Equal Employment Opportunity (EEO) Office

Building 2733 Phone: 878-5325/3727

The Equal Employment Opportunity (EEO) Office is located in Building 2733 Madison Avenue. It develops local policies and programs implementing Executive Orders, EEO Commission Directives and Department of the Army and TRADOC regulations.

Department of the Army employees, NAF employees and applicants for employment on Fort Eustis and Fort Story who believe they have been discriminated against are eligible for assistance through the EEO.

Services include:

- † Developing, publishing and maintaining the USATCFE EEO Affirmative Action Plan.
- † Reviewing complaints, conducting inquiries, analyzing imbalances in employment patterns, inequitable management practices and discrimination, and recommending corrective actions.
- † Monitoring the EEO program within the Command and maintaining liaison with employee union officials, special interest groups and community leaders.
- † Supervising and furnishing technical guidance to the USATCFE EEO, counselors, Hispanic Employment Program Manager and Federal Women's Program Manager.

Equal Opportunity Office (Military)

Building 2733 Phone: 878-0021

The Military EO is located in Building 2733, Madison Avenue. It ensures fair treatment of all soldiers based solely on merit, fitness, capability and potential which supports readiness.

Services Include:

- † Advising and assisting Commanders and other staff members on equal opportunity matters.
- † Assisting Commanders in developing and supervising the Command Equal Opportunity Program.
- † Maintaining liaison with off-post agencies and civic organizations on equal opportunity matters, as required.
- † Performing assistance visits and inspections, as required.
- † Processes equal opportunity complaints.

The services provided by this office are available to active duty soldiers and their family members. Operating hours are Monday through Friday, 0730-1630. For information, call 878-0021.

The Ten Commandments of Job Hunting

1. Thou shalt NOT be a know-it-all.....nor a slouch.
2. Thou shalt be clean of body and of appropriate dress.
3. Thou shalt have no other pals along.
4. Thou shalt NOT bad-mouth persons or places past.
5. Thou shalt NOT smoke or chew gum.
6. Thou shalt speak and act as if thou hadst learned good manners at home. (Do this in remembrance of Mom.)
7. Thou shalt NOT be greedy. (Perhaps thou art not worth \$5.00 an hour.)
8. Thou shalt be willing to start at the bottom and work thy way up.
9. Thou shalt wear shined shoes.
10. Above all, Thou shalt be courteous, realizing full well that an employer too, is human; like thee, he needs to feel accepted.

Developed by: Raymond A. Wasil
Director, Job Placement Dept.
Akron-Summit County Public Schools

PRE-SEPARATION AND TRANSITION SERVICES

ARMY CAREER AND ALUMNI PROGRAM (ACAP)
Building 601 Hines Circle Room 107 Phone: 878-4955
Operating hours are Monday-Friday 0800-1130 & 1230-1630

ACAP MISSION

The ACAP Mission is to provide timely and effective transition assistance to all DOD personnel and their family members. Transition assistance includes those activities needed to help transitioners succeed in their transition from the federal environment to the next stage of their career. Public law requires that all transitioning service members receive a Pre-separation Briefing at least 90 days and preferably 180 days prior to separation. For those individuals that are retiring, it is recommended they start the program up to 18 months prior to retirement. Commanders should refer all involuntary discharge cases immediately to ACAP.

FUNCTIONS

ACAP Centers prepare transitioners for success by providing the following services:

- Preseparation briefings, counseling, and referrals

US Army Transportation Museum

Building 300 Phone: 878-1183

The Transportation Museum is located in Building 300, on Washington Boulevard (outbound). Operating hours are Tues - Sun 0900-1630 (closed Mondays), except Federal holidays (not including Memorial Day, July 4th and Labor Day). Admission is free.

The US Army Transportation museum at Fort Eustis is the only one in the United States devoted entirely to the history of military transportation. Nearly 100 vehicles, amphibians, aircraft, rail equipment and experimental craft can be seen in the vehicle park, marine park and aircraft pavilion adjoining the museum. The facility includes an 80-seat auditorium, mini-theatre, temporary display gallery and exhibits covering the transportation activities of wheeled vehicles, railroads, aircraft, boats and ships. Audiovisual programs highlight the activities, the Red Ball Express and Experimental Vehicles. A research library is also available.

The Museum Gift Shop has a large selection of transportation related items ranging from Regimental and Corps emblazoned jewelry, flags and clothing to novelty and souvenir items associated with aviation, railroading, trucking and boating.

Off Post Recreation

Outdoor Recreation

Fort Story Travel Camp

Building 828 Phone: 422-7601

The Fort Story Travel Camp has 27 campsites available from April to mid-November. Campsites rent on a per-day basis and reservations are accepted up to 60 days in advance. In addition to campsites, the Travel Camp rents one-room cabins with heat and air conditioning, and fully-equipped mobile homes. Cabins have three bedrooms, a bath and a half and will accommodate up to seven persons. Reservations may be made up to 60 days in advance.

The Travel Camp also has rental equipment. Basic items for rent include: tents, pop-up trailers, ice chests, lanterns and fishing rods.

Things To Do and Places To See

Name	Location	Phone
Theme Parks:		
Busch Gardens	Williamsburg	253-3350
Kings Dominion	Richmond	876-5189/5562
Water Country USA	Williamsburg	229-1500
Ocean Breeze	Virginia Beach	422-9567

available for special events 7 days a week, call to make reservation. They also provide a catering service for parties and picnics. Be sure to enjoy the deck overlooking Lake Eustis.

MWR Marketing and Commercial Sponsorship

Building 671 Phone: 878-2716 / 4430 / 2602 / 3329 Fax: 878-4396

Marketing - traditionally the process of “selling” goods and services. Marketing for Army Morale, Welfare and Recreation (MWR) follows traditional Marketing concepts as applied to service industries.

This Department provides a platform from which to share market information, information about our customers, central studies and tools to assist the local Commander and MWR Program Managers.

It is a one-stop shop for a majority of your printing and advertising needs. As well as the hub of special event planning.

Officer and Civilian Spouses Club (OCSC)

The Officer and Civilian Spouses Club meets the first Thursday of each month. All officers’ wives (commissioned, warrant or retired) are eligible for membership, as well as active duty female officers, and wives of DA civilians, GS-7 and above. Wives of TOBC and TOAC students assigned to Fort Eustis are provided a courtesy membership. Annual dues for all others is \$10. Each month a different activity is planned and functions are alternated between daytime and evenings to accommodate as many ladies as possible. For information on OCSC, write to: OCSC, P0 Box 4108, Fort Eustis, Virginia 23604.

Various activities include:

- ‡ Special Guest Speakers.
- ‡ Craft Classes.
- ‡ Bingo.
- ‡ Fund Raisers.
- ‡ Yearly Joint Service Luncheon.
- ‡ Annual Christmas Silent Auction.

The Consignment Shop

Building 671 Phone: 887-0190

The OCSC runs the Consignment Shop at Building 671 and is open Tuesday and Wednesday 0930-1330 (consignments until 1300). The shop is staffed with volunteers from the OCSC.

- Job assistance workshops, counseling, and resources
- Assistance in securing and using the Verification of Military Experience and Training (VMET) document (DD Form 2586)

ACAP PROCESS

The ACAP Process is a carefully designed series of services that inform and assist transitioners in securing the help they need to transition successfully.

- Military Transitioners - the process begins with mandatory attendance at a pre-separation briefing. During this briefing, attendees learn about their career options and transition benefits and the services available to assist them. Some of those services are provided by the ACAP Center, while the other services are provided by other installation service providers.
- Civilian employees whose jobs are being eliminated are normally referred to the ACAP Center by the Civilian Personnel Office or other command representative. The ACAP Center helps civilian employees to identify and schedule needed services through transition counseling.
- Transitioning Family members are referred to the ACAP Center by their sponsors and receive transition counseling and employment assistance that focuses on their unique needs.
- All transitioners are provided access to the full range of ACAP services to include comprehensive job assistance services using state-of-the-art automation programs, workshops, job assistance counseling, and a wide range of in-center resources such as job fair information and job advertisements.

PRE-SEPARATION

ACAP provides a wide range of services designed to make transition an easy and successful experience. The key to transition success is knowledge of those services and a firm understanding of how to use them. All transitioning soldiers are required to visit the ACAP Center prior to departing the Army. Military personnel begin to receive pre-separation services by attending a mandatory pre-separation briefing no less than 90 days prior to separation. During that briefing, they learn about their benefits and rights, as well as the services that are available. During the briefing, soldiers are introduced to the DD Form 2648 “Pre-separation Counseling Checklist” and assisted in its completion. This form helps soldiers to identify their needs and develop a personal plan for securing the help to meet those needs.

LEGAL AFFAIRS / PROVOST MARSHAL

Important Legal Information Last Will and Testament

The Fort Eustis Legal Assistance Office provides assistance in preparing Wills for soldiers and their spouses, free of charge. It is advantageous for everyone to have a Will. It is the only “legal” way to designate who will get an individual’s property after his or her death. This cannot be accomplished with a Power of Attorney. A Will should state who will be the person to settle the estate (the executor or executrix) and a guardian should be named for surviving children.

Powers of Attorney

A Power of Attorney is a document which allows another person to act as one’s agent. A General Power of Attorney lets a designated person do anything one might do his or herself, such as buy a car, or cash a paycheck. A Special Power of Attorney gives a designated person limited power to do one or more specific things. For example, it may give someone the authority to register a car for the owner in his or her absence. A Legal Assistance Officer can help prepare a Power of Attorney and assist individuals in determining when one is actually needed. Soldiers who believe they may need a Power of Attorney in case of deployment, should have one prepared but leave it unsigned until they are mobilized. Powers of Attorney should always include an expiration date, preferably for the shortest period of time for which it may be needed. A Limited Power of Attorney should be used whenever possible. A Power of Attorney expires upon the death of the individual authorizing it or the death of the person to whom it was designated.

Divorce and Separation

In Virginia, a divorce can be obtained when the parties have lived apart, and without cohabitation for a period of 1 year or more. This separation does not require a written separation agreement. However, when the parties have entered into a separation agreement, and there are no minor children, a divorce may be decreed on application if and when the husband and wife have lived apart, and without cohabitation or interruption for 6 months.

A written separation agreement, however, may be a very valuable document in settling differences over such matters as division of property, custody of children or support. A written separation agreement is not valid in the state of Virginia unless both parties have signed it. It is not required to have such agreements notarized but it is strongly recommended.

A divorce from “bed and board” (a mensa et thorn), may be decreed for cruelty, reasonable apprehension of bodily harm and willful desertion or abandonment. A divorce from the “bonds of matrimony”, may be decreed for:

☹ Adultery.

A friendly, professional staff is on hand to assist with catered parties, receptions and other functions. Membership is open to authorized military personnel (active duty and retired, WOC, and ROTC), their family members and guests, and DA civilians, GS-7/UA-7 and above or equivalent. For information on membership, services, call 878-5700. **The Club is closed on Mondays.**

Outdoor Recreation Center

Building 828 Phone: 878-2610/2259/2565

The Fort Eustis Outdoor Recreation Center is located in Building 828, behind 7th Transportation Group Headquarters on Kells Drive. The rental office is currently open from 0900 -1700 Monday through Saturday.

The ODR has a rental program that is second to none. It currently rents 12 RV’s which are fully equipped, 2 pull behind cubs which have all the amenities that the RVs have and Pop Ups which have air conditioning and heat. Speed boats for water skiing and fishing boats (Privateers, Bass boats) that have the fishing permits affixed to boat. We also rent gas and charcoal grills, fill propane tanks, log splitters, canopies, canoes, kayaks, Jon boats w/trolling motors, dunking booths and much more. The ODR also is responsible for selling hunting permits and maintain the hunting stands and hunting safety classes, garden plots and board horses at the stables. During the summer months we have boats ready in the water at Warwick pier, boats to water ski, fish and a pontoon for your enjoyment. While at the ODR you can also rent paddle boats and, Jon boats and canoes located already in the beautiful Lake Eustis.

We offer outdoor adventure training and set up all types of recreational trips that can be requested. The ODR is responsible for all picnic areas on Fort Eustis and must be reserved .

Also available are 5 beautiful log cabins and a RV travel camp. Reservations are taken 1 year in advance. There is a country store to offer all your camping needs and souvenirs.

The Mini Park located on Lee Blvd offers a world class Go Cart track, a challenging Miniature Golf course, batting cages, paint ball and a wonderful snack bar. Call 878-5883 to book special events such as birthday parties, unit organization days, etc.

The ODR has a full service Bar and Grill. The snack bar is open for a full breakfast from 0700 till 1030 and a full lunch menu from 1100- 1330 Monday - Friday. We offer a Breakfast and Lunch buffet every Tuesday and Wednesday. Breakfast buffet from 0700 - 1000 and Lunch buffet from 1100 - 1300. We have a fully stocked Bar that is open from 1600 till 2130 Monday -Friday. The restaurant and Bar are

- ⊙ Driving Range.
- ⊙ Pro Shop.
- ⊙ Snack Bar.

The Pro Shop offers a wide selection of resale items to include golf clubs, bags and sport clothing. Special orders are taken for shoes, clubs and golf bags.

Lessons are available for juniors (ages 10-18), individual adults and adult groups. For lesson rates, contact the Pro Shop. Membership fees at the Pines Golf Course vary according to rank. Daily greens fees for nonmembers are divided into different rates for authorized patrons and guests.

Rental equipment includes motorized carts, pull carts and clubs. Members may rent lockers on a monthly basis.

The Snack Bar offers a full-service menu. Breakfast is served 0700-1030. A wide range of home cooked food is prepared at the grill, 1030-1700. A variety of fast foods are available until 1900.

The Pines Golf Course sponsors various tournaments and special events throughout the year.

The Fort Eustis Club
Building 2123 Phone: 878-5700

The Fort Eustis Club serves as an excellent facility for dining, dancing and socializing. The menu includes regional/seasonal foods. Hours and services as listed below (subject to change):

	HOURS	
Office	Tues-Fri	0800-1700
Catering	Tues-Fri	1000-1700
Barbershop	Tues-Fri	0900-1730
(878-1845)	Sat	1000-1400
Lunch Buffet	Tues-Fri	1130-1300
Snack Bar	Tues-Thurs	1800-2100
	Fri	1800-2200
Bingo	Weds	1900
	Sun	1400
Wheelhouse	Tues & Thurs	1600-2200
	Weds	1600-2300
	Fri	1600-0100
	Sat	2100-0200
	Sun & Mon	(Closed)

- ⊙ Willful desertion or abandonment.
- ⊙ Cruelty.
- ⊙ Reasonable apprehension of bodily harm.
- ⊙ Where either of the parties, before marriage, are convicted of a felony, sentenced and confined for more than 1 year.
- ⊙ Uninterrupted separation, where husband and wife have remained apart without cohabitation, for 1 year or more.

Common Law Marriage

In some states, when a man and a woman live together as husband and wife, they may be considered legally married even though they have never been through a marriage ceremony. Virginia does not recognize such “common law” marriages if they occur within the state of Virginia. However, the state of Virginia recognizes a “common law” marriage if it initiated in another state where it is considered legal.

Leases

Whenever property is rented, there should always be a written lease. A lease allows a person to know, in writing, when their rent is due, when their term expires, where their security deposit is kept and so on. Military personnel should request that a military clause be included in their lease. This allows the lease to be broken in the event that the soldier and his or her family are reassigned to another installation. Any other promises by the landlord or tenant should be put in writing as well, in order for them to be binding. An oral agreement to rent is legally binding if the landlord has accepted rent or occupancy of the dwelling by the tenant. An oral agreement to provide a service, however, is not a part of the verbal rental agreement and cannot be easily enforced, unless it is put in writing and is signed by both parties.

Taxes

Military personnel and their family members are liable for federal taxes. In addition, they are also liable for state income taxes in the state where they legally reside. The legal residence of a soldier is the place where he or she intends to reside indefinitely. Such a place is called a “legal residence” or “domicile”. Domicile is established by one’s actions, such as registering to vote in a particular state or receiving “instate” tuition from a college or university. No one is ever without a legal residence and no one may have two such residences at the same time. Whenever a new “legal residence” is established, the old one expires. Military personnel who reside in a state where there is no income tax are exempt from paying state taxes. Some states make military personnel fully liable for income taxes, regardless of where they are stationed. Other states may require family members, earning income in the state which their sponsor is assigned, to file an additional state income tax return there. Soldiers may check their withholding statement (W-4 Form) or block 25 of their LES to see whether they are being taxed by their legal state of residence.

A legal assistance officer is available to answer questions regarding liability of state income taxes, where to vote and where and when “instate” tuition can be claimed.

Door-To-Door Sales

A door-to-door sale is one that takes place anywhere other than the store or place of business of the seller. When a product is purchased from a door-to-door salesperson, it must be stated, in writing, that the buyer has 3 business days in which to change their mind about the purchase. If the buyer decides to cancel the contract, he or she must do so in writing, and send a copy of the cancellation to the company selling the product. It is advised that a copy of the cancellation also be kept by the consumer. Door-to-door sales are prohibited on Fort Eustis. Anyone coming in contact with a door-to-door salesperson on post, should notify the Provost Marshal’s Office.

Consumer Protection Act

Virginia law forbids “unfair and deceptive trade practices”, and gives the consumer important rights in dealing with merchants who engage in such practices. If you win a case against a merchant who engages in such practices, you may be awarded attorney fees, in addition to actual damages, or \$100, whichever is greater.

Small Claims Court

Whenever individuals decide to file a lawsuit where damages equal \$7,000 or less, they may do so without a lawyer, in the General District Court, Civil Division. They must file suit in the city or county where the defendant (the person whom they are suing) resides, and a small filing fee is required. The Clerk’s Office has standard forms to fill out for most claims filed in General District Court.

Important Documents and Information for Spouses

It is very important for military spouses to have certain documents in their possession. If it becomes necessary to take full responsibility for the family for any reason, they will be able to do so without much trouble. The sponsor should have most of the information. The hours spent going over this information saves time later on. It is advised that these documents be maintained in a place where they are accessible at all times. Military spouses should possess the following:

- Marriage Certificate
- Birth Certificates of all family members
- Shot Records (up-to-date) of all family members, including pets
- Citizenship Papers, if any
- Adoption Papers, if any
- Passports, if any
- Armed Forces Identification Cards for all family members (10-years-old and older)

Auto Craft Shop

Building 660 Phone: 878-5440

The Auto Craft Shop is located in Building 660, off of Jackson Avenue. It has 22 inner-service bays and a welding machine shop. Anything from minor tune-ups to engine and transmission rebuilding can be performed. State inspections are done Monday through Saturday, no appointment needed. There is also a 5-bay Car Wash on site. Qualification classes are conducted weekly for persons wishing to use the facility. The Auto Craft Shop is open Wednesday through Friday 1200 - 1800 and Saturday and Sunday, 1000-1700.

Bowling Center

Building 675 Phone: 878-5482

The Fort Eustis Bowling Center is located in Building 675, on Dickman Street, next to Anderson Field House. The Bowling Center is open on Monday 1100 - 1400, Tuesday through Thursday 1030 - 2200, Friday 1030 - 0100, Saturday 1100 - 0100 and Sunday 1200 - 2200. The Bowling Center has 24 lanes, a pro shop, a full service snack bar, an amusement room, ball drilling and plugging service, ball cleaning machine, and shoe/locker rentals. After completing a recent renovation project, the Bowling Center now has all new bowling lanes, a lounge offering food and beverages, and AMF computerized scoring.

League bowling is a very popular activity on post. The center offers a wide variety of leagues to include men’s, women’s, mixed and juniors. League bowling is active year- round on Fort Eustis.

Throughout the year, special activities and programs are offered such as: “Rock-N Bowl,” children’s “All Day Bumper Bowl,” and other seasonal specials. House jackpots are available during open bowling and league bowling. The Bowling Center also offers birthday party specials.

Located within the Bowling Center is a full-service snack bar, offering daily lunch specials. The menu includes chili, hot dogs, hamburgers, salads, soup, sandwiches and much more. A catering service is available, with advance notice.

The Pines Golf Course

Building 3501 Phone: 878-2965 / 2252

The Pines Golf Course is located in Building 3501, adjacent to Mulberry Island Road and Felker Army Airfield. The Pines consists of:

- ⊙ 18-hole Course (par 72).
- ⊙ 9-hole Course
- ⊙ Putting Green.
- ⊙ Pitching Green.

camera operation and darkroom techniques. Qualification cards are required to use the darkroom. For information, call 878-3285.

Fort Eustis Aquatic Center

Building 641 Phone 878-1090 / 1091

The Ft. Eustis Aquatic Center is located in Bldg 641 on Tyler Ave (behind Anderson Field House).

Hours of Operation (Winter):

Adventure Pool / Snack Bar (M-W-F) 1600 - 1945, (Sat) 1200 - 1945, and (Sun) 1300 - 1745

Lap Pool / Fitness Room (M-F) 0630 - 1945, (Sat) 0800 - 1945, and (Sun) 1300 - 1745

Hours of Operations (Summer):

Adventure Pool / Snack Bar (M-S) 1200 - 1945 and (Sun) 1300 - 1745

Lap Pool / Fitness Room (M-F) 0630 - 1945, (Sat) 0800 - 1945, and (Sun) 1300 - 1745

Daily admission cost is \$3.00 for Military and \$4.00 for civilians. Monthly memberships are available and are priced according to rank and/or military affiliation.

The Adventure Pool is a 55,000 gallon pool with a 30 ft. tall slide, miniature lazy river, vortex pool and cascading raindrop. Heated to 84 - 86 degrees. Depth varies from 0' to 3' 6".

The Lap Pool is a 300,000 gallon pool with 11 lanes. The pool measures 25 yards x 25 meters. Heated to 82 degrees. Depth varies from 0' to 9'. Lifeguards are on duty at all times.

Fort Eustis BOSS Program

Building 601 Room 112 Phone: 878-1046

Better Opportunities for Single Soldiers

BOSS is a three pillar volunteer program which consist of community service, recreation, leisure and quality of life. BOSS activities include trips to ski resorts and amusement parks. The program does volunteer work for the community and allows soldiers to address quality of life issues they must deal with day in and day out.

The program is open to all single soldiers, single parents and geographical bachelors. If you have any questions or comments on upcoming events or activities, please feel free to stop by the BOSS office or e-mail at BOSS @EUSTIS.ARMY.MIL.

- ☛ Sponsor's Social Security Number
- ☛ All government and civilian insurance policies or a list of companies, policy numbers, types of insurance, local and out-of-town addresses and telephone numbers of the companies, whenever possible
- ☛ Sponsor's last LES
- ☛ Power of Attorney (several copies)
- ☛ Copies of both, husband's and wife's Wills
- ☛ Nine copies of sponsor's TDY to PCS orders
- ☛ Current addresses and telephone numbers of all immediate family members

Planning for your Sponsor's Absence

To prepare a family for separation, certain precautions should be taken. The following are some suggestions:

- Know the various financial obligations the family has and budget accordingly. Keep a calendar of the upcoming year, under each month, list what must be done. ACS has financial counselors to assist in budget planning.
- Know how you are going to receive financial support. Do you have an allotment? Does your sponsor have direct deposit? Can you draw on that account? Is your sponsor's military paycheck sent to the unit? If so, do you have a Power of Attorney to cash it?
- Know what security precautions you should take. The Fort Eustis Military Police have many suggestions on crime prevention, as does the Newport News City Police Department.

Provost Marshal/Military Police (MP)

Building 648 Phone: 878-4555 (Emergency) 911

Armed Forces Disciplinary Control Board Representative provides assistance with problems affecting health, welfare, morale, or discipline of members of the Armed Forces, caused by unethical, unfair or discriminatory treatment by businesses, individuals, or establishments in the civilian community. For information, call 878-4551.

Civil Liaison provides assistance when dealing with civil police courts. For information, call 878-4551.

Crime Prevention provides guidance on marking valuables for identification and provides general guidance on crime prevention and security measures of the home. For information, call 878-3661. The MP Desk provides police patrols and schedules quarters security checks while occupants are away. To report a crime, request assistance or report lost or found property, call 878-4555.

Game Warden provides information on local, state and federal laws governing hunting, fishing and boating. For information, call 878-4556.

Registration Office. Register firearms in Building 648, Customer Service. For information, call 878-2948 / 4551.

Traffic Office investigates traffic accidents. To report a traffic accident, call 878-3831 / 3806.

Customer Service Hours:

Monday - Friday	0800 - 0900
	1230 - 1530

Traffic Safety

Installation Traffic Enforcement. Vehicle accidents occurring on Fort Eustis should be reported immediately to the Military Police. Vehicles and occupants must remain at the scene of the accident until released by the Military Police, unless injuries require immediate medical attention.

The authorized speed limit on Fort Eustis is 30 MPH, unless otherwise noted. The speed limit when passing troops in formation is 10 MPH. All persons driving or riding in a vehicle on Fort Eustis are required to use seatbelts. Virginia State Law requires the use of a restraining device for all children under the age of 4. Children less than 4-years-old who weigh more than 40 pounds may be restrained by standard equipped vehicle seatbelts.

When operating or riding a motorcycle on or off post, soldiers assigned to Fort Eustis are required to wear the following items:

- ▶▶ Fastened helmet with safety shield or goggles.
- ▶▶ Full-fingered gloves.
- ▶▶ Long sleeve shirt or jacket.
- ▶▶ Hard sole leather shoes.
- ▶▶ High visibility reflective vest.

Failure to comply with the above is a violation of Article 92, UCMJ, and may result in disciplinary action.

RECREATION

Morale, Welfare, and Recreation

MWR Community Recreation Center

Building 671 Phone: 878-3694.

The MWR Community Recreation Center is located in Building 671. Operating hours are Monday thru Saturday 0900 - 2100 and Sunday 1200 - 1700. The Center provides a wide range of social, leisure and recreational services to include:

- ⊕ Billiards & Ping Pong
- ⊕ Foosball
- ⊕ Board Games
- ⊕ Air Hockey
- ⊕ Cyberzone Cafe
- ⊕ Batting Cage Simulator
- ⊕ T-shirt Shop / Frame Shop / Engraving
- ⊕ Movie Rentals
- ⊕ Ticket Sales
- ⊕ Equipment checkout desk, offering numerous games and equipment for use within the facility.

Some of the discount tickets available include:

- ⊕ Busch Gardens
- ⊕ Water Country USA
- ⊕ Kings Dominion
- ⊕ Jamestown / Yorktown
- ⊕ Virginia Air & Space Center
- ⊕ Virginia Marine Science Museum
- ⊕ Movie Theaters
- ⊕ Rosie Rumpel's Regal Dumpe
- ⊕ Walt Disney World
- ⊕ Universal Studios
- ⊕ Six Flags America
- ⊕ Sea World
- ⊕ Nauticus
- ⊕ Motor World
- ⊕ Spirit of Norfolk

The **T-Shirt/Plaque Printing Shop** customizes T-Shirts, hats and other clothing items. It also customizes plaques or special gifts with a heat transfer process or engraving. The Photography Lab has facilities for black and white film developing and printing, slide developing and photo copying. Classes are available on

- ☑ Customer service hours are Monday through Friday, 0800-1600, however, money will not be issued after 1530 each day. This office is closed Wednesday, 1100-1530 for training. For information, call 878-2063.

TDY and Return Personnel

TDY and return personnel in/outprocess at the Finance and Accounting Office 662, as required.

TOAC and TOBC Student Officers
 ANCOC and BNCOC Personnel
 and
 TDY Personnel to the NCO Academy

All persons listed above inprocess as a group after arriving to their respective schools.

Financial Institutions

1st Advantage Federal Credit Union

Building 1317 Phone: 877-2444

The Credit Union is located on Patton Avenue across from the PX parking lot. Members of the Credit Union are offered a wide variety of services to include:

- Free Financial Counseling
- Money Orders and Travelers Cheques for a Nominal Fee
- Variety of Simple Interest Loans
- VISA Accounts With No Annual Fees

The Credit Union has four Exchange Machine (ATM) locations which are available 24 hours a day. These machines allow members to deposit or withdraw funds to or from their accounts, even after regular office hours. All accounts are insured through FSLIC. Operating hours are Monday through Friday 0900-1700 and Saturday 0900-1300. The Credit Union remains open until 1800 on military paydays.

Bank of America

Building 1327 Phone: 887-7840 Fax: 887-7842

Bank of America is located on Patton Avenue and Walker Street. Bank of America offers a full range of financial services. The Automated Teller Machine is available 24 hours a day to Bank of America customers. Information on services is available through the Fort Eustis Branch. All accounts are insured by FDIC.

Bank operating and drive-thru hours are Monday through Friday 0900 - 1700. Closed on Saturdays. Toll free customer service number is 1-800-445-3115.

Individual runners and joggers must stay on the left edge of the roadway, facing traffic, and yield right-of-way to approaching vehicles. Wearing earphones while running or jogging on roadways is prohibited on Fort Eustis. Roller skates and skateboards are prohibited on streets and areas with pedestrian traffic, such as the PX or Hospital. All terrain vehicles (ATV), including 3-and 4-wheelers, are prohibited on Fort Eustis.



Office of the Staff Judge Advocate

Legal Assistance Office (LAO)

Building 2732 Phone: 878-3217/3031

The Legal Assistance Office (LAO) is located in Building 2732, Madison Avenue. Operating hours are Monday through Friday, 0800-1600, by appointment only. Hours for Powers of Attorney and Notary Service are as follows:

Monday	Tuesday	Wednesday	Thursday
1030-1330	1130-1400	1030-1330	1030-1300

The LAO advises and assists soldiers and their family members with personal legal matters. Services include advising and assisting with Wills, domestic relations, non support, notarizations, consumer protection, taxes, bills of sale and Powers of Attorney

Note:

- ❶ Legal advice is not given over the telephone.
- ❶ Persons with a problem (determined to be an emergency) have priority.
- ❶ Problems involving military, administrative or criminal matters and complaints against military personnel are referred to the appropriate agency.
- ❶ Classes on personal legal matters and preventive law can be scheduled for individual units on a first-come-first serve basis. For information, call 878-3217/ 3031.

Legal Assistance cannot:

- ❶ Represent a client in civilian courts.
- ❶ Assist with an individual's outside commercial ventures.
- ❶ Draft complicated trust agreements or conduct in-depth estate planning.

Inspector General (IG)

Building 2783 Phone: 878-4844/4308

The Office of the Inspector General (IG) is located across from Hunter Hall, in Building 2783, Madison Avenue. The services provided by this office are available to soldiers (active duty and retired), their family members and civilian personnel assigned to Fort Eustis, Fort Story and the US Army Element School of Music.

Services include:

- ☞ Conducting inspections of activities assigned to Fort Eustis and Fort Story
- ☞ Investigating areas involving performance of mission, discipline, efficiency and economy.
- ☞ Conducting surveys and studies, and preparing reports as directed by the Commander or by regulation.

Soldiers are urged to use their chain of command before visiting the IG however, this is not mandatory. The IG advises and assists persons regarding problems or concerns that may negatively affect the morale or welfare of an individual or the installation as a whole.

Adjutant General Personnel Actions

Complaints

Building 662 Phone: 878-4488

This office supervises Personnel Service Center (PSC) operations and processes customer complaints. All Fort Eustis personnel are eligible for assistance. Operating hours are Monday through Friday 0730-1630; Wednesday, closed 0800-1300, for training.

Adjutant General Personnel Plans and Actions

Casualty/Mortuary Affairs

Building 662 Phone: 878-4488

This office reports casualties, to include notifying the next of kin and appoints a Survival Assistance Officer. Operating hours are Monday through Friday, 0730-1630.

Adjutant General Transition Point

Building 662, Room 218 Phone: 878-5539/4406

This office processes officer and enlisted separations, relief from active duty and retirements, including student reserve and National Guard. Operating hours are Monday through Friday, 0730-1630.

Customer service hours are Monday through Friday, 0800-1600. Money will not be issued after 1530. Telephone hours are Monday through Friday, 0730-1630. This office is closed Wednesday, 0800-1100, for training. All questions regarding pay problems should be directed to this office.

Finance

Inprocessing/Outprocessing

Building 662 Phone: 878-0953

Permanent Party Soldiers

Permanent Party Soldiers who are in/outprocessing finance, are serviced by this office, Building 601, Room 107A.

Facts:

- ☑ Required military pay and travel pay for permanent party soldiers and their family members are issued at the time of inprocessing.
- ☑ All permanent party soldiers (in/outprocessing), receive military pay, travel pay and cashier services from this office.
- ☑ Required documents include one completed travel claim (DD Form 1351-2) and four copies of orders, if TDY en route. Receipts for lodging, rental cars, registration fees and any item of expense in excess of \$25 are also required.
- ☑ Out processing is by appointment only. Appointments are scheduled through the soldier's Battalion Personnel Actions Center (PAC), not less than 10 work days before his or her departure.
- ☑ Authorized dislocation allowance, travel and per diem for family members are arranged at the time the soldier outprocesses.

AIT Students

All AIT students inprocess at the Brigade classroom, Building 1005.

Facts:

- ☑ Students prepare documents for military pay and travel with the assistance of Finance and Accounting personnel. Completed documents are then forwarded to the Finance and Accounting Office, Building 662, for processing.
- ☑ Outprocessing is performed in Building 662. An appointment is not necessary.

Administrative Office

The AAFES Administrative and Employment Office is open 0730 - 1600 Monday through Friday. The Office General Manager can be reached at 887-2740/2741. The Employment Office (887-2742/2743) accepts employment applications from 0800 - 1100 and from 1400 - 1500 Monday through Thursday.

AAFES Car Care Center

The Car Care Center is located at the corner of Washington Boulevard and Jackson Avenue in Building 1380 (887-0392). It features gasoline and tire service, oil changes and batteries. The pumps are open 0630 - 2000 Monday through Friday; 0800 - 1800 Saturday, and 0900 - 1700 Sunday. The retail shop is open 0630 - 2000 Monday through Friday; 0800 - 1600 Saturday and 0900 - 1700 on Sunday. The Service Bays are open 0630 - 1630 Monday through Friday; 0800 - 1600 on Saturday and closed on Sunday.

Dunkin Donuts, Laundry Dry Cleaning, Car Rental

Dunkin Donuts, Laundry Dry Cleaning and Car Rental are adjacent to the Commissary in building 1527. This facility includes convenient drive-up parking, a dining area for Dunkin Donuts and the AAFES Administrative and Employment Office.

Dunkin Donuts (887-3732) is open 0600 - 1800 Monday - Wednesday, Friday-Saturday; 0600 - 2000 on Thursday and 0700 - 1800 on Sunday.

The Laundry Dry Cleaning Facility (887-1149) is open 0800 - 1900 Monday through Friday; 0900 - 1700 on Saturday and closed on Sunday.

Car Rental (888-3292) is open 0800 - 1800 Monday-Friday; 0900 - 1200 Saturday and closed Sunday.

FINANCE

Finance and Accounting Division

Building 662 Military Pay 878-2526/5201

Travel Pay 878-5537/2063

The Finance and Accounting Office, Building 662, provides assistance and information on military pay and travel pay. All persons are serviced at this location, except for permanent party soldiers who are in/outprocessing.

Applications for Direct Appointments

Building 662 Phone: 878-3917

This office processes Officer Candidate School, Warrant Officer and Direct Regular Army Appointments, Monday through Friday, 0730-1630.

Compassionate Reassignment

Building 662 Room 300 878-4488

This office provides guidance, identifies problems and advises individuals of documents required. Operating hours are Monday through Friday, 0730-1630.

Officer Actions

Building 662 Phone 878-3917

This office processes officer actions. Counseling and procedural guidance is also offered. Operating hours are Monday through Friday, 0730-1630.

Personnel Actions

Building 662 Phone 878-3917

This office processes noncommissioned officer (NCO) actions and provides counseling and procedural guidance for enlisted personnel. Operating hours are Monday through Friday, 0730-1630.

Legal Name Changes

Building 662 Phone 878-2926

This office provides voting registration and assistance, makes recommendations for awards and processes legal name changes. These services are offered to active duty military (officers and enlisted) and their family members. Operating hours are Monday through Friday, 0730-1630.

Eliminations

Building 662 Phone: 878-2227

This office processes eliminations under the provisions of AR 635-200. Enlisted Personnel, Chapters 7, 8 10 and 13-16. Commanders will submit all necessary paperwork to this office.

Voting Assistance - Awards

Building 662 Phone: 878-2564

This office provides voting registration and assistance, makes recommendations for awards. Operating hours are Monday through Friday, 0730-1630.

Adjutant General Personnel Records

Building 662 (Officer) Phone: 878-3633

Building 662 (Enlisted) Phone: 878-4488

Services include:

- 📁 Maintaining military personnel records.
- 📁 Preparing photograph work orders for official Full-length photographs.
- 📁 Flagging records.
- 📁 Processing Enlisted Evaluation Reports (EER) for enlisted soldiers.
- 📁 Updating Officer Record Briefs (ORB).
- 📁 Maintaining Officer Evaluation Report rating screens and processing and/or dispatching OERs.
- 📁 Preparing board packets for Senior Enlisted Promotion and Selection Board.
- 📁 Dispatching correspondence to update official military personnel files.

Adjutant General Personnel Reassignment

Building 662, Room 110 Phone: 878-3633/4488

This office processes permanent party enlisted and officer personnel for reassignment, handles all actions pertaining to deletions and deferments. Operating hours are Mon day through Friday, 0730-1630.

Adjutant General Retirement Services

Building 662, Room 112 Phone: 878-2953

This office provides information and assistance to retired military personnel on retirement benefits and privileges. It also manages the Retirement Services Program and the Service Benefit Plan Program. Operating hours are Monday through Friday, 0730-1630.

FORT EUSTIS AND FORT STORY FIRE & EMERGENCY SERVICES DIVISION

Fire Station #1: 648 Washington Inbound Fort Eustis

Fire Station #2: 2401 Condon Road Fort Eustis

Fire Station #3: 700 Atlantic Avenue Fort Story

The Fort Eustis/Story Fire & Emergency Services number is **9-1-1** for Fire, Police, or Ambulance calls. If non-emergency assistance is needed at Fort Eustis, call **878-4281** and you will be prompted to a particular office extension or you may call our non-emergency number, **878-1008** for immediate assistance. The administration and non-emergency number for Fort Story is **422-7456**.

- ⊕ **Providers Optical:** 0900 - 2000 Monday through Saturday, and 1000 - 1600 on Sunday.
- ⊕ **Flower Shop:** 0900 - 1800 Monday through Saturday. Closed Sunday
- ⊕ **Specialty Shop:** 0900 - 2000 Monday through Saturday, and 1000 - 1700 on Sunday.
- ⊕ **Alterations:** 0900 - 1800 Monday, Wednesday, & Friday; 0900 - 2000 Tuesday & Thursday and 1000 - 1600 Saturday.

The Food Court hours are:

- ⊕ **Taco Bell:** 1030 - 2000, Monday through Saturday, 1030 - 1800 on Sunday.
- ⊕ **Anthony's:** 1030 - 1900 Monday through Saturday, 1030 - 1700 on Sunday.
- ⊕ **Robin Hood:** 1030 - 1600 Monday through Friday, 1030 - 1700 on Saturday and 1030 - 1500 on Sunday.

Mobile Food Vans

AAFES operates the Mobile Food Vans on Fort Eustis. The vans follow a scheduled route, but with advance notice, nonscheduled stops can be arranged. The vans are stocked with an assortment of hot and cold sandwiches, salads, hot dogs, hamburgers and other snack foods. The vans run Monday through Friday, 0800-1500.

Soldiers' Dining Facilities/Mess Halls

Fort Eustis has eight dining facilities for soldiers possessing meal cards. These facilities accommodate soldiers who do not receive funds for separate rations. Family members are not authorized to use these facilities, except for special occasions, such as Thanksgiving and Christmas. The Mess Halls are at the following locations:

- | | |
|-------------------------|---------------------------|
| 📍 8th Brigade | Building 2754, 1001, 1003 |
| 📍 NCO Academy | Building 2754, 1001, 1003 |
| 📍 7th Trans Group (Tm1) | Building 805 |
| 📍 Group Commander | Building 805 |

Other dining facilities can be found in the Recreation section of this book. They include:

- 📍 Bowling Center Snack Bar
- 📍 Golf Course Snack Bar
- 📍 The Fort Eustis Club
- 📍 Outdoor Recreation Snack Bar

Commissary.

The facility offers a complete range of malt beverages, keg beer, alcoholic and non-alcoholic beverages, fine wines and other related products. This facility also has a full selection of magazines and video rentals.

Military ID is required and minimum age for purchasing and/or consuming alcoholic beverages is 21 years old.

Hours are 0700 - 2200, Monday through Sunday. For more information, call 887-0882.

FOOD & DINING FACILITIES

Burger King

Building 1328, Phone: 887-1602

Burger King is located across from the commissary. It offers sandwiches, burgers, fries, beverages and more. The restaurant seats 104 people and employs 31 people. It is open 0600 - 2200 Monday through Friday; 0700 - 2200 on Saturday, and 0800 - 2130 on Sunday.

POST EXCHANGE

Building 1386 Phone: 887-0293

The Main PX shopping center is located off Washington Ave in Building 1386, and is a one-stop shopping complex. The complex features a Concession Mall, Main Exchange, Military Clothing Sales Store and Food Court. This expanded complex is the Army and Air Force Exchange System's newest concept in shopping center design. The food court includes Taco Bell, Anthony's Pizza and Robin Hood Sandwiches. The shopping center is open 0900 - 2000 Monday through Saturday and 1000 - 1800 on Sunday.

The Military Clothing Sales Store is open 0900 - 1800 Monday, Wednesday & Friday; 0900 - 2000 Tuesday and Thursday; and 1000 - 1600 Saturday.

The concessions are open as follows:

- ⊕ **GNC:** 0900 - 1600 Monday through Saturday, 1000 - 1600 on Sunday.
- ⊕ **Barber Shop:** 0900 - 2000 Monday through Friday, 0900 - 1800 on Saturday, and 1030 - 1600 on Sunday.
- ⊕ **Beauty Shop:** 0900 - 1930 Monday through Friday, 0900 - 1700 on Saturday and 1000 - 1700 on Sunday.

The Fort Eustis and Fort Story Fire and Emergency Services Divisions are ready 24 hours a day to respond to all calls requiring Fire suppression, Ambulance/Emergency Rescue or any situation where lives, property or the environment may be in jeopardy.

The Fort Eustis and Fort Story Fire & Emergency Services Divisions are committed to providing our customers with assistance in any of the following areas upon request:

- ✦ Fire prevention education programs.
- ✦ Fire extinguisher training, maintenance, and servicing.
- ✦ Fire station and fire apparatus tours.
- ✦ Fire safety evaluations of your home with smoke detector testing on Post.
- ✦ Questions answered concerning Fire Safety in the home or work place.
- ✦ Fire evacuation plans for your home.

TRANSPORTATION TRAVEL

Bus Systems

Several bus systems are available in the area to accommodate persons who do not have transportation off post or would prefer not to drive. Among them are Greyhound, Trailways and Tidewater Regional Transit (HRT). For travel within the Tidewater and Peninsula areas, Fort Eustis personnel will want to use the TRT System.

TRT provides public bus service throughout Newport News and Hampton, Monday through Saturday, 0500-2000. There are three stops on Fort Eustis: Greyhound/Trailways Station just outside the front gate; Hines Circle, across from the Consolidated Support Center; and just down from the entrance of the Transportation Museum, Washington Boulevard (outbound). Pentran also offers a special shuttle from Hines Circle, to and from the Coliseum area. The shuttle runs every hour, Friday, 1800-2400, and Saturday, 1200-2400. Fee is \$1 each way. Obtain bus schedules and information on fares at the Information, Tour and Travel (ITT) Office, Building 650.

TRT provides public bus transportation to the Norfolk, Portsmouth, Chesapeake and Virginia Beach areas. Personnel assigned to Fort Story can board TRT at the Fort Story Lighthouse. For information on fares and schedules, call the Greyhound/Trailways Station is located just outside the front gate on post. Greyhound and Trailways travel to most cities in the continental United States. For travel to a location outside the local area, call 887-2626.

Rail

Amtrak: Persons wishing to travel by rail may call the Newport News Passenger Station, 245-358 for information on fares and schedules, call 1-800-872-7245.

Taxi

Associated Cab provides service both on and off post. Patrons requiring service to locations on Fort Eustis are charged a flat rate per stop. Service to locations off-post are metered. The meter begins at the time of pickup and stops after arriving at the destination. For assistance, call 887-3322/3412.

Groome Transportation
Norfolk Airport (757) 857-1231

Rental Cars

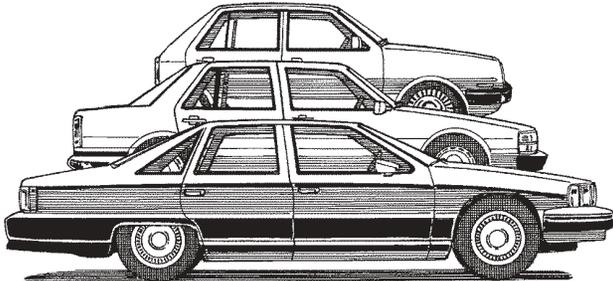
Carlson Wagonlit travel office located in building 601 helps in rental car needs from:

- Advantage
- Hertz
- ACE
- Dollar
- National
- Budget
- Avis

Requirements:

- Minimum age 21
- Valid driver's license
- Cash deposit or major credit card
- Valid military ID

Operating hours are Monday - Friday 0730-1430. For more information, call 878-5577.



compensation for their services are the gratuities they receive.

- * The Government relinquishes responsibility for items, once they have been purchased.

Army and Air Force Exchange Service (AAFES)

<u>SERVICE</u>	<u>BUILDING</u>	<u>TELEPHONE</u>
Main Retail PX	1386	887-0293
Military Clothing Sales Store	1386	887-8205
Barber Shop	1386	887-1975
Beauty Shop	1386	887-0292
Flower Shop	1386	887-0574
Optical Shop	1386	887-3054
Alteration Shop	1386	887-9446
Alltel	1386	887-1120
GNC	1386	887-8309
Specialty 1-Shirts	1386	887-5232
Food Court	1386	887-2748
• Robin Hood		
• Taco Bell		
• Anthony's Pizza		
Cleaners	1527	887-1149
Dunkin Donuts	1527	887-3732
Car Rental	1527	888-3292
Barber Shop	824	887-0244
Barrack Phone Center	824	887-0235
Thai Foods	824	887-3711
Barber Shop	705	878-5013
Bookstore (T-School)	705	887-0884
Barber Shop	650	878-4487
Launderett	1377	887-9812
Shoppette/CL6	1383	887-0882
Auto Pride	1380	887-0392
Jacobs Theater	647	878-3436
(REC)		878-2744

Shoppette and Class Six

Building 1383 Phone: 887-0882

The Shoppette and Class Six, Building 1383, sits between the Main PX and the

Shopping

Fort Eustis Commissary

Building 1382 Phone: 878-5996

The Commissary is located in Building 1382 off Washington Boulevard.

Operating Hours are:

Sunday	1000-1600
Monday	CLOSED
Tuesday	0900-1800
Wednesday	0900-1800
Thursday	0900-2000
Friday	0900-1800
Saturday	1000-1700

Important information:

- * The Commissary is a nonprofit activity. Selling prices are established at cost.
- * A surcharge is added to the total of each purchase. The surcharge was initiated to reimburse certain operating costs, to include packaging materials, utilities, equipment and maintenance.
- * Purchases may be paid for by cash or personal check and credit card. Personal checks are accepted for up to \$25 over the amount of the purchase.
- * All Commissary patrons will be appropriately dressed. Shirts and shoes are required.
- * Children under 6 years old are required to sit in the seat of the shopping cart. Children ages 6 - 9 years old and younger too large to sit in the seat of a shopping cart require strict adult supervision. (They will not be permitted to wander, wait at the entrance or be left unattended within the vicinity of the Commissary). Children 10 years old and older, possessing a valid military ID card, will be allowed admittance, with or without an adult chaperone. It is advisable to make other arrangements for children whenever possible, while shopping at the Commissary, as the facility is quite small.
- * Pets are not allowed in the Commissary.
- * Personnel who bag groceries at the Commissary are not Government employees. They work for the patrons of the Commissary and their only

Carlson Wagonlit

Unofficial Travel Building 601 Phone: 878-5577/4176

Carlson Wagonlit for official business is located in the Consolidated Support Center, Building 601, Room 104. This office supports the Transportation Office by providing travel arrangements and ticketing for official government travel. SATO Travel can make reservations for air and rail travel, as well as rental cars and hotel accommodations. Photos for passports and international driver's licenses may also be purchased through this office. Operating hours are Monday through Friday, 0730-1630.

SATO Travel Leisure Office is located in Building 601. This office assists customers with all unofficial travel and vacation planning. Arrangements for air and rail travel are available, as well as cruises, car rentals and hotel accommodations. Convention planning and group travel are also provided through this office. Operating hours are Monday through Friday, 0900-1700.

Airports

Newport News-Williamsburg International Airport is located approximately 5 miles from Fort Eustis, off Jefferson Avenue, on Bland Boulevard. The three airlines providing regularly scheduled service from this airport include:

American Airline/American Eagle	1-800-433-7300
United Express	1-800-221-6903
US Air	1-800-428-4322

Norfolk International Airport is located at Robin Hood Road and Norview Avenue, off I-64. (Take Norview exit off I-64, and follow signs) Six airlines service Norfolk International Airport. The are as follows:

American	1-800-433-7300
Delta	1-800-325-1999
United	1-800-241-6522
Northwest	1-800-225-2525
TWA	1-800-221-2000
US Air	1-800-428-4322
Info Tips	431-8800
Luggage	431-3483
Newport News/Williamsburg Airport	886-5770
Norfolk International	757-857-3200
Richmond International Airport	1-804-222-7211
Savings	431-3482
Special Needs	431-3483
Travel Tips	431-3480