

Medical Company FRG Handbook

TABLE OF CONTENTS

| | Page |
|--|------|
| What is the Family Readiness Group----- | 2 |
| How to use the Family Readiness Group Phone Roster ----- | 4 |
| Key Callers----- | 5 |
| FRG Key Callers Assistant Worksheet ----- | 6 |
| Key Callers Responsibilities----- | 8 |
| Before a Scheduled Deployment----- | 10 |
| During a Deployment----- | 11 |
| Communication During a Deployment----- | 15 |
| Homecomings ----- | 17 |
| Important Information----- | 18 |
| Emergency Phone Number ----- | 19 |
| Handling Emergencies ----- | 20 |
| Readiness Checklist----- | 22 |
| Recommended Guideline for Monthly Expenditures ----- | 23 |
| Legal/Administrative Assistance----- | 24 |
| Housing Checklist----- | 26 |
| Transportation Checklist ----- | 28 |
| Medical Checklist----- | 29 |
| Traditions, Customs, and Courtesy ----- | 30 |
| Step by Step Through a Social Situation----- | 33 |
| Other Hints----- | 35 |
| Alphabetical Listing of Service Programs and Centers ----- | 36 |

Medical Company FRG Handbook

WHAT IS A FAMILY READINESS GROUP?

Family Readiness Groups (more commonly referred to as FRGs) are a direct result from our Grenada (OPERATION URGENT FURY), Panama (OPERATION JUST CAUSE), and Southwest Asia (OPERATIONS DESERT SHIELD and DESERT STORM) experiences. Commanders of deploying units discovered that while their units were highly trained to fight, little if anything was done to train and prepare families to better cope with the stresses and unique problems that often arise during extended and often times unexpected deployment of their spouses. Some type of organization was needed within units to address this serious shortcoming in peacetime, so that in time of crisis, families would be better able to take care of themselves. The concept of the FRG was born.

The official definition of a FRG is, "AN ORGANIZATION OF FAMILY MEMBERS, VOLUNTEERS, AND SOLDIERS BELONGING TO A UNIT THAT TOGETHER PROVIDE AN AVENUE OF MUTUAL SUPPORT, ASSISTANCE AND A NETWORK OF COMMUNICATION AMONG THE FAMILY MEMBERS, THE CHAIN OF COMMAND, AND COMMUNITY RESOURCES."

FRGs are managed differently in every unit. How they are managed depends upon many things-the personality of the leaders, the number of families involved, available resources, etc. The core of the FRG is the company, for this is where the rubber meets the road. All FRGs throughout the Army share the same purpose-to SUPPORT ARMY FAMILIES.

There is no rank in the FRG. The active role of our junior enlisted and non-commissioned officer wives in our support group has been the key to our success. The FRG is not a "club" or "click". All soldiers and family members are members of the FRG.

The role you play in your FRG is your choice. You are welcome to participate as much as you would like to, or are able to. There are many projects to become involved in, each of them important in their purpose, such as communications, newsletters, hospitality, social functions, and fundraising for the FRG.

Your FRG extends a sincere invitation for you to join in, and participate. You can never have too much information, too much support or too many friends. The FRG is your opportunity for all this and more. It is an incredible feeling to be able to make a contribution to another person, to touch their lives in such a positive way, and to have the added benefit of helping your own family at the same time.

FAMILY READINESS GROUPS ARE TO:

-  Empower families to become more knowledgeable and self-reliant
-  Promote more efficient use of community resources
-  Reduce soldier and family member stress
-  Increase the soldier's ability to devote his full attention to the mission by offering reassurance that the family members have close, reliable, and friendly support
-  Care for each other
-  Provide a helping hand when needed
-  Are there to answer questions
-  Give moral support

Medical Company FRG Handbook

-  Want to establish a sense of family within the unit
-  Access information and resources to help you solve problems
-  Provide an effective way of gaining information, support, and control during deployment and other times
-  Help family members develop a more positive attitude toward themselves, the unit, the deployment, and the Army
-  Increase morale
-  Fosters increased levels of cohesion, and confidence, for family members and deployed soldiers
-  Unite other family programs designed to improve the quality of life

FAMILY READINESS GROUPS ARE NOT:

-  Part of the casualty notification service
-  A babysitting service
-  A surrogate parent
-  A social worker
-  A taxi or bus service
-  A loan agency
-  A lending service
-  A welfare agency
-  All things to all people

HOW TO USE THE FAMILY READINESS GROUP TELEPHONE ROSTER

You will be notified through the FRG Telephone Roster (Chain of Concern) of important information pertaining to the unit. The FRG Chain of concern is your primary link with the Army in the event of a deployment, and it is a means to communicate what is often very important information. Reasons to activate the Chain of Concern can range anywhere from planning unit social functions, passing on general information, passing on deployment information, homecoming information, or emergency information. It is one of the most efficient ways of getting the correct information to you in a timely manner. Sending information home through the soldier seldom ever works effectively.

Participation is not mandatory. The Chain of Concern, however, functions to keep you in-the-loop and armed with the most up-to-date information concerning the unit. More importantly, it is a means of emergency notification. All spouses, therefore, are strongly encouraged to participate by completing a Family Readiness Group Questionnaire. Ensure that the FRG leader has your current mailing address and telephone number.

If you plan to leave the area during a deployment, please contact the company FRG leader with a telephone number where you can be reached in the event of an emergency. Please do not put us in a situation where we have to search for you, or where we are unable to contact you in an emergency situation. Time is precious during the emergency notification process.

In the event of a deployment, as soon as the information becomes available, the Company Commander will notify the FRG coordinator and they will initiate the FRG communications network to get the information to you.

If you have not received a copy of the current FRG phone roster, have your spouse pick one up from the Company Commander or FRG Coordinator's office to keep near your telephone.

LET IT BE KNOWN THAT THIS ROSTER IS STRICTLY CONFIDENTIAL. It will be used for FRG purposes only, and is not be used for solicitations or mailing lists of any kind. We will ensure that outdated copies will be thoroughly destroyed whenever we receive an updated copy. Please be sure to keep your current copy secure and near your telephone.

Medical Company FRG Handbook

KEY CALLERS

For all key callers:

Thank you for volunteering to serve as a key caller. You are accepting a leadership role in the FRG and demonstrating your commitment to improving the quality of life for families in the Medical Company.

You are an integral link in the chain of concern. When official information needs to be put out, you are the person we count on to get the news out as quickly and accurately as possible. When families need help, you may be the first person to whom they will turn. Your job is not to solve all the problems you may encounter, but, rather, to serve as a point of contact that will set the wheels in motion so that the right person or agency to deal with the problem can be identified.

I hope this folder, along with the Family Readiness Group Handbook, provides you with the resources you need to function effectively. Many times, just hearing your familiar voice on the other end of the phone and knowing you understand and are willing to listen is enough to help someone who is in crisis feel better.

You may have the fortunate surprise to find life-long friendships with some of the people you call. Whether that call is made to pass on information about the next FRG meeting, an upcoming deployment, or some other reason, the relationships you develop will continue to strengthen and grow through your shared experiences.

Most of all, I hope that when you reflect on your time with the MEDDAC here at Ft Huachuca, you have good memories of the people you came to know, respect, and care for..

Thanks, again!

Medical Company FRG Handbook

FAMILY READINESS GROUP KEY CALLER MESSAGE ROSTER

Date/Time Message Received: _____

Message Received From: _____

The Message is: _____

| Name | Phone # | Date/Time | Spoke with/Left Message/Comments/No Answer/Wrong Number/ETC. |
|------|---------|-----------|--|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

FAMILY READINESS GROUP KEY CALLER ASSISTANCE WORKSHEET

Date and Time of Initial Contact/Request: _____

Caller's Name: _____

Caller's Telephone Number: _____

Caller's Address: _____

Spouse's Name: _____

Nature of Situation/Requested Assistance:

Notes/Comments/Assistance Rendered: _____

INITIAL REDLINE MESSAGES

Medical Company FRG Handbook

Upon approval of the Health Center Commander, the Family Readiness Group Coordinator will release one of the messages listed below for the dissemination through the FRG channels:

MESSAGE #1

Your spouse's unit is participating in a tactical operation. It is likely that the unit will be deployed more than 24 hours. If this operation will require his/her absence for more than 72 hours, you will be contacted by your unit's Family Readiness Group. Periodic updates will be available through the Administrative Officer of the Day (AOD)/Company Commander, phone number (520) _____.

MESSAGE #2

The readiness test currently underway is for assembly and out load Procedures only. It is expected to terminate at about (time)_____. Your spouse should be released to return home by (time) _____. If there are significant changes to this schedule, you will be contacted by your unit's Family Readiness Group. Periodic updates will be available through the Administrative Officer of the Day (AOD)/Company Commander, phone number (520) _____.

MESSAGE #3

The operation in which your spouse is participating is continuing. We now expect his/her absence will exceed _____ days. A briefing for family members is scheduled for (date) _____, (time) _____, at (location)_____. All available information will be provided at that time. Periodic updates will be available through the Administrative Officer of the Day (AOD)/Company Commander, phone number (520) _____.

KEY CALLERS RESPONSIBILITIES

The contact level is the first level of organization in the Family Readiness Group (FRG). At this level, the unit's entire family member population is divided into support circles. Each support circle is centered around a key caller. A key caller is a family member that assumes communication and support responsibility for a support circle.

Key callers also:

- distribute important information · distribute important information · distribute important information
- identify family member concerns arising in their support circles · identify family member concerns arising in their support circles · identify family member concerns arising in their support circles
- act to have these concerns addressed at appropriate organizational levels · act to have these concerns addressed at appropriate organizational levels · act to have these concerns addressed at appropriate organizational levels

During deployments, key callers become the major source of information for most family members. They are the first to know of family member concerns, and, most often are available to help provide support for family members. They are important in stopping rumors, in soliciting volunteer assistance, and in reducing stress.

Confidentiality plays an important part in your position as FRG representative. When a family in your chain of concern comes to you with any problem or tells you something in confidence, you must keep the confidence. Except in dangerous or life threatening situations, i.e.: depression, spouse abuse, child abuse or neglect, the possibility of suicide etc.

Exercise tact, politeness, and good listening habits when handling phone calls. Ask yourself how you would like to be treated over the phone.

If you are passing on information or a message and a family member expresses a specific concern, situation or a request for assistance.

- Deliver the original message. · Deliver the original message.
- Explain to the caller that you will finish delivering the information to the other members in your chain of concern, and that you will promptly return their call. · Explain to the caller that you will finish delivering the information to the other members in your chain of concern, and that you will promptly return their call.
- Politely but assertively exit the call. · Politely but assertively exit the call. · Politely but assertively exit the call.
- Deliver the information to the other members in your chain of concern. · Deliver the information to the other members in your chain of concern. · Deliver the information to the other members in your chain of concern.
- Promptly return the call of the concerned family member. · Promptly return the call of the concerned family member. · Promptly return the call of the concerned family member.

Medical Company FRG Handbook

Address one issue at a time. · Address one issue at a time. · Address one issue at a time

· DOCUMENT ALL INFORMATION · DOCUMENT ALL INFORMATION ·
DOCUMENT ALL INFORMATION

INFORMATION CALLS:

Keep your information current, and accurate. If you don't know what to do or don't have an answer, don't be afraid to say this. Assure the caller that you will try to find the answer, then seek out this information.

SOCIAL CALLS:

Everyone needs someone to talk to occasionally. Loneliness is something all Army family members face, and talking with someone usually helps. However, if you have other obligations that require your time, these types of calls need to be carefully controlled and limited to a length of time.

PROBLEM CALLS:

Record all pertinent information on the worksheet. Ensure that you follow up on all calls, even if it is to check that everything is okay.

CRISIS CALLS:

The handling of this type of call can be a delicate situation. Since we are not trained as counselors, we have to rely on our sound judgment to determine what a crisis is. This can be determined by listening and by answering questions. Don't give a rash answer, but think about it first. If you are in doubt about what to do, don't hesitate to contact someone in your chain of concern for assistance. Do not try to handle a situation that is beyond you.

Four Guidelines to Help Deal With Crisis Calls:

· Give them alternatives to choose from. · Give them alternatives to choose from. · Give them alternatives to choose from.

· Help them to help themselves. · Help them to help themselves. · Help them to help themselves.

· Be positive. · Be positive. · Be positive.

· Stay objective but responsive to their problems. · Stay objective but responsive to their problems. · Stay objective but responsive to their problems.

UNNECESSARY CALLS:

If you think that a caller is talking just to gossip or seems to be passing on unfounded rumors, remind callers that you are not interested in this type of call. State that if the rumor were true you would have been notified.

CHRONIC CALLS:

Chronic callers may often have underlying problems that you may be able to bring out and possibly resolve. You should use tact and diplomacy with chronic callers

Medical Company FRG Handbook

BEFORE A SCHEDULED DEPLOYMENT

GET ORGANIZED:

1. Complete your family readiness checklist.
2. Work out any differences you may have with each other *NOW*. Time does not heal all wounds or necessarily make the heart grow fonder
3. Complete a calendar with important dates written in it, such as; birth dates, holidays, anniversaries, vehicle safety inspection renewal dates, vehicle tag renewal dates, date for filing taxes, payment due dates and amounts etc. (Each of you keep a copy)
4. Discuss how you plan to keep in contact during the deployment. (You may consider pre-addressing envelopes and purchasing stamps ahead of time)
5. Flowers or gifts can be ordered in advance to arrive on special dates, or make arrangements with a friend to deliver gifts on special occasions or holidays.
6. Make certain important documents and information are in order and accessible.
7. If you have a full time job and children, make arrangements for childcare during your work hours, or if you are military, during duty hours, field duty and periods of mobilization. Does the person caring for your child have a power of attorney to assure necessary medical care?

FOR THE CHILDREN:

1. Spend time talking with your child about the deployment. At your child's level, explain why Dad/Mom is going, where, with whom, and for how long.
2. Sit down with the whole family and talk about feelings. Let each member of the family express how they feel about the separation. Discuss the rules of the house. Make them "House Rules" rather than Mom or Dad's rules.
3. Encourage the older children to talk with the younger ones about previous deployments; how long it seemed, what they did, how they felt while Dad/Mom was away and when he/she returned.
4. Encourage Dad/Mom to spend time individually with each child: play a game, go for a walk, or out for an ice cream cone - just the two of you.
5. Take a picture of each child with Dad/Mom.
6. Have Dad/Mom read stories and talk to the children on a tape player.

Medical Company FRG Handbook

DURING A DEPLOYMENT

1. Know at least three of your neighbors. You may need their help during an emergency. They can also be a wonderful source of day-to-day support.
2. Set goals for yourself, then pursue them!
3. Stay busy during the separation: church, school, sports, volunteering and FRIENDS.
4. Take up a new hobby, or return to the one you gave up for lack of time.
5. Travel! New scenery and a change of pace, even if only a day trip does wonders for the spirit. Plan on taking a friend! Don't wait for the phone to ring, take the lead!
6. Stick to your budget.
7. Get up earlier to allow yourself more time before starting the day.
8. Prioritize what is critical and then pace yourself according to your own understanding of the way and the time you function at your best. Be realistic and kind to yourself.
9. If you are under great stress, plan with your limitations in mind. (It will help avoid feelings of guilt etc.)
10. Find another military spouse in similar circumstances, time passes much faster with a friend.
11. Do not try to please everyone. Learn to say "no."
12. Exercise regularly. Get plenty of sleep. It is okay to go to bed early!
13. Admit when you have made a mistake. It is easier than covering up or feeling guilty.
14. Treat yourself like you treat your closest friend. Give yourself permission to be less than perfect, or to take a break.
15. Always have something to look forward to.
16. Use your brain! Keep learning!
17. Anticipate stress and prepare for it.
18. Simplify
19. Avoid power struggles.
20. Provide consistent limitations and feedback to children (and some adults).
21. Be honest.
22. Learn about your acceptable/comfortable stress level. Some stress is normal and necessary. (It gets you out of bed in the morning.)

FOR THE CHILDREN:

1. Display pictures of Dad/Mom at your child's eye level. Let each child have a picture of himself/herself with Dad/Mom, in their room.

Medical Company FRG Handbook

2. Routine can work to your advantage.(But avoid a “rut”)
3. Make opportunities for special outings especially on weekends and holidays when Dad/Mom would usually be home. (Picnics, walks, eating out, build a bird feeder etc.)
4. Play Dad/Mom’s taped stories.
5. Have each child choose a chore that Dad/Mom usually does. It will be a special contribution to maintain the house and will develop responsibility
6. Keep in touch with teachers. Work together to evaluate, avoid or redirect behaviors resulting from Dad/Mom’s absence.

SAFETY PRECAUTIONS:

1. (Follow these tips whether your spouse is home or not, to suddenly change the way you conduct your home and yourself may in essence advertise your spouse’s absence)
2. Wear your wedding ring to prevent confusion and criticism. Recognize that as a mature adult you are capable of conversations and friendships with both men and women, but avoid the singles bars and similar situations - they are an invitation for trouble.
3. Do not tell people your spouse is gone.
4. Do not discuss your spouse’s absence in public, even with friends, because you may be overheard by someone with ill intent.
5. When someone calls on the telephone and asks for your spouse, NEVER tell the caller that your spouse is not home. Tell the caller that your spouse is sleeping or can’t come to the telephone and offer to take a message.
6. Keep emergency phone numbers and your address by all the phones in your home.
7. Always lock your doors and windows, draw your shades at night and leave a few lights on.
8. Leave lights on outside, and inside whenever possible
9. Have a deadbolt lock installed. It is the most difficult to pick. Make sure your door has a peephole and a safety chain. (A safety chain is NOT adequate protection in case someone tries to force a door open.)
10. Never open your door even a crack for anyone uninvited or unexpected. Use a peephole. If they claim it is an emergency make the phone call for them.
11. Do not allow salespeople, repair people, delivery people, or any stranger into your home when you are alone. If you are expecting one, have another person with you and call the company when the employee arrives.
12. Use caution. Remember neighbors and acquaintances do not come with credentials
13. If you are not certain if someone else may have keys to your home, have the locks changed (consider previous tenants and their friends or neighbors with extra keys.)
14. Discontinue paper delivery if you will be away. Ask the Post Office to hold your mail until you return.

Medical Company FRG Handbook

15. Under North Carolina law it is illegal to leave a child under eight years old alone in a car or a home for any amount of time. If your child is under eight and in the car it is illegal to leave the immediate area. This includes stepping into a building for any reason. A child must be at least 12-13 years old to baby-sit or be left with a younger child and should have CPR and first aid training.
16. Instruct children, family and babysitters not to give out information about who is home, who is out, or for how long.
17. Do not leave your keys hidden outside your home. They are too easily found
18. Most burglars and intruders enter homes through either OPEN doors or windows or doors and windows that are easily jimmed.
19. Keep your doors locked at home when you are not there and when you are home.
20. Keep your car doors locked when it is unoccupied and when you are in it.
21. If you notice strangers loitering in your neighborhood, notify the police; include a time, place, and a description.
22. To discourage burglars have items (such as televisions, stereos, cameras etc.) engraved with your name and social security number. Check with your local police for more information and current recommendations about engraving.
23. If you suspect your home has been broken into DO NOT go in. Call the police from a neighbor's home.
24. Do not go places alone, especially at night. Use the buddy system.
25. Do not bring in your mail, newspaper, or gather clothing in from your line after dark.
26. When going to your car have your keys in your hand.
27. Look under the car as you approach it.
28. Look inside the car before you put the key in the door.
29. Once inside the car, lock all of the doors.
30. If your car breaks down, put up the hood, turn on the emergency flashers and stay in the car with the windows up and the doors locked.
31. If someone stops to help, give them a phone number to call.
32. If you travel, consider a cellular phone.
33. When approaching a stop, look all around, leave enough room to be able to pull around the car in front of you in an emergency.
34. If someone hits your car from the rear, do not get out of the car in an unsafe place. Instead, go to a well lit populated area. If you have a cellular phone use it.
35. While walking keep your head up and your eyes open. Being aware of what is going on around you is your best defense.

Medical Company FRG Handbook

36. Do not go shopping at night.
37. Change your routes to stay out of obviously bad areas.
38. If you think you are being followed while walking, cross to the other side of the street and change your route to a well-lit populated area, or if you are driving, go to the police station.
39. Stay well away from bushes, parked cars, alleyways, beggars and bums.
40. When you go anywhere, ask yourself, what would I do if I were attacked in this situation. Be Prepared.

COMMUNICATION

DURING A DEPLOYMENT:

Ensure you have a mailing address before your spouse departs or obtain the address from your Family Readiness Group when possible.

LETTER WRITING:

1. The need for two-way communication continues though you are separated by distance. The following is a guide that may make it easier to talk with each other by letter.
2. Answer all questions. Write with your spouse's letter and picture in front of you as though talking directly to him/her.
3. Let your spouse know how much you appreciate the letters, tapes, pictures, etc. In each communication mention one or two things that made you feel especially close.
4. Remember that the need to express affection does not diminish with the miles. "I love you," means just as much when it is written during a deployment as it does when spoken in person.
5. Share your feelings as openly as you can without indulging in self-pity. Let your spouse know you would like him/her to share his/her feelings.
6. Above all express yourself clearly so he/she won't have to think, "I wonder what she/he meant by that?" On the other hand don't try to read between the lines or interpret a puzzling remark. If you don't understand, ask questions in your next letter.
7. Some husband's and wives number their letters to eliminate confusion.
8. Have Dad/Mom send separate letters to each child in the family. It will help maintain and strengthen their relationships. Children love to receive their own mail.
9. Try to send photographs.

TAPE RECORDING:

If letter writing is difficult for you, consider purchasing a pair of tape recorders so that you and your spouse can send "talking" letters. Younger children can also say "Hello Dad/Mom" in their own words.

TELEPHONE CALLS:

Telephone calls are a quick way to communicate, but remember long distance and overseas calls can be very expensive. Remember the difference in time zones as well.

OTHER:

During some deployments the company will be given access to Video Teleconferencing. There will also be some opportunities to exchange videos of our FRG and videos of our spouses at work.

Medical Company FRG Handbook

HOMECOMINGS

WHAT WE AT HOME CAN DO:

1. Remember that your spouse has been subjected to daily regimentation and routine. Schedules and preplanned events may not be a good idea upon his/her return. Leave some room for spontaneity.
2. Your spouse may have trouble sleeping for a while due to the change from routine field life, the presence of other people in a barracks, or a time zone change.
3. Do not be defensive about the way you have handled the children. Discuss any criticisms calmly.
4. It could take time to reestablish sexual intimacy.
5. Remember that people change and we notice these changes more after a long separation.
6. There will be a time for readjustment for everyone.

REUNITING THE FAMILY:

1. Make it a family reunion; Mom and Dad can vacation alone later.
2. Spend time alone with each child to reestablish the relationship.
3. Spend as much time as possible as a family without outsiders. Postpone visits with relatives and friends for a few days.

WHAT OUR SPOUSES CAN DO:

1. Don't disturb a family setup that has been working well without you. Ease back into the system gradually. Enjoy being an "honored guest" for a while.
2. Take it easy on the children, especially where discipline is concerned. It may be best for children to have a consistent routine, so let the current rules stand.
3. We may be a little envious of your travels, so go easy on the descriptions of the seven-course Asian banquets or German beer-fests etc.
4. If your sexual relationship is awkward between you and your spouse at first, talk it over.
5. Your spouse may appear to be different. She/He may be a more confident and independent person. Just because she/he can cope without you does not mean that she/he wants to.

IMPORTANT INFORMATION

Your Spouse's Full Name and Rank _____

Your Spouse's Social Security Number _____

Your Spouse's Unit Telephone Number _____

Your Spouse's Commander Telephone Number _____

The Unit's Chaplain Telephone Number _____

Chaplain During Deployment Telephone Number _____

Your Family Support Group Leader Telephone Number _____

Your Key Caller Telephone Number _____

A Close Friend Telephone Number _____

A Close Friend Telephone Number _____

Neighbor Telephone Number _____

Neighbor Telephone Number _____

Your Church Point of Contact and Telephone Number _____

Medical Company FRG Handbook

EMERGENCY PHONE NUMBERS

Your Name _____

Your Address _____

Your Telephone Number _____

Company Duty Numbers _____

MISCELLANEOUS PHONE NUMBERS

Ambulance _____ Housing Repairs on Post _____

Chaplain _____ Legal Assistance _____

Community Family Services _____ Nurse Advice Line _____

Crisis Hotline _____ Poison Control _____

Drugs/Alcohol _____ Police/City _____

Emergency Room _____ Police/Military _____

Family Advocacy _____ Post Information _____

Financial Counseling _____ Red Cross _____

Fire Department _____ Clinic _____

Help Line _____ School _____

Hospital _____ School _____

Housing _____ Utilities Repair on Post _____

Medical Company FRG Handbook

HANDLING EMERGENCIES

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

EMERGENCIES OF A CONFIDENTIAL OR SENSITIVE NATURE

Please call our Chaplain: _____ at _____.

EMERGENCIES DURING DEPLOYMENT

EMERGENCIES REQUIRING YOUR SPOUSE'S PRESENCE:

While your spouse is deployed, emergencies, which the Army could deem necessary to allow them to return home, are as follows:

- The death, critical illness or injury to a member of the immediate family (i.e., spouse, child, brother, sister, parent or guardian who raised them in place of their parents).
- The death, critical illness or injury to a member of the immediate family (i.e., spouse, child, brother, sister, parent or guardian who raised them in place of their parents).
- Critical illness or injury, meaning the possibility of death or permanent disability.
- Critical illness or injury, meaning the possibility of death or permanent disability.

While illnesses such as the flu, injuries such as a broken arm, or the birth of a baby are not minor events, they are not considered as emergencies. These types of situations and others like them are where your friends, neighbors, relatives, FRG, chaplains, and community helping agencies can help you! If your spouse is deployed and you have an emergency that requires getting in touch with him/her, follow these directions for the fastest results:

1. NOTIFY THE RED CROSS for emergency reporting and verification services such as, death or serious illness in the immediate family contact Armed Forces Emergency Center, **533-3895**, 24 hours a day. 1. NOTIFY THE RED CROSS for emergency reporting and verification services such as, death or serious illness in the immediate family contact Armed Forces Emergency Center, **533-3895**, 24 hours a day.

The Red Cross will ask for soldier's full name _____

Social security number: _____ - _____ - _____

Branch of service: _____

Military Unit: _____

Rank: _____

Medical Company FRG Handbook

The Red Cross will ask for the name of the person having the emergency. _____

The Red Cross will ask for the nature of the emergency. _____

The Red Cross may ask for the name and location of the hospital. _____

The Red Cross may ask for the name of the attending doctor. _____

2. CONTACT THE COMPANY COMMANDER WITH THE SAME INFORMATION.

Rear Detachment Commander: _____

Office number: _____

Home number: _____

IF YOUR SPOUSE HAS AN EMERGENCY

If your spouse develops a serious problem such as an illness or injury, the military chain of command, the Red Cross, or a military chaplain will contact you.

READINESS CHECKLIST

-  Do you and your spouse have a joint checking account?
-  Do you have SURE PAY deposit? If not do you have an acceptable Power of Attorney so you can receive the deposit checks in his absence?
-  Will your bank accept your Power of Attorney? (Not all banks do!)
-  Do you know how deposits are made?
-  Do you know how to balance your checkbook?
-  Do you know how to write checks?
-  Do you know how to order more checks? Do you know what service charges are?
-  Will you have money immediately available to you on a continuing basis during your spouse's deployment?
-  If you are receiving an allotment, will it provide sufficient money to maintain your entire household?
-  Do you know the account numbers, names and addresses of your banks?
-  Do you know the types of accounts you have?
-  Do you know the location of checking and savings books?
-  Do you have a safe deposit box? Do you know where the key is kept?
-  Do you know where the box is located?
-  Are all of your credit cards accounted for? Are the numbers logged and in a safe place? Do you know how to notify the credit card company in case of loss or theft?
-  Do you have Leave and Earnings statements from the last three months?
-  Are you prepared to assume or have already assumed the control of all checking accounts, know the balance at all times, and never write a check unless you are certain of sufficient funds in the account?
-  Do you know that your spouse must make any changes to allotments, including address changes?
-  Do you know whom to contact if your allotment check does not arrive? (Give the check 3-4 days past the normal delivery then contact the MEDDAC S-1 at _____)
-  Do you have a copy of any installation contracts or loan papers?
-  Do you have a copy of your lease agreement?
-  Will your lease run out while your spouse is deployed?
-  Do you know what bills must be paid and when they are due?

Medical Company FRG Handbook

RECOMMENDED GUIDELINE FOR MONTHLY EXPENDITURES

HOUSING / UTILITIES 30%

FOOD 15%

CLOTHING/UPKEEP 10%

CREDIT PURCHASES / CAR PAYMENT 20%

INSURANCE / SAVINGS 10%

VEHICLE MAINTENANCE / TAGS 10%

MISC. 05%

Mortgage/Rent Account Number Phone Number Due Date

Water and Sewage

Electricity

Natural Gas

Cable

Telephone

Cellular Phone/Pager

Student Loans

Student Loans

Automobile Tag

Automobile Tag

Insurance Policy

Insurance Policy

LEGAL/ADMINISTRATIVE ASSISTANCE

The Staff Judge Advocate's Office advises you and your family about personal legal affairs, including wills, powers of attorney, adoptions, name changes, landlord and tenant relations, consumer affairs, marital rights and obligations, and other legal matters. In addition, notary public services are normally available. All assistance is free. However, some legal matters involve civilian court proceedings. Military attorneys generally may not represent you in court but can refer you to civilian attorneys or to civilian legal service agencies that may be able to represent you. You may ask a Legal Assistance Officer to read and advise you on any contract free of charge. Never sign a contract without completely reading and understanding it. Never accept verbal promises, which are not written into the contract. Do not make important, expensive purchases without consulting with your spouse. Be prudent and cautious in spending money and especially in using a power of attorney.

It is important for you to have in your possession certain documents and family records. Should an emergency arise, you may need some or all of those documents. Some of the documents listed below may be used often, even when an emergency does not exist. Gather this information and these documents now and put them in a special container or a safe place so you and your spouse or someone outside of your household knows where they are.

In order for your family members to obtain identification cards and legal benefits while your spouse is deployed you must be able to supply the documents in **bold type**. If the original documents are unavailable, certified copies should be obtained. These documents should be located now. There may not be time to find them later.

 **Do you have and are each family member's identification cards (ID) cards up-to-date?**

 When will each ID card expire?

 Do you know how to replace the ID card in the event it is worn, damaged, lost or stolen?

 **Do you have immunization records for each member of the family?**

 Are your family members' immunizations up-to-date?

 **Do you have an up-to-date will and know where it is kept?**

 **Does your spouse have an up-to-date will and so you know where it is kept?**

 **Do you have and know the location of your power of attorney?**

General Power of Attorney: Authorizes you to conduct all family business with would otherwise require your spouse's presence.

Limited Power of Attorney: Authorizes you to conduct only the matter specified in the document, which would otherwise require your spouse's presence.

Medical Power of Attorney: Authorizes a person other than yourself to authorize medical care for family members should you not be available (e.g. hospitalizations, etc.) This is excellent for anyone who regularly cares for your children.

 **Do you have and know the location of each family member's certified birth certificate?**

 **Do you have and know the location of your marriage certificate?**

Medical Company FRG Handbook

-  **Do you have copies and know the location of any adoption papers, guardianship papers, divorce decrees, or court orders awarding custody of children or child support?**
-  **For illegitimate children, court orders declaring the biological parent, written admission of paternity, and related documents?**
-  **Statements from licensed doctors or medical officers for dependent children over 21 years of age whom are mentally or physically disabled.**
-  **Name and location of places where unmarried children over 21 but less than 23 years of age who are enrolled in a full-time course of instruction.**
-  **Death certificates of deceased members of the immediate family.**
-  **Do you have a recent photograph (full face, light background, about two inches by two inches, showing the person's entire head for each family member 10 years old or older)?**
-  **Do you have and know the social security numbers for each family member?**
-  **Leave and Earnings statements from the last three months.**
-  Do you have copies of Federal and State tax records for the past six years?
-  Where are the insurance policies kept? (Car, life, home owner, personal property, etc.)
-  Where are your stocks, bonds, certificates of deposit, savings and credit union passbooks, notes receivable, and other evidence of income producing properties?
-  Do you know where the deeds and other title documents relating to real estate are?
-  Certificates of title and registration, warranties, and tax receipts for automobiles, boats, recreational vehicles, and other personal property.
-  Are all your important papers safeguarded?
-  If you are on the housing list, has the housing office been given telephone numbers where you can be reached during your spouse's absence?
-  Citizenship records if any family member born outside the United States.
-  Business agreements including partnership documents, agency contracts, sales contracts, royalties, residual agreements, and employment contracts.
-  Documents designating the sponsor or spouse as an executor or a trustee.
-  Documents relating to bankruptcy proceedings.
-  Military and other employment records.

HOUSING CHECKLIST

-  Do I know the location and use of the electrical breaker box?
-  Do I know the location and use of the main water control valves?
-  Do I know the location and use of each toilet's water control valve?
-  Do I know the location and use of each sink's water control valve?
-  Do I know the location and use of the washing machine's valve?
-  Do I know the location and use of the dishwasher's valve?
-  Do I know the location and use of the gas control valve?
-  Name and telephone number of an electrician?
-  Name and telephone number of a plumber?
-  Name and telephone number of the landlord?
-  Telephone number for the Dept. Of Public Works & Environment?
-  Do I have an extra set of keys to the house?
-  Do the doors and windows have good locks?
-  Do all of the smoke alarms have new batteries?
-  Are there enough alarms installed?
-  Am I capable of doing the yard maintenance?
-  If not, have I made arrangements?
-  Do I have a current household inventory, including serial numbers?
-  Do I have current renters or homeowner's personal property insurance?
-  Have I checked for current maintenance problems? Have I resolved them?
-  Are curtains, dishtowels, paper and other items kept away from the stove?
-  Is the stove's exhaust hood and ductwork clean and free of grease?
-  Do you have extinguishers close at hand and suitable for grease and electrical fires?
-  Is the screen on the fireplace closed?
-  Is there sufficient space for air circulation around the TV or stereo?
-  Are matches and lighters kept out of reach and the access of children?
-  Are all combustible materials kept away from the furnace, water heater and other sources of heat?

Medical Company FRG Handbook

- 🔥 Are the furnace, heaters, vents and chimney inspected and serviced regularly?
- 🔥 Are fuses of the proper size for the circuits they protect?
- 🔥 Is the dryer lint trap and vent clean?
- 🔥 Is the gasoline for the mower stowed in a safety container?
- 🔥 Are all dry leaves under wooden stairs, in windowsills or anywhere else close to the house removed?
- 🔥 Do you have an intruder and fire escape plan and have you practiced it with all family members?
- 🔥 Have you practiced fire emergency procedures?
- 🔥 Are circuits adequate for heating appliances, such as irons or toasters?
- 🔥 Is the electrical wiring in your home adequate to handle the load?
- 🔥 Are there plenty of wall electrical outlets, so "octopus" connections are not necessary?
- 🔥 Are all oily rags kept in tight metal containers to prevent combustion?
- 🔥 Always read the product label and follow their safety precautions very carefully!
- 🔥 Do you avoid the accumulation of paper and combustible materials?
- 🔥 Are paint thinners, paints, solvents, and other chemicals kept in their original containers for identification purposes?
- 🔥 Inspect electrical cords on your appliances.
- 🔥 Use extension cords only for temporary convenience, never as permanent wiring.
- 🔥 Never smoke in bed.
- 🔥 Never use hair spray or other combustibles near open flames or while smoking.
- 🔥 Does every member of your family know how to dial 911?
- 🔥 Never leave your children unattended, and make sure you instruct sitters on safety and fire procedures in your house.

Medical Company FRG Handbook

TRANSPORTATION CHECKLIST

-  Can you legally drive?
-  Do you have a current driver's license? When does it expire?
-  Do you have an extra set of car keys? Where are they located?
-  Do you know where your spouse will park the car if he drives it to the unit when leaving for a mobilization or a deployment?
-  Do you know that if your spouse leaves the car in a unit holding area and deploys, you **must** have a completed release form showing that you by name may take it out of the areas? This must be filled out **before** your spouse leaves.
-  Have you recently updated your car maintenance? When? What was done?
-  Do you know how to attend to minor car maintenance?
-  Do you know what to do if the car breaks down?
-  Do you know when the car is due for maintenance?
-  Do you know where to take the car for maintenance?
-  Is the registration for the car kept in the car?
-  Is a proof of insurance kept in the car at all times?
-  Are the car tags current?
-  If the tags need to be renewed while your spouse is away, do you have the proper paper work to get new tags?
-  When will the safety inspection expire?
-  If you do not drive or have a valid driver's license, are you familiar with local public transportation?
-  Do you have the title for the car?
-  What is the name and address of the company holding the lien?
-  Are you insured to drive the cars?

MEDICAL CHECKLIST

-  Do I know the telephone number to Health Clinic?
-  Do I know the location of Health Clinic?
-  Do I know the location of the nearest emergency room?
-  Do I know the location of Womack Army Community Hospital?
-  Is each family member enrolled in DEERS ?
-  Does each family member have a current medical card?
-  Does each member have a current military ID card?
-  Are immunizations for each family member up to date?
-  Where are the medical records for each family member?
-  Where are the TRICARE cards for each family member?
-  Where are the dental records for each family member?
-  Who has medical power of attorney?
-  Are the family 's pet's vaccinations up to date?
-  Are the family 's pets registered with the city or the post?
-  What is the telephone number of your veterinarian?
-  Where is your veterinarian located?
-  Are you familiar with the Veterinary Treatment Facility?
-  Do you know the location of the Veterinary Treatment Facility?

Tradition, Customs and Courtesies

PARADES

Official marches and reviews may include soldiers, vehicles, and a band may be included as a part of a change of command, an honors ceremony, a retirement, or to observe a special holiday. Certain areas will be reserved for invited guests, and additional seating may not be available for everyone. These parades are official functions, and appropriate dress and behavior are expected. No pets and no smoking are permitted.

CEREMONIES

Honors or Courtesy to the American flag and the National Anthem. When the National Anthem or its counterpart in field music, "To the Colors," is played, or when the flag is passing in parade, or is raised at reveille or lowered at retreat- all individuals, military or civilian, will render appropriate courtesies whenever within hearing distance of the music or within sight of the flag. Civilians and those children of adequate age should stand quietly and/or render the salute by placing the right hand over the heart. At certain installations if you hear reveille or retreat being played and you are in a moving vehicle, you must stop. You can get out of the car if you want, but this is not mandatory for civilians. You should stand quietly, facing the direction of the flag, until the bugle stops playing. Any member of the Armed Services who seeks shelter in order to avoid the rendering of courtesies to the National Anthem or Flag commits a serious breach of military courtesy. Army personnel and dependents should stand whenever The Army Song is played.

Reveille. The installation's American flag is raised daily, usually at 6:00 a.m., while the bugle call "reveille" is played. All civilians should stand quietly during this ceremony.

Retreat. The retreat ceremony signifies the end of a working day and is held at the same time each evening, usually at 5:00 p.m., but the exact time may vary from post to post. Unit formations, often including promotion or award ceremonies, may be held in conjunction with retreat. However, at some installations, only personnel actually lowering the flag are present. Every post has a central flagpole on which the American Flag is flown. The ceremony is preceded by a bugle call. Then, at the firing of the cannon, everyone stands at attention until the flag is lowered and retreat music, "To the Colors," ends. On some installations this procedure applies to those riding in an automobile; the car is brought to a stop and all adults, male and female, get out and stand at attention.

Awards. The Army presents many levels of awards in recognition of service, achievement, or valor. The actual ceremony can vary from an office gathering to a unit formation. The basic elements of this ceremony include the reading of the official orders and the presentation and/or pinning on of the award.

Promotion. The Army promotes its members in recognition of their ability to perform at a higher level. The forum may vary, but the elements are the reading of the official promotion orders and the pinning on of the new rank. Family and friends are invited to attend. Promotion parties are separate, nonofficial functions and are at the discretion of the individual being promoted.

Change of Command. The change of command ceremony is a clear, legal, and symbolic passing of authority and responsibility from one commander to the next. The official orders are read while the unit guidon (or colors) are passed from the outgoing commander to the incoming commander. The senior noncommissioned officer also participates in the passing of the colors. At the conclusion of the ceremony, The new commander normally goes to the reception area while the outgoing commander does not attend the reception.

Medical Company FRG Handbook

Retirement. A retirement ceremony recognizes a person's years of service to his or her country and includes a reading of the orders and presentations of certificates and awards. Attendance at a retirement ceremony is a thoughtful way to show your appreciation for the person retiring.

CUSTOMS

NEW YEAR'S DAY RECEPTION - is formal and traditionally held on New Year's Day by the commanding officer of a unit normally at the battalion level or higher. It is one of the few "command performance" occasions, and the military members of the unit should attend unless ill or out of town, even if the spouse can not attend. However, the spouse should not go without the sponsor.

DINING IN - A "dining in" is a traditional, formal dinner for the military members only of an organization or unit.

DINING OUT - A "dining out" is the same as a dining in, with the exception that spouses, guests, and significant others are invited to attend.

TOASTS - Toasts are sipped-if you do not care for wine, simply raise the glass to your lips or sip water. Follow the toastmaster's lead, and never drink a toast to you, i.e. -ladies do not drink when the toast "To the Ladies" is given. Join in the toasting, applauding, or standing for your spouse if the group is doing so.

RECEIVING LINES - At official functions ranging from a change of command to a unit social, you may be invited to greet the host, hostess or guest of honor in a receiving line. A receiving line is a formal way for the host and /or hostess to greet guests and to introduce other dignitaries in the line. It is especially important to be punctual as sometimes units go through the line together. No food, drinks, purses, coats, hats, or cigarettes are to be carried with you. Do not chew gum. Your spouse should not offer his arm to you or hold your hand while proceeding through the line. Except for receiving lines at the White House, diplomatic corps, and Air Force functions, the lady goes before the gentleman. Your spouse will give your names to the Aide or Adjutant at the beginning of the line. Do not shake hands with the Aide or Adjutant. Your name will be passed down the receiving line, but be sure to reintroduce yourself if there is a problem. Always face the person you are greeting. A brief greeting, accompanied by a firm, cordial handshake and a smile are all that is expected. You should then move promptly to greet the next person in the line. Only in the event that your progress through the line is delayed should conversation with members of the receiving line be initiated. After completing introductions in the receiving line you may circulate with the other guests.

HAIL AND FAREWELLS - Hail and farewells are functions to welcome newcomers and to say goodbye to those who are leaving. They can range from an office get-together to formal events. Spouses and sometimes families are invited.

COFFEES - A coffee is a casual, relaxed function and may be held anytime during the day or evening. This is a wonderful opportunity for the wives to enjoy others with similar interests, simply by virtue of common pleasures and problems. Here is where wives may exchange information about activities on the post, in the community, and in the unit.

COURTESIES

RSVP - is an abbreviation for the French phrase "Repondez s'il vous plait," which means "Respond, if you please." If this is on your invitation, you should reply promptly (within 48 hours is best) and let your host/hostess know whether you plan to attend. If you can not attend, simply state you "regret you will be unable to attend" the event, an explanation is unnecessary.

Medical Company FRG Handbook

REGRETS ONLY - If your invitation reads "regrets only," you must reply within a reasonable amount of time only if you CANNOT attend. If you do not send your regrets, you are expected to attend.

THANK-YOU NOTES - Thank-you notes should be written to the hostess within 48 hours following functions that you personally have been invited to attend. A simple note on stationery or note card is appropriate. A formal reception does not require a note.

RECIPROCATING - It is always appropriate to reciprocate an invitation. You shouldn't feel obligated to exactly match the function to which you were invited, but doing something nice for your host/hostess is appreciated. No reciprocation is needed for New Year's receptions, Hail and Farewells etc.

STEP BY STEP THROUGH A SOCIAL SITUATION

The only rule is to be you. Social etiquette and protocol may sound like something only a debutante would need to know, but don't let these terms throw you off. In the Army, there are various situations, occasions and events in which certain social standards and procedures are followed. Simply stated, social etiquette and protocol are common courtesy, sincerity and consideration for others. They are common sense, good manners and the nicest way to be gracious. Be yourself. If you are truly sincere and keep an open mind and a pleasant attitude you will be successful in any social situation.

Social etiquette will come easier if you have some idea of what you are getting into. Knowing what to expect and what is expected provides confidence in any situation, particularly those social situations that are unique to the Army. A social situation starts with the receipt of an invitation. If it comes to the office your spouse should bring it home promptly. When you receive an invitation, you acquire an obligation to respond.

 Respond to RSVP. Respond to a "regrets only", "RSVP", or "respond by", promptly. (Preferably within 24 to 48 hours). You should never assume that your children are invited to a function, or if you are single, that you may bring a guest. It is customary that the only persons invited are addressed on the invitation. (If you have doubts, ask) At "public" events, well-behaved children are usually welcome.

 Dress appropriately. Understand what type of party you are going to attend. Don't hesitate to ask if you are uncertain.

 Arrive on time. Not 5 minutes early and no more than 15 minutes late.

 For formal dinners, find your seats on the seating chart.

 There will usually be a social hour for you to enjoy talking to other guests. A cash bar may be available. Do not over-indulge in alcoholic beverages. If there is not a receiving line, seek out the host, hostess and any guest of honor before you start socializing. For a formal that includes a receiving line, be a few minutes early for your scheduled time in the receiving line in order to have the opportunity to get into the proper order. The receiving line provides a systematic manner in which guests will be assured the opportunity to exchange greetings with the honored guests, hosts and hostesses of the function. Everyone is expected to go through the receiving line, which at a large function, is often set up by unit. Your unit will have an assigned time. Be Prompt. Your commander and his spouse may be in the receiving line along with the host etc. In this case your unit will be led by the second highest ranking officer and his spouse. When the function does not call for your commander to be in the line, then he and his spouse may lead the way for your unit. At smaller functions, where there is no designated unit time, you may go through the line immediately upon arrival at the function, in no special order. Do not wear a coat or hat. Do not carry a purse, a drink, food, or a cigarette in the receiving line. Often you may check your coat and hat at the door, and a table will be provided to hold your drinks, food, and purse.

 The receiving line consists of an Aide or Adjutant, the hosts, and guests of honor. The function of the Aide or Adjutant is to give the guest's names to the hosts. Do not shake hands with the Aide or Adjutant, your spouse will simply give him your names and then you will proceed down the line to the hosts. Always face the person you are greeting (not the direction of movement in the line). A brief greeting, accompanied by a firm, cordial handshake and a smile are all that is expected. This is not a time for lengthy conversation. You then move to greet the next person in the line. Should your name get lost in the line, repeat it for the benefit of the person you are greeting. After completing introductions in the receiving line you may socialize with the other guests.

Medical Company FRG Handbook

- 🍷 At the appropriate time you will proceed to your pre-assigned table in the ballroom. Normally there will be a seating chart for table assignments.
- 🍷 Usually you remain standing behind your assigned seat while Colors are posted, and the invocation is given, and toasts are made. Toasts are sipped - if you do not care for wine, simply raise your glass to your lips or sip water. Follow the toastmaster's lead, and never drink to yourself. For example, ladies do not drink when the toast "To the Ladies" is given. The gentlemen are then asked to seat their ladies.
- 🍷 Once you have taken your seat unfold the napkin and place it on your lap. It is never tucked in the collar or belt. Never shake a dinner napkin. The napkin should be used to remove food particles from your fingers and lips or to prevent the soiling of your clothes. The napkin should be used before drinking from a glass to ensure that food particles are not left on the rim of the glass. After use, replace the napkin on your lap. If you leave the table to go to the restroom, place your napkin on your chair and push the chair in, close to the table. At the conclusion of the meal, never refold the napkin; merely place the napkin on the table to the left of your plate.
- 🍷 At small dinner parties you should not start eating until the hostess has started, or directed you to begin. At large banquets or buffets, it is appropriate to commence eating when those around you have been served.
- 🍷 Take a small amount of butter from the serving dish and put it on your butter plate. Return the dish and serving knife.
- 🍷 Use flatware at your place setting from the outside in. If you are not sure of the correct procedure in which the flatware is to be used, the best course of action is to watch the hostess and follow her example. When you finish your meal, place your fork and knife across your plate at a diagonal slant. (10 o'clock and 4 o'clock on the plate)
- 🍷 There is often a distinguished speaker.
- 🍷 Stand for the retirement of the Colors, and the Benediction.
- 🍷 After the planned festivities, the guests are invited to dance, and a photographer may be available.
- 🍷 Note the stop or end time of a function, if stated. Do not overstay your welcome.
- 🍷 If you must depart a social function before the senior officer present leaves, it is important to pay your respects by bidding farewell to the senior officer, the host, and their wives.

OTHER HINTS

- 🍷 If you were personally invited to a function, write a note of thanks the next day.
- 🍷 Sometimes it is better to do the wrong thing graciously than the proper thing rudely.
- 🍷 If ashtrays are not provided, do not smoke. If they are provided, do not smoke while others are eating. Wait until the host signals permission.
- 🍷 Never apply make up or comb your hair at the table.
- 🍷 Do not use a toothpick at the table.
- 🍷 Do not be overly affectionate at the table.
- 🍷 Do not salt your food until you have tasted it first.
- 🍷 Be sure to include everyone at the table in conversation. Do not monopolize the conversation.
- 🍷 Never place a glass on a polished wood surface.
- 🍷 Hold long stemmed water glasses or wineglasses with your thumb and first two fingers at the base of the bowl of the glass or on the stem. Do not place your fingers around the bowl of the glass.
- 🍷 Use a fork to cut all salads except iceberg lettuce, which is cut with a knife.
- 🍷 Breads, rolls, or toast should be broken with your hands, not cut with a knife. Butter only small portions at a time while the bread is on your plate, not "in the air".
- 🍷 The knife while not in use is always placed on the upper right portion of the plate with the cutting edge facing the center of the plate. The butter knife is positioned similarly on the butter plate.
- 🍷 Food is always served from the left, beverages from the right.
- 🍷 When you are finished with your meal, do not push your plates away or stack them to make room at the table.
- 🍷 When coffee or tea is served, keep the spoon on the right side of the saucer except when stirring. Never replace the spoon on the tablecloth.
- 🍷 If you do not drink wine or coffee it is not necessary to turn your glass upside down. Do not cover the glass with your hand when the pourer approaches, simply say "No thank-you". No explanation is necessary.
- 🍷 Normally, it is proper to address senior officers or noncommissioned officers by their rank and last name. You should address their wives as Mrs.____. This protocol is proper unless specifically told to use first names by the senior officer or noncommissioned officer and his spouse.

Medical Company FRG Handbook

Alphabetical Listing of Services, Programs and Centers

AAFES Facility General Manager 458-7210/538-2328

ACS Information Referral & Follow Up 533-2330/3682/6883

Advice Nurse Line 533-7033

Alcohol and Drug Abuse Prev. And Control 533-3604

Alcoholics Anonymous Sierra Vista 459-0031

Ambulance 911

Army Career & Alumni Program (ACAP) 533-7314/5764

ARMY COMMUNITY SERVICE (ACS) 533-2330

Army Emergency Relief 533-5972

Army Family Liaison 1-800-833-6622

Army Family Team Building (AFTB) 533-3686

Auto Craft Shop 538-2155

Better Opportunities for Single Soldiers (BOSS) 533-1135

Bowling Center 533-2849

Budget Counseling Class 533-2437

Carlson Wagonlit Travel 515-0914/0910

CDC Hotline 800-342-2437

Chaplain Office 533-9507 (During duty) 533-2624 (After duty)

Child Abuse Hotline Information and Referral (MP Station) 533-2181

Child Abuse or Neglect (County reporting) 1-888-767-2445

Child Development Services 533-7634 (School Age) 533-3205 (Youth)

Child Care Development Center 533-5209/3694

Thunder Mountain Activity Center (TMAC) 533-3802

Consolidated Troop Clinic 533-2627

Consolidated Clinic Appointments 533-9200

Credit Reports Equifax 800-685-1111 TRW 800-422-4879 TU 800-312-408-1400

Credit Union, Huachuca Federal 458-6044 (traffic circle)

Crime (Report A Crime – MP Station) 533-2181

Medical Company FRG Handbook

Commissary (Main) 533-3360

Drug and Alcohol (Risk Reduction Program) 538-1398/2071/9042

Education Center 533-2255/3010

Electric Company, Sierra Vista 458-4691

Emergency Room 417-3060 (Sierra Vista Community Hospital)

Emergency Financial Assistance (AER) 533-5972

Exceptional Family Member Program (EFMP) 533-9035

Family Advocacy Program 533-0628

Family Housing 538-0172

Family Member Employment 533-6870

Family Services 533-6871

Family and Soldier Readiness Division 538-1398/1402 533-2437

Financial Counseling 533-3769

Financial Management & Emergency Assistance 533-3109

Financial Planning/Consumer Affairs/Assistance 533-2437

Fire Stations 533-5054/5059(#1), 533-7003/7004(#2), 533-2866/2867(#3)

Food Stamp Program (Screening Only) 1800-352-8401

Fort Huachuca Schools 458-5082

Gas Company, Southwest 459-1702

Golf Course 533-7088/7092

Hospital- Sierra Vista Regional Health Center 458-4641

Housing Assignments and Termination 538-6438/6239

Housing Office 533-3083

Housing-Off Post Referral 533-5901/5924/3541

Housing- On Post 533-3611/5711

Housing Maintenance 533-6603(work orders) 533-6614 (locksmith)

I.D. Card Facility 533-1608

Information (Fort Huachuca) 538-7111

Installation Volunteer Program 533-3686

Medical Company FRG Handbook

Job Assistance Program 533-7052

Legal Assistance 533-2009/3208

Lending Closet 533-3234/6876

Library (Main Post) 533-3041/3728

Library, Film 533-5567

Library, Medical 533-5668

Main Post Exchange 458-7830/7831, 533-2310

Mental Health 533-5161

Military Police Desk (MP's) 533-2181/2182

Movie Information 533-2950

Murr Community Center 538-4823

MWR 533-3107

New Parent Support Group 533-2330/6877

Parent University 533-6880

Pharmacy 533-2520/5121

Post Exchange (PX) 533-2310, 458-7831/7830(main), 458-8389(shoppette), 459-4022 (troop store/gas station)

Post Locator 533-1111

Post Office (Fort Huachuca) 458-4411

Recreation Equipment Checkout Center 533-6707

Red Cross 533-3895

Relocation Assistance Program 533-6874

RWBACH Central Appointments 533-9200

RWBACH Patient Advocate 533-2313

Sierra Vista Public Transit System 459- 0595

Social Work Services 533-2652

Sports Office 533-5031

Stables 533-5220

Strep Results Hotline 533-1405

Medical Company FRG Handbook

Swimming Pools 533-3858(barnes), 533-5853(grierson), 533-3853(Irwin)

Tickets and Tours Office 515-0910 (Leisure travel)

Time 538-8463

Tour and Travel Center 533-2624

Toy Lending Library 452-9779/0205

Transportation Management Office 533-1413/3082

Tricare Service Center & Healthcare Finder 515-5840

Tricare Healthcare Information 888-887-4111/888-874-9378

Tricare Pharmacy Services 800-789-7214

Veterinary Treatment Facility (on post) 533-2767

Weather 538-2865/2859

Welcome Center 533-2330

Western Union 800-325-6000

WIC Sierra Vista 452-4969

WIC (Fort Huachuca) 533-5020

Youth Activities 533-3205

Youth Sports Program 533-2451