

Japan Engineer District

Family Readiness Group

Support Handbook

Table of Contents	
Commander's Letter	Reunion
General	Security
What is temporary duty (TDY)?	Finances
The Family Readiness Group	Medical and Dental
Preparation for temporary duty (TDY)	Service Organizations and Facilities
Managing Separation	Other Sources of Information
Children	
Helping Children Cope	
Parent Deployment	
Ideas for Managing Children	
Child Care Phone Numbers	
Army Community Service	
Community Resource Agencies	
Japan Engineer District (JED) Contact Information	



Letter from the Commander

Team Members of the Japan Engineer District:

I thank you and your family for supporting the Global War on Terrorism (GWOT)! Your willingness to volunteer is a direct reflection of your selfless service, dedication to duty, and patriotism to our country – in the noble cause of securing freedom for those who are oppressed. I offer the Command's assistance as you and your families prepare for the challenges of deployment in a Temporary Duty (TDY) or Temporary Change of Station (TCS) status. We established the Japan Engineer District Family Readiness Group and this helpful Handbook to assist you and your family in preparing for your deployment. The handbook is designed to ensure you have a working document with immediate access to information and support agencies at Camp Zama and throughout the Continental United States. I urge you to read it and keep it close at hand.

Every soldier, civilian and family member is an important part of the Japan Engineer District (JED). The support a spouse provides and the support this organization provides to the family is vital to all concerned in accomplishing our mission as we support the US Army Corps of Engineers' number one priority, Global War on Terrorism (GWOT). Each of you must understand and appreciate the critical role you will play in making this organization the superb unit it is.

The goal of the Family Readiness Group will help:

- Integrate family members and significant others into the JED family and support system
- Assist in gathering and distributing information and identifying resources
- Facilitate and establish a sense of community
- Enhance a sense of belonging, control, self reliance and self esteem

This handbook is designed to help families prepare for and cope with a long deployment, and is divided by subject. I am extremely proud to serve as the Commander of individuals who volunteered or willingly accepted the challenge to serve our country in a foreign and hostile land.

I recognize deployments can be stressful for everyone, and in respect for your friends and family members who hold things together, and the hardships they may endure, I pledge support and assurance to make this void in your life as peaceful as possible.

I am committed to achieving and maintaining the highest standards. I ask you to join me in this effort.
ESSAYONS!

Lawrence B. Holmes
Colonel, U.S. Army
District Engineer

General

Being a family that supports the US Forces or DOD Civilian can afford pride in serving one's country and provide many unique and new experiences; yet families can experience problems related to their unique lifestyle. Pressures and frustrations often result from:

- Lengthy separations
- Single parenting during spouse's absence
- Separation from friends and families
- A strained budget
- Constant adjustment to varying duty schedules
- Career changes at retirement

Nearly every family has difficulty coping with problems from time to time. Pressures can become so great that many areas of life are affected. The military provides a number of agencies to assist families in coping with the stress unique to their lifestyle.

Asking for help is not a sign of weakness! It shows you are concerned about your family and are willing to take action to solve problems.

What is Temporary Duty (TDY)?

TDY is temporary duty away from one's normal duty station to a test or exercise area for:

- Short term training
- Conducting a test
- Extended temporary duty more than 30 days

The Family Readiness Group

The Family Readiness Group will provide information, support, and sustainment during the separation, deployment and redeployment. The sustainment phase is critical in developing the concept of family support and for building communication networks and providing information and education to the members. Support activities are aimed at developing a sense of community and partnership between JED families and the District. During a deployment, TDY, crisis, or emergency, the Family Readiness Group provides critical information and support. The purpose of the program is to assist family members so they can effectively:

- Gather information
- Solve problems
- Maintain a system of mutual support

The Family Readiness Group has the potential to reduce stress and keep the Commander aware of a situation or problem. The program can assist in reaching a solution or preventing the problem in the first place. The success of JED's support program depends on family member interaction with each other, the District Commander, Colonel Barrett Holmes, and the Family Support Program Manager. Such interaction can identify and help resolve family member concerns and issues in a personal and effective manner. The Family Readiness Group will not:

- Become surrogate parents
- Become social workers
- Lend money, cars, or expensive items
- Be a baby sitting service
- Duplicate on-post activities (ACS, Red Cross, etc.)

The JED Family Readiness Group Program Manager serves as the rear detachment for individuals and provides the following services:

- Coordinate with agencies to meet family needs
- Plan briefings and share information as appropriate
- Communicate with the absent employee and their family members

Preparation for Temporary Duty (TDY)

During long-term TDY or deployment, unique situations can arise. Work to resolve family problems before the deployment; otherwise, they will be worse at the reunion. Express your feelings and encourage others to do the same ("I love you, I'll miss you, and I'm frightened"). Recognize that anger is okay, but don't take it out on your spouse or your children. Plan a family activity or a special family time without distractions. Work through the Family Member Checklist to lessen potential household management problems. Set personal goals to meet during the deployment (during off-duty time catch up on reading, correspondence, etc).

Managing Separation

Separation can take its toll on even the strongest and most self-reliant people. Keep the following things in mind if you find yourself becoming stressed:

- Take good care of yourself
- Make sure you eat right
- Shop and cook for nutrition
- Get enough rest
- Make time for physical exercise--walk daily, join an aerobics class, jog, bowl, etc
- Treat yourself to special outings--dinner, movies, shopping, or tours. You deserve it!
- Help manage stress by setting aside time to do something that you enjoy everyday
- Avoid trying to do everything yourself
- Take advantage of community support
- Contact family, friends, neighbors, and spouses of other absent spouses whenever you need practical or emotional support
- Begin a project or hobby
- Consider taking a college class
- Look into church and community programs

Encourage a feeling of family togetherness by communicating openly. Possibilities include:

- Hand written letters are inexpensive and allow you to think about what you want to share
- Phone calls are direct and personal. Family members may contact JED to use a DSN (military phone line) to call your spouse. This will involve coming to one of our District Offices.
- Email is an excellent way to stay in touch, JED has a designated computer in our Information Management Office for family use, with internet connections.
- Pictures and photo albums (including photographs and artwork by children)
- Video recordings offer realism and can be played regularly. Contact JED to set up a VTC (Video Teleconference) for special occasions. This requires coordination between the deployee and JED, so plan this well in advance.

Children

Helping Children Cope

Spend time explaining at the child's level--Why? Where? With Whom? How long will the parent be gone? Sit down with the whole family and talk about feelings (what will happen when the parent is gone and how it will be different when the parent returns). Let children share their feelings about previous absences. The departing parent should spend time individually with each child, just the two of them. Take a picture of

each child with the parent. Consider enrolling children in activities (scouts, bowling, arts and crafts classes, youth sports, tours, etc.).

Parent Deployment

Soldiers and Single Parent Families are required to always have a current, correct and approved Family Care Plan. Don't let an emergency be the time you check the details!

There is no denying that a deployment can disrupt a family unit. As employees prepare to leave, families may experience:

- Denial or shock
- Anger and frustration with separation demands
- Feeling guilty about spouse's departure
- Depression, intense sadness, fatigue, loss of appetite, and withdrawal from routine
- Acceptance--realize and accept the situation, resolve to be positive and confident in handling day-to-day living, awareness of increase in self-esteem, and personal abilities

Ideas for Managing Children

Dealing with problems requires the honest expression of feelings within the family. Even if there are no apparent conflicts, the following are recommended to make the separation easier:

- Talk about feelings; all feelings are okay
- Keep busy during the separation and plan regular special outings; something to look forward to
- Maintain the same rules for the children; they require stability and unbroken routines
- Encourage letter writing
- Keep in touch with teachers and youth leaders to identify changed behaviors or problems

Children experience the same psychological patterns as parents, due to their feelings of loss and their awareness of the overall emotional situation. Children often test parents to see if they will bend more when the spouse is gone, particularly at the time of departure and again at the time of return. Some spouses overcompensate for their partner's absence by becoming permissive or overprotective. Rules, once iron clad, now may change. Children need stability; remain strong.

Insecurity, loss of status, and change in routine add up to complex emotions which may include hurt and anger. These are often directed toward the deployed parent. Children express their feelings differently and their outward behavior is not always a good reflection of what is going on emotionally. Some children disguise their true feelings while others are more open. Contact professionals if you feel your family needs help.

Child Care Phone Numbers

- Camp Zama CDC 263-4992, Building 691 (Referral Office 263-4743)
- Sagamihara CDC 267-6564, Building S-107
- Camp Foster, Okinawa CDC 645-3846/2549, Building 449
- Kadena Air Base, Okinawa CDP 632-7693, Building 220

Army Community Service (Camp Zama) Bldg 402

- ACS 263-8057 / 4357
- Family Advocacy 263-4782 / 8057
- Relocation Assistant 263-4853 /8089
- Financial Readiness/Army Emergency Relief 263-4785
- Financial Planning 263-8091
- New Parent Support Program 263-3638

Army Community Service (Okinawa) Bldg 236, Torii Station

- ACS 644-4110

- Family Advocacy 644-5919
- Relocation Assistant 644-4385
- Financial Readiness/Army Emergency Relief 644-4378
- Financial Planning 644-4378
- New Parent Support Program thru Kadena Air Base 634-0433

Community Resource Agencies

- Camp Zama Health Clinic 263-4175
- Camp Zama Medical Emergency Room 263-4127 / 911
- Camp Zama Community Health Nurse 263-5050
- Camp Zama Dental Clinic 263-4603
- Camp Zama Chaplain 263-4992 / 4898
- Family Advocacy Program 263-4782
- Behavioral Health Service 263-4610
- Military Police 263-3002 / 3904
- Pass Office 263-4670
- Crime Prevention 263-3002 / 3904 /4739
- Army Emergency Relief 263-4785
- American Red Cross 263-3166 or 225-9901
- Camp Lester, Okinawa Naval Hospital Information Desk 643-7509/7555
- Camp Lester, Okinawa Naval Hospital Emergency Room 643-7338/911
- Camp Lester, Okinawa Naval Hospital Community Health Nurse 643-7806
- Camp Lester, Okinawa Naval Hospital Behavioral Health Service 643-7722
- Kadena Air Base, Okinawa Dental Appointments 630-4011
- Staff Chaplain, Torii Station, Okinawa 644-4454
- Family Advocacy Program 644-5919
- Military Police 911/644-4715
- Pass Office 644-4257/5560
- Crime Prevention 644-4715
- American Red Cross 634-1294/1979
- Army Emergency Relief 644-4378

Japan Engineer District (JED) Contact Information

- Commander 263-3025 or 263-3644 (to leave a message)
- Deputy Commander 263-3026 or 263-3644 (to leave a message)
- Executive Assistant / Family Support Program Manager 263-3680
- Emergency Management and Security Office 263-5044 / 3747
- Information Management Office 263-5373
- JED Mail Room 263-4588
- Chief, Okinawa Area Office 645-3101 or 645-3102
- Chief, Project Management Br.-Okinawa 645-9265 or 645-3162

Reunion

You've survived the separation and it's reunion time. It's a time of readjustment after separation whether long or short, planned or unplanned. Reunion can be both joyful and stressful, and is a major change that affects the entire family. It's generally a good idea to avoid tight schedules and allow time to adjust. Understand the individual's discomfort and often-severe fatigue. Expect unusual feelings. Expect the kids to go through an adjustment period too. Plan family time and individual time with the returning parent. Make the reunion easier by considering the following:

- Do not expect things to be perfect at the reunion
- Allow time
- Be understanding and enjoy each other's company as much as possible
- Remember that open, honest communications can help solve problems or conflicts
- Plan to discuss family roles and responsibilities until they are clearly defined

Homecoming and reunion of employees, friends, and family has its own brand of stress. Talk openly about problems. Find people who can help with emotional support and day-to-day problem solving (friends, chaplains, and social workers). Cut big problems into smaller parts and use the step-by-step approach to develop solutions. Join social activities (religious, hobby, sports, clubs). Accept some setbacks (emotional, financial, physical, or job-related). Avoid excessive self-blame for readjustment problems.

Seeking help is a sign of strength, not weakness. Readjustment can take weeks or months, so try to be patient.

Security

Security at work and at home is important. Employees of the Government (both military and civilian) are required to attend periodic briefings on various security topics. Some of the things emphasized are the following:

- Do not make it public knowledge that your spouse is gone; tell children the same
- Keep emergency telephone numbers close to the phone at all times
- Contact the military police for additional suggestions or at the first sign of suspicious activity
- Know your neighbors (you may need their help on an emergency basis)

The Military Police (MP) Crime Prevention Section is the point of contact for anyone wishing information concerning the security of your home.

Finances

Prolonged TDY can inflict financial hardships on some families. Getting paid back for up-front expenses can sometimes take longer than it should. Plan accordingly. Army Community Service offers service and guidance:

- Personal finance
- Money management
- Financial planning
- Consumer economics
- Insurance
- Credit
- Consumer loans
- Collection process
- Credit bureau
- Over-indebtedness and bankruptcy (legal assistance)
- Support Groups
- Referral Agencies

Medical and Dental

- Camp Zama Health Clinic Emergency Room 263-4127 / 911
- Central Appointments 263-4175
- Camp Zama Dental Clinic 263-4603
- Camp Lester, Okinawa Naval Hospital Emergency Room 643-7338/911
- Camp Lester, Okinawa Naval Hospital Information Desk 643-7509/7555
- Kadena Air Base, Okinawa Dental Appointments 630-4011

Service Organizations and Facilities

Army Community Services (ACS)

Army Community Services provides a wealth of valuable programs. ACS offers information and referral services, crisis intervention counseling, parenting classes and a Family Advocacy Program that conducts training on the causes of child and spouse abuse.

Army Emergency Relief (AER)

Army Emergency Relief (AER) provides financial assistance to all active duty and retired Army personnel, and their dependents, and some civilians, in times of distress or misfortune. AER provides assistance as interest-free loans. It may provide a grant when loan repayment would cause undue hardship. AER is a worldwide organization. People with an emergency financial situation may contact the commander, your AER officer, or the nearest Red Cross chapter.

American Red Cross

1-877-272-7337 toll free 24-hour Armed Forces Emergency Service

The American Red Cross maintains offices on all major installations in the United States and overseas for the Department of Defense. The Red Cross provides emergency communications concerning personal and family problems such as death, critical illness, and other crises. The Red Cross is equipped to verify emergencies, and relay an emergency leave request, if necessary, to proper authorities. It is then up to the commanding officer to decide whether or not to grant leave.

The Red Cross may also provide communications regarding the health and status of an employee, or an employee's family, when communications have been interrupted due to delayed mail or other reasons. The Red Cross also provides financial assistance to service members and their families in certain emergencies.

Chaplain Support

Military chaplains are in a unique position to render spiritual care. Military chaplains represent a perspective based on faith in dealing with personal issues. Some of the general chaplain services available include marital counseling, individual counseling, and pastoral care. Visit the Religious Education Center for a selection of tapes, books, videos and various pamphlets on subjects from marriage to separation anxiety along with the stress of reunion. Some of these items may be signed out while others are free to take. Classes may be scheduled regarding couple communication, stress management, active parenting, and sole parenting issues.

Child Development Services (CDS)

CDS can offer child care options with various types of service, locations, hours of operation, and fee schedules that are responsive to the needs of families. Provides center-based full-day, part-day, and hourly services within centralized installation facilities providing closely monitored, structured, group experiences relevant to the age and development of the child. Also provides certified home-based family child care programs within government quarters providing a family atmosphere with a limited number of children, flexible hours and the capability of addressing unique child care requirements.

Civilian Personnel Office (CPO)

Provides a comprehensive civilian personnel program to support the missions of service commanders. Formulates and administers policies and procedures designed to improve civilian personnel management procedures.

Training Development Division: Provides administration of civilian training plans and provides training programs and information. Administers tuition assistance for civilian personnel and the Upward Mobility Program. .

Management Employee Relations Division: Provides employee relations programs. Administers the Incentive Award (suggestions) program.

Technical Services Program: Provides information on personnel regulations and policies. Administers employee benefits to include life insurance, health insurance, and retirement. Processes personnel actions. Prepares information material as required to keep employees fully informed and determines individual entitlement with respect to employee benefits programs.

Labor Relations Office: Serves as liaison with recognized labor unions. Provides information and advice

to management personnel concerning labor relations and negotiated agreements. Enforces labor regulations. Serves on the labor negotiation committee. Provides advice to management concerning grievances.

Position Management and Classification Division: Administers all in-service placement, including mandatory actions under Office of Personnel Management. DOD, DA, and command programs, promotions, reassignments, details, and non-personal adverse actions (such as reduction in force) and out placement. Plans and develops local applicant evaluation systems and coordinates participation in candidate evaluation and its relation to consideration to selection. Administers the DOD Stability of Civilian Employment Program including the DOD Overseas Employment Program. Develops and administers all special employment programs (employment of the handicapped, Vietnam veterans' program, and summer employment programs).

Program Evaluation Branch: Conducts personnel management effectiveness surveys in all serviced activities; compiles and analyzes survey results. Provides results of evaluations to management officials with recommendations for improvement. Consults with supervisors and managers to develop specific plans for improvement. Provides reports on effectiveness of personnel management to commanders of serviced activities and the Civilian Personnel Office, CPO.

Behavioral Health Activity

Provides the following services:

- Psychological evaluation and testing.
- Individual counseling, marital counseling, parent training, family training, and group therapy.
- Referral services to other helping agencies.

Preventive Health Medicine Services

Provides a comprehensive public health program similar to a program provided by a civilian public health department.

The Communicable Disease Control Program provides diagnosis, treatment, and education (individual and group).

Community Health Nursing Services provides preventive health care services in the home, office, or via telephone; health education for individuals and groups; health promotion; liaison between civilian human resources and military medical treatment facilities, health consult to child development services programs.

Environmental Health Services provides environmental and food services sanitation; pest and disease vector control; environmental quality control (water, air, waste, noise).

Military Police

Provides for the enforcement of laws, orders, and regulations; traffic control; civil disturbance control; preventing and investigating crime; apprehending absentees and deserters; physical security; and correctional treatment of prisoners.

Law Enforcement: Receives, responds to, and investigates complaints. Provides 24-hour MP patrol coverage of the installation. Directs all traffic operations, such as motor vehicle traffic regulation and accident investigation. Maintains the traffic offense points system and processes drunk drivers. Conducts proactive antiterrorism programs, such as awareness campaigns and response force training initiatives.

Public Affairs Office

Uses media relations, community relations, and command information to "Tell the Army Story" to the public and the soldiers, civilian employees, and their family members. Provides and coordinates input for the post newspaper. Provides input for radio and television programs for installation closed circuit community radio and TV. JED has our own Public Affairs Officer.

Military One Source

Military One Source is an excellent service offering assistance covering a full range of personal, professional and family activities. This website is set up in a style anyone can access with the free registration to receive the most up to date information concerning many issues. A personal provider is

available by phone to answer your questions and offer guidance, 24 hours a day, 7 days a week by simply calling 1-800-342-9647. This service is available to military and civilian personnel and their families. Topics addressed include information concerning deployments and family preparedness, as well as money matters, special needs, training, learning and education, legal matters, family issues, health, financial assistance and much more.

Veterinary Services

Provides complete veterinary care for government owned animals and privately owned animals to include vaccinations, health certificates, and the treatment of those diseases, which pose a threat to human health. Manages a rabies control program to include animal vaccinations, investigation of animal bite cases, the quarantine of biting animals and the kenneling of strays.

Youth Activities

Provides a comprehensive youth program (grades 1 through 12) that fosters social interaction, promotes personal growth, and develops educational and recreational skills. Provides a focus for youth as a recognized group to be served by the installation and offers diverse, flexible activities and recreational options that are responsive to the needs of families both on and off post.

Provides programmed activities to include:

- Community Activities: Festivals, parties, dances, advisory councils, banquets, volunteer programs, teen center, youth to youth sponsorship.
- Educational Activities: Instructional classes on bicycle safety, sports clinics, life survival skills, computer classes, special interest groups, community service projects.
- Fitness and Sports Activities: Individual and team instructional sports, lifelong sports skills, , tennis, golf, nutrition and good health habits, sports injury prevention, and coaching certification.
- Cultural Activities: Youth theater, music, crafts, drama club, theatrical technical support.
- Competitive Activities: tournaments, contests, etc.

Other Sources of Information

[Japan Engineer District Web Page](#)

[Gulf Region Division Web Page](#)

[Afghanistan Engineer District Web Page](#)

[Military One Source](#)

[Army Knowledge on Line \(AKO\)](#)

[Military Child Education Coalition](#)

[USACE Deployment Center \(UDC\)](#)