

2021

LANDSTUHL REGIONAL MEDICAL CENTER WELCOME PACKET



US ARMY
MEDCOM LRMC



DEPARTMENT OF THE ARMY
LANDSTUHL REGIONAL MEDICAL CENTER
UNIT 33100
APO AE 09180-3100

MCEU-LCO

10 August 2021

MEMORANDUM FOR Newcomer's and Families to Landstuhl Regional Medical Center

SUBJECT: Newcomer's Welcome Letter

1. Welcome to Landstuhl Regional Medical Center (LRMC), the Department of Defense' premier health readiness platform! As you prepare to settle into Germany and our European community, please take time to integrate, take care of your family, and learn about all the great opportunities that await you professionally and personally.
2. We are a diverse organization, postured to represent the Defense Health Agency' s vision (DHA). We continue to operate in a joint environment along with Civilian, and Local National colleagues, to form the foundation for this world-class facility. Your experience, expertise, and professionalism are in demand and will be a welcomed addition to our Team.
3. An individually assigned sponsor will reach out to you shortly to help with Permanent Change of Station, and answer any questions that you have. They are here to support you and to welcome you into this great organization. The LRMC family and community Facebook page is a great resource to familiarize yourself with the organization. It is found at <https://www.facebook.com/groups/LRMCFamily/>.
4. We are very excited to serve with you. LRMC is regarded as a DoD-wide flagship institution in conjunction with our allies and partners. LRMC serves to elevate readiness and healthcare support to our Joint warfighters and their families, by maximizing the quality and safety in support of the Combatant Commanders. We are honored to be your command team, and take great pride in the service of every service member, Civilian, Local National, Volunteer, Family member within our organization.
5. If you need additional information, please reach out via email at usarmy.landstuhl.medcom-rch-e.mbx.lrmc-mpd-sponsorship@mail.mil.

A handwritten signature in black ink, appearing to read "AL Landers", is positioned above the printed name.

ANDREW L. LANDERS
COL, MC
Commanding

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Organization, Structure and Location

Welcome to Landstuhl Regional Medical Center (LRMC). Serving at LRMC is a truly unique and prestigious opportunity. As a subordinate unit of U.S. Army Regional Health Command Europe (RHCE), LRMC is the only forward-stationed medical center for U.S. & Coalition forces, Department of State personnel, and repatriated U.S. citizens. LRMC is the largest U.S. hospital outside the United States where it serves as the sole military medical center for more than 205,000 beneficiaries throughout Europe, the Middle East and Africa. LRMC is the only American College of Surgeons verified Level III Trauma Center outside the United States.

LRMC is an Army commanded and jointly staffed 100-bed Medical Center that is strategically located near Ramstein Air Base. LRMC's combined staffing is supported by LRMC assigned staff, the Air Force 86th Medical Squadron, and the 212th Field Hospital providing 52 medical specialties and over 46,000 outpatient visits per month. LRMC is the evacuation and treatment center for all injured U.S. Service members and civilians, as well as members of 56 Coalition Forces serving in Afghanistan, Iraq, as well as Africa Command, Central Command and European Command. More than 95,000 Wounded Warriors from Afghanistan and Iraq have been treated at LRMC since 2001 as they make their way through the medical evacuation system back home. LRMC is staffed by medical professionals from all branches of the military including, the Army, Air Force, Navy and Marine Corps.

Landstuhl Germany is part of the Kaiserslautern/Ramstein complex. Kaiserslautern has developed into the largest US military community outside the United States. The city of Kaiserslautern is nestled in the small hills west of the Rhine River Valley, on the edge of the famous German Pfalz forest. Although the climate is changeable much of the time, the area does enjoy many pleasant days with reasonable temperatures. The winter is short and mild with some snowfall. The summer is generally warm and comfortable, with few hot days. Kaiserslautern has over 100,000 residents and an additional 50,000 personnel associated with the American Armed Forces. For additional information please visit <https://home.army.mil/rheinland-pfalz/>.

Welcome to the LRMC Team where we provide world class healthcare to Soldiers, their Families, and our other beneficiaries. We look forward to serving with you!

Mission and Vision

Mission: LRMC will be a Ready Medical Force sustaining medically ready Service Members along with resilient families in support of the Joint Warfighter mission, all while maintaining a focus on high quality, compassionate and safe patient care.

Vision: Excellence through Teamwork and Selfless Service, forging lasting relationships!

READINESS FOCUSED:

Landstuhl Regional Medical Center remains the only forward-stationed medical center for U.S. & Coalition forces, Department of State personnel, and repatriated U.S. citizens. LRMC must remain ready to receive the combat and non-combat wounded, ill, or injured U.S. Service Members and civilians, as well as members of 56 Coalition Forces serving in Afghanistan, Iraq, and the Africa Command, Central Command, and European Command. LRMC has cared for over 95,000 Wounded Warriors from combat in Afghanistan and Iraq since 2001. The health and wellbeing of our beneficiaries is our main focus. Readiness includes our professional standards and practices, individual training and obligations, hospital training, and our individual unit training. Individual readiness is the sole responsibility of the each staff member. Leadership is always available to assist, but self-regulation of individual training and personal readiness must be initiated. You are the most valuable asset to our most valuable assets... People helping people!

HIGH RELIABILITY ORGANIZATION AND THE JOINT COMMISSION:

LRMC is a complex organization operating in high-hazard domains for extended timeframes without any serious accidents or catastrophic failures. This definition by the U.S. Department of Health and Human Services (DHHS) sets LRMC apart from other healthcare facilities as a High Reliability Organization (HRO). HROs, like LRMC, emulate five characteristics; Preoccupation with Failure, Reluctance to Simplify, Sensitivity to Operations, Deference to Expertise, and Commitment to Resilience. Please take some time to read about HROs from the DHHS website at: <https://psnet.ahrq.gov/primers/primer/31/high-reliability>.



The Joint Commission (TJC) is another part of the HRO journey towards Zero Patient Harm. TJC is an organization dedicated to improving the quality of care in healthcare settings and military treatment facilities are not exempt. Its major functions include developing organizational standards and performance measurement, awarding accreditation, certification and providing education and consultation. Surveys and consultations are conducted every three years and as needed. TJC's survey process affects all LRMC and Army Health Clinics/Center staff. Although the Quality Management Division is largely responsible for coordinating TJC survey activities, the responsibility for Continuous Survey Readiness is the responsibility of all staff. Daily commitment to continuously providing quality, safe care with zero harm is the expectation in LRMC. Continuous Survey Readiness must be ongoing in order to ensure that safe, quality care is provided 24/7 to all patients, and thereby increasing the likelihood that LRMC and Army Health Clinics/Center staff will have a successful TJC survey. Please visit link below for additional information and resources.

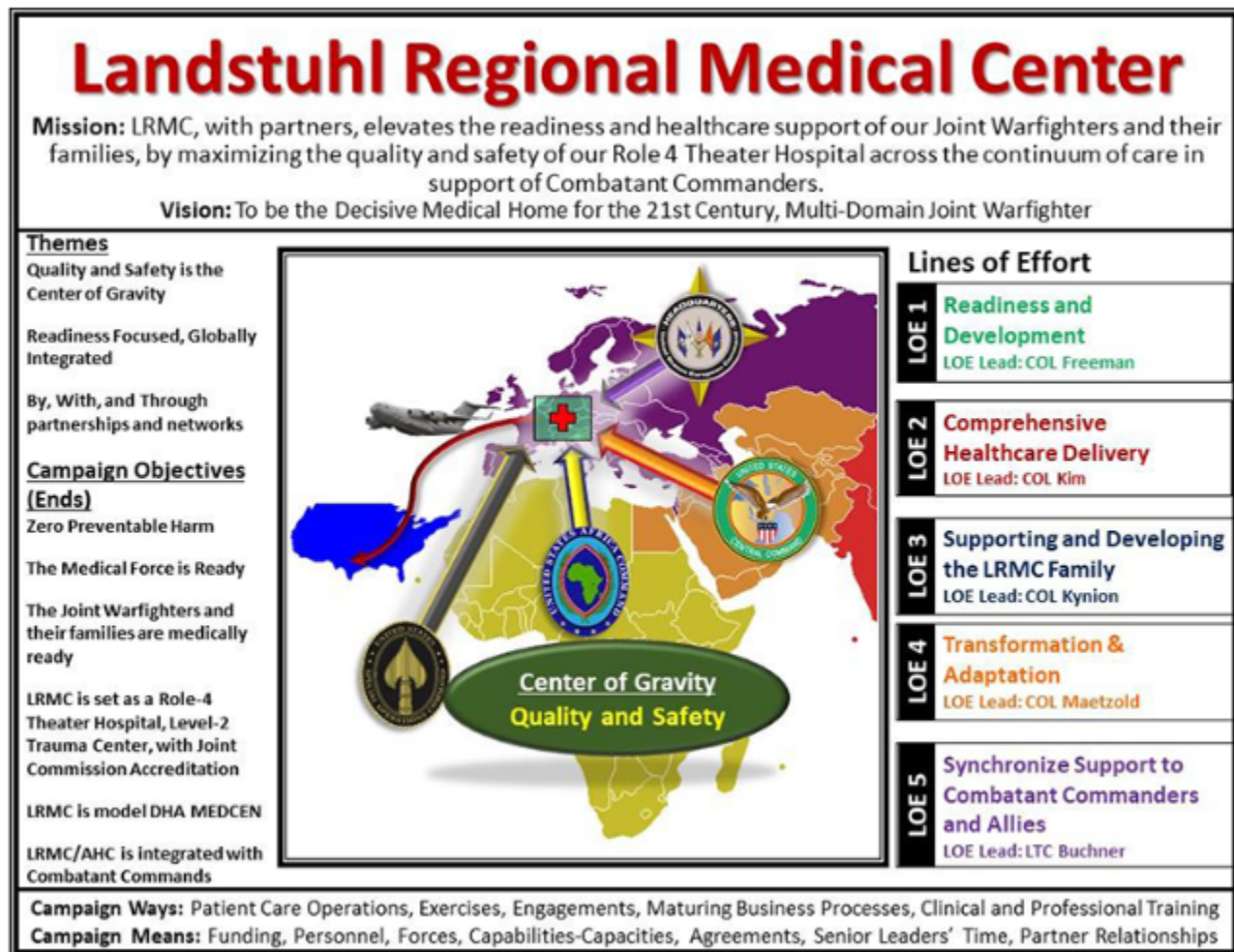
https://intranet.eur.amed.ds.army.mil/lrmc/DCQS/jc/_layouts/15/start.aspx#/SitePages/Home.aspx

Additionally, please take some time to review LRMCs policies and keep this URL for your reference in the future:

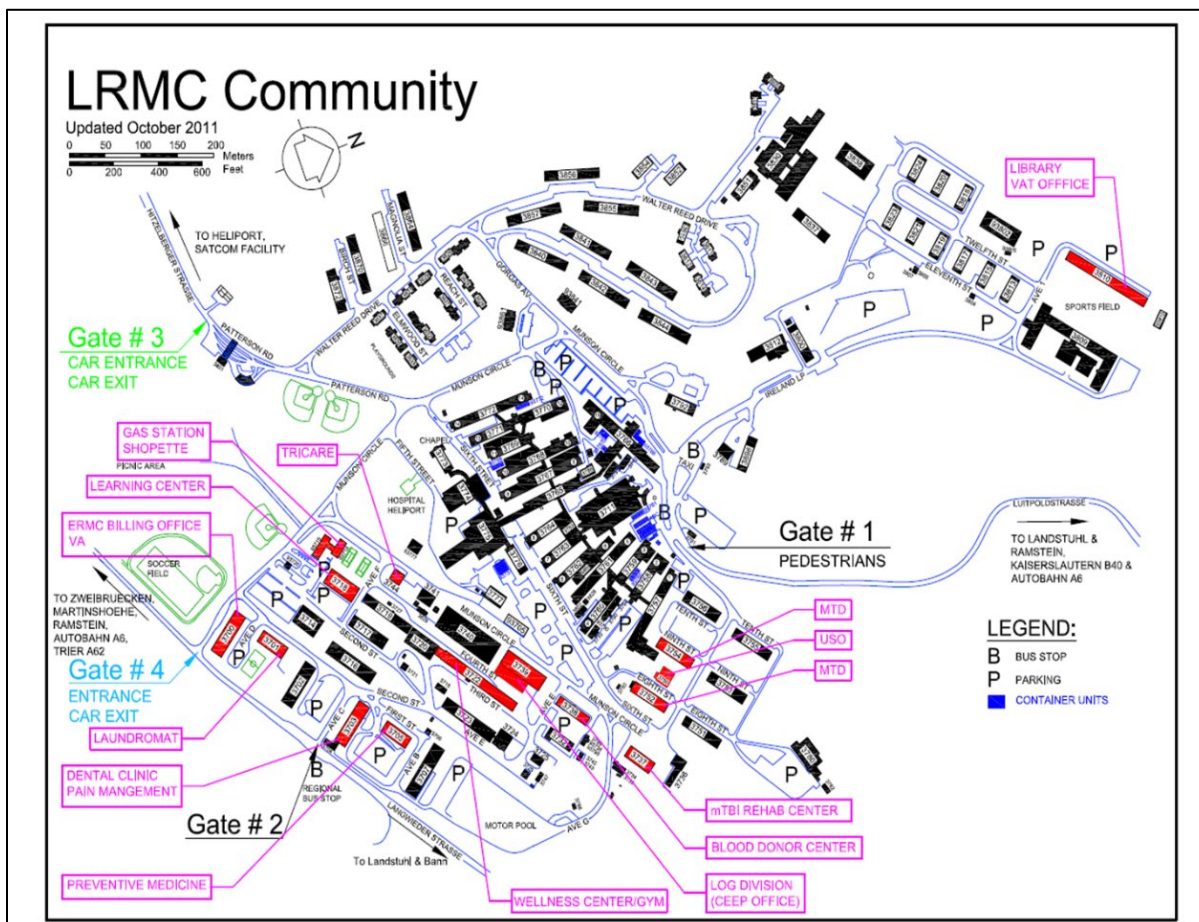
<https://intranet.eur.amed.ds.army.mil/LRMC/DCA/adj/Shared%20Documents/Forms/Modified%20view.aspx?RootFolder=%2fLRMC%2fDCA%2fadj%2fShared%20Documents%2fRegulations%2c%20Publications%20and%20Memorandums&FolderCTID=0x0120003BC0D2AE9D592E4587BDD5D583649A8B>

LRMC STRATEGIC OBJECTIVES (LINES OF EFFORT):

The LRMC lines of effort are: to include Readiness and Development, Comprehensive Healthcare Delivery, Supporting and Developing the LRMC Family, Transformation & Adaptation, and Synchronize Support to Combatant Commanders and Allies.



Please Utilize the Chain of Command and elevate concerns as necessary. All Leaders maintain open door policies and are open to addressing both the questions and concerns of patients and staff.



COMMON MILITARY RANKS:

Rank Insignia of the United States Armed Forces

ENLISTED													
E-1	E-2	E-3	E-4	E-5	E-6	E-7		E-8		E-9			SEA
AIR FORCE													
No Insignia													
Airman Basic (AB)	Airman (Amn)	Airman First Class (A1C)	Senior Airman (SrA)	Staff Sergeant (SSgt)	Technical Sergeant (TSgt)	Master Sergeant (MSgt)	First Sergeant (FS)	Senior Master Sergeant (SMSgt)	First Sergeant (FS)	Chief Master Sergeant (CMSgt)	First Sergeant (FS)	Command Chief Master Sergeant (CCM)	Chief Master Sergeant of the Air Force
ARMY													
No Insignia													
Private E-1 (PV1)	Private E-2 (PV2)	Private First Class (PFC)	Corporal (CPL)	Sergeant (SGT)	Staff Sergeant (SSG)	Sergeant First Class (SFC)	Master Sergeant (MSG)	First Sergeant (1SG)	Sergeant Major (SGM)	Command Sergeant Major (CSM)	Sergeant Major of the Army (SMA)		
				Specialist									
MARINES													
No Insignia													
Private (Pvt)	Private First Class (PFC)	Lance Corporal (LCpl)	Corporal (Cpl)	Sergeant (Sgt)	Staff Sergeant (SSgt)	Gunnery Sergeant (GySgt)	Master Sergeant (MSgt)	First Sergeant (1stSgt)	Master Gunnery Sergeant (MGySgt)	Sergeant Major (SgtMaj)	Sergeant Major of the Marine Corps (SgtMajMC)		
NAVY													
No Insignia													
Seaman Recruit (SR)	Seaman Apprentice (SA)	Seaman (SA)	Petty Officer 3rd Class (PO3)	Petty Officer 2nd Class (PO2)	Petty Officer 1st Class (PO1)	Chief Petty Officer (CPO)	Senior Chief Petty Officer (CPO)	Master Chief Petty Officer (MCPO)	Force Command Master Chief Petty Officer (FORMC)	Fleet Command Chief Petty Officer (FLTMC)	Master Chief Petty Officer of the Navy (MCPON)		
COAST GUARD													
													
Seaman Recruit (SR)	Seaman Apprentice (SA)	Seaman (SA)	Petty Officer 3rd Class (PO3))	Petty Officer 2nd Class (PO2)	Petty Officer 1st Class (PO1)	Chief Petty Officer (CPO)	Senior Chief Petty Officer (CPO)	Master chief Petty Officer (MCPO)	Command Master chief (CMC)	Master Chief Petty Officer of the Coast Guard (MCPO-CG)		Master Chief Petty Officer of the Coast Guard (MCPO-CG)	

Rank Insignia of the United States Armed Forces										
OFFICERS										
O-1	O-2	O-3	O-4	O-5	O-6	O-7	O-8	O-9	O-10	Special
AIR FORCE										
Second Lieutenant (2d Lt)	First Lieutenant (1st Lt)	Captain (Capt)	Major (Maj)	Lieutenant Colonel (Lt Col)	Colonel (Col)	Brigadier General (Brig Gen)	Major General (Maj Gen)	Lieutenant General (Lt Gen)	General (Gen)	General of the Air Force (GAF)
ARMY										
Second Lieutenant (2LT)	First Lieutenant (1LT)	Captain (CPT)	Major (MAJ)	Lieutenant Colonel (LTC)	Colonel (COL)	Brigadier General (BG)	Major General (MG)	Lieutenant General (LTG)	General (GEN)	General of the Army (GA)
MARINES										
Second Lieutenant (2ndLt)	First Lieutenant (1stLt)	Captain (Capt)	Major (Maj)	Lieutenant Colonel (LtCol)	Colonel (Col)	Brigadier General (BGen)	Major General (MajGen)	Lieutenant General (LtGen)	General (Gen)	
NAVY										
Ensign (ENS)	Lieutenant Junior Grade (LTJG)	Lieutenant (LT)	Lieutenant Commander (LCDR)	Commander (CDR)	Captain (CAPT)	Rear Admiral Lower Half (RDML)	Rear Admiral Upper Half (RADM)	Vice Admiral (VADM)	Admiral (ADM)	Fleet Admiral (FADM)
COAST GUARD										
Ensign (ENS)	Lieutenant Junior Grade (LTJG)	Lieutenant (LT)	Lieutenant Commander (LCDR)	Commander (CDR)	Captain (CAPT)	Rear Admiral Lower Half (RDML)	Rear Admiral Upper Half (RADM)	Vice Admiral (VADM)	Admiral (ADM)	Fleet Admiral (FADM)
WARRANT OFFICERS										
ARMY					MARINES					
Warrant Officer (WO1)	Chief Warrant Officer (CW2)	Chief Warrant Officer (CW3)	Chief Warrant Officer (CW4)	Chief Warrant Officer (CW5)	Warrant Officer (WO)	Chief Warrant Officer (CWO2)	Chief Warrant Officer (CWO3)	Chief Warrant Officer (CWO4)	Chief Warrant Officer (CWO5)	
NAVY					COAST GUARD					
The grade of Warrant Officer (WO) is no longer in use.	Chief Warrant Officer (CWO-2)	Chief Warrant Officer (CWO-3)	Chief Warrant Officer (CWO-4)	Chief Warrant Officer (CWO-5)	The grade of Warrant Officer (WO) is no longer in use.	Chief Warrant Officer (CWO-2)	Chief Warrant Officer (CWO-3)	Chief Warrant Officer (CWO-4)	Chief Warrant Officer (CWO-5)	The grade of chief Warrant Officer (CWO-5) is no longer in use.

Plan Your Move!

Travel Planning

Temporary Lodging

Work with your Sponsor to make temporary lodging reservations early to ensure accommodations when you arrive. Call the Ramstein Inns Central Reservation at 011-49-6371-45-4920 from the US or DSN 314-480-4920 from Monday through Friday from 6:00 a.m. to 10:00 p.m. The lodging facilities are located at Ramstein, Landstuhl and Vogelweh. Ask the help of your Sponsor if you need assistance in finding a hotel room off-post, as the garrison covers a very large footprint and your Sponsor is best equipped to provide assistance with selecting an appropriate facility off post.

Command Sponsorship

Concurrent travel orders allow your Family members to travel with you to Germany. To have concurrent travel, your Family must be granted Command Sponsorship before you move. A request for Command Sponsorship includes having your Family members screened for the Exceptional Family Member Program (EFMP) through your current installation hospital or medical clinic. A DA Form 5888 must be completed and processed before Command Sponsorship is authorized. EFMP screenings are mandatory for all military Family members before a PCS move. The installation EFMP Manager is the point of contact for assistance with the DA Form 5888. Without command sponsorship, personnel will not have Overseas Housing Allowance (OHA) with dependents, Families will not be eligible to use the PX, commissary, schools and medical care except for emergency only. To request Command Sponsorship after your arrival in Germany may be difficult. The Service Member's unit or S-1 is the point of contact for Command Sponsorship.

[Never ship important documents in your household goods.](#)

Do not go anywhere without the following:

- PCS and Family travel orders (10 copies plus accessible digital copies)
- Military identification cards for each Family member (10-year-olds and up MUST have military dependent ID card)
- Medical, dental, and shot records for yourself and your Family members
- Official passports for yourself and each of your Family members
- Transportation documents
- Household goods/hold baggage documents
- Leave and Earnings Statement (LES)

Additionally, during your in processing period, securely hand carry the following items:

- Marriage certificates/prenuptial agreements
- Birth certificates of all Family members
- Insurance policies, policy numbers, types of insurance and business address
- Previous discharge papers (DD FM 214)
- Divorce and annulment papers pertaining to prior marriages
- Death certificates
- Social Security cards for all Family members
- Immunization records of all Family members (especially the COVID-19 vaccination confirmation)
- Citizenship/naturalization papers
- Property deeds, automobile titles and registration

- Wills
- School report cards/education record for all children (also, IEPs)
- Church/synagogue records (e.g. baptism, confirmation)
- Names and addresses of credit card companies you have business with
- Savings/checking account books with appropriate mailing addresses
- Statements for saving bonds, certificates of deposit, and stock certificates
- Personal property inventory (include serial numbers)
- Receipts for high-value personal property
- A list of companies due payments from you during the process of your move (to ensure payment does not become delinquent)
- Employment records (e.g., electronic resume, letters of recommendation)
- A minimum of three current copies of Power of Attorney
- Port call and supporting documents
- State and federal tax records

Pet Travel to Germany

Space Available Pet Program

- There are 10 spaces available for pet transport on every Patriot Express (PE) flight with approximately four missions per week.
- If you are unable to secure a PE flight for your pet, you are responsible for arranging proper transportation. Pets can fly in/out of Frankfurt International via a commercial carrier.
- Fees are charged on a weight basis, combining the weight of the pet and the kennel. Please contact the AMC terminal to discuss fees.
- Pet travel is **NOT** a reimbursable expense IAW the JTR, Para. 050107-D “Pet Transportation. Transportation for a household pet is not a reimbursable expense unless the transportation is due to an evacuation from a foreign PDS in accordance with par. 060204.”

Sedatives

- The use of sedatives are strongly discouraged during flights due to the risks of adverse reactions. Airlines may require a signed statement that your pet has not received a tranquilizer prior to flying.

Feeding Guidelines

- Air travel on an empty stomach is typically suggested, however, this varies based on age, breed, medical history, and flight schedule. Discuss feeding recommendations with your veterinarian.
- Access to water for the pet(s) is required during travel.

Kennel Recommendations

- It is important that you purchase the correct kennel for your pet. The kennel must be large enough to allow your pet to stand (without touching the top of the cage), sit, turn around, and lie down in a natural position.
- Only small dogs and cats are allowed to fly in cabin.
- PE will **NOT** allow soft-sided or collapsible kennels for safety purposes.
- Cover the bottom with absorbent material “Puppy Pads” work great! Do not use straw, hay, grass, sawdust, sand, or soil.

- A water container must be present inside the kennel with outside access for refilling.
- Clearly label the kennel with your name, destination address, and phone number, a “Live Animal” designation sticker, and arrows indicating the crate’s upright position.
- Take time to acclimate your pet to the crate! Use the kennel as a bed or feed your pet in the kennel for several days prior to travel.
- You may be asked to remove your pet from the kennel so that the carrier can be placed through an x-ray scanner. This is a great opportunity for your pet to escape! Remember to place a halter/collar and leash on your pet to minimize the chances of a loose pet.
- Discuss specific kennel requirements with your specific airline.
 - See Pet Travel TRIFOLD in Appendix A

How to Get a USAREUR-AF Drivers' License

To drive in Germany, U.S. personnel must have a valid stateside driver's license and obtain a USAREUR-AF driver's license. The driving age is 18 and above in most European countries.

USAREUR-AF driver's licenses are valid for five years. If someone's tour extends beyond five years, they must renew the license and pay the fee. Personnel must carry U.S. license with USAREUR-AF license.

Keep in mind, only USAREUR-AF license holders are authorized to drive a USAREUR-AF registered vehicle. Not all NATO countries recognize USAREUR-AF licenses as sufficient for driving or renting vehicles abroad. Personnel planning to travel should obtain an international driver's license.

Step #1: Complete USAREUR-AF Driver's License training on Joint Knowledge Online (JKO). People age 18 and over must first complete the training and pass the USAREUR-AF driver's test on [JOINT KNOWLEDGE ONLINE](#) (Courses IDs: [USA-007](#) and [USA-007B](#)). Common Access Card (CAC) users can log into JKO. CAC users can sponsor dependents without CACs on the website. For applicants under the age 18 who already possess a valid U.S. driver's license, their sponsor must request an exception to policy. The request should include the sponsor's name, rank, organization, APO mailing address and a copy of the front and back of the applicant's U.S. driver's license. It is recommended SMs and their Family members complete the test and training at least 10-14 days prior to arrival, to expedite the licensing process.

Step #2: Go to the Driver's Testing Station to [apply in person](#).

After passing the online test, go to the Driver's Testing Station at Kleber Kaserne Building 3213 Room 207; for appointments, call: +49 (0) 611 1435 282 434. It takes a minimum of 48 hours for the scores to be processed to the driver's testing station. Personnel will then fill out an application (190-1T), take an eye test and pay a fee for the USAREUR-AF driver's license. The current fee is \$20 which can be paid via credit / debit card, money order or check. Personnel will receive a temporary driver's license on-site. The official hard-copy license will be sent to SM's APO mailing address within three to four weeks.

Getting an International Driver's License

U.S. personnel must request an application for the international driver's license at the nearest driver's testing station for U.S. government employees. To apply for this license, submit the provided application to the local (DMV) in your county of residence. Personnel must possess the official hard-copy USAREUR-AF driver's license before beginning the process for the international driver's license. For the application, personnel must provide their military ID card, U.S. driver's license, one passport photo (3.5 centimeters by 4.5 centimeters) in

addition to paying a fee. Visit the link below for additional motor vehicle information: <https://www.afsbeurope.army.mil/Logistics-Readiness-Centers/LRC-Bavaria/Transportation-Division/Drivers-Testing/>

Reporting to Germany

COVID-19 RESTRICTIONS OF MOVEMENT: (OCT 2021)

NOTE: The following applies IAW FRAGO 61 TO 21 TSC OPORD 20-05, 2019 NOVEL CORONAVIRUS (COVID-19):

Personnel who are NOT fully vaccinated must ROM for 10 days. Vaccinations are no longer offered at the RGRC. The approval authority for an ETP to reduce ROM from 10-days to 5-days is the CG, 21 TSC. Individuals who are fully vaccinated (defined as: 14 days post-completion of a food and drug administration-authorized COVID-19 vaccine and meet all of the CDC criteria for the specific vaccine administered) and are symptom-free are not required to ROM. Proof of vaccination must be available

Most Soldiers, Civilian employees, and Families arriving to Germany on Permanent Change of Station (PCS) will arrive at the Ramstein Gateway Reception Center (RGRC) via Air Mobility Command's military chartered airlift, or the Patriot Express. Flights depart from BWI Airport, AMC Terminal and arrive at Ramstein Air Base, Germany. USAREUR-AF Command Policy requires that all personnel and accompanying Family Members process through the RGRC even when arriving to Frankfurt or a different commercial airport. RGRC staff will be available to guide you through the Gateway process.

If you are a Soldier and are scheduled to fly into Frankfurt International Airport (FRA) instead of Ramstein Air Base, contact your travel office immediately to change your flight to a Patriot Express flight. Not only is it a USAREUR-AF policy that Soldiers do not fly into FRA during a PCS move, but there is also no support nor oversight at FRA to track your arrival. If you are an exception to this policy and must fly into FRA, please ensure your sponsor is notified of your itinerary to arrange pickup. Upon arrival into Frankfurt you must report directly to the Ramstein Gateway Reception Center for European Theater in processing.

Upon arrival, Soldiers and Civilian employees are picked up by their sponsors or unit representatives. Soldiers (who are authorized to live off base) and Soldiers with Family members are then brought to lodging. Other single Soldiers are brought to the barracks or transient rooms. On the second day, incoming personnel usually complete their unit in-processing.

On the third day, newcomers report to the Central Processing Facility (CPF) at Kleber Kaserne Building 3245 to receive their initial brief and in-processing schedule. Soldiers are then instructed to attend scheduled training at the In-processing Training Center (ITC) and schedule their medical provider appointments according to their respective duty station communities.

Family Members may attend the ITC briefing (Host Nation Orientation, Red Cross, Family Member Misconduct, Commander's Welcome, EFMP, Equal Opportunity, Sexual Harassment, Education Center services, VAT, Safety, DoD CYS, ACS, MWR, OPSEC/Force Protection, and Crime Prevention).

The USO conducts a free Local Orientation Tour on Tuesdays for in-processing personnel and Family Members. Personnel can register for this tour during their in-processing. Personnel attending the tour are required to bring Euro cash (preferred) or credit card to pay for lunch during this tour.

Army Community Service (ACS) also offers a monthly Host Orientation Tour that includes a city tour of Kaiserslautern while learning about German culture and customs. Bring Euros for bus fare and lunch. Call ACS at 011-49-611-143-541-9000 or DSN 314-541-9000 to register.

Check-in Procedures

When you arrive at your new installation, you will need to follow installation-specific procedures. Each installation and service handles in-processing differently. Here, you can find installation-specific guidelines and a list of documents to bring when checking-in. Reach out to the contacts provided for specific questions

Installation Passes

All DoD ID cardholders ages 10 and over are required to be registered in the Installation Access Control Systems (IACS) office at Kleber Kaserne. DoD ID cardholders will need to provide a copy of their orders (if stationed/TDY in Europe) and a second form of government-issued photo ID when registering.

The IACS office registers DoD ID cardholders into the IACS system, issues installation passes to contractors, vendors and visitors, and processes installation access rosters for special events or persons who need short term access but are not eligible for an installation pass.

All non-DoD ID cardholders who request access to a U.S. military installation are required to either be escorted by a DoD ID cardholder at all times, be on an approved access roster, or be issued an installation pass.

- Sponsors (DoD ID cardholders) must request installation passes on Army Europe (AE) Form 190-16A
- Pass requests need to be submitted to the appropriate IACS office distro list (Kaiserslautern or Baumholder) via encrypted email from an official email address (eu.dodea.edu.gov.mil.NATO). Authorized sponsors unable to send encrypted emails may use the [DOD SAFE](#) site to submit application packets.
- The application packet needs to include the application and all supporting documents.
- Packets must be received a minimum of three business days prior to the applicant coming by the IACS Office.

The U.S. Army has 19 separate applicant categories for installation passes. Please contact your nearest IACS office for information on what documents are required for each category. Applicants will need to bring the following original documents with them to the IACS office when they come in to be issued a pass: Ausweiss or passport, PGCC (Führungszeugnis), residency permit (if required). Any documents that are not in English or German must be translated into English and notarized as a true translation.

SHORT TERM PAPER PASS (3 DAYS OR LESS)

DoD ID cardholders age 18 or over who are registered in IACS and have sign in privileges may sign in up to four visitors at a time at the installation gates. Visitors must be able to provide a state-issued ID card (European Union members) or passport and are required to be escorted at all times while in the installation. Minors ages 10 and under do not require a paper pass, but must be accompanied at all times.

INSTALLATION PASSES FOR VISITING FAMILY MEMBERS

In accordance with AE Regulation 190-16, Family members visiting DoD ID cardholders stationed in U.S. Army Europe may only be issued an installation pass for unescorted access under the following conditions:

- The visitor is an immediate Family member. Immediate Family members consist of the requester's sons, daughters, parents, brothers, sisters, mother-in-law, father-in-law, brothers-in-law, sisters-in-law, grandparents, and grandparents-in-law.
- The DoD ID cardholder resides on an access-controlled installation.
- Non-U.S. visitors: The visitor (age 18 and older) must present a valid Führungszeugnis issued within the

last year from the visitor's country of residence (must be translated into English or German).

- U.S. visitors: The visitor (age 18 and older) must present a national criminal history check. This can be obtained at the visitor's local courthouse (Clerk of the Court) or Local Federal Bureau of Investigation office in their state of residence. U.S. visitors that arrive in country without a security check will be required to have a National Crime Information Center check conducted prior to being issued a pass. This form will be completed and submitted to the Provost Marshal Office by the local Installation Access Control Services (IACS) office. Processing time is between one to two business days for the NCIC background check.
- U.S. visitors need to provide a copy of their flight itinerary or visa.

Visitors who do not meet the above requirements may be signed-in at the gate and escorted by a DoD ID card holder.

ELIGIBLE VETERAN ACCESS (NEW AS OF JANUARY 2020)

To obtain post access and shopping privileges at garrisons within Germany, veterans must have a Veterans Health Identification Card issued by the Department of Veterans Affairs in the U.S. The VHIC must be the newest version that displays the veteran's eligibility status. Under the new authorization, eligible veterans include Purple Heart recipients, former prisoners of war, and veterans with documented service-connected disabilities or their VA documented caregivers. VHICs are not issued overseas. To learn more about the VHIC, visit <https://www.va.gov/health-care/how-to-apply/>.

OBTAINING INSTALLATION ACCESS

- In addition to their VHIC, veterans residing in Germany also need to complete the AE Form 190-16A.
- Forms should be returned to the individual's garrisons IACS office via encrypted email, dropped off in person at a garrison visitor center, or local ACS staff can provide a secure website link to which veterans can upload their completed forms.
- Once background checks are complete in three to five days, veterans will be notified by IACS and can stop by a garrison visitor center to be issued an installation pass, which allows veterans to sign on spouses.
- Veterans who are only visiting Germany may obtain a temporary installation pass with their VHIC through the same process.

Read more about eligible veteran access [HERE](#).

ACCESS DENIED

Individuals will be denied access to U.S. Army installations for the following reasons:

- The individual has actively or passively participated in recruiting, funding, supplying, aiding or threatening terrorist activities.
- The individual is barred by a garrison commander.
- The individual attempted to use or has used lost, stolen or fabricated identification to gain access to an installation.
- The individual has a criminal conviction for any of the following: armed assault, armed robbery, arson, assault with a deadly weapon, child molestation, drug distribution or drug possession with intent to sell, espionage, firearms or explosives violations, murder, production or possession of child pornography, rape, sabotage, sexual assault, trafficking in humans, transporting radioactive material or treason.
- In the past 10 years, the individual had a criminal conviction for any of the following: burglary, unlawful entry, or housebreaking; grand theft auto; or involuntary or vehicular manslaughter.
- In the past five years, the individual had a criminal conviction for any of the following: habitual drug offense (i.e. use of marijuana), forgery or fraud.
- In the past 10 years, the individual had a conviction of any felony.
- The individual has a current U.S., Host Nation or INTERPOL arrest warrant.
- The individual has engaged in acts or activities designed to overthrow the U.S. Government, the

government of a European Union or NATO member state, or the HN government by force.

- The individual is a registered sex offender.
- A background check revealed criminal arrest information that presents a potential threat to the good order, discipline, health or safety of the garrison.

Contact the local IACS office for waivers and adjudication procedures.

Garrison and Hospital In-processing

PRE-ARRIVAL AND POST-ARRIVAL INFORMATION:

During your pre-arrival timeframe, please utilize this time to focus on your immediate Family needs and preparing for your move overseas. This can be a stressful time so please reach out to your sponsor and/or leadership for any assistance. Please keep your sponsor and/or leadership updated about your arrival information and any special needs. Things to inform your sponsor/leadership about should include: arrival flight date/time, Family members ages, any pets, any immediate accommodation requirements, and any other thoughts or concerns in which your sponsor/leadership may need to be made aware. Focus first on you and your Family, we are here to help!

RAMSTEIN AIR BASE / KLEBER KASERNE INPROCESSING INFORMATION:

The Kaiserslautern Military Community, or KMC, is the largest military community outside the continental United States, and is a combined community consisting of Army and Air Force components. Ramstein Air force Base (RAB) is the local U.S. Air force base within the Kaiserslautern Military Community and is one of more than a dozen military installations in the area, making up the Kaiserslautern Military Community. Ramstein Air Base, Germany, serves as headquarters for U.S. Air Forces in Europe and is also a North Atlantic Treaty Organization installation. As a NATO installation, Ramstein is home to 21 other NATO countries as well, with German, Canadian, British, French, Belgian, and Dutch forces making up the bulk of them. Most of the on-base shopping and restaurant opportunities are located on RAB while hosting largest Post Exchange/Base Exchange within the KMC. You will have minimal in-processing obligations at RAB with the main responsibility of registering your I.D. card. You will find some great information on their website at <https://www.ramstein.af.mil/>. For more information, please contact your sponsor and/or leadership.

Kleber Kaserne one of many U.S. Army installations within the KMC is located within Kaiserslautern city limits and is where most of your initial in-processing will occur. This installation also includes the U.S. Army finance and legal offices, the U.S. Army military clothing and sales, the KMC live-theater, and various other points of interest. Your sponsor will familiarize you with this installation but if you have any questions please let ask your sponsor and/or your leadership.



COMMUNITY IN-PROCESSING APPOINTMENT CHECKLIST FOR RHEINLAND-PFALZ COMMUNITY
Please ensure you have the following documentation when reporting to for Community Processing Facility (CPF) as indicated



- Ensure that you have a Community Mail Room (CMR) # assigned
 - Five Copies of all PCS orders and amendments
 - Two Copies of DA Form 31 (Request and Authority for Leave) must be signed in blocks 16A, 16B and 16C. (If you don't have a DA Form 31; the unit or S-1 must reconstruct a DA Form 31 with information provided by you)
 - DD Form 1610 signed by S-1 for Isolation Pay (10 days of self quarantine) IAW ALARACT 029/2020**
 - Lodging receipt for 10 days Self-Quarantine
 - Two Copies of POV shipping documents (for Transportation) (If applicable).
 - One copy of DD FM 1299, application for HHG/UCB Shipment.
 - Bring ID card, receipts for hotel, flight itinerary for dependent travel, POV shipping documents.
 - Dental Records and Medical Records.
- Note: The unit is responsible to support the soldier and generate sufficient copies and/or supporting documents. The Central Processing nor Finance will generate copies.**

CPF In-Processing Date: TBD Time: TBD

FIRST STOP on date and time indicated above:

Soldier and Sponsor MUST GO TO:

Central Processing Facility (CPF) 301

**If there are any questions or problems, please contact the CPF at
DSN: 541-1026/1027 or commercial 0611-143-541-1025/1026/1027**

LRMC MILITARY INPROCESSING INFORMATION

In-processing LRMC will be a streamlined, but in-depth, process. Your sponsor and/or leadership is here to assist you in knowing what to expect. It is vitally important to utilize your sponsor and/or your leadership to ensure In-processing events are not missed and/or rescheduled. All Army personnel will complete Community In-Processing at Kleber Kaserne Central Processing Facility. Your Sponsor will be required to arrange transportation and accompany you to your scheduled appointment. In addition to your Community In-Processing, you will also in process with Military Human Resources (MHR) (S1) in Building 3700, Room 210. This processing step may be before or after your Kleber Kaserne appointment; subject to flight arrival schedules. MHR will ensure that you are integrated into our unit databases, your Finance & Leave (DA 31), PCS orders are correct and issue Ration Control card(s) to you and eligible Family members.

LRMC CIVILIAN INPROCESSING INFORMATION

Civilian Employees will in process Kaiserslautern CPAC – See page 19, In addition to your Community in processing you will also in process with LRMC Civilian Personnel Branch Office (CPB) in Building 3700, Room 103. CPAC office works closely with your Sponsor and the CPB to ensure that you and your Family members fully integrated into our community and our unit databases.

CPAC IN-PROCESSING BRIEFING SCHEDULE: (Process varies based on COVID-19 Policies)

The Kaiserslautern CPAC will hold regular in-processing briefings throughout the month that allows you to attend when it best suits your schedule. You may attend multiple sessions if you wish.

General Information and Overview of Overseas Benefits

Mondays at 0900 (Tuesday if Monday is on a holiday) (Approx. 45-90 min)

This briefing will provide general information about working for the Federal government and an overview of

overseas benefits and entitlements. Both local hires and CONUS hires are encouraged to attend.

Overseas Entitlements and Reimbursement Processes

2nd & 4th Wednesday of each month at 0900 (Approx. 1.5-2 hrs.)

This briefing is designed for those who PCS'd from CONUS and for local hires who receive LQA. We will discuss overseas entitlements and the forms you will submit for reimbursement of PCS-related expenses. You will be able to access the in-processing briefing by either creating your own Microsoft Teams account or by joining as a guest. There are a few ways to access the in-processing briefing. We recommend viewing the briefing while connected to Wi-Fi to avoid data charges. For either option you can request a download link from the Microsoft website.

DESKTOP / LAPTOP: This is the preferred method to view the briefing because there will be PowerPoint slides. In order to join the in-processing briefing on your desktop or laptop, you have the option to download the Microsoft Teams app or by accessing the briefing on your web browser (note: you must use Microsoft Edge or Google Chrome).

MOBILE / CELL PHONE / TABLET: In order to join the in-processing briefing on your mobile phone you will need to download and install the Microsoft Teams app. Although on a smaller screen, the PowerPoint slides can still be viewed. You can download the app directly from the Google Play Store or Apple Store.

You can enter the In-Processing Briefing link below to your web browser. If you are using a mobile phone, please open the Teams app before clicking on the link or entering the link into your mobile web browser. If you already have or choose to create a Microsoft Teams account, you are able to join the CPAC's team channel by using the link on the bottom right. If you join, you will find various instructions and how-to guides on our channel that you may find useful

MEDICAL COMPANY INPROCESSING INFORMATION:

Your Assignment to LRMC means that some administrative operations are overseen by individual units, (called Companies) within Troop Command. All employees within LRMC will be managed by a Medical Company. The Medical Company is a military organization commanded by an U.S. Army Captain assisted by the company's senior Non-Commissioned Officer (NCO) in the rank and position of First-Sergeant. An administrative staff is also available to assist you. Your leadership and/or sponsor will provide any necessary requirements to in process an assigned Company.

LRMC Section Orientation

The Chain of Command for the LRMC Department starts with your individual ward/unit Officers in Charge (OICs) and Non-Commissioned Officers in Charge (NCOICs). Utilize these supervisors to address your questions and concerns at the lowest level whenever possible. If you need further assistance your next resource is our section chief. Every leader maintains open door policies should you have any concerns that were not answered to your satisfaction at a lower level.

LRMC PROFESSIONAL STANDARDS:

Safety and quality Patient care is dependent on teamwork, communication and a collaborative work environment. To assure quality and promote a culture of safety, LRMC embraces professional standards and requires all staff to conduct themselves in a manner consistent with our mission, vision, and values. Leaders at all levels have the responsibility to model and enforce these standards.

You, as an essential team member at LRMC, are accountable for high standards of conduct. Prohibited behaviors may be grounds for disciplinary actions depending on the circumstance. Please report any witnessed prohibited behavior to your immediate supervisor, the behavior cannot be addressed if it is not reported. Professional standards of conduct are incorporated into several LRMC policies and can be found via the

SharePoint at:

<https://jkodirect.jten.mil/?RootFolder=/LRMC/DCA/adj/Shared%20Documents/Regulations,%20Publications%20and%20Memorandums/3.%20LRMC%20Policies&FolderCTID=0x0120003BC0D2AE9D592E4587BDD5D583649A8B&View=%7b1BACC38A-8E4E-4DF9-929C-AF92A1DB84BD%7d?RootFolder=/LRMC/DCA/adj/Shared%20Documents/Regulations,%20Publications%20and%20Memorandums/3.%20LRMC%20Policies&FolderCTID=0x0120003BC0D2AE9D592E4587BDD5D583649A8B&View=%7b1BACC38A-8E4E-4DF9-929C-AF92A1DB84BD%7d>

PATIENT CARING TOUCH SYSTEM:

The Patient Caring Touch System (PCTS) is a Patient- centered model for Nursing Care developed to reduce clinical variance by adopting internally and externally validated best practices. PCTS consists of five Elements (Patient Advocacy, Enhanced Communication, Capability Building, Evidenced- based Practice and Healthy Work Environments). These five Elements are supported by 10 Components (Core Values, Care Teams, Peer Feedback, Standardized Documentation, Skill Building, Talent Management, Leader Development, Optimized Performance, and Centers for Nursing Science, Clinical Inquiry and Shared Accountability). The Patient Caring Touch System is a key enabler for the transition from a Healthcare System to a System *for* Health. The Patient Caring Touch System promotes standards, not standardization, for nursing care Army-wide. These standards allow us to measure nurse-sensitive outcomes and monitor the impact of nursing practice innovations on those outcome measure. For more about the PCTS, please visit the Army Nurse Corps website at: <https://armynursecorps.amedd.army.mil/>.

STANDARDS AND SCOPE OF PRACTICE:

All LRMC employees are expected to deliver patient care within validated competency record and as outlined by service specific guidance with their Military Occupational Specialty/Air Force Specialty Code. LRMCs scope of practice guidelines provide direction and guidance regarding Healthcare Professional Practice activities to the medical staff located at LRMC. Several references that create this scope of practice include: The Joint Commission: Comprehensive Accreditation Manual for Hospitals, the American Nursing Association (ANA), the American Association of Critical-Care Nurses (AACN), Army Regulation (AR) 40-68 Clinical Quality Management, LRMC Memo 40-19 Patient Safety Program, Command Policy Letter 52, and other important policies found via the SharePoint at:

<https://intranet.eur.amed.ds.army.mil/LRMC/DCA/adj/Shared%20Documents/Forms/Modified%20view.aspx?RootFolder=%2FLRMC%2FDCA%2Fadj%2FShared%20Documents%2FRegulations%2C%20Publications%20and%20Memorandums%2F1%2E%20LRMC%20Memos&FolderCTID=0x0120003BC0D2AE9D592E4587BDD5D583649A8B&View=%7B1BACC38A%2D8E4E%2D4DF9%2D929C%2DAF92A1DB84BD%7D>

All non-licensed staff will Work within their scope of competency and training based on; (1) Soldier Training Publication 8-69W13-Soldier's Manual and Training Guide, Military Occupational Specialty 68W, Healthcare Specialist Skill, Levels 2, 2 and 3. 03 May 2013, (2) Training Circular 8-800, Medical Education and Demonstration of Individual Competence (MEDIC), 15 Sep 2014, and lastly, (3) Air Force Specialty Codes 4NOX1X, Aerospace Medical Service Career Field Education & Training Plan, 25 Jun 2014, and Career Field Education and Training Plan.

LRMC DEPARTMENT ORIENTATION OVERVIEW:

Each employee will undergo familiarization and orientation to the section and organization. This process is a vital part of unit and team cohesion, as well as individual establishment with the organization. The

process will consist of a hospital wide orientation designed to familiarize each employee with the overall mission of the hospital and required hospital training. Each employee will have the opportunity during this time to meet and become familiar with the hospital leadership. Unit orientation will begin as soon as possible and consist of unit familiarization and a specific job competencies checklist. This process is designed to provide standards of practice for unit and hospital skillsets catered to the employee's licensure and duties. The unit orientation process will include input from unit leadership, the employee, and the employee's individual assigned preceptor. While the leadership and the preceptor will ensure adequate orientation is provided during the orientation process, the employee is the center focus and is encouraged to provide the team with valuable input and direction of their individualized orientation.

COMPENTENCY ASSESSMENT FILE (CAF):

All competencies, skills assessments, licensure, and certifications are maintained within the unit for verification and records updating. These documents are maintained within a six-sided folder called the Competency Assessment File (CAF). Your CAF folder manager will create a folder for you when you start working and explain what is required. It is your individual obligation to maintain your CAF folder with the most up to date information.

INITIAL AND MANDATORY TRAINING:

There are many annual training requirements for staff and may vary for Army, Air Force, GS Civilian, Local National, Officer, or Enlisted personnel. The training NCO shall answer questions regarding training requirements. See the included chart of LRMC mandatory training requirements. Most can be completed at your own pace online, however, some identified as "F2F" must be completed in person. Be aware that some trainings are one-time, while others are required every two or three years so pay attention to the requirement. It is each individual's responsibility to maintain their training record and complete trainings prior to their expiration. The training NCO will inform you how they want to maintain your training record so be sure to discuss this with them. It is recommended that you maintain your own copy of all training certificates or sign-in rosters should you need to show proof of completion at any time. See Appendix D for a listing of required training.

Kaiserslautern Military Community Services (KMC)

Child Care:

Army Child Development Centers (CDCs) are on-post facilities that reduce stress on Families and support workforce readiness by offering full-time, part-time and hourly child care services. Rich and stimulating age-appropriate environments help children develop cognitive, motor, social, and emotional skills. Learning activities provided through individual, small and large group experiences support the natural development of children. A research-based curriculum ensures children develop school readiness skills.

Landstuhl Child Development Center 1 - Full-Day Care

Landstuhl Child Development Center 2 - Full-Day Care

Ramstein Child Development Center - Full-Day Care

***For additional Child Care locations and FCC providers, please visit:**

<https://public.militarychildcare.csd.disa.mil/mccu/ui/#/>

DoDEA Europe Schools (EU –East district)

If you have school-aged children, they are eligible for registration with Department of Defense Education Activity (DODEA) schools. You can find information regarding the schools in the area by clicking the following link and then reviewing the school information for the Kaiserslautern Community Schools or Ramstein Community Schools: <https://www.dodea.edu/Europe/east/>. Your sponsor should also assist in getting your children enrolled in schools.

- Kaiserslautern HS, Kaiserslautern MS, Kaiserslautern ES
- Ramstein ES, Ramstein MS, Ramstein HS, Ramstein IS
- Landstuhl ES
- Sembach ES
- Vogelweh ES

Medical and Dental Care

Regional Health Command Europe provides high quality health care for active duty service members and their Families and ensures Soldiers are medically-ready to support their mission.

Additionally, Army Military Treatment Facilities in Europe provide care to retirees, Family members enrolled in TRICARE Select and non-TRICARE beneficiaries on a space-available basis. However, availability of these appointments varies widely across the region based on clinic staffing and support to operational units.

Space-available care simply means that if an appointment is available and not already booked, then a retiree or civilian may be seen in that appointment slot. If all appointments are booked or are otherwise unavailable, then space-available patients must seek treatment in a host-nation facility.

Priority is given to active duty Family members to make it easier for active duty members to perform their military service without worrying about health care for their Families.

MTFs provide health care to beneficiaries according to the following basic priorities as determined by DoD and TRICARE policy:

Priority 1: Active-duty service members

Priority 2: Active-duty Family members enrolled in TRICARE Prime

Priority 3: Retirees, their Family members and survivors who are enrolled in TRICARE Plus

Priority 4: Active-duty Family members who are not enrolled in TRICARE Prime

Priority 5: All other TRICARE eligible persons

Priority 6: Non-TRICARE eligible persons (e.g. general schedule federal employees, AAFES and DODDS civilian employees)

In an overseas assignment, DoD civilian employees and their Family members may receive medical care in a military treatment facility, on a space-available basis. Available services are determined based on location of assignment.

However, these facilities will treat only episodic (non-recurring) health issues for space -available patients. Examples of episodic health issues include: minor illnesses, muscle injuries and gastroenteritis. Chronic health problems such as diabetes, hypertension and other major ailments must be managed carefully by a primary care manager for continuity of care and patient safety.

Since treatment on a space-available basis does not allow for continuous management of chronic health problems, Army MTFs in Europe will not treat chronic health problems for space-available patients. Patients who have chronic health problems, but experience an episodic health issue, can be seen at an MTF on a space-available basis for treatment of that specific episodic health issue.

According to the Civilian Human Resources Activity-Europe website, "When a civilian employee is selected for an overseas assignment they are notified that movement overseas may require them to initiate a change in their health benefits plan to ensure coverage, and that in the overseas areas, access for civilian employees and their Families to military medical and dental facilities is on a space-available and reimbursable basis only."

If an appointment is not available at an MTF, local host nation providers can be utilized for medical care. The local TRICARE service center can provide a listing of local host nation providers – but it is also recommended to check with your insurance company to ensure the visit will be reimbursed. A list of local host nation providers is also available at <http://www.tricare-overseas.com/beneficiaries/resources/provider-search>

Dental Health Command Europe (DHCE), located at Sembach, Germany, is a subordinate unit of the United States Army Regional Health Command Europe (RHCE) and oversees command and control functions of the three Dental Health Activities (DENTACs) located throughout Europe: Bavaria, Italy and Rheinland Pfalz. DHCE's mission is to ensure the dental readiness of all active duty military personnel stationed in the U.S. Army Europe (USARUER) area of responsibility with a secondary mission to provide peacetime community dental care for Family members on a space available basis.

With the success of the dental "Go First Class" initiative, USAREUR-AF's dental wellness and readiness rates are the highest in the U.S. Army. To date, the DHCE team has performed well over 700,000 procedures, deployed multiple personnel in support of USAREUR-AF, U.S. Army Africa (USARAF), U.S. Army Central, and supported the successful deployment of Regionally Aligned Forces and countless USAREUR-AF and USARAF units. DHCE was also the first regional dental command within the Medical Command to receive Star Safety certifications for all of its clinics.

Staffing and budgeting of all US Army Dental Clinics are based on the number of assigned Active Duty Soldiers per Dental Clinic both in the Continental United States (CONUS) and Overseas (OCONUS). All Active Duty military receive their dental treatment at their assigned dental clinic. MetLife TRICARE Dental Plan (TDP) is the independent contractor hired by TRICARE that covers dental benefits for all eligible Family Members both CONUS and OCONUS. Sponsors of eligible Family Members should subscribe to TDP to take advantage of Family Member Benefits. Overseas (OCONUS) US Army Dental Clinics are strictly on a space available basis and should be considered a supplement to the TRICARE Dental Plan. Beneficiaries with routine dental emergencies will be seen during sick call hours at the local Military Dental Clinic and after hours bona fide emergencies will be seen by calling the local MP station and they will put the patient in touch with the dentist on call. There are also special TRICARE Dental Plans for Reservists and National Guard and Retirees and their Families.

Please remember that Active Duty (AD) personnel have dental appointment priority in our dental clinic. FMs and OTADs and Retirees are provided space-available appointments. A FM or OTAD appointment can be cancelled at any time in order to treat an AD member due to deployment or reintegration. As a result, every effort will be made to reschedule a cancelled appointment. Due to availability of appointments, only one appointment can be given at any particular time per FM.

Eligible beneficiaries are given space available appointments. At any time, a Family member's appointment can be canceled by the clinic to treat an active duty service member who is deploying or returning that may be in class III status. If another appointment is available, the clinic will offer another for the "clinic cancellation" however, appointments are contingent upon space availability. Depending upon availability of appointments, only (1) appointment can be given at any particular time for each Family member.

Currently Dental Treatment is reserved primarily for active duty military, but active duty Family members, retired, and Family members of retired personnel are seen on a space available basis as resources permit. They would then seek treatment from a civilian dentist.

Local Host Nation Medical and Dental Care Options

If a PCM / appointment is not available at an MTF for GS and/or Retired Military, local host nation providers can be utilized for medical care. The local TRICARE service center can provide a listing of local host nation providers – but it is also recommended to check with your insurance company to ensure the visit will be reimbursed. A list of local host nation providers is also available at <http://www.tricare-overseas.com/beneficiaries/resources/provider-search>

Please visit <https://www.finditguide.com/> search for local Medical and Dental providers. NOTE: Ensure providers accept and participate with TRICARE.

APPENDIX A:

Top Resource Links for Military, Families, & Civilian Newcomers

MILITARY HR Internal Sponsorship Site Page:

https://euronet.med.ds.osd.mil/LRMC/DCA/mpd/_layouts/15/start.aspx#/SitePages/Sponsorship.aspx

Landstuhl Regional Medical Center (LRMC) Public Page

<http://landstuhl.tricare.mil/>

Military One Source: For Military & Civilian OCONUS moves

<https://www.militaryonesource.mil/>

<https://www.militaryonesource.mil/moving-housing/oconus-moves/>

USAG Rheinland Pfalz Kaiserslautern Military Community (KMC)

<https://home.army.mil/rheinland-pfalz/index.php>

MWR Kaiserslautern:

<https://kaiserslautern.armymwr.com/>

Ramstein Air Force Base:

<https://www.ramstein.af.mil/>

Installation Management Command-Europe

<https://home.army.mil/imcom-europe/index.php>

KMC ACS Welcome Packet

https://home.army.mil/rheinland-pfalz/application/files/6816/0440/0853/Welcome_Packet_Combined_5_OCT_20_with_mapscompressed_pictures_26_Oct_20.pdf

APPENDIX B

KAISERSLAUTERN MILITARY COMMUNITY (KMC) Temporary Lodging

You must have Permanent Change of Station or Temporary Duty orders to make a reservation!

Make temporary lodging arrangements as far ahead of your arrival as possible -- there is no guarantee that you will be offered a Temporary Lodging Facility on your assigned installation. Ensure you keep your sponsor involved in the process so they know you have a lodging reservation and do not try to make an additional reservation for you.

The Air Force manages all TLF in the Kaiserslautern Military Community. These accommodations are located at Ramstein Air Base, Landstuhl and Vogelweh Housing Area. They provide Family, officer and enlisted quarters on a priority basis to all military and authorized civilians relocating to and visiting the KMC. People on temporary duty or leave are accommodated on a space-available basis. The maximum TLF stay is 30 days, if available when booking. Due to the high volume of personnel in the area, TLFs fill up quickly, particularly during high PCS season. It is often likely that individuals and Families may be required to stay off-base during these times. You can make your own reservations or your sponsor can assist you online at AIR FORCE INNS <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/all-services/lodging> or you can call the central reservations desk at 06371-47-4920.

If space is not available in on-post lodging facilities to accommodate your Family you will be issued a statement of non-availability which authorizes you to stay in the local area. If you are issued a non-availability letter, contact your sponsor for assistance in making a hotel reservation in the local area. The Lodging Reservations Office can also provide a list of recommended accommodations upon request.

If traveling with a pet please note that there are a limited amount of pet units and that pets will not be accepted as a reason to receive a statement of non-availability. In the event there are no pet friendly rooms available, pet owners must board their animals in local kennels on the economy (at owners' expense). The Kaiserslautern Veterinary Treatment Facility can provide a list of kennels and can be reached at 06371-9464-1900.

The KMC Lodging Office is located at the Kaiserslautern Military Community Center directly across the street from the Air Mobility Command Passenger Terminal on Ramstein Air Base.

Single and/or Unaccompanied E-6 and Below:

Single or unaccompanied military members in ranks E-1 through E-6 are not authorized temporary lodging allowance.

With some units in the KMC this practice may also extend to higher enlisted grades depending on the barracks space available. If you fall into this category, it is your gaining unit's responsibility to assign you a room in the barracks. If you arrive on a weekend or holiday your sponsor can contact your gaining unit's lodging representative to issue you a room.

APPENDIX C

KMC GENERAL INFORMATION

The Kaiserslautern Military Community (KMC) includes the communities of Kaiserslautern, Landstuhl, Ramstein, Sembach, and Baumholder. Many Army services are provided by the U.S. Army Garrison Rheinland-Pfalz. Important information on their web site: <https://home.army.mil/rheinland-pfalz/>.

There is a wealth of information provided in the Newcomers area: <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers/newcomers-kaiserslautern>. This document provides some general information on services that provided by organizations that are not part of the Kaiserslautern CPAC. We cannot ensure the accuracy of contact information for these organizations, but we have tried to compile a list of services that are important to many incoming civilian employees.

SCHOOLS: If you have school-aged children, they are eligible for registration with Department of Defense Education Activity (DODEA) schools. You can find information regarding the schools in the area by clicking the following link and then reviewing the school information for the Kaiserslautern Community Schools or Ramstein Community Schools: <https://www.dodea.edu/Europe/east/>. Your sponsor should also assist in getting your children enrolled in schools.

COMMISSARY AND EXCHANGE PRIVILEGES: As a civilian employee stationed in the overseas area, you are entitled to shopping privileges at the Commissary and at the Post Exchange. In addition, you are eligible for many other on-base privileges such as gyms, libraries, and gas stations.

EMPLOYMENT OF FAMILY MEMBERS IN THE OVERSEAS AREA: Eligible Family members of certain Department of Defense civilian employees stationed in the overseas area may be eligible to apply for positions within the commuting area of the sponsor's duty station. Eligibility is determined on a case-by-case basis taking into consideration multiple factors, including the dependent's dual citizenship status. Specific eligibility inquiries should be addressed to the Kaiserslautern CPAC.

KMC HOUSING OFFICE: The KMC Housing Office is managed by the Air Force, but it is also used by Army civilians and soldiers. The Housing Office offers a civilian briefing about things to look for when searching for a rental home and the associated rental contract. You can find their contact information in the Find-It Guide under Housing Manager, Referral Office. There are separate facilities for the Kaiserslautern/Landstuhl area and the Baumholder community.

FURNISHINGS MANAGEMENT OFFICE (FMO): The FMO provides temporary furniture when you move into your house when your household goods (HHG) have not been delivered. They also provide certain appliances such as refrigerators and microwaves. You can find their contact information in the Find-It Guide under Furnishings Management Office (FMO).

TRANSPORTATION OFFICE: The Transportation Office handles incoming and outgoing shipments of your household goods (HHG) and unaccompanied baggage (UB). You can find their contact information under Transportation Office/Household Goods. Your office will be Kaiserslautern or Baumholder. The Ramstein office does not assist Department of Army civilians

APPENDIX D

LRMC DTMS Mandatory Training Requirements

Name: _____
Section/Dept. Assigned: _____

Online Trainings

When logging into JKO, ensure that you are aligned to LRMC: 1) Login 2) select "My Profile" 3) "Primary Organization" 4) search "LRMC" 5) select "TC (YOUR COMPANY)"

Subject	Frequency	Required	How	Date Complete	DTMS Code	Where
<i>Anti-Terrorism/Force Protection (AT LVL 1)</i>	Annual	ALL	Online		DA-CMT01	https://jkodirect.jten.mil Course ID: JS-US007
<i>Cyber Awareness</i>	Annual	ALL	Online		MC - 00161	https://iatraining.disa.mil/eta/disa_ac2018/launchPage.htm
<i>HIPAA</i>	Annual	ALL	Online		MC - 00020	https://jkodirect.jten.mil Course ID: DHA-US001
<i>Annual Security Refresher</i>	Annual	ALL	Online		HQDA ALARACT 207/2013 - ASR	https://www.lms.army.mil Security Training - Annual Awareness Managing Personnel with Clearances/Access to Classified Information Course
Personnel Recovery	Annual	MIL ONLY	Online		RHCE-00001PR	https://www.lms.army.mil PR 101: Introduction to Personnel Recovery
GAT	Annual	MIL ONLY	Online		DA ALARACT 086/2011	https://armyfit.army.mil
CTIP	Annual	ALL	Online		DA-CMT13	https://www.lms.army.mil Combat Trafficking in Persons
<i>OPSEC</i>	Annual	ALL	Online		DA-CMT16	https://jkodirect.jten.mil Course ID: EUC-ECJ6-110- N
CBRN/EPRC	Every 3 Years	ALL	Online		DA-CMT07	https://jkodirect.jten.mil Course ID: DMRTI-US018
Accident Avoidance	Every 4 Years	ALL	Online		MC - 00031	https://www.lms.army.mil Army Traffic Safety Introductory Course
Safety - Training Supervisor	One Time	ALL	Online		MC - 00013 MC - 00014	https://www.lms.army.mil Supervisor Safety Course
Composite Risk Management	One Time	MIL ONLY	Online		MC - 00016	https://www.lms.army.mil Risk Management Basic Course
Initial Security Orientation	One Time	ALL	Online		HQDA ALARACT 207/2013 - ISO	https://www.lms.army.mil Information Security Program Training

Annual Training / F2F Trainings

Subject	Frequency	Required	How	Date Scheduled	DTMS Code	Where
Equal Opportunity Training	Annual	ALL	F2F		DA-CMT10	1st and 3rd Wednesday (Annual Training)
<i>SHARP Face to Face</i>	Annual	ALL	F2F		DA-CMT09	1st and 3rd Wednesday (Annual Training)
SHARP MC	Annual	ALL	F2F		MC - 00150	
Personal Readiness (ACE & SUDCC)	Annual	MIL ONLY	F2F		DA-CMT15	1st and 3rd Wednesday (Annual Training)
Threat Awareness Reporting Program- TARP	Annual	ALL	F2F		DA-CMT02	1st and 3rd Wednesday (Annual Training)
Fraternalization	Annual	ALL	F2F		DA-CMT08	1st and 3rd Wednesday (Annual Training)