



# *Spangdahlem Newcomers*

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## Essential Newcomers Information

\*Consolidated Information for Newcomers during COVID-19 stop movement.

20 May 20



# Virtual Services

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Below is a consolidated list of agencies offering virtual in-processing services which can be completed or accessed during quarantine. Detailed information on each process can be found on subsequent slides of this document.

- **TRICARE Enrollment**
  - Single & Accompanied DD2876 forms found here:
  
- **Local Conditions Safety Brief**
  - Virtual Option for mandatory Driver's License Requirement
  
- **Financial Customer Service**
  - Travel Vouchers and additional services
  
- **A&FRC Individual Newcomer Orientation**
  - Cultural adaptation & Installation resource review



# Information and Agency Agenda

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- Medical Emergency Services
- Local Hospitals with Emergency Care
- Host Nation Hospital Locations
- 52d Medical Group information
- Dental Appointments
- **TRICARE Enrollment**
- Public Health – COVID-19
- **Installation Access (IACS)**
- **USAREUR Driver's License**
- **Local Conditions Safety Briefing**
- **Vehicle Registration**
- POV Safety Inspection
- Finance Customer Service
- Chapel Services
- Military and Family Life Counselors
- Finance Customer Service
- Airman & Family Readiness Center
- Air Force Aid Society (AFAS)
- Antiterrorism Office/AFOSI Det 518
- Foreign Travel Requirements
- US Customs Agency Europe
- Base Emergency Preparedness
- Staying in Touch on Spangdahlem



# *Medical Emergency Services*

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What to do in the event of an Emergency....

- **NO** Emergency Room on Spangdahlem AB
- Host Nation Hospitals are listed on the next slide
- **On-base:** dial 911 from a DSN phone or 06565.61.911 from landline or cell phone
- **Off-base (throughout Europe):** dial 112
- For ambulance, emergency medical support, and to coordinate transfers with German Ambulance Services (DRK)



## ***Local Hospitals with Emergency Care***

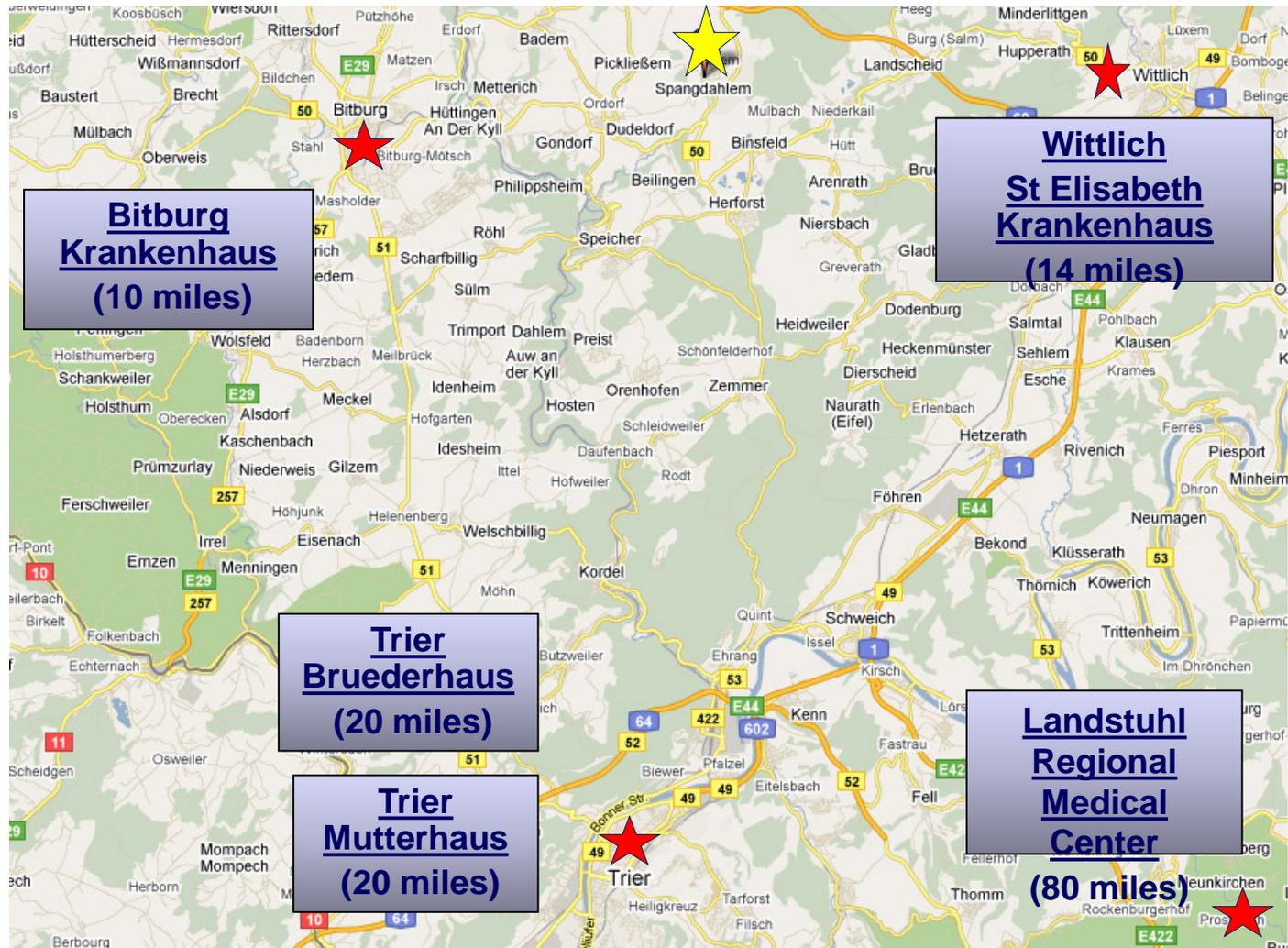
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- **Bitburg Krankenhaus** (10 mi) – Adults  
ER, OB/GYN, General surgery, Pulmonary Neurology, Urology, Internal Medicine
- **Wittlich St. Elisabeth Krankenhaus** (14 mi) – Adults & children  
ER (trauma) / peds, OB/GYN, General surgery Dermatology, Neurology, Urology, Internal Medicine
- **Trier Mutterhaus** (20 mi) – Adults & children  
ER, ICU, OB/GYN, Pediatric specialty care / General surgery, ENT, Psychiatry, Internal Medicine
- **Trier Brueder Krankenhaus** (20 mi) – Adults  
ER (trauma), general surgery, ICU, Urology, Orthopedics, Neurology, Ophthalmology

\*NOTE: Referral required for Non-Emergency Care



# Host Nation Hospital Locations





# ***52d Medical Group Information***

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**For acute, recurring, and deployment-related care, contact the Appointment Hotline:**

- **Central Appointment Line**
  - DSN: 452-8333 or COMM: 06565.61.8333
  - Open: 0700-1600
- **Nurse Advice Line (NAL)**
  - <https://mhsnurseadvice.com>
  - DSN: 452-8333, Toll free Germany number: 0800-071-3516
  - Assistance and advice by Registered Nurse
  - Available 24/7
- **Telephone Consult**
  - Reached through appointment line
  - Message relayed to PCM team
- **Non-emergent issues/concerns/sick call appointments/after hour care**
  - AM: 0830-1000/PM: 1230-1330
- **After hours-provider on call 24/7 to include weekends**
  - DSN: 452-8333 or COMM: 06565.61.8333



# *Dental Appointments*

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- **Central Appointment Line**
  - DSN: 452-8193 or COMM: 06565.61.8193
  - Open M-F: 0730-1630
  - Currently, dental services are limited to acute care or members deploying within the next 60 days. Please call the above number to speak to a dental representative.
  - **The clinic is asking that only members w/appointments visit the clinic in person.**

## **52d Medical Group Patrons:**

All patients arriving to the Spangdahlem main clinic building, regardless of the reason for their visit, will undergo a screening process in the parking lot. Following their screening, patients should be ready to wait in their vehicle until the clinic is ready to receive them. Further details and contact information is available on the “AFMS – Spangdahlem – 52 Medical Group” Facebook page



# TRICARE Enrollment

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- **Fill out DD Form 2876 (attached)**
  - Blue highlighted version: Single, unaccompanied members
  - Yellow highlighted version: Members w/dependents (family members must physically be in Germany)
  - Note: If service members are here by themselves for now, but family will join them later, they fill out the blue form and should be aware that they need to follow up with enrollments for family members when they join them at a later date.
  - Dual military must fill out their own forms as single service members (blue version)
- **Email completed DD Form 2876 + Orders (Mandatory) to both TRICARE Beneficiary Service Representatives listed below:**
  - [suzy.han.ctr@mail.mil](mailto:suzy.han.ctr@mail.mil)
  - [jacqueline.jalomo.ctr@us.af.mil](mailto:jacqueline.jalomo.ctr@us.af.mil)
- **Important Notes:**
  - PCS orders must be attached and form filled completely for processing. Missing info and documents will result in processing delays.
  - Please encrypt your emails or documents themselves – it will be your responsibility if there is any breach of information.
  - The TRICARE office is currently open and would prefer newcomers bring in DD Form 2876 w/orders in-person. However, if still in quarantine, forms/orders can be submitted to the above email.



# ***TRICARE Enrollment (cont)***

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## **TRICARE Overseas Program Spangdahlem**

Building 550, Room C401

Phone: (DSN) 452-8122, 06565.61.8122

Fax: (DSN) 452-8168, 06565.61.8168

The TRICARE office is open to walk-ins.

Tricare Benefit Advisors are available during normal duty hours, M-F, 0730-1630.



# Public Health – COVID-19

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## What is Coronavirus (COVID-19)?

- The 2019 Novel Coronavirus, formerly termed “2019-nCoV”, officially named COVID-19 by World Health Organization 11 Feb 2020, is a coronavirus identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China. Early on, many of the patients in the outbreak in Wuhan, China reportedly had some link to a large seafood and animal market, suggesting animal-to-person spread.
- A growing number of patients reportedly have not had exposure to animal markets, indicating person-to-person spread is occurring.
- It is unclear how easily or sustainably this virus is spreading between people. The route of transmission is likely through airborne spread of respiratory droplets from infected individuals.



# Public Health (cont)

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## Symptoms

- For confirmed cases of COVID-19 infections so far, reported illnesses have ranged from people being mildly sick to people being severely ill with symptoms that can lead to death.
- Symptoms may appear 2-14 days after exposure
- Fever
- Cough
- Shortness of breath

## Prevention

There is currently no vaccine to prevent COVID-19 infection. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, the CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Washing your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are sick
- Stay at home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces



## ***Public Health (cont)***

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### **CDC - Coronavirus Disease 2019-2020**

<https://cdc.gov/coronavirus/2019-ncov/index.html>

<https://cdc.gov/coronavirus/2019-ncov/travlers/communication-resources.html>

### **Spangdahlem Web Page**

<https://www.Spangdahlem.af.mil/Coronavirus>

### **52nd MDG Public Health Call Center Screening**

Mon-Fri: 07:30 – 16:30

DSN: 452-8308 COMM: 06565.61.8308



## *Installation Access (IACS)*

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- Upon arrival to Spangdahlem, you will need to register your CAC/ID card at the Spangdahlem Visitors Center (Front Gate). **This is a mandatory requirement and a base safety measure.**
  - Location: Bldg 505
  - Hours of Operation: Mon-Fri 0700-1700
  - Phone: DSN: 452-7414 Comm: 06565.61.7414



# USAREUR Driver's License

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- Practice Exam link: [www.usareurpracticetest.com](http://www.usareurpracticetest.com)
- Exam link: <http://jko.jten.mil> (CAC Required)
- Test: Course #007 & #007- B
- You have 60 days from the date you take your test to pick up your USAREUR DL\*

## To obtain a USAREUR Driver's License you will need:

- A valid U.S. Drivers License
- Completion of USAREUR Course #007 & #007-B
- Complete Local Conditions Safety Briefing: (52d Wing Safety Office: 452-7233/06565.61.7233 - **See slide 16 (next slide)**)
- \$20 (debit/credit/check) NO CASH (Bring to vehicle registration appointment) – **See slide 17**
- DL Application: Form 190-1T (Form available for completion during vehicle registration appointment) – See next slide



# Local Conditions Safety Briefing

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- The Local Conditions Safety Brief is offered both in-person and virtually on the CVR platform. To make this convenient for their customers, the Wing Safety office asks that sponsors or new members schedule their briefing directly on their SharePoint site
- *(If the hyperlink does not work, hover your mouse over the link and right-click to copy and paste it in your browser).*
- In-Person Option:
  - For those electing the in-person option, the briefing is held every Wednesday and Friday at the Wing Safety Building (Bldg 217) at 0900
  - Five person-maximum to comply with physical distancing guidelines
  - **Schedule your in-person briefing by going to the [Traffic Management SharePoint site](#)**

## Virtual Option:

- Sponsors & Supervisors are highly encouraged to have new members sign up for CVR access before they arrive. This will ensure that member can attend the virtual class during their 14-day isolation phase and not have to wait for a class opening to attend physically. **Schedule your virtual briefing by going to the [Traffic Management SharePoint site](#)**



# Vehicle Registration

- Vehicle Registration Office Hours: 07:45-15:15
  - DSN 452-6620/06565.61.6620
  - **Customers will be seen by appointment only; same-day appointments will not be accepted. Call ahead to schedule**
  - **Do not use the online appointment option**
- Comprehensive information will be given in order to best prepare you for the appointment
- **Appointments are limited to assist the following personnel: retiring or separating members on PCS orders, newcomers, members with expired U.S. Forces Certificate of License and members who are requiring registration renewal (depends on date of expiration).**
- To expedite your appointment, you may obtain the forms for your licensing and registration appointment at the SharePoint (forms available to fill out during your appt):  
<https://portal.usafe.af.mil/sites/52MSG/SFS/S5/S5B/SitePages/Home.aspx>
- The waiting area will only seat a limited number of customers at a time. *Do not bring any additional individuals with you to your appointment*
- Arrive no earlier than 10 minutes prior to your appointment
- Please bring the necessary **\$20** (debit/credit/check – no cash) to process your paperwork.
- **If you arrive earlier, please remain in your vehicle**



# ***Finance Customer Service***

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## **Customer Service Hours of Operation**

Mon – Fri: 0900-1500

\*\*Due to Covid 19, Finance Technicians will be teleworking until further notice and are not typically in the office unless an appointment is requested and confirmed. Please direct all inquires to the applicable email Org Box\*\*

- 52d CPTS Customer Service Org Box: [52cpts.fmfc@us.af.mil](mailto:52cpts.fmfc@us.af.mil)
- 52d CPTS Customer Service: DSN: 452-6763 Comm: 06565.61.6763
- 52d CPTS Civilian Pay Org Box: [52cpts.civpay@us.af.mil](mailto:52cpts.civpay@us.af.mil)
- 52d CPTS Civilian Pay DSN: 452-5794 Comm: 06565.61.5794

## **Note For Newcomers:**

**Newcomers will receive a CPTS packet from their CSS. The completed packet needs to include all requested travel documentation, and must be submitted to the 52d CPTS Customer Service Org Box.**



# Chapel Services

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- During COVID-19 services are cancelled. We stand ready for counseling (by appointment only), please call our chapel main number at 452-6711 or the command post after duty hours. Additionally, we are available to provide counseling telephonically if you so desire. Feel free to call or text using the directory below.
- Ch Elliott: Cell +49 170 851 8364 or WhatsApp # (228) 424-8331
- Personal email: [Mercery02@gmail.com](mailto:Mercery02@gmail.com)
- Ch Calton: [garrell.calton.1@us.af.mil](mailto:garrell.calton.1@us.af.mil) Cell +49 175 221 8003
- Ch Neill: [ryan.neill.1@us.af.mil](mailto:ryan.neill.1@us.af.mil) Cell +49 170 457 3868
- Ch Calledo: [james.calledo@us.af.mil](mailto:james.calledo@us.af.mil) Cell +49 151 111 97234
- Ch Pippin: [jacqueline.pippin@us.af.mil](mailto:jacqueline.pippin@us.af.mil) Cell +49 151 409 01139



# ***Military Family Life Counselors (MFLC)***

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- MFLCs provide FREE short term, non-medical, solution-focused individual and couples counseling for Service Members and Families
- No notes are taken and all counseling is kept confidential\*
- Appointments available Mon-Fri: 0800-1600 via face-to-face, Zoom or telephone (May not meet at a house or in a personal vehicle). Face-to-face appts must maintain social distancing and masks must be worn during consult.
- **\*MFLCs can be reached by calling either number below:**
  - **0152.0407.4071**
  - **0152.0212.9487**

\*MFLCs are mandated reporters. Disclosure of harm to self or others constitutes a duty to warn and a breach of confidentiality

\*\*Please note, callers must leave a voicemail consenting to a return call. Without this consent counselors are unable to return your call

**Please monitor the Spangdahlem A&FRC FB page for updates on program availability.**



# Airman & Family Readiness Center

- The A&FRC is open Monday-Friday, 0800-1600 in Bldg 307.
- **All newcomers should set up an individual virtual or in-house newcomer orientation appointment with an A&FRC staff member.** We can conduct this prior to arrival, when the member is on station in quarantine status or when the newcomer completes their mandated 14-day quarantine.
  - We will review all newcomer requirements
  - Provide on and off-base resources
  - Address any relocation concerns
- Please call 452-6422 or 06565.61.6422 for an appointment. You can also reach us via email: [52FSS.FSH.Center@us.af.mil](mailto:52FSS.FSH.Center@us.af.mil) and staff will contact you promptly within normal business hours Monday-Friday 8am-4pm.
- **Please call the A&FRC to check on loan locker availability.**
- For the most up-to-date information on of A&FRC services visit our Facebook page 52D FSS Airman & Family Readiness Center.



Like us on  
Facebook



# ***Air Force Aid Society (AFAS)***

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- AFAS provides 0% interest loans and/or grants for emergency situations as well as community enhancement programs
- AFAS HALO: Housing Assistance Loan Overseas (can assist with lodging costs during GTC application process)
- Email [52FSS.FSH.Center@us.af.mil](mailto:52FSS.FSH.Center@us.af.mil) and an Air Force Aid Loan Officer will contact you
- For emergency AFAS assistance, please call 452-6422 or 06565.61.6422 - Mon/Fri 0800-1600 to speak with an A&FRC representative.



## 52 FW/Antiterrorism Office

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- **THREAT MITIGATION IS KEY:**

- The threat of terrorism is real and exists in Europe
- Be aware of your surrounding and blend into the environment
- Have a plan in case an unexpected situation occurs
- Identify safe-havens when travelling (police, fire depts., etc.)
- Remember OPSEC during personal conversations
- Lock your car and remove valuables from plain sight
- Drones are not authorized on-base -- report sightings

- **USEUCOM AT TASKORD 18-11 MANDATES Signature Control:**

- Uniform Wear Restrictions (wear only to/from work. No stops!)
- Sanitized Vehicles (remove bumper stickers, decals, etc.)
- Personal Profile Mgmt
  - Do not post travel plans online
  - Ensure social media profiles are not overly revealing



# AFOSI Det 518 Eagle Eyes & Blue Dart

- **AFOSI Det 518 Program**

- **Suspicious Activities:**

- Photographing Base
- Following You
- Out of Place Individuals
- Elicitation
- Attempts to Gain Access
- Overheard Conversations Indicating Attack Plans



- **Eagle Eyes DIAL +49 6565 61 6666 (SFS/BDOC 24hr Hotline)**

- Calls should contain as much detail as possible:
  - Description of individual(s) & Activity;
  - Vehicle(s);
  - Place;
  - Time;
- Can you SAFELY get a photo?



**U.S. AIR FORCE**  
**EagleEyes**  
WATCH.REPORT.PROTECT.



# Foreign Travel Requirements

- 1) Enroll in STEP- Smart Traveler Enrollment Program
  - <https://step.state.gov/STEP/Index.aspx>
- 2) Look at the Foreign Clearance Guide
  - <https://www.fcg.pentagon.mil/>
- 3) Fill out OSI questionnaire on the AF Portal
  - <https://www.my.af.mil/gcss-af/USAF/ep/index.do?command=function>
- 4) Research Travel Alerts and Warnings
  - <http://www.state.gov/travel>



SMART TRAVELER



Spangdahlem Webpage:(<http://www.spangdahlem.af.mil/>)



# ***US Customs Agency Europe***

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## Locations:

Bldg. 139 Rm. 106

DSN: 452-4500/06565.61.4500

Hours of Operation Monday – Friday 0800 - 1600

Passenger Terminal (AMC), Bldg. 670

(Fuel Forms Only)

Monday - Friday: 1600 - 1800

Sat: 1200 -1800

Sun: Closed



# ***US Customs Agency Europe (cont)***

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- **Monthly Rations in Germany**
  - **Tobacco**
    - 4 Cartons of Cigarettes
  - **Coffee**
    - 5 lb. Ground Or 20 Oz. Instant
  - **Liquor**
    - 6 Liters
    - Liqueurs with more than 33% alcohol
    - 5 or more miniature bottles (.05 liters, purchased at one time)
  - **Individual Tax Relief Program Value Added Tax (VAT) Forms**
    - Save tax on purchases made in Germany
- **Gasoline Rations for Registered Vehicles**
  - POV / Van / Bus: 400 – 600 liters per month
  - Motorcycles: 80 liters per month
- **Fuel Rations for temp & registered Vehicles**
  - AE Form 550-175L  
Temporary Fuel Authorizations
  - Short term fuel authorization for 30 days or less
  - Only Rental contracts accepted
  - No Leases or Loaner cars
  - No POVs



# ***US Customs Agency Europe (cont)***

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## **US Forces Fuel Ration Cards- WARNING**

- The ESSO fuel ration card is to be used only with the vehicle it is issued for, and is not transferable to other vehicles.
- It is your responsibility to ensure there is the appropriate amount of fuel rations and money in your account prior to filling your vehicle.
- If allocated ration amount is exceeded; YOU will pay local market price in euros.
- External fuel canisters are limited to one canister, no larger than 20 liters (5 Gal).
- Misuse of the fuel ration system will result in your account being blocked by USA Customs.
- **NOTE: Customers are not authorized to fuel up at any AAFES fuel station in Europe w/o an approved fuel ration card. Check with staff PRIOR to pumping fuel.**



# ***US Customs Agency Europe (cont)***

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## **Individual Tax Relief Program Value Added Tax (VAT) Forms**

Building 126 Mon- Fri 1000-1600 DSN 452-7801/0656.61.7801

<https://www.52fss.com/vat-utap-office>

- VAT Forms save 19% on all authorized products or services where accepted
- There are 2 forms available to U.S. Forces and their family members:
  - NF-1 is for purchases below €2,499.99 (paid by the customer directly to vendor)
  - NF-2 is for purchases above €2,500.00
- NF-2 transaction the U.S. Forces members must:
  - Present the cost estimate sheet from the vendor to 52 FSS VAT office.
  - The full (tax free) payment amount in the form of a cashier's check made out to the 52 FSS and the vendor, to the VAT Office.
  - Under no circumstances may an NF-2 form be issued if an order has already been placed or if an invoice has already been issued.



## ***US Customs Agency Europe (cont)***

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- Military Post Office Prohibited Items
  - Alcoholic Beverages
  - Coffee and Coffee Products
  - Cigarettes and other Tobacco Products
  - Includes all electric nicotine deliver systems such as e-cigarettes, vaporizers, e-liquids, programmable software and accessories
  - Drugs and Drug Paraphernalia
  - Prescription Medication, Synthetic and Herbal supplements Including Vitamins
  - Fire Arms and Explosives
  - Meant and Plant Products
  - Pornography



# Base Emergency Preparedness (BEPO)

- Unit Emergency Management Representative
- Installation Office of Emergency Management  
DSN: 452-6501



USAF Be Ready

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

Federal Emergency Management Agency (FEMA)

<https://www.fema.gov>

Ready

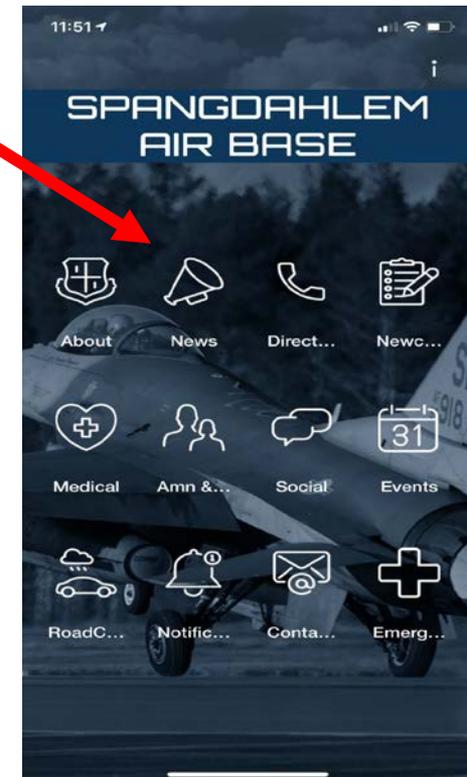
<https://www.ready.gov>





# Staying in Touch on Spangdahlem

- Download the 52 FW App
  - A complete list of affected facilities and services can be found under the Corona Virus Sections (look for the horn icon)
- Spangdahlem AB Home Page
  - <https://www.Spangdahlem.af.mil>
  - Click on Corona Virus Tab for latest guidance
- Facebook
  - Spangdahlem Air Base
  - 52D Force Support Squadron
  - 52D FSS Airman & Family Readiness Center
  - 52D Medical Group
  - Spangdahlem School Liaison Office



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***Welcome to Spangdahlem***

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**WELCOME TO  
GERMANY**

**WILLKOMMEN IN  
DEUTSCHLAND**