



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON WIESBADEN
UNIT 29623
APO AE 09005-9623

IMWB-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Garrison Wiesbaden Emergency Family Assistance Plan

1. Purpose: To establish procedures for implementing and sustaining Emergency Family Assistance operations under the authority of Installation Emergency Management (IEM) plan in accordance with DODI 6055.17. The Emergency Family Assistance Plan (EFAP) describes the mission of the Emergency Family Assistance Center (EFAC) and Safe Haven, and delineates responsibilities of supporting agencies. The EFAC is the central point for coordinating a humanitarian response to all-hazard incidents. The EFAC is activated and formed solely to support members of the USAG Wiesbaden before, during and after deployment, emergencies, natural disasters or acts of terror.
2. References:
 - a. Army Regulation (AR) 608-1, Army Community Service, 13 MAR 13.
 - b. Army in Europe (AE) Regulation 608-2, Family Readiness, 28 OCT 08.
 - c. AE Regulation 600-8-108, Rear Detachment Command, 22 OCT 09.
 - d. AE Regulation 600-8-109, Reintegration Operations, 29 DEC 08.
 - e. Standard Operating Procedure, USAG Wiesbaden Safe Haven, 4 APR 13
3. Scope: The USAG Wiesbaden EFAP applies to all personnel and Family members in the USAG Wiesbaden AOR, and all supported units. Training, counseling, and resources will be developed, coordinated, and provided to service members, civilians, and Families during the routine pre-deployment, deployment, and post-deployment process. If the ACS center is required to activate and convert to an emergency EFAC due to any circumstances, community support services (CSS) representatives, as they will hereafter be referred, will be integrated into the EFAC. The EFAC will coordinate and establish direct links for immediate access to CSS liaisons and potentially may require physical staffing within the EFAC as necessary. If needed, a safe haven will be employed, and will utilize the CSS liaisons designated for the EFAC. All CSS liaisons and alternates have been identified and are appointed on orders.
4. General: The EFAP addresses the systems that provide information, assistance, guidance and referral services to units and Families of civilians and Soldiers, both active duty and reserve, before, during and after deployments, emergencies, natural disasters or acts of terror.

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5. Responsibilities:

a. ACS Director or designated authority (EFAC Manager) will:

(1) Be the primary resource point of contact (POC) for the development and execution of the EFAP.

(2) Activate the EFAC within the prescribed timeline on order from the garrison commander. The EFAC hours of operation will be adjusted depending on the needs of the community or as ordered by the garrison commander. The EFAC will be managed according to the ACS EFAC SOP.

(3) Conduct EFAC staff training on an annual basis to test program effectiveness in providing Family support before, during and after deployments, emergencies, natural disasters or acts of terror.

(4) Provide ongoing assistance to Family Readiness Groups (FRG), Family Readiness Support Assistants (FRSA), Family Readiness Liaisons (FRL), Rear Detachment Commanders (RDC), and unit commanders.

(5) Provide informational material to Rear Detachment Commanders and FRG leaders.

(6) Ensure commanders are informed of new or important information that affects sponsors and their Family members.

(7) Provide the following support on an enduring or scheduled basis, or when requested by commanders, RDCs, and FRG leaders:

(a) FRG leader, treasurer, key-caller, and FRG volunteer training.

(b) RDC/FRL classes.

(c) Predeployment briefings for Family members.

(d) Predeployment processing (PDP) support.

(e) Soldier readiness processing (SRP) support.

(f) Deployment related trainings and support for Family members.

(g) Reintegration / Reunion training for Family members.

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(h) Reintegration deployment processing (RDP) support.

(8) Ensure the ACS maintains an accurate telephone and e-mail contact roster for all commanders, First Sergeants, FRSAs, and FRG leaders.

(9) Coordinate with the Safe Haven POC when needed to affect setup, as well as coordinating information flow in situations which require a safe haven.

b. Community and Family support agencies designated as part of the EFAC / Safe Haven will:

(1) Continuously evaluate their effectiveness in serving the sponsors and Families of USAG Wiesbaden.

(2) Attend annual EFAC training conducted by ACS.

(3) Support the EFAC or EFAC exercise (EFACEX) and/or Safe Haven, once activated.

(4) Provide a 24 hour-a-day point of contact for the EFAC when activated.

(5) Conduct unit and Family member briefings and training upon request.

(6) See Appendix A for specific staff and supporting responsibilities.

c. Commanders at all levels are responsible for Family readiness as outlined in AE Regulation 608-2 and will ensure that an effective system for providing Family assistance is in place.

(1) Battalion Commanders will forward the Family readiness plans (FRPs) of their subordinate units to the garrison for integration into the garrison EFAP.

(2) Unit commanders will develop FRP that is tailored to meet the needs of their unit.

d. On-going deployment preparation:

(1) At the unit level, each Soldier completes a Family Information Data Worksheet (FIDW) during Soldier Readiness Processing (SRP) and Pre Deployment Processing (PDP). FIDWs will be maintained in confidence by the Family Readiness Support Assistant (FRSA) within the unit. Any special needs of the Family will be assessed and addressed.

(2) Commanders will evaluate and certify Family Care Plans for Dual Military Couples in an effort to ensure effectiveness.

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(3) ACS staff will conduct specific Family member training as requested by units.

(4) RDCs, FRSAs, and FRG leaders will evaluate the needs of their Family members and request the appropriate training and assistance from the ACS or other community Family support agencies.

(5) Commanders will coordinate predeployment briefings for Family members at least thirty days before an expected deployment date. Predeployment briefings for Family members will be coordinated through the Directorate of Plans, Training, Mobilization, and Security (DPTMS).

(6) Predeployment briefings for Family members will consist of briefings from Soldier and Family support agencies organic to the Wiesbaden military community and ACS.

e. Actual deployments:

(1) During deployment, the primary point of contact for Family support will be the RDCs. FRG leaders and POCs will assist with information, referral, and Family member training/activities.

(2) FRG leaders will receive support and assistance from various ACS programs. Training will include homecoming and reunion training for Family members. Chaplains will provide homecoming and reunion training for Soldiers and civilians while deployed.

f. After deployment, the commander resumes responsibility for Family assistance. For extended deployments, the Chaplain and Family Advocacy Program personnel will conduct couple and/or Family training to address common reunion issues. The EFAC may assist with reunion activities and briefs.

g. Emergencies, natural disasters and acts of terror:

(1) EFAC Director/Safe Haven Director will coordinate with CSS to devise appropriate response strategies.

(2) EFAC/Safe Haven will operate IAW garrison emergency management plan, and as determined by the situation. Additional information on specific responses is available in the appendices.

6. List of Appendices:

a. Appendix A – EFAC Staff Requirements.

b. Appendix B – Types of Services Offered by Level and Phase.

c. Appendix C – Roles and Responsibilities.

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- d. Appendix D – Resource Requirements.
- e. Appendix E – EFAC Facilities, Equipment, and Communication Support.
- f. Appendix F – Primary EFAC Facilities layout – Bldg. 7790.
- g. Appendix G – Secondary EFAC Facilities layout – Wiesbaden Fitness Center.
- h. Appendix H – Installation Response to Acts of Terror and Bomb Threat Card.
- i. Appendix I – EFAC Staffing.

7. POC for this guidance is Mr. Ruben Wallace, Mobilization, Deployment and SSO Program Manager, DSN 548-9202/9201, or email: ruben.d.wallace.civ@mail.mil.

Arthur L. Jones
ACS Division Chief

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CDR, USAHC Wiesbaden

CDR, U.S. Army Dental Command – Wiesbaden

CDR, U.S. Army Health Clinic - Wiesbaden

Director of Directorate for Plans, Training, Mobilization and Security (DPTMS)

Director, USAG Wiesbaden DFMWR

Director, USAG Wiesbaden ACS

Manager, Deployment and Mobilization

Station Manager, American Red Cross

Schools Liaison Officer, DoDDS (SLO)

TRICARE Support Representative Wiesbaden

Manager, Family Advocacy Program (FAP)

Manager, Relocation Readiness Program (RRP)

Army Volunteer Corps Coordinator (AVCC)

Director, USAG Wiesbaden CYSS

Army Emergency Relief (AER) Officer, USAG Wiesbaden,

Supervisor, Social Work Services (SWS)

Director, Alcohol and Substance Abuse Program (ASAP)

Director of Emergency Services (DES)

Chaplain, USAG Wiesbaden

DISTRIBUTION: (CONT)

Staff Judge Advocate (SJA), USAG Wiesbaden

Public Affairs Officer (PAO), USAG Wiesbaden

Director, Directorate of Logistics (DOL)

Director, Directorate of Public Works (DPW)

Director, Directorate of Human Resources (DHR)

Chief, 266th FINCOM, Customer Service Team West

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Appendix A - EFAC Staffing Requirements

When the EFAC is activated, the garrison ACS director becomes the director of the EFAC. The EFAC is a liaison with resource agencies. As a minimum, the following agencies will be included IAW AR 608-1 (Appendix G) and AE 608-2 (Appendix B), and have a POC and an alternate on official orders and be prepared to assign personnel for immediate assistance to the EFAC as required:

- a. ACS.
- b. American Red Cross, and other non-profit organizations under a supporting memorandum of agreement (MOA).
- c. Army Emergency Relief.
- d. Army Substance Abuse Program.
- e. Child, Youth and School Services.
- f. Department of Defense Dependents Schools pupil personnel office (school counselors or school psychologists).
- g. Directorate of Logistics.
- h. Directorate of Public Works.
- i. Installation / Family Chaplain.
- j. Finance Office.
- k. Directorate of Plans, Training, Mobilization, and Security.
- l. In-and-out Processing Center.
- m. Information Management Office.
- n. Patient Liaison Office or TRICARE.
- o. Provost Marshal Office/Directorate of Emergency Services.
- p. Public Affairs Office.

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q. School Liaison Office.

r. Office of the Staff Judge Advocate (OSJA).

s. Social-work Services.

t. Military Family Life Consultants (MFLCs)*.

u. Casualty Support.

v. Military OneSource*.

w. Army OneSource.

x. Directorate of Human Resources, Military Personnel.

Note: MFLCs and Military OneSource resources provide only confidential, nonmedical counseling. MFLCs and Military OneSource will not be used as regular staff, they may not carry a beeper to be on-call, they may not be used as 24/7 emergency personnel, may not staff a 24-hour emergency telephone number, and must always operate within the scope of their respective contracts.

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Appendix B - Types of Services Offered by Level and Phase

EFAC Activation:

A EFAC will not be activated for every deployment or extended field exercise. The garrison commander will instruct the ACS to expand into an EFAC. The services available at the EFAC apply to all ACS programs and community agencies that are designated as part of the EFAC. The EFAC develops in the following phases:

Phase I. The EFAC is put on alert and must be prepared to expand into phases II through III within 24 hours if needed. A 24-hour emergency telephone number is activated. A trained EFAC representative will be on call. Support agencies will be notified that expanded services may become necessary and that POCs must be immediately available. Information papers and POC rosters are validated and placed in a "smart book" for reference. The USAG FRP plan is validated, equipment is checked, and staff and support agency training is completed. A non-tactical vehicle is assigned to the EFAC by Army Community Service.

Phase II. As customer volume or conditions warrant, hours of operation increase up to 12 hours each day and a trained EFAC representative will be on call and immediately available the remaining 12 hours of each day. If a particular agency is frequently called, that agency will move into the EFAC to help staff the increase its hours of operation.

Phase III. As volume peaks or conditions warrant, the EFAC will increase its hours of operation up to 18 hours each day. A trained EFAC representative will be on call and immediately available the remaining 6 hours of the day. Essential agencies and services identified in Operation READY (counseling services, Defense Enrollment Eligibility Reporting System (DEERS), finance, ID cards, information and referral services, legal, and TRICARE) may move to the EFAC. Supporting agency personnel will help staff the increase the hours of operation.

ACS offices have DA material available for Operation READY. Operation READY comprises information and resource materials to support Soldiers, Families, and rear-detachment personnel of the active, guard, and reserve components of the Army during deployment.

Phase IV. The EFAC becomes a 24-hour operation. All support agencies will move into the EFAC. All agencies will help staff the increase in hours. To ensure a support structure is in place for Family members during the most stressful times of a deployment, the garrison commander may place the EFAC on 24-hour operation for the first 30 to 60 days of a large-scale deployment and 60 to 90 days on redeployment.

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Appendix C - Roles and Responsibilities

1. Relocation Readiness Program (RRP) will:

- a. Provide items from the lending closet for use in the EFAC. These items can include but are not limited to, playpens, high chairs, coffee pots and kitchen utensils.
- b. Provide special orientations to newly arrived Soldiers and Family members.
- c. Ensure information packets are provided to Soldiers and Family members. These packets will contain information regarding the services available to families in the Wiesbaden community.

2. Family Advocacy Program (FAP) will offer training and education on the following topics:

- a. Crisis Intervention, Conflict Resolution, Stress Management, and Effective Communication.
- b. Age appropriate play groups for children of deployed sponsors that serve as a respite option for spouses.
- c. Behavior Management Techniques.
- d. Any other topics specific groups request.
- e. Support the New Parent Support and Education program to offer assistance and guidance to new and young families.
- f. Train potential foster care parents and maintain a log of current foster care parents.

3. Financial Readiness Program will:

- a. Assist eligible clients/customers in resolving financial problems.
- b. Address any issues concerning financial responsibility to any group that requests this service by providing training.
- c. Provide educational training opportunities regarding basic checkbook management, Thrift Savings Plan (TSP), budget management, and Family Subsistence Supplemental Allowance (FSSA).

4. Army Volunteer Corps Coordinator (AVCC) will:

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- a. Recruit, train, and provide job descriptions for all volunteers working in the EFAC.
- b. Maintain records of and calculate all the hours of the EFAC volunteers.
- c. Work in conjunction with the Employment Readiness Program (ERP) to announce the job positions available at the EFAC.
- c. Advertise and recruit volunteers to serve with the agencies located in the garrison.

5. American Red Cross (ARC) will:
 - a. Provide 24-hour emergency communications between sponsors and their Families.
 - b. Communications and verification of emergency situations are provided to assist eligible sponsors with emergency leave and emergency travel for Families.
 - c. May provide limited financial assistance, in accordance with regulatory guidelines.
 - d. Provide a representative to work in the EFAC to assist survivors and other Family members.
 - e. Refer volunteers that are in excess to their needs to the AVCC.
6. Army Emergency Relief (AER) will:
 - a. Assist families in emergency situations by providing assistance in the form of interest free loans and grants.
 - b. Provide assistance for the following emergencies IAW AR 930-4:
 - (1) Food (to prevent privation).
 - (2) Rent (to prevent eviction).
 - (3) Emergency travel.
 - (4) Funeral expense.
 - (5) Utilities (to prevent termination).
 - (6) Medical expenses not covered by TRICARE.

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(7) No-Pay-Due (due to finance error).

(8) Loss of funds due to inadequate safeguarding. A Military Police report must have been filed.

(9) Essential privately owned vehicle (POV) repair.

7. US Army Health Clinic Wiesbaden will:

a. Provide Family care, optometry, physical therapy, pharmacy, X-ray, immunizations, and laboratory services.

b. After duty hours services will be provided at a local German hospital.

8. Garrison Chaplain will:

a. Coordinate individual and group crisis intervention counseling as appropriate.

b. Refer clients to Social Work Services, Psychiatry, Army Substance Abuse Program or other agencies depending on the client's need.

c. Monitor and assess EFAC staff stress level and provide or coordinate suitable intervention.

d. Receive and access client referrals from other agencies, units or commanders.

e. Provide spiritual guidance to EFAC staff and patrons as requested.

9. Alcohol and Substance Abuse program will:

a. Offer a full range of services designed to reduce the incidence of alcohol and other drug abuse and dependence within the community.

b. Services include clinical assessment, treatment intervention and prevention education programs.

10. Wiesbaden Dental Clinic will:

a. On referral from EFAC, provide general dentistry to Family members.

b. Provide a POC for the EFAC after hours.

11. Directorate of Public Works (DPW) will:

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- a. Act as a liaison for Family members and sponsors in matters pertaining to off-post housing and private rental matters.
- b. Provide assistance in contacting utility agencies such as power companies concerning statements and the likelihood of termination.
- c. Provide translation services as desired or needed pertaining to rental matters, utility connections, etc.
- d. On request, prepare and install information signs to support the EFAC.

12. Directorate of Logistics (DOL) will:

- a. Act as a liaison with the Defense Commissary Agency (DeCA) and the Army and Air Force Exchange Service (AAFES).
- b. Be responsible for the installation property book (government property and equipment), and dining EFAC Facilities support.
- c. Conduct informational briefings and provide handouts on transportation entitlements and procedures.
- d. Assist Family members in making arrangements for unaccompanied hold baggage, household goods and POV shipments upon orders notification.
- e. Make both emergency and non-emergency travel arrangements for Family members upon orders notification.

13. 266th Finance Command will:

- a. Provide a fact sheet on Soldier entitlements.
- b. Provide an information paper on commonly asked questions.
- c. Work closely with the rear detachment commander on all Soldier pay issues.

14. Directorate of Emergency Services (DES) will:

- a. Process all vehicle registration requests for sponsors and Family members.

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b. Provide security at the EFAC as required

c. Provide classes and training on personal security when requested or needed.

15. Public Affairs Office (PAO) will:

a. Serve as the central clearing house for media inquiries.

b. Provide media briefings to Family Readiness Groups.

c. Provide updated information on any ongoing situations or events to sponsors and Family members.

16. Staff Judge Advocate (SJA) will provide legal screening and referral services to include powers of attorney, tax and claims assistance and general legal assistance as needed. General legal assistance may include reviewing wills, divorce decrees, support orders, and other legal documents; conducting legal research and drafting documents; reviewing outstanding financial obligations of the Family; and assisting CAOs and the Family with applications for survivor benefits.

17. Directorate of Family and Morale, Welfare and Recreation will:

a. Adjust programs and schedules to meet the needs of Family members.

b. Maintain and provide to the EFAC a list of off post billeting facilities. Verify availability at listed locations.

c. Coordinate requests for billeting requirements.

18. Child, Youth and School Services (CYSS) will:

a. Provide on-site child care for Family briefings.

b. Adjust hours of operation to meet the changing needs of the community to include providing hourly child care for customers and clients utilizing the EFAC.

c. Maintain an updated list of family child care (FCC) homes and provide a copy of list to the EFAC when activated.

d. Identify Families/children with problems and provide special assistance or refer to appropriate resources.

19. Social Work Services (SWS) will:

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- a. Provide crisis intervention or crisis treatment services.
- b. Provide supportive counseling when desired or needed by the Families.

20. Directorate of Human Resources will:

- a. Provide ID card assistance.
- b. Provide passport assistance.
- c. Provide advanced or early return of dependent assistance.
- d. Provide emergency leave assistance.
- e. Provide a FAQ sheet on the above services.

21. Morale, Welfare and Recreation (MWR) Managers will:

- a. Adjust programs and schedules to meet the needs of Family members.
- b. Develop programs that serve a large population of Family members spanning all age and gender groups.

22. School Liaison officer will serve as a liaison for Family members in matters pertaining to the educational needs of DoDDS students.

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Appendix D - Resource Requirements

1. EFAC Staffing Requirements: Primary staffing for the EFAC will be the personnel employed in the organizations and agencies that have a role in EFAC operations. Directors and program managers of agencies designated as part of the EFAC are responsible for ensuring their area of responsibility is manned with qualified personnel. Personnel staffing requirements in terms of work hours and actual work location will depend on the level and phase of a EFAC activation; however, EFAC staff will not deviate manning responsibilities in any level or phase. The following are the minimum requirements in terms of personnel.

2. EFAC Staffing Plan

a. In the event of a EFAC activation the EFAC will require additional personnel to augment the normal ACS staff. Position descriptions will vary depending upon the need. At a minimum, 9 personnel will be needed.

b. In the event the EFAC level and phase is increased, the garrison commander will consider using:

(1) Civilian employees of organizations such as education centers that may not have their normal number of customers.

(2) Contracts must be amended to allow for contractors to support EFACs.

(3) Local retirees.

(4) Non-deployable personnel.

(5) Position descriptions for over-hires should be prepared, in place, and ready to fill.

(6) Reserve and National Guard personnel on active duty.

(7) Staff duty officers stationed at the EFAC after normal hours of operation.

(8) Volunteers.

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Appendix E - Facilities, Equipment, and Communication Support

1. EFAC Facility requirements. The goal of the EFAC at the USAG Wiesbaden is to ensure families receive easily accessible support when needed. The EFAC primary location will be in building 07790 unless circumstances warrant finding another location. The Yellow Ribbon Room (Bldg..07780, Apt. 4), will be part of the EFAC as the Family Readiness Center. The EFAC at the USAG Wiesbaden is equipped with the following:
 - a. Child-play areas. The child-play area during EFAC operations is located in the lobby of Building 07790. This play area will serve its purpose while families are receiving initial or simple service. If the EFAC must expand to include the Yellow Ribbon Room or the necessary amount of Family support must be extended, the playroom in the Yellow Ribbon Room will become the primary playroom.
 - b. FRG resources will be available in Bldg. 07790 or the Yellow Ribbon Room.
 - c. Telephones and a FAX machine with worldwide capability are located in Bldg. 07790.
 - d. Copiers are located in both Bldg. 07790 and the Yellow Ribbon Room (Bldg..07780, Apt. 4).
 - e. Computers for Family member use are located in the Yellow Ribbon Room.
 - f. Kitchen and eating area is located in the Bldg. 07790.
 - g. Meeting or training rooms are located in the ACS Building (Bldg. 07790).
 - h. Private areas for individual interviews are in the rooms designated for the Chaplains office, the Social Work Services, and the Family Advocacy Program in the EFAC facility (Bldg. 07790).
 - i. A reception area is located in the Bldg. 07790.
 - j. A waiting area is located in the main lobby of the EFAC facility (Bldg. 07790); however, Family members can also choose to wait in the Yellow Ribbon Room.
 - k. Supporting agency representatives must bring their own workstations if possible. The EFAC facility is currently set up to support access to the internet and local area network.
 - l. The EFAC will concentrate on supporting affected Families and will not become a computer center. Additional computers to support sponsor-to-Family communication will be located in the Yellow Ribbon Room.

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m. A secondary location has been identified. If needed due to the incident's location or nature, the Wiesbaden Fitness Center will be utilized as a EFAC. The secondary location also has the capacity to assume the Safe Haven mission.

2. EFAC equipment requirements - Equipment to support EFAC operations includes:

a. One office copy machine located in the main office, Building 07790. One office copy machine located in copy room (Floor 2 of Building 07790).

b. Two fax machines are located in the EFAC facility.

c. Required furniture to support additional workstations and increased workload.

d. Computers equipped to support word processing and e-mail. These are the computer systems that the ACS staff uses for normal ACS operations. EFAC supporting agencies must bring their own computer equipment. Local area network connections for the additional EFAC supporting agencies are available and operational in the EFAC facility (Bldg. 07790).

e. Computers to support sponsor-to-Family communication are available in the Yellow Ribbon Room and Room 2 (Bldg. 07790).

f. Telephones with worldwide DSN capability are located in the EFAC facility (Bldg. 07790). There are various telephones in the EFAC facility that have civilian access capability.

g. Televisions with videocassette recorders and DVD players are available on both floors of the EFAC facility and in the Yellow Ribbon Room.

h. In the event of an EFAC activation, the garrison has designated one 7 PAX van to the EFAC for the purpose of supporting sponsors and Family members.

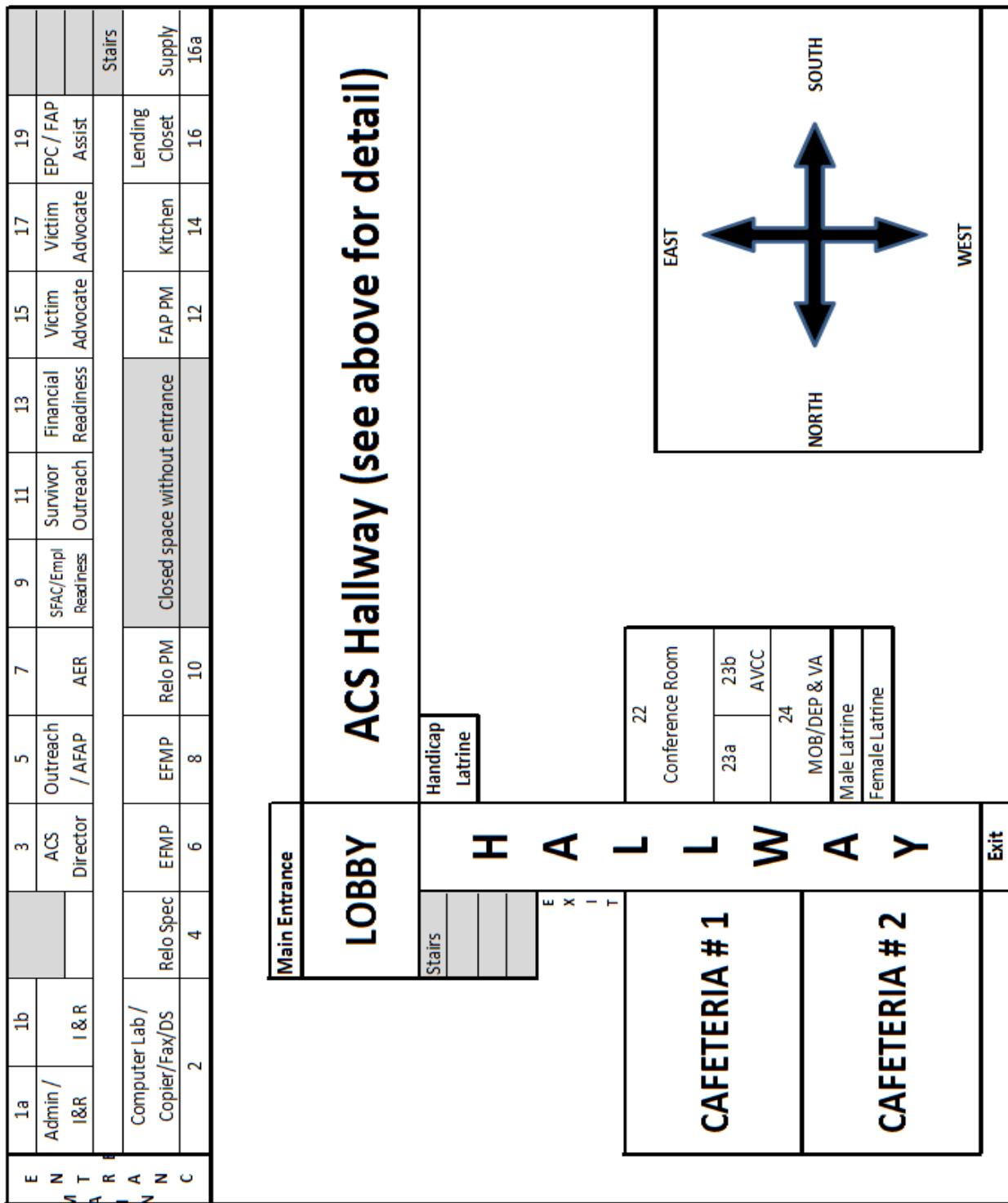
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Appendix F - EFAC Primary Location – ACS, Bldg. 7790, 22 Mississippi Strasse, Hainerberg, Wiesbaden.

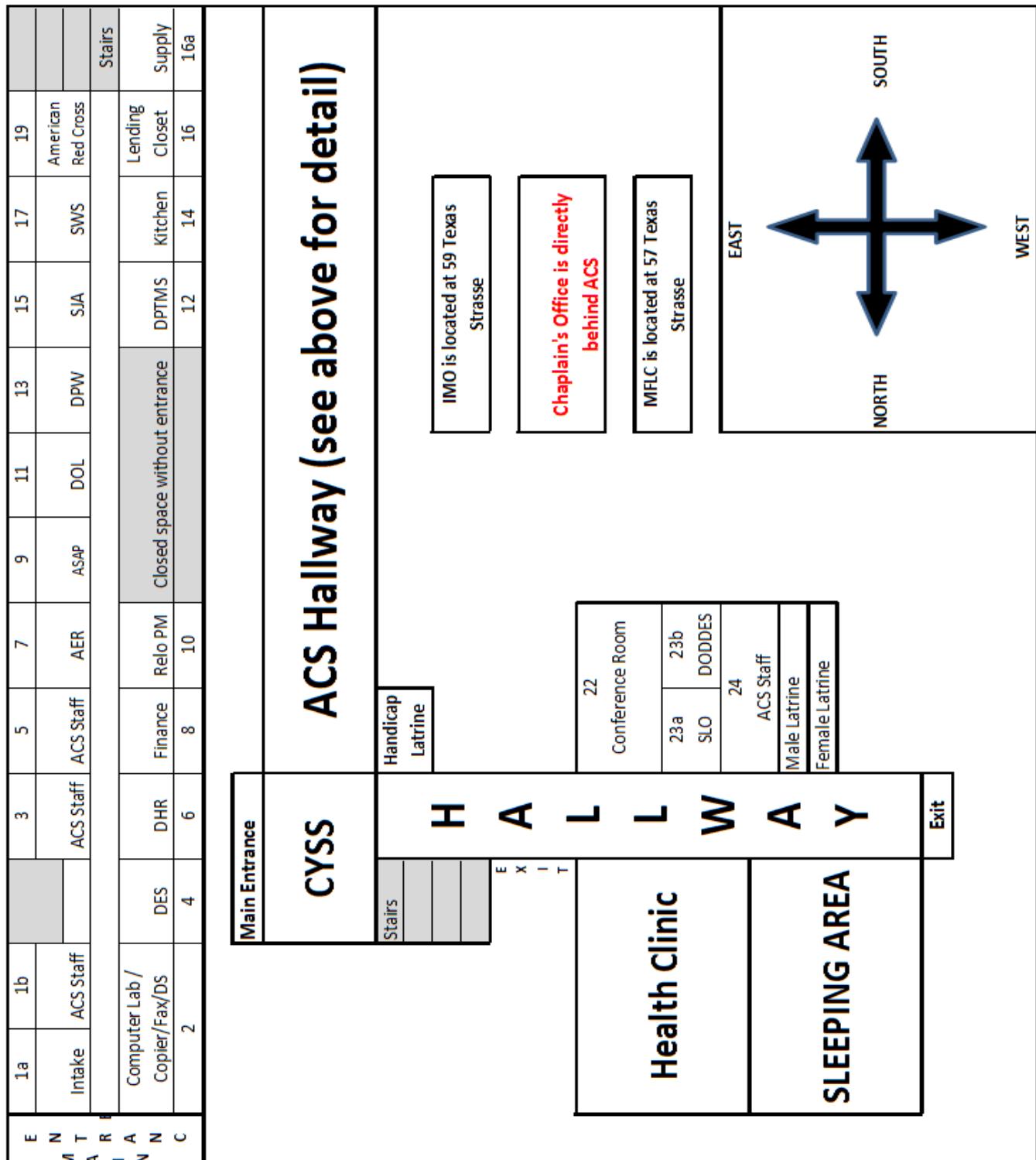
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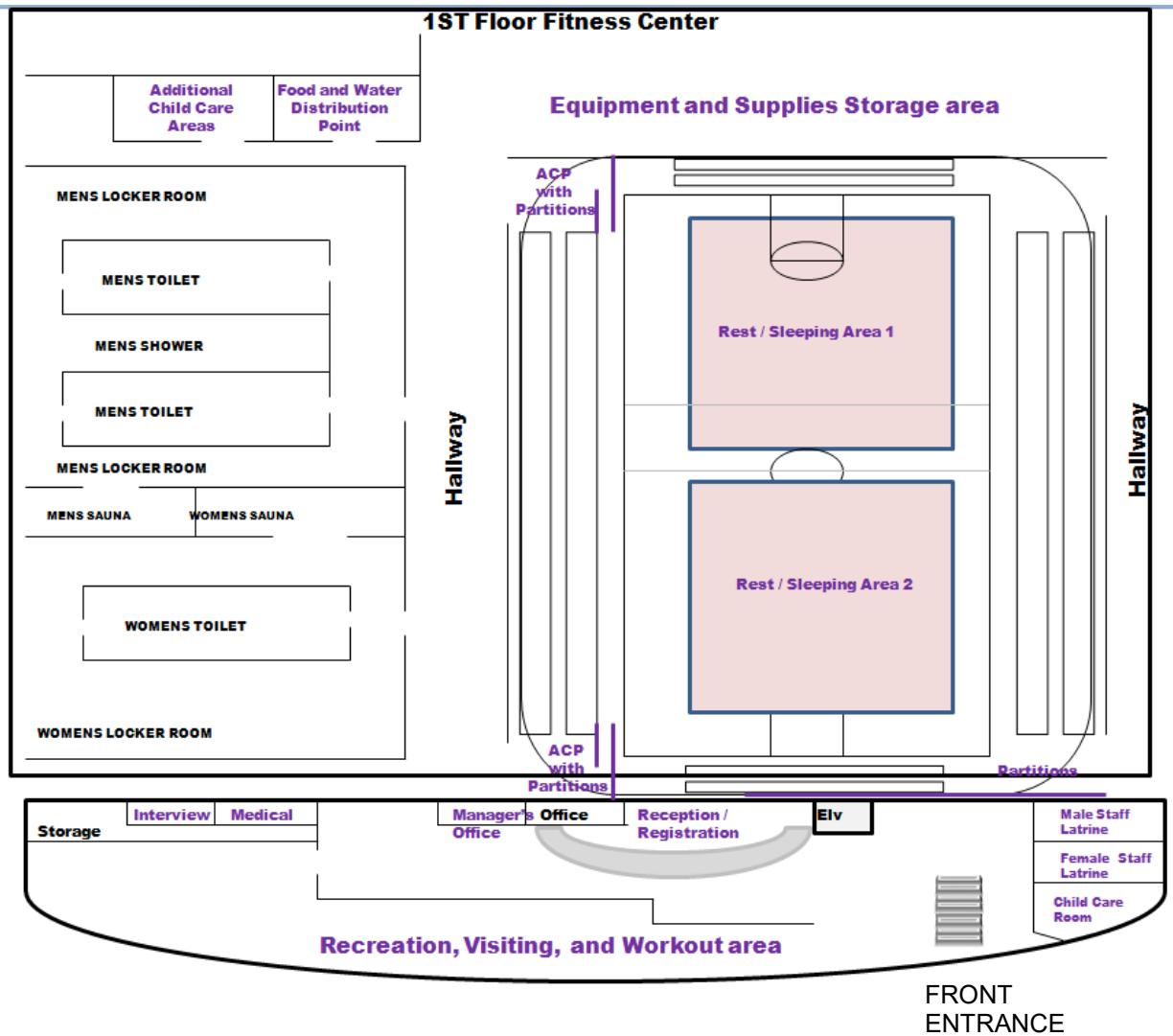
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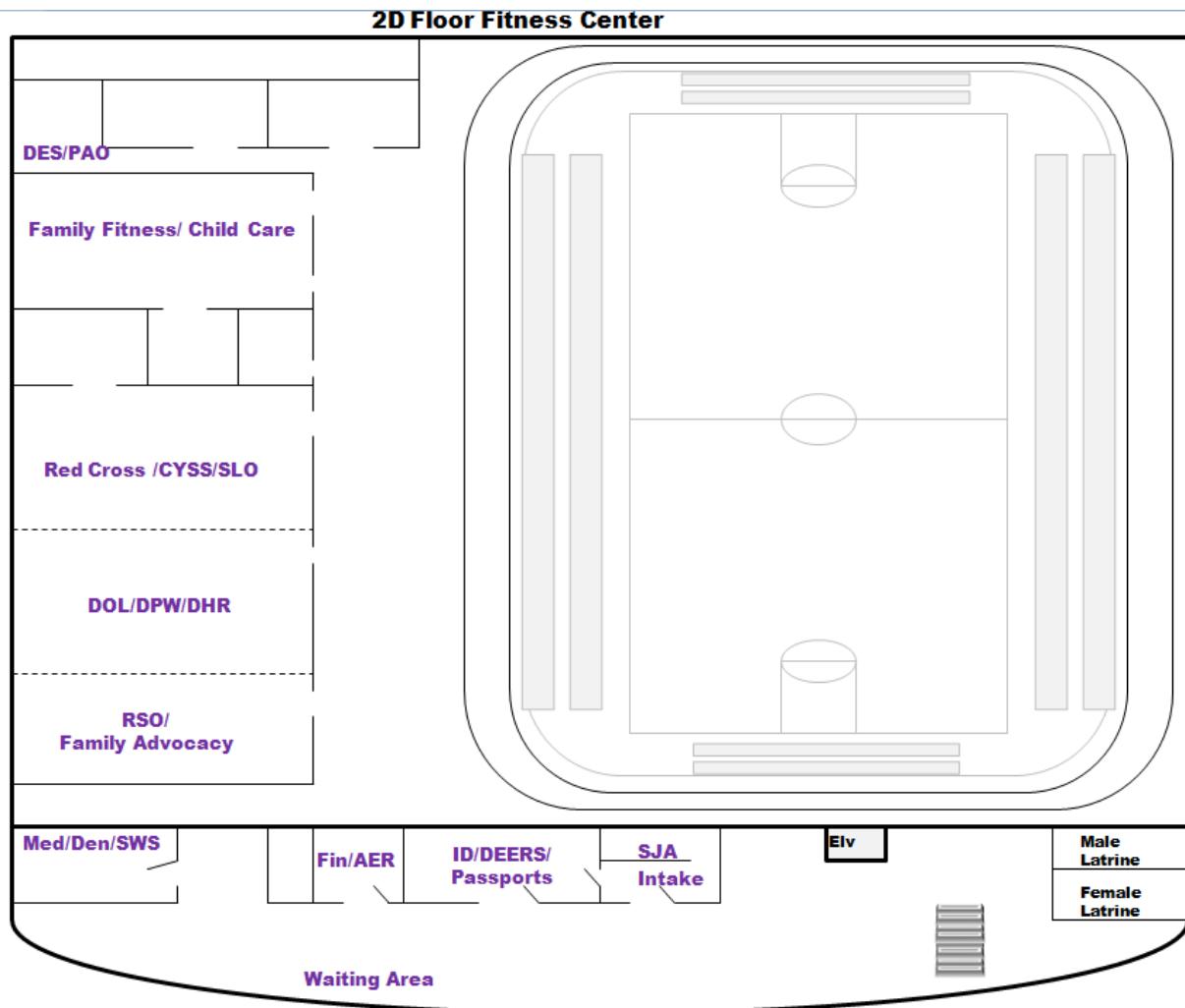
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Appendix G - EFAC Alternate Location – Wiesbaden Fitness Center, Clay Kaserne, Wiesbaden



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Appendix H - Installation Responses to Acts of Terror and Bomb Threat Card

1. Responses to Acts of Terror:

- a. This plan assigns responsibility for the protection of ACS EFAC personnel from acts of terrorism or civil unrest, and applies to all guests of ACS, EFAC, and the Yellow Ribbon Room.
- b. No provisions of this plan shall detract from, nor be construed to conflict with the authorities and responsibilities of the combatant commanders or with the inherent responsibility of designated military commanders to protect military installations, equipment and DOD personnel under their command.
- c. The EFAC manager will ensure a review and update of this plan is conducted at least once per calendar year or as needed to remain current.
- d. It is the policy of ACS:

- (1) To take all necessary actions to protect and reduce the possibility of injury or loss of life from terrorist acts or political turbulence to employees and guests of ACS.
- (2) To cooperate fully and to the maximum extent possible with the combatant commanders and designated military commanders who are assigned the authority and responsibility to protect military installations, equipment and personnel.

2. Responsibilities: The EFAC manager shall:

- a. Ensure all elements of the FP plan are in place for normal operations.
- b. Ensure that EFAC staff participates in anti terror (AT) awareness training.
- c. Maintain all documents, manuals, policies and procedures necessary to execute AT security procedures. Keep plans updated and ensure plans are adequately exercised.
- d. Be familiar with pertinent regulations that address AT/FP procedures and guidance.
- e. Exercise and execute local measures for response to heightened FP condition levels.
- f. As required, be a member of the Joint Action Working Group/Threat Assessment Working Group (JAWG/TAWG).
- g. Ensure that emergency plans are continually reviewed, updated and are an active part of the overall garrison FP plan.

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h. Ensure EFAC members have knowledge of all emergency contact phone numbers, including fire, ambulance and police.

3. Physical Security:

a. EFAC Descriptions

(1) The ACS/EFAC facility is located on 22 Mississippi Strasse, Wiesbaden, Germany in Building 07790. It is a two story building with the main entrance facing east toward the Wiesbaden Entertainment Center. There are four total entrance/exit doors; in the event the EFAC is activated, the main entrance will be the only entrance open to in and out traffic. The remaining three entrance/exit doors will be closed and used for emergency exit ways only.

(2) The Yellow Ribbon Room (Bldg. 07780) is located in at Texas Strasse 57, apartment 4. The YRR utilizes one entrance/exit via a central stairwell.

b. Physical Security Aids: The above described facilities are equipped with alarms that are sensitive to smoke, fire and heat and will sound at the detection of any of these.

c. The following telephone numbers are utilized at these EFAC:

<u>EFAC</u>	<u>DSN:</u>	<u>CIVILIAN:</u>
EFAC / ACS	548-9202/9201	0611-143-9202/9201
Yellow Ribbon Room	548-9202/9201	0611-143-9202/9201

d. Plans and Procedures

(1) Pedestrian Access/Egress: Signs for current FP conditions are **posted** on the main entrance door of these facilities. In the event of upgraded FP conditions, appropriate measures will be followed. In the event of a serious condition, directive of the garrison commander may close Bldg. 07790 and Bldg. 07780.

(2) Key Control: Key control procedures are in accordance with (IAW) AR 190-51 and applicable standard operating procedures (SOPs). The key to the main key cabinet is kept in a secured location known only to the ACS Director (ACSD), the Mobilization and Deployment Program Manager, and the Administrative Assistant.

(3) Personnel who work in these facilities are responsible for ensuring the facilities are secured. The last person to leave any of these facilities is responsible for verifying the security of the buildings. The military police also make checks throughout the evening. If any ACS facility is found unsecured the

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garrison Emergency Operations Center will be notified to call appropriate personnel to fix any security deficiencies.

(4) Property Control: Program managers are responsible for property accountability. Individuals, as directed by the manager, will sign hand receipts for high value property. Property control is maintained in compliance with appropriate regulations.

4. Barrier Plan: There are no physical barriers surrounding any ACS facility. Building security relies heavily on staff members of the EFAC and military police to conduct periodic checks for building security.

5. Parking requirements:

a. Building 07790: Parking for employees and visitors is provided along the front and both sides of Bldg.. 07790. The parking is within 25 meters the EFAC. Enforcement of parking violations will be done by the MPs.

b. Building 07780: There are parking spaces in front of the main entrance to the building, of which three are designated for handicapped personnel.

6. Life Safety and Fire/Bomb Threat Evacuations:

a. EFAC managers are responsible for:

(1) Ensuring employees/staff are familiar with required actions.

(2) Conducting training exercises to ensure compliance capabilities.

(3) Ensuring that emergency action procedures are posted next to each exit door, and in each hallway.

b. Fire Alerts: The internal fire alarm system detects fire, smoke as well as heat and will sound at detection. At the sound of this alarm, all personnel and visitors will clear the building and gather away from the building, on the opposite side of the School Age Services facility. Personnel and visitors will evacuate via the nearest exterior access door. The Fire Department is notified by personnel either before they vacate the building or through a cell phone. Personnel will remain outside until given clearance and authorization by the Fire Department to re-enter the building.

c. Bomb Threat Alerts: Person receiving the phone call attempts to inconspicuously notify another staff member to listen to the conversation. Person receiving the call takes as much information as she/he possibly can about the caller and the situation, using the bomb threat card (Appendix H), which is located

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at each person's desk by the telephone. Person notifies his/her supervisor. The announcement is given verbally to all occupants to evacuate the facility and gather in the same locations as indicated in the fire alerts section above. A head count is conducted to ensure personnel accountability. The person receiving the call or his/her supervisor makes a call to the MPs for notification of the bomb threat. Personnel remain outside until given clearance by the appropriate safety authorities to re-enter the building.

- (1) Exercise and drills: Emergency procedure exercises, drills and training will be conducted in accordance with current directives.
- (2) Whenever possible and at least annually, joint exercises will be conducted with the community.

7. Public Affairs: Any questions regarding any type of emergency response to the threat will be directed to the USAG Wiesbaden PAO.

8. Force Protection Condition measures: FP condition measures are identified in the USAG Wiesbaden operational plan (OPLAN) and in the AE 525-13. The EFAC manager should be familiar with these measures and review them as the situation dictates. The manager will also implement the measures listed below when increased FP condition levels are initiated.

a. Force Protection Condition Alpha measures:

- (1) Conduct periodic staff meetings on security and terrorism awareness.
- (2) Disseminate unclassified threat situation updates to the staff.
- (3) Initiate reminders to staff on responsibilities to enforce procedures.

b. Force Protection Condition Bravo measures:

- (1) Entry will be restricted to the main entranceway.
- (2) Secure and regularly inspect all buildings, rooms and storage areas not in regular use and make frequent checks for tampering of areas that are normally kept locked. Lock all doors not used for primary entry and exit points.
- (3) At the beginning and end of each day, as well as other frequent and regular intervals, inspect the interior and exterior of buildings in regular use for suspicious packages (to be done by a staff member).

c. Force Protection Condition Charlie measures:

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- (1) Limit access point to the main entrance door of the facility.
- (2) Strictly enforce entry and visitor control procedures.
- (3) Enforce parking limitations.

d. Force Protection Condition Delta measures: Garrison commander will make determination for closure of facilities.

9. Weapons of Mass Destruction (WMD) / Mass Casualty (MC)

a. The responsibility for handling an incident involving WMD rests with the garrison. An incident involving WMD can fall into the areas of nuclear, chemical and biological. The procedures in this attachment will be followed regardless of the nature of the incident.

b. Alert Notification:

(1) There may be little or no warning of a WMD attack/incident. However, when prior notification is received, the MP desk will provide alert notification. Should such notification be received during opening hours, the EFAC manager will alert the guests and employees. Should notification be received after hours, the manager will initiate notification of staff via the telephone tree. After immediate emergency actions are completed, the manager will notify the directorate chief.

(2) Simple Evacuation: Buildings will be evacuated in the same manner as a fire or bomb threat.

c. Mass Casualty (MC) Procedures: The USAG Wiesbaden Emergency Management Plan covers mass casualty (MC) procedures. In the event that a mass casualty incident occurs, procedures to react to the incident will follow that document. All civilian and military personnel associated with the EFAC will need to be ready to activate the EFAC to the level and phase dictated by the garrison commander. Should a mass casualty incident occur, the garrison will conduct a Joint Action Working Group (JAWG) meeting as soon as possible to determine the status of the situation and to ensure that all reaction measures are being conducted IAW appropriate guidance.

Appendix H - Bomb Threat Telephone Guide

(English)		Army in Europe Bomb Threat Telephone Guide/ Richtlinien bei telefonischer Bombendrohung (AE Reg 525-13)						(German)	
Date/ Datum	Time/ Zeit							Length of call/ Gesprächsdauer	
Instructions: If you receive a telephone call you deem to be a bomb threat, remain calm, listen carefully, do not interrupt the caller, and complete as much of this form as possible while on the telephone. Do not hang up after the caller hangs up; hook-flash (momentarily depress the hookswitch), wait for the dial tone, and dial "12" to allow the call to be traced./ Anleitung: Falls Sie einen Anruf bekommen, der eine Bombendrohung sein könnte, bleiben Sie ruhig, hören Sie genau hin und füllen Sie dieses Formblatt so gut wie möglich aus während Sie telefonieren. Legen Sie nicht auf, nachdem der/die Anrufer/in aufgelegt hat - hook flash (Kurz auf die Gabel drücken) und wählen Sie '12' nach dem Freizeichen, damit das Gespräch zurückverfolgt werden kann.									
Ask these questions in the following order/Zu stellende Fragen (in dieser Reihenfolge):									
When is the bomb going to explode/Wann wird die Bombe explodieren?									
Where is the bomb located/Wo befindet sich die Bombe?									
What does the bomb look like/Wie sieht sie aus?									
What kind of bomb is it/Welche Art Bombe ist es?									
What will cause it to explode/Wodurch wird die Explosion ausgelöst?									
Did you place the bomb/Wurde die Bombe von Ihnen gelegt?									
Where are you calling from/Woher rufen Sie an?									
Background noises/Hintergrundgeräusche:									
<input type="checkbox"/> Quiet/ Stille	<input type="checkbox"/> PA system/ Lautsprecher	<input type="checkbox"/> Voices/ Stimmen	<input type="checkbox"/> Animals/ Tiere	<input type="checkbox"/> Airplanes/ Flugzeuge	<input type="checkbox"/> Trains/ Züge	<input type="checkbox"/> Office/ Büro	<input type="checkbox"/> Traffic/engines/ Verkehr/Motoren		
<input type="checkbox"/> Music/ Musik	<input type="checkbox"/> Telephone booth/ Telefonzelle			<input type="checkbox"/> Street/ Straße	<input type="checkbox"/> Cell phone/ Handy	<input type="checkbox"/> Factory machinery/ Fabrikmaschinen			
Other/ Sonstige:									
Caller's voice/Stimme des(r) Anrufers(in):									
<input type="checkbox"/> Male/ Männlich	<input type="checkbox"/> Female/ Weiblich	<input type="checkbox"/> English/ Englisch	<input type="checkbox"/> German/ Deutsch	<input type="checkbox"/> Angry/ Zornig	<input type="checkbox"/> Stutter/ Stotternd	<input type="checkbox"/> Crying/ Weinerlich			
<input type="checkbox"/> Calm/ Ruhig	<input type="checkbox"/> Excited/ Aufgereggt	<input type="checkbox"/> Whispered/ Flüstert	<input type="checkbox"/> Loud/ Laut	<input type="checkbox"/> Slurred/ Undeutlich	<input type="checkbox"/> Disguised/ Verstellt	<input type="checkbox"/> Soft/ Leise			
<input type="checkbox"/> Lisp/ Lispelnd	<input type="checkbox"/> Cracking/ Zitternd	<input type="checkbox"/> Nasal/ Nasal	<input type="checkbox"/> Deep/ Tief	<input type="checkbox"/> Fast/ Schnell	<input type="checkbox"/> Slow/ Langsam				
<input type="checkbox"/> Accent (specify)/ Akzent (welcher)									
<input type="checkbox"/> Familiar (If familiar, who did it sound like?)/ Vertraut (Falls vertraut, wie hörte sich die Person an?)									
Caller's manner/Ausdrucksweise des(r) Anrufers(in):									
<input type="checkbox"/> Well spoken/ Gut	<input type="checkbox"/> Vulgar/ Vulgär		<input type="checkbox"/> Irrational/ Irrational						
<input type="checkbox"/> Incoherent/ Unzusammenhängend	<input type="checkbox"/> Prerecorded/ Aufgezeichnet		<input type="checkbox"/> Message read/ Nachricht abgelesen						
Exact words of caller/Genauer Wortlaut:									
Do not hang up on caller/Legen Sie nicht auf.									
Immediately hook-flash and dial "12" on the same line the call was received. Call the military police by dialing "114" and report the incident./ Drücken Sie sofort kurz auf die Gabel und wählen Sie '12' (Benutzen Sie den Anschluß, auf welchem Sie das Gespräch erhielten). Rufen Sie die Militärpolizei unter '114' an und melden Sie den Vorfall.									
Telephone number that received call/ Anruf erhalten (Telefonnummer)									
Person who received call/Person, welche den Anruf erhielt									
Office that received call/ Büro, in welchem der Anruf einging									

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ACS PHONE ROSTER (CIV: 0611-143-DSN)			9/24/2018
NAME	RM	DSN PHONE	CELL PHONE
ACS Conference Room	22	548-9228	
Cheney, Mary (AVCC)	4 / 57 TX #4	548-9204 / 9225	0152-2985-8724
Casey, Brittany (I&R)	1	548-9201	0160-9813-7093
de Saavedra, April (I&R PM)	1a	548-9203	01525-661-3299
Fakolujo, Hellen (FAP)	57 TX #3	548-9216	0151-2517-2998
Fitzgerald, Alissa (NPS)	57 TX #2	548-9218	0152-2445-0163
Garcia, Victor (EFMP PM)	Bldg.1201 Clay	548-9220	0176-4586-6580
Goebel, Irmgard (RELO)	10	548-9208	0176-4565-9476
Gordon, Sarah (FAP)	57 TX #6	548-9214	0152-5660-4566
Jessie, Patrice (FAP PM)	57 Tx #6	548-9212	0160-9794-3998
Jones, Art (Div Chief)	3	548-9200	0162-297-0641
Lawton, Lindsey (NPS)	57 Tx #2	548-9219	0151-1423-8250
LeMauk, Federica (SOS PM)	12	548-9224	0152-2634-5775
Lending Closet	LC & 10	548-9208 (office)	0173-268-0869
McFarland, Earl (EmploymentRP)	9	548-9206	0173-660-3371
Morgan, Shannae (EFMP Navig)	Bldg.1201 Clay	548-9221	0151-7168-8404
Mottley, Bill (SHARP PM)	Bldg.1201 Clay	548-9222	0152-3634-6786

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Mumina, Lucky (FAP)	57 TX #6	548-9217	0160-400-0587
Schaefer, Karin (RELO)	10	548-9209	0171-676-8299
Torres-Gale, Dawn (Finacial MFLC)	5	548-9205	0151-4521-4930
Wallace, Ruben (MOB DEP PM)	13	548-9226	0152-0262-8732
Wallace Shannon (I&R)	1	548-9202	0170-705-3568
Walter, Maurice (RELO)	7	548-9210	0176-2054-5754
Wagner, Deborah (SHARP)	Bldg.1201 Clay	548-9223	
Wilson, Geraldine (RELO PM)	11	548-9207	0170-968-5779
FAP Clinical (Clay)- 590-1312	Todd 590-1378	Emily 590-1440	
Women, Infants & Children (WIC)	57 Tx #2	548-9290	
IT Computer/ 548-	Ron -9142	John - 9141	Larry -9140
Volunteer Office	57 Tx #4	548-9227	
MFLC	17, 19		
DOMESTIC VIOLENCE HOTLINE			0162-297-5625
SEXUAL ASSAULT HOTLINE			0162-296-6741
ACS Fax Number		548-9230	0611-143-548-9230
ACS Mailing Address:	Unit 29623 Box 62		APO AE 09005-9623
BACK-FILLS			
Bernabe, Jayne-jayne.bernabe@gmail.com	0152-5479-0124	Sean Diergermenci-sean.deg@yahoo	0172-955-3940

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Filiatrault, John- johnfiliatrault1@gmail.com	0179-345-8075		
Salas, Rene- rene.p.salas.ctr@mail.mil	0151-516-8514		

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Appendix I – Staffing Schedules

12 / 18 / 24 Hour Schedules

Family Assistance Center Work Schedule
12 Hours Per Day Work Schedule
(Phase II)

Name	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
Art Jones		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
Ruben Wallace		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
Patrice Jesse		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
Federica LeMauk		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
April De Saavedra		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
Gordon, Sarah		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
Garcia, Victor		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
Mottley, Bill		E	E	E	E	E			E	E	E	E	E			E	E	E	E	E	
Schaefer, Karin		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
Wilson, Geraldine		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
Cheney, Mary		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
Earl McFarland		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
		L	L	L	L	L			L	L	L	L	L			L	L	L	L	L	
		E	E	E	E	E			L	L	L	L	L			E	E	E	E	E	
NON PAID PERSONNEL																					
Volunteer #1																					
Volunteer #2																					
Volunteer #3																					
PAID PERSONNEL																					
Overhire #1																					
Overhire #2																					
Overhire #3																					
NON PAID PERSONNEL																					
Local Retiree																					
Local Retiree																					

NOTE:

Early Shift= E (The Early Shift is worked from 1700-1830)

Late Shift= L (The Late Shift is worked from 1830-2000)

* Only ACS Staff is need to operate the 12 Hour/day shift*

Contractors will be utilized if necessary once their contracts have been amended and funded

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**Family Assistance Center Work Schedule
18 Hours Per Day Work Schedule
(Phase III)**

Name	S u	Mo	Tu	We	Th	Fr	S a	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
Art Jones		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
Ruben Wallace		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Patrice Jesse		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
Federica LeMauk		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
April De Saavedra		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Gordon, Sarah		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
Garcia, Victor		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
Mottley, Bill		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Schaefer, Karin		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
Wilson, Geraldine		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
Cheney, Mary		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Earl McFarland		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
NON PAID PERSONNEL																					
Volunteer #1																					
Volunteer #2																					
Volunteer #3																					
PAID PERSONNEL																					
Overhire #1																					
Overhire #2																					
Overhire #3																					
NON PAID PERSONNEL																					
Local Retiree																					
Local Retiree																					

NOTE:

Early Shift= E (The Early Shift is worked from 1700-2000)

Evening Shift= L (The evening shift is worked from 2000-2300)

Night Shift= N (The Night Shift is worked from 2300-0200)

* Only ACS Staff is need to operate the 12 Hour/day shift*

Contractors will be utilized if necessary once their contracts have been amended and funded

Family Assistance Center Work Schedule

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**24 Hours Per Day Work Schedule
(Phase IV)**

Name	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
Art Jones		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
Ruben Wallace		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Patrice Jesse		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
Federica LeMauk		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
April De Saavedra		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Gordon, Sarah		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
Garcia, Victor		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
Mottley, Bill		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Schaefer, Karin		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
Wilson, Geraldine		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
Cheney, Mary		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
Earl McFarland		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
		E	E	E	E	E			L	L	L	L	L			N	N	N	N	N	
		L	L	L	L	L			N	N	N	N	N			E	E	E	E	E	
		N	N	N	N	N			E	E	E	E	E			L	L	L	L	L	
NON PAID PERSONNEL																					
Volunteer #1		ES	ES	ES	ES	ES			LS	LS	LS	LS	LS			NS	NS	NS	NS	NS	
Volunteer #2		LS	LS	LS	LS	LS			NS	NS	NS	NS	NS			ES	ES	ES	ES	ES	
Volunteer #3		NS	NS	NS	NS	NS			ES	ES	ES	ES	ES			LS	LS	LS	LS	LS	
PAID PERSONNEL																					
Overhire #1		ES	ES	ES	ES	ES			LS	LS	LS	LS	LS			NS	NS	NS	NS	NS	
Overhire #2		LS	LS	LS	LS	LS			NS	NS	NS	NS	NS			ES	ES	ES	ES	ES	
Overhire #3		NS	NS	NS	NS	NS			ES	ES	ES	ES	ES			LS	LS	LS	LS	LS	
NON PAID PERSONNEL																					
Local Retiree		ES	ES	ES	ES	ES			LS	LS	LS	LS	LS			NS	NS	NS	NS	NS	
Local Retiree		LS	LS	LS	LS	LS			NS	NS	NS	NS	NS			ES	ES	ES	ES	ES	

NOTE: ACS Staff Schedule is temporary. Staff will only work until temporary overhire / military augmentee staff is assigned.

Early Shift= E (The Early Shift is worked from 1700-2020)

Evening Shift= L (The evening shift is worked from 2020-0340)

Night Shift= N (The Night Shift is worked 0340-0800)

Overhire Hours of Operation

Overhire #1 (0800-1700) ES= Early Shift

Overhire #2 (1700-0100) LS= Evening Shift

Overhire #3 (0100-0800) NS= Night Shift

Volunteer Hours

Volunteer #1 (0800-1200) ES= Early Shift

Volunteer #2 (1600-2000) LS= Evening Shift

Volunteer #3 (0000-0400) NS= Night Shift

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Local Retiree Hours

Local Retiree #1 (1200-1600) ES= Early Shift

Local Retiree #2 (2000-2400) LS= Evening Shift

Local Retiree #3 (0400-0800) NS= Night Shift

*EFAC Supporting Staff to provide one staff member per shift IAW AR 608-2 and Local SOPs. Overhires will be available 24/hours and considered as “one staff” member.

*Volunteers and local retirees are also on call 24 hours/day.

* Staff duty officers will be stationed at the EFAC after normal duty hours IAW AR 608-1

*ACS Staff members will be available daily from 0800-1700 (normal working hours). Some additional ACS staff members will work the early, evening and/or night shift.

*Hours are projected and subject to change.

*The schedule is subject to revision due to unforeseen circumstances (i.e., sickness, other obligations, leave, etc.)