



Troops & Families

Leadership

Service Providers

PLAN MY MOVE

Military OneSource 24/7 family assistance 1-800-342-9647

Plan My Move Booklet for Fort Lee

Overview



Location

Fort Lee is located three miles east of Petersburg, Virginia on Highway 36 in Prince George County. Fort Lee is 116 miles from Washington, D.C. It is 21 miles from Richmond, the Virginia state capitol. The base operator's phone number is 804-765-3000 or DSN 312-539-3000.

History

Camp Lee was a major training center during World Wars I and II. It was named in honor of Confederate General Robert E. Lee. During World War II the Quartermaster Replacement Training Center, a Quartermaster Board for research and development, and a Technical Training Center for producing doctrinal literature and training aids were located here. Early in October 1941, the Quartermaster School moved from Philadelphia, making Camp Lee its new home. In 1905, Camp Lee was re-designated Fort Lee and made a permanent installation. The Quartermaster Training Center brought an intensification of training activity to the Quartermaster Corps. In 1962, Fort Lee became headquarters of the Quartermaster Corps. In July 1973, Fort Lee came under the command of the U.S. Army Training and Doctrine Command. For more information, see the [Fort Lee homepage](#).

Mission

To provide logistics doctrine, organizations, training, leader development, and materiel solutions to sustain a campaign quality Army with joint and expeditionary capabilities during peace and war.

Population Served

Fort Lee is home for nearly 3,200 military personnel and equally as many family members, 600 single soldiers on the installation and another 2,300 families off-post. On any given day between 3,000 and 4,200 students are trained here.

Base Transportation

On post shuttles are in use around post for military personnel attending schools here under the Military Training Service Support Program. Others may ride the bus with a valid DoD I.D. card on a space available basis only. The use of these shuttles is not authorized for Advanced Individual Training (AIT) students. The 23rd Brigade runs shuttles as dictated by mission for AIT students. Anyone who is not an authorized cadre member is prohibited from riding these shuttles.

Sponsorship

The Total Army Sponsorship Program is designed to assist Soldiers, civilian employees, and family members during the relocation process. When feasible, sponsors are selected who are of the same gender, marital status and military career field or occupational series as the incoming soldier or civilian employee. When practical, the sponsor is in a grade equal to or higher than the incoming member. The sponsor is normally not the person being replaced, nor within 60 days of

PCSing. In order to request a sponsor service member, you will need to complete DA Form 5434, which can be done at your reassignment interview or contact the Military Personnel Division.

Permanent party Soldiers will report during duty hours in uniform. Soldiers arriving after 4:30 pm and on weekends must report to the IOC, Building 1107, located on 1st street. Soldiers will in-process and then report to their unit of assignment the same day. Soldiers will in-process at Finance on Day 2 of in-processing at 1:00 pm.

A post office box maybe purchased prior to your arrival at Fort Lee.

Temporary Quarters

Fort Lee Lodging offers three types of rooms for their guests. Extended Stay rooms are designed for long-term stays and are primarily used for families PCSing in or out. The Visiting Officers Quarters (VOQ) are primarily used for TDY personnel at Fort Lee for training and other authorized guests. The Distinguished Visitor Quarters (DVQ) are primarily used for short-term lodging of senior grade personnel. Reservations can be made up to 30 days in advance of your PCS or TDY.

Relocation Assistance

The Army Community Service (ACS) Lending Closet, 804-734-7589, DSN 312-687-7589, provides basic household items for the PCSing family awaiting the arrival of household goods. Items provided include: irons, ironing boards, pots and pans, dishes, silverware, toaster ovens, coffee pots, car seats, strollers, and futons. Linen, tables and chairs are provided.

ACS conducts settling-in briefings daily, please call 804-734-6388, DSN 312-687-6388 for an appointment. Newcomer's orientation is held quarterly.

Critical Installation Information

Fort Lee has two DSN prefixes.

- If the commercial prefix of the number you are calling is 734, use 687 as the DSN prefix.
- If the commercial prefix of the number you are calling is 765, use 539 as the DSN prefix.

Requirements for Entering Fort Lee. Visitors are required to present the following documents to enter Fort Lee:

- Valid Drivers License
- Valid Vehicle Registration
- Proof of Insurance
- In addition, all adult passengers are required to present identification.

Gate Information:

- Lee Ave. Gate hours - 24 hours a day, seven days a week
- Mahone Ave. Gate hours - 5:00 am - 10:00 pm, seven days a week
- Sisisky Blvd. Gate hours - 5:00 am - 10:00 pm, seven day a week
- A Ave/Golf Course Gate hours - 5:00 am - 6:30 pm, Monday-Friday, Closed Holidays.

Important Documents to Hand Carry

Always have of copies of orders. Some important documents to hand carry include birth certificates for your children in order to register for child care or school entry, school transcripts, updated resume, professional licenses or certifications and Personnel Qualifications Statement for employment. Also, family immunization records, proof of car insurance and transportation of household goods documents should be at hand.

All military personnel assigned to any organization on Fort Lee are expected to comply with Army regulations and directives concerning personal dress and appearance as outlined in Army regulations. Fort Lee is open to the general

public, and residents of nearby communities are frequent visitors.

Virginia requires drivers and all front-seat passengers to wear seat belts. All children under age six must be properly secured in a child safety seat or booster seat. Violations will result in a \$50 fine. All passengers age 15 and under must wear a seat belt.

Sponsorship

Settling into your new location and your new unit takes time. [Plan My Move](#) is designed to assist you with information about your new location. Complimenting Plan My Move each of the military Services has a Sponsorship Program which is very helpful in providing new unit information. Sponsors can make your transition smoother. The purpose of the Sponsorship program is to:

- Provide a sense of belonging
- Ease the transition for inbound service members or civilians and their family members
- Increase productivity
- Reduce culture shock
- Help newcomers make informed decisions
- Cultivate new friendships
- Improve morale

A sponsor is someone from your new unit who is assigned to assist you settling into your new location. You can request a sponsor through your unit, or with help from the Relocation Assistance Program or the Family Center at your new installation.

Your Service will appoint your sponsor in writing. He/she will be the same or close to your rank and the same marital status, if at all possible. This person will be knowledgeable about the local community and the installation; available to assist you and your family for at least two weeks post arrival, and be someone who is positive and outgoing.

A sponsor's duties include:

- Contacting you and your family by letter of introduction or e-mail upon learning of your assignment to the installation.
- Following up with a personal phone call after contact has been made.
- Sending information about the installation/area which you may require, or putting you in touch with the resources on the web and at the installation that provide current, complete and up-to-date information such as those provide by the Relocation Program.
- Answering any questions which you or your family may have, or, again, providing the proper resources to answer those questions.
- Confirm transportation and lodging arrangements.
- Assisting with obtaining a Post Office Box for your mail.
- Meeting you and your family upon arrival.
- Accompanying you to your check in point for the unit.
- Introducing you to the Family Center and lending closet
- Providing essential service locations such as commissary, exchange, gas station, bank.
- Being available when you arrive at your installation to meet you, show you around, and help you through in-processing.

If you have not been assigned a sponsor, or have not been contacted as of yet, request one by contacting your gaining command or unit. If after contacting your new command you find difficulties in obtaining a sponsor, contact your Relocation Assistance Personnel for additional help with your move.

Service specific processes for requesting a Sponsor include:

- **Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.

- **Air Force:** Gaining Unit Commander Support Staff/Military Personnel Element will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.
- **Navy:** OPNAV INSTRUCTION 1740.3C prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

Command sponsor and indoctrination responsibilities begin upon receipt of PCS orders and continue until the Sailor has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities available through the command. Commanding Officers shall establish a Command Indoctrination Program to include the delivery of the Navy Pride and Professionalism training per this instruction. COs should ensure all incoming personnel receive command indoctrination training within 30 days of arrival or within 3 drill weekends.

Enclosures (1) and (2) of OPNAVINST 1740.3C outline responsibilities and provide guidance for these programs. Assistance to local commands regarding the Command Sponsor Program is through the Fleet and Family Support Center (FFSC) Relocation Assistance Program staff.

- **Marine Corps:** Gaining Unit Commander will assign a sponsor on request. Overseas commands should assign a sponsor automatically, however if one is not assigned, send a request to the gaining command. A sample request form is available on our website that can be filled out and sent to the gaining command. See the following [website](#).

Sponsors' responsibilities and abilities to be available will vary from installation to installation, depending upon the priority which the installation and unit commanders give to the program; however, the Services are making the Sponsorship program a priority as research has shown the many benefits of good sponsorship to service, family members and youth.

Youth Sponsorship

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. The Youth Services topic should explain the Youth Sponsorship program at your new installation, but if it does not answer all of your questions, contact your Relocation Manager to inquire about the program and acquiring a youth sponsor.

Directions to Installation

Directions to Fort Lee

From I-95 South from Arlington, VA

Proceed south on I-95 merging onto I-295 S via exit number 84A- on the left- toward Rocky Mt.,NC.
Proceed on I-295 South onto VA-36 W/Oaklawn Blvd via exit number 9B toward Fort Lee/Colonial Heights.
Go to the fourth traffic light and turn left at the Lee Avenue Gate. Get immediately in the right hand land and park in the Welcome Center parking lot. Approximate Travel Time - 2 hours, 17 minutes

From I-95 North from Rocky Mount, NC

Proceed north on I-95 merging onto I-295 N via exit number 46 toward Washington.
Proceed on I-295 North onto VA-36 W/Oaklawn Blvd via exit number 9B toward Fort Lee/Colonial Heights.
Go to the fourth traffic light and turn left at the Lee Avenue Gate. Get immediately in the right hand land and park in the Welcome Center parking lot. Approximate Travel Time - 1 hour, 55 minutes

From I-64 East from Charlottesville, VA

Proceed east on I-64 merging onto I-295 S via exit number 177 toward Washington/Norfolk.
Proceed on I-295 South onto VA-36 W/Oaklawn Blvd via exit number 9B toward Fort Lee/Colonial Heights.
Go to the fourth traffic light and turn left at the Lee Avenue Gate. Get immediately in the right hand land and park in the Welcome Center parking lot. Approximate Travel Time - 1 hour, 51 minutes

From I-64 West from Virginia Beach, VA

Proceed west on I-64 merging onto I-295 S/US-60 exit- exit number 200- toward Rocky Mt, NC.
Merge onto I-295 S via the exit- on the left- toward Bottoms Br.Proceed on I-295 South onto VA-36 W/Oaklawn Blvd via exit number 9B toward Fort Lee/Colonial Heights. Go to the fourth traffic light and turn left at the Lee Avenue Gate. Get immediately in the right hand land and park in the Welcome Center parking lot.
Approximate Travel Time - 1 hour, 34 minutes

On arrival, you will need to provide a valid registration for your vehicle, proof of insurance and a valid driver's license to enter the post. Failure to produce a valid driver's license could result in your vehicle being impounded until a licensed driver arrives to move it.

Note: Advanced individual training students attending their first military occupational skills course are not authorized privately owned vehicles.

Entering through Fort Lee Avenue Gate

Regardless of where you are coming from you should plan on entering Fort Lee Avenue gate located on State Highway 36. From Interstate 95 take the Temple Avenue exit, continue on Temple Avenue past Southpark Shopping Mall (about three mile). Temple Avenue will end at Highway 36.

If you are driving a passenger vehicle, take a right on to Highway 36 and drive about a mile to the next stop light. At the light, take a left and pull into the right lane. The Fort Lee 24-hour Visitors' Center will be on the right hand side. You must stop there to get a temporary pass to enter post. This is where you will need to present your driver's license, proof of insurance and registration.

If you pass the entrance to the Petersburg Battlefield you have gone too far and need to turn around. From interstate 295 take the 9b exit on Highway Route 36. Once you are on Highway 36 continue through the small commercial area, shortly after you leave the commercial area you will come to a light marking the intersection where Temple Avenue meets Highway 36 and becomes Fort Lee's Sisisky Avenue, continue past this intersection for about a mile to the next stoplight, at the stoplight take a left hand turn and immediately get into the right hand lane. You must stop and get a temporary pass to enter post. This is where you will need to present your driver's license, proof of insurance and registration.

Special Instructions for Driver's of Large Panel Vans, Trucks, RVs or Pulling Paneled Trailers

Due to space constraints at the 24-hour gate you should try to arrive at Fort Lee between 5 a.m. and 9 p.m. when the Shop Road Gate on Jefferson Park Road is open. During these hours this is the only authorized entry for these vehicles. Turn left onto Highway 36 proceed to the second stop light make a right turn on Jefferson Park Road and proceed to Shop Road Gate on right hand side. When you arrive at the Shop Road Gate you will receive further instructions from security personnel.

If you arrive after 10 p.m. you should proceed to the stop light at the Lee Avenue Gate. At the stop light make a left turn and stay in the left hand lane.

Do not enter the Visitor's Center Parking Lot; there is no room for large vehicles to turn around. You must stop at the gate. The gate guard will give you further instruction, at that point.

Check-in Procedures

Reporting Procedures

Permanent Party

The Soldier One Stop on A Avenue is the first stop that all permanent party Army personnel will need to make when reporting to Fort Lee during duty hours.

This includes MEDDAC and DENTAC Soldiers. Other services, to include Army recruiters and MEPS cadre, should contact their gaining units for specific instructions.

The Soldier One Stop's staff signs Soldiers in from permanent change of station, leave, starts their financial paper work, schedules new arrivals for their first appointments and directs them to their new unit.

In addition, the Soldier One Stop staff provides service to all active-duty military, family members, retirees and their family members, as well as Department of Defense civilians requiring ID cards for employment. This includes registering eligible personnel in the DEERS system, which gives them access to medical care, post exchange system and the commissary.

Personnel requiring a new I.D. should bring with them all required supporting documentation, (i.e. birth certificate, marriage certificate, power of attorney, etc.) Sponsors are required to accompany family members under most circumstances.

The Soldier One Stop is open for general operations from 8:00 a.m. - 4:00 p.m. After hours, new permanent party should report to the Installation Operations Center in Larkin Hall on the corner of A Avenue and 38th Street to sign in/off leave and receive limited instructions for the next day.

The I.D. Card Section operates under the following hours: Monday & Wednesday & Friday: Appointments Only 8:00 a.m. - 4:30 p.m. Tuesday & Thursday: Appointments 8:00 a.m. - noon; Walk In 1:00 p.m. - 4:00 p.m. It is suggested anyone requiring a new I.D. card make an appointment by calling 804-734-7394.

Military Students

Advanced Individual Training students who are reporting following basic training should report to Company L, Building 8900 on the corner of A Avenue and 27th Street.

Professional Development and Reclassifying Students

Students who are reclassifying or attending professional development courses should report to Company I, located on the corner of A Avenue and 31st Street.

Army Logistics Management College Students

ALMC students should report to the ALMC staff duty officer located just inside the main entrance. To reach the ALMC building, students should turn off A Avenue onto 34th Street (on the Soldier One Stop corner) then make the first left into ALMC's rear parking lot.

Noncommissioned Officers Academy Students

NCOA students should report to their respective ANCOC or BNCOC company. ANCOC is located on the corner of Sisisky Blvd and A Ave and BNCOC is directly across from it on B Avenue.

U.S. Marine Corps

Inbound personnel should report to the USMC Detachment Headquarters located in Building 9302 between Division Street and A Avenue near the corner of A and Mahone Avenues.

What to do if you Get Married Enroute

If you get married before you PCS, you must inform your commander and follow the procedures exactly as you are given them, the military will not pay for travel and housing of your spouse if you do not follow proper procedures.

Relocation Assistance

Programs and Services

While moving is always stressful, your stress can be drastically reduced if you take full advantage of the information, education, and personal assistance provided to you by the Relocation Program. This is the place to find answers and get referral to other installation resources as well as assistance with in-transit emergencies. The most important thing you can do to ensure a smooth move is to start planning early using the many Relocation Assistance program services and tools available.

Individual PCS Planning -- Most relocation programs offer one-on-one consultation for anyone needing assistance. In particular those making their first military move, first overseas move, or those with challenging and complex situations such as special needs family members or financial problems should call the Relocation Program for an appointment.

Military Installations and Plan My Move -- For managing and planning your move, use these two DoD sponsored web-based relocation tools with information on over 250 installations worldwide. You can estimate expenses, find the forms necessary for housing and household goods, keep a calendar of events and take other necessary actions to ensure a successful move.

Loan Closet -- Basic household goods items are available to borrow while waiting for your personal property pre-departure or upon arrival. The typical items in stock include: pots and pans, dishes, silverware, irons, ironing boards, portacribs, high chairs, and infant/toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your hold baggage.

Workshops and Briefings -- The classes offered vary from installation to installation but you can generally find classes on buying, selling and renting smart, budgeting and finance, moving with children, general moving preparation and many other moving related topics.

Pre-departure Briefings -- Sometimes called Smooth Move or PCS Briefings, you and your spouse will want to attend for sure. These briefings provide essential information that can prevent you from making uninformed and costly decisions before your move.

Settling-in Services -- These may include welcome wagon services, local area tours with childcare often provided, or basic household items to use until your goods arrive. Overseas arrival services may include introductory language classes and cultural awareness training.

Deployment Support -- The Family Center assists unit family readiness groups and Ombudsman programs during the entire deployment cycle. Support includes services for special needs, classes on deployment preparation, managing finances, helping children adjust, family separation, return and reunion, and information on resources available locally and on-line.

Foreign Born Spouse Support -- Whether your question concerns immigration and naturalization, learning the English language or how to take local transportation, the Relocation Program provides assistance, classes and referrals.

Emergency Assistance -- From time-to-time emergencies occur while moving, the Relocation Program office has the resources to provide emergency financial assistance and referrals.

Transition Assistance -- This is a mandatory program available to assist personnel and family members when they separate from the military. The Relocation Assistance office will establish your individual transition plan and refer you to all the installation and community resources necessary to complete a successful transition.

Installation Specific Information

The Fort Lee Army Community Service (ACS) Relocation Readiness Program (RRP) offers welcome packets, overseas orientation, lending closet, relocation and counseling.

The ACS RRP is the best place to receive relocation assistance and information, as it is especially designed to make the transition into our community an easier and more pleasant experience for the newly-arrived Soldier and family members.

Our Lending Closet provides basic household items for the PCSing family awaiting the arrival of household goods. Items provided include: irons, ironing boards, pots and pans, dishes, silverware, toaster ovens, coffee pots, car seats, strollers, and futons. Linen, tables and chairs NOT provided.

Contact your local ACS as soon as you receive orders to request a information booklet on your new duty station. Also, contact your new duty station and request a welcome packet be sent, so that you can become familiar with new surroundings and get an idea of what to expect.

Also, contact the transportation office for important information. Homeowners should begin preparations to sell or rent. On-post residents should contact your housing office, which should also have computerized information on housing both on-post and off-post for your new duty station.

Make an inventory of possessions and valuables.

Take care of necessary medical and dental appointments.

Notify schools and arrange to pick up your children's records.

Have pets checked by vet and vaccinations/inoculations updated. Keep a copy of records.

Organize personal records such as birth certificates, marriage licenses, divorce decrees, insurance papers, orders, etc. DO NOT pack these items.

New customers of Columbia Gas of Virginia and/or Dominion Virginia Power (but not Prince George Cooperative) may have their deposit fees waived (up to \$200) by joining the Utility Deposit Waiver Program (UDWP). Active duty Soldiers who PCS to Fort Lee MUST request the waiver within TEN calendar days of hookup. The UDWP may be used only once. Call 804-734-7156 for details.

Individuals separating from the military are to report to building 12010 between 7:30am - 4:30pm, Monday - Friday. All individuals separating from the military should visit the Transition Assistance Office, building 9028 or call. Individual must be receiving an honorable discharge or general discharge under honorable conditions. Civilians involved in a reduction in force are also eligible.

Emergency Assistance

Planning for Emergencies

No matter how well you have planned your move, emergencies can still happen.

Important Documents/Hand Carry

Before you leave, make sure you have all important papers with you, not in your household goods. Make sure you have important phone numbers with you, such as an information number for your new duty station and your sponsor's phone number.

American Red Cross

The American Red Cross (ARC) is always available to assist in emergency situations. Call toll-free: 1-877-272-7337, 24 hours a day, 365 days a year, or contact the nearest ARC chapter listed in the local phone directory

Army Emergency Relief (AER)

Army Emergency Relief (AER) offers emergency financial assistance to all military personnel, active and retired and their family members in the following categories: food, rent, emergency travel, utilities, essential car repair, funeral expenses, emergency medical/dental assistance, and essential needs in the event pay is not received. Eligibility includes active duty military, ARNG and USAR Soldiers on continuous active duty for more than 30 days, military-dependent family members, and surviving spouses and orphans of Soldiers who died while on active duty or after they retired.

Financial Assistance/AER

AER has an additional category of assistance titled Commander's Referral (Assistance Code 1411). Active duty Soldiers lacking the funds to meet their monthly obligations may request AER funds up to \$1,000 by submitting a completed DA Form 1103 to their immediate Commander. This lack of funds could be for a myriad of complex reasons or as simple as having overextended themselves the previous month. Whatever the basis, the Company Commander or 1SG must be satisfied that the Soldier's request is reasonable, justifiable and needed. If the Commander approves the Soldier's request, under this category, they will complete item 19 of DA Form 1103 and write in Commander's Referral next to the approved box. The request is then taken to the local AER section along with the current leave and earnings statement (LES) and a copy of DA Form 31, if Red Cross emergency, where a check is issued and an allotment for repayment prepared. The immediate Commander and 1SG are the approving authority, not the AER representative. The following conditions apply:

- AER representative will confirm eligibility for assistance under this category prior to issuing a check.
- There may be no more than two such assistance a year.
- Repayment must be by allotment. ARNG and USAR Soldiers must continue to submit requests for AER assistance through the Commander or 1SG to the AER officer due to inability to set up allotment for repayment. Loan must be paid before additional assistance in this category is authorized.
- Repayment must be prior to ETS, but no more than 12 months.

Food Vouchers

In addition to emergency financial assistance, AER provides food vouchers as a short-term solution for families experiencing financial difficulty/inability to provide food for themselves or their family.

Note: Family members must have a Power of Attorney to receive AER financial assistance.

Motor Vehicles

Registration & Licensing Requirements

Virginia State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

State Laws

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 5 years of age be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information. Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

Virginia Department of Motor Vehicles

The nearest Virginia Department of Motor Vehicle Office is located about two miles from the Siskey Gate. Before purchasing, registering or making any other legal transaction involving a motor vehicle, it is suggested service members assigned to Fort Lee check with the DMV to determine all cost and paperwork associated with the action. The Commonwealth of Virginia policies and interpretation of the Soldiers and Sailors Relief Act vary greatly from those of many other states.

Registering Vehicles on Base

Fort Lee requires residents and employees to register all motor vehicles, including motorcycles and mopeds, which they operate on Fort Lee with the Vehicle Registration Office. The hours of operation are Monday - Friday, 7:30 a.m. - 4 p.m. for DoD decals and extended passes and 24 hours per day, seven days per week for one-day passes.

The term "vehicle" includes motorcycles, automobiles, trailers, vans, and boats regularly parked or garaged overnight in VA.

Vehicle Registration is located in Building 5228, 500 Lee Avenue. For DoD Decals and Extended Passes, you will need to provide a valid registration for your vehicle, current proof of insurance and a valid driver's license. For more information, call 804-734-4228 or 804-734-4250, One Day Passes call 804-734-4214 or 734-4215 and for general information, call 804-734-4695.

Motorcycle Registration

Motorcycle operators must show proof of completion of the Motorcycle Safety Foundation Experienced Rider Course to register their motorcycle. The Motorcycle Safety Class is offered free of charge on Fort Lee by volunteers who work with the Installation Safety Office. For class dates you can call 804-765-3129.

Base Regulations

Fort Lee has an official physical training route from 5-7:30 a.m. Monday through Friday. During this time all traffic is prohibited on Shop Road from the Main Post Exchange to the Quartermaster Museum and on the entire length of B Avenue. Prohibited routes are marked with cones and signs during the physical training times.

Speed Limit -- The speed limit in the Fort Lee housing areas is 15 miles per hour. All other roads are 25 mph unless otherwise posted. Speed limits are enforced using radar, especially in the housing area. Individuals cited for a moving

violation will receive a U.S. Magistrate ticket, requiring either the payment of the fine or appearance in Magistrate Court. In addition, Fort Lee Police also have the additional option of issuing a Form 1408. If a driver receives a sufficient number of these in a given time, their on-post driving privileges are suspended.

Jogging Safety -- Drivers often have difficulty seeing joggers, especially in the early morning and late afternoon. All persons using installation roadways for recreational walking and jogging at any time are required to wear reflective safety clothing (i.e. road guard vest) that is visible from all directions. The use of headphone and earphones while walking jogging, skating or bicycling is prohibited. Reflective clothing is not required on the Williams Stadium track and headphones are permitted on the stadium track.

Loan Closet

Items Available

The mission of the ACS Loan Closet is to provide basic housekeeping items for temporary loan to incoming and outgoing families while their household goods are in transit. Some items available for loan are:

- Hospitality Kits (dishes, pots/pans, silverware, glasses, mixing bowls, colander, kitchen/cooking utensils, etc)
- Coffee Makers
- Toasters
- Irons/Ironing Boards
- Futons
- Portable Baby Cribs (Pack-N-Plays)
- Car Seats (Infant/Toddler)
- High Chairs
- Microwave Ovens

Please note: we do not provide bed linens.

How to Borrow

The ACS Loan Closet is located at Army Community Service 1231 Mahone Avenue directly across from Burger King. The phone number is 804-734-6388/7589.

In order to borrow items from the Loan Closet please bring a copy of your orders and your ID card to Army Community Service. Our hours of operation are from Monday - Friday, 8:00 a.m. - 5:00 p.m.

Loan Closet items may be checked out for an initial period of 30 days. If warranted, this due date may be extended for an additional 30 days up to a maximum of 60 days. If the items are not returned by the due date, the Relocation staff will call to remind and then send a confirmation letter to the home address with a copy furnished to the unit commander. If the equipment is still not returned, procedures to garnish wages will begin.

For more information, please contact the Relocation staff at 804-734-6388/7589.

Housing - Overview

Government Housing

Family quarters are administered by the Housing Office. The Family Housing Office staff will counsel eligible married service members on the availability of on-post family quarters and will accept applications for quarters after the service member signs in for duty. The Community Housing Referral Office maintains a complete up-to-date listing of available housing within local communities.

Availability

There are 1,324 family quarters on Fort Lee, one-quarter designed for officers and the others for enlisted. Over the next several years two housing areas will undergo total replacement and several other units will be revitalized. The end result will be a total of 1,179 family quarters on Fort Lee. Several quarters are readily adaptable for handicapped residents. Two to five bedroom quarters are located within the five neighborhoods: Jackson Circle, Harrison Villa, Jefferson Terrace, Madison Park and Monroe Manor. These communities have dedicated teams consisting of a housing mayor (military spouse) military sponsor unit, area block coordinators, building coordinators and a housing agent.

Non-government Housing

Housing Referral Office-(HRO) -- The HRO is your contact for any problems you may encounter such as discrimination complaints, tenant/landlord disputes, or any questions or problems about off-post housing is the HRO. The HRO will provide you a list of rentals with corresponding locator maps and give you information regarding the communities in which the rentals are located. All renters should carry renters insurance against fire, theft and other damages. The property owner's insurance will cover the property but not the renters personal property.

DoD Automated Housing Referral Network (AHRN)--Visit AHRN.com or ask at your local housing office to learn about this DoD program that is currently available for most installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- Find out about shared rentals
- List their own properties for rent to other military families
- List their homes for sale by owner (FSBO) to other military members
- Contact installation housing offices

AHRN is not currently available at all installations but the phased program is adding new installations every month. Check the AHRN [website](#) to see if your next assignment is an AHRN base and check out other features to assist you in your home search.

Availability

Fort Lee is located in the Tri-city area of Petersburg, Hopewell, and Colonial Heights; approximately 20 miles southeast of Richmond. Surrounding counties are Prince George, Chesterfield, and Dinwiddie. Historic Williamsburg is only about 45 minutes away. To obtain information, for renting or buying, contact the Housing Office.

Rental Options

One-bedroom apartments are very difficult to locate. The average 2-bedroom apartment will run in the neighborhood of \$500 and up per month excluding utilities. Fort Lee is very unique in its layout, depending on which gate you leave the premises you will find yourself in a different city or county. The average rental home is \$800.00.

Temporary Lodging

Currently, there are nearly 900 transient lodging units, some of which are extended stay, that provide excellent temporary lodging for Soldiers and their families coming to Fort Lee. On a space available basis only, rooms may also be used to lodge extended family members visiting Fort Lee residents. However, the room must be booked in the sponsor's name, and the sponsor is responsible for the actions of the room occupants. Advance reservations can be made by calling 1-800-403-8533.

Reporting Requirements

Incoming service members must sign into Fort Lee prior to being placed on a waiting list for, or assigned to government family quarters

Housing - Temporary

Temporary Lodging Facility

Off Post Housing

One-bedroom apartments are very difficult to locate. The average 2-bedroom apartment will run in the neighborhood of \$500 and up per month excluding utilities. Fort Lee is very unique in its layout, depending on which gate you leave the premises you will find yourself in a different city or county. The average rental home is \$800.00.

Profile of Typical Housing in the Area

Bedrooms	Baths	Square Feet	Garage	Basement	Miles to Post	Rent	Deposit	Purchase	
House	3	2	1500	No	No	5	700	700	N/A
House	3	1 1/2	1600	No	No	7	650	650	N/A
House	4	2	1800	1 Car	No	10	1200	1200	N/A
Apartment	2	1 1/2	900	No	No	4	575	575	N/A
House	3	2	1700	No	No	8	N/A	N/A	95,000
House	3	1 1/2	1600	No	No	5	N/A	N/A	90,000
House	4	2 1/2	2000	1 Car	No	10	N/A	N/a	130,000

Housing - Government

Family Housing

The Villages at Fort Lee is the new name for the privatized military housing. This is a partnership between the U.S. Army and a private company East Army Properties (Pinnacle, Hunt and Falcon) called Fort Lee Commonwealth Communities, LLC.

Pinnacle was selected by the project as the property manager for the 50-year ground lease.

Some of the benefits of privatized military housing include:

- An immediate sense of community
- Improved maintenance and customer service
- Extended office hours and more locations to serve you
- Pet-friendly neighborhoods with breed restrictions
- No security check or deposits
- Free yard maintenance
- Free pest control
- \$10,000 personal property renter's insurance and \$100,000 liability included in rent, with \$100 deductible

Availability

Wait times vary. Contact the office for current estimated wait times. Homes are available for all ranks, but some categories are extremely limited. Housing is assigned by rank and family size. Housing is offered on a first-come, first-served basis. Incoming personnel must complete an application for housing and provide a copy of their orders.

Application Procedures

Potential residents are required to sign a lease and start an allotment for BAH. Rent is determined solely on BAH and is collected on the first of each month by Pinnacle. Rent is paid in arrears, meaning Soldiers will pay the previous month's rent at the first of the current month. Residents should monitor their LES and make sure the allotment has been initiated. Residents are responsible for making sure their rent is paid. Late fees can be imposed by Pinnacle.

If the Service Member is not available to sign the lease, the spouse must have a signed copy of a "Special Power of Attorney." The SPOA is different from a general Power of Attorney and is the only one accepted for leasing. Residents should provide a copy of their LES for the current month. Also accepted is documentation of their "date of rank." Residents need to complete a Resident Contact Sheet.

Household Goods - Overview

Arranging Household Goods Shipments

As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. If you are going overseas, you should begin to plan what items you will take in your hold baggage, in your household goods shipment and what might need to go into storage. Remember for overseas assignments electricity is different and houses are generally much smaller and cannot handle large furniture.

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The counselors will explain all your PCS move entitlements in detail. Your first decision is whether to have the government move you or whether to move yourself. There are pros and cons to each type of move. Your counselor will answer all of your questions. If you choose a government move, they will book your shipment and let you know the exact dates the movers will come. If you choose to move yourself, the counselor can assist with recommendations and tips on how to do a personal move.

Automobile

The government may ship one Privately Owned Vehicle (POV) at their expense to your new overseas location. This is handled through your transportation office. Remember to discuss your POV needs at your initial counseling session. The shipping contractor has established a [website](#) where you can track the location of your POV through the shipping process.

Shipping Pets

Planning for shipment of your pet includes researching airline requirements and quarantine and restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability and regulations are always changing as well as fees. Checking the [SDDC website](#) will provide details on shipping pets.

Many international locations have strict importation laws including extended quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could impact your moving schedule. Not only do overseas locations have strict rules but many locations have restrictions on dangerous dogs as well.

Delivery of Household Goods Shipments

It is your responsibility to contact the transportation office as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

Customer Satisfaction Survey

Once your personal property is delivered, you'll be asked to [rate the customer service](#) you received from the movers. Make sure you take the time to do this. Your feedback will make the process better for everyone.

Claims

If you have any loss or damage to your personal property you may need to file a claim. Use the front of [DD Form 1840/1840R](#) to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form, DD Form 1840R. You must **file DD Form 1840/1840R within 70 days of delivery**. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. A claim is separate and distinct from these forms. Your local personal property office and claims office will give you complete instructions on where and how to file DD Form 1840/1840R and your claim.

Household Goods - Shipping Pets

Boarding

There is no on-post pet boarding/kennel. For referrals contact post Veterinary Services at 804-734-2446.

Fort Lee Regulations

Adequate care includes ensuring large dogs are provided with fenced yards and outside shelter per Fort Lee Housing regulations. Residents' pets must be tagged and registered with the clinic and have valid certificates of rabies vaccination.

County Regulations

All (off post) Prince George County residents are required to have a current rabies vaccination and to purchase a Prince George Dog license yearly. Dog licenses go on sale November of each year and must be purchased by Feb 1st of the new year. For more information, call Prince George Animal Control 804-733-2796. Hours of operation are Mon-Fri 0900-1700.

Pet Adoptions

Adoptions are sixty-two dollars each (dog, cat, kitten, puppy). Animals are required to be protected from heartworms. For more information, contact Veterinary Services at 804-734-2446.

Education - General Overview

Public School

Fort Lee does not have any Department of Defense Schools on Post. Fort Lee has a School Liaison Officer to assist parents with any questions or concerns they may have about local public schools K-12. The School Liaison officer also acts as an initial point of contact for extracurricular activities involving the schools and questions about such things as bus routes and policies.

Several schools, public and parochial, are located close to Fort Lee. The Prince George County School System has been designated as the agency responsible for the education of family members residing on Fort Lee.

Prince George County Schools

Registration Requirements for Kindergarten:

- Age: Five years old on or before September 30, 2005
- Birth Certificate: Official State Copy
- Social Security Number
- Physical Examination: A comprehensive physical examination (Form MCH-213D) performed no earlier than twelve months prior to entering school.
- A Certificate of Immunization (Form MCH-213D) from a licensed physician stating successful immunization against diphtheria, tetanus, whooping cough, poliomyelitis, measles (rubella), German measles (rubella), mumps and hepatitis B.
- Proof of Residency: A copy of one of the following in parent/guardian's name with address: a lease, deed, rental agreement, real estate tax precept or military housing document.

Registration Requirements for Grades 1-5:

- Proof of passing the previous grade.
- All of the requirements listed above under Kindergarten except for age.

Registration Requirements for Grades 6-8:

- Proof of passing the previous grade.
- All of the requirements listed above under Kindergarten except for: A physical examination is not required, however the Certificate of Immunization is required. Hepatitis B shots are required for 6th graders.

Registration Requirements for Grades 9-12:

- High School Transcript
- All of the requirements listed under Kindergarten except for: A physical is not required, however the Certificate of Immunization is required

A child may be registered but not admitted until ALL of the above requirements have been met. For further information, contact the Prince George School Board Office, 804-733-2700.

In order to register for school, parents must provide proof of their residence, on-post residents can obtain a memorandum from the Fort Lee Housing Office.

Transportation

School bus service is provided for children attending local schools, with stops at designated locations within the housing area.

Child Care

An Enriching Alternative to Child Care Right at School! For today's busy parents, finding a safe, enriching environment where children can spend time before or after school is a significant concern. Medallion School Partnerships offers convenient and sensible options at Prince George Elementary School. If need information on enrollment or seek additional information on Medallion School Partnerships call 1-866-369-8539.

Education - Training (College/Technical)

Installation Education Center

The Army Education Center's mission at Fort Lee is to provide education opportunities that will enable all military personnel and family members to develop to their maximum potential. For additional information, contact the Army Education Center in Building 8035 or call 804-765-3572.

The Fort Lee Army Education Center offers the following services:

- Education Counseling - Walk-in and Appointments available
- Army Tuition Assistance - For off-duty, voluntary education
- Testing Services - Army Personnel Tests, Dantes Exams, and College Distance Learning Exams
- Functional Academic Skills Training (FAST) - Three-week, on-duty, training to improve basic skills in English and Mathematics
- GIS Outbriefing Counseling

College

No information was provided by the installation for this topic.

Library

Army General Libraries - something for everyone! From art and photographic exhibits...to community related programs, Army libraries have something for everyone. Connect to the world via the Internet. Prepare projects/presentations using office software. Search the library's electronic catalog. Log into Army Knowledge Online from home, office, or library to access full-text databases, magazines, newspapers, ebooks and audio books 24/7 anywhere, anytime. Look for jobs and colleges on-line, take college prep tests and CLEP tests on-line. Research academic and military subjects on-line. Plug into eArmyU throughout your library. Attend a popular programming event for fun and intellectual stimulation. Escape through fiction, keep up with current affairs, find military professional reading material, explore your hobby, find a quiet nook to study or to dream, encourage reading in your young child---whether a singular experience or a family affair, it all adds up to a life enriching experience. Evening and weekend hours accommodate your busy schedule at 71 main libraries and 21 branches world-wide.

Military OneSource On-Line Library

Our mobile military members often don't have the resources of a brick and mortar library on hand to provide entertainment, learning or solace. The Online Library provides those resources while the members are in transit or deployed. One-stop shopping for all library resources in print, electronic and downloadable format are available online, 24/7. The library provides recreation, lifelong learning, reference, and career resources for all ages and interests. **All resources including audio and eBooks are free. Resources are available anywhere in the world where there is access to the internet.**

[Military OneSource On-Line Library](#) provides 24/7 access to library materials that include:

- Ability to download free books from thousands of fiction and non-fiction titles, including animated children's books, or request a free paperback or digital Playaway book from Military OneSource.
- Access to data bases to pursue education, research careers, fix cars or home appliances, maintain or remodel apartments or homes, and more.

Education - Local Schools

Choosing the right school for their children is a priority for military families. This article describes excellent resources for your use in planning for your child's educational needs. Parents can find current information about public, charter and private schools by using the tools below:

1. How do I choose a good school?

[Choosing a School for Your Child](#) is a U.S. Department of Education publication that will help families identify what is important in selecting a school.

[The School Visit: What to Look For, What to Ask](#) Whether you are choosing a school for the first time, or because you are in transition, this site will provide you with information about what to do and what to ask.

2. What schools are in my area (or in the area where I may move), and how good are they?

Several high quality commercial tools are available to assist in making decisions about which school to choose for your child. Listed below are these website tools along with information on how you access the information and what type of information each site provides.

Both [Great Schools](#) and [School Matters](#) provide a wealth of information for parents:

- School contact information
- Distance from zip code (provide the installation zip code, or the zip code of the area where you will be living)
- Public, private or charter school designation
- Student/teacher ratios
- Free and reduced school lunch program (an estimate of economic disadvantage)
- Great Schools provides a rating of schools and a parent comment section
- Percentage of students meeting or exceeding the state standards in math, reading and language arts
- Teachers - average number of years teaching experience, % of first year teachers on the staff
- Students: Average percentage of students absent from school for more than 15 days
- Ethnic breakdown and percent of students with English as a second language
- School Matters provides college prep scores (PSAT, SAT, ACT test scores)-for high schools only
- Great Schools also provides parents the ability to rate the schools and make comments on the schools.

For both sites, the user must enter the State and zip code to find schools in the area.

SchoolQuest was developed by the [Military Child Education Coalition](#) to help military families select schools. SchoolQuest also offers an Online Library that provides resources for families in transition. At this time, the SchoolQuest data base covers 99 military installations. The Military Child Education Coalition also provides a [data base of information](#) on each State's educational system.

[The School Report Tool](#) is available from Military OneSource that list names and locations of public, public charter, private, virtual and home schooling choices around major installations. [Charter Schools](#) are nonsectarian public schools of choice that operate with freedom from many of the regulations that apply to traditional public schools. Use this site to find one in your area.

3. How can I help plan for a successful transition in this new school and for my child's school career?

Parents often want to know about the availability of extra curricular activities and sports, or the availability of advanced classes. For these questions, it is best to contact the schools directly. It is important to ask the right questions. The following resources can help with these questions and others.

The [Toolkit for Parents](#) was developed by the Department of Defense, especially for Military Families. This 85 page booklet walks parents through preparing for the move and the first two weeks of school....what to ask, what to take, etc..

The [Military Impacted Association](#) has [checklists](#) available for military kids who are leaving or entering a new school.

The Military Child Education Coalition has a [checklist for transferring students](#) that will be helpful. Additionally, through [SchoolQuest](#), MCEC provides parents with the ability to develop a profile for each of their children, which then will provide them with a report on issues related to transferring to a new school district.

4. Question? What happens if I need help during the school year?

During the school year, there are always questions that parents have, such as "What is the best way to help with homework?" or "What if my child needs to see a counselor because my spouse is deployed?" Military OneSource helps with these questions and has 24/7 access. You can call them at 1-800-342-9647, connect to them at the website [Military OneSource](#), or [e-mail a consultant](#).

Education - Local Schools/Overseas

Overseas Schools -- What You Should Know

Moving your family from one installation to another in the U.S. can be challenging enough; but moving your family overseas presents an even more complex situation. One of the most important challenges can be summed up by this question, "Where are my children going to go to school?"

This article will provide resources to help guide military families through the many questions and decisions regarding local schools abroad.

Where do I start?

Start with the information on your new installation. Visit [Plan My Move](#) and review the installation's Education - Overview article. All of the overseas installations have dedicated a portion of the Education Overview to discussing the education options available in the local community as well as the DoD schools located on the installation, if available. Most installations overseas that allow accompanied family travel have one or more DoD schools.

What is the difference between a DoD school and an international or national school?

[DoDEA](#) is the Department of Defense Education Activity. DoDEA operates DoD schools in 12 foreign countries, Guam and Puerto Rico. All DoDEA schools are fully accredited by U.S. accreditation agencies and maintain high academic standards with well rounded educational programs.

In addition to DoDEA, the [U.S. Department of State's Office of Overseas Schools](#) mission is to promote quality educational opportunities for dependents of American citizens overseas at the elementary and secondary level. If a DoD school is not available on your installation there may be a school in the local community that is an American-Sponsored Elementary and Secondary School.

International schools are English-language schools whereas National schools are schools where courses are taught in the native language. The curriculum and grading system of an International school tends to be similar to the traditional American education system. This is a consideration if your family will be returning to the U.S. prior to your child or children graduating high school. Remember, when choosing a school it is best to try to match the school with your child's needs and expectations.

Where can I find a list of International schools in the country where my family is moving?

The Internet can be an excellent resource for finding International Schools overseas. You can find a complete directory of overseas schools on the [International Schools Services' website](#).

In addition, the [World Wide Schools](#) website is an excellent resource. From the homepage you can select the country. Once you have done this, a list of schools will appear and you can then choose which one you are interested in researching. All of the information appearing on this website is provided by the schools directly. Some of the information you may find on a school includes: a background summary about the school, the school's address, phone number, website, and even the email address of the director of the school. This information should be explored so that you can make comparisons with other International schools in the area to determine the best place for your child/children.

How do I decide what school is best for my child?

This process is much the same as it would be in the U.S. You may not have as many choices but it is important to make a list of possible schools and then begin to ask around. This is a daunting task since it is likely that there will be a language barrier. However, talk to the Relocation Personnel in the Family Center and your sponsor at your new installation who may be able to put you in touch other families with children around the same age as your child/children. Always contact the school directly and ask for references.

Once you have narrowed down your options, interview the school or schools directly. This is best done in person, if possible. Ask about: attendance, atmosphere, curriculum; grading system, tuition, accreditations, the staff and administration; as well as other practical details such as, does the school provide meals, what types of extra curricular programs are available, is there transportation, holidays and schedule, sports programs, before and after school care programs, and how is the facility maintained.

Now that I have chosen a school, how do I successfully facilitate the transition for my child?

A successful transition should be a priority during planning the move and once the move has been completed. The more knowledge you provide your child with, the more confident he/she will feel once he/she arrives at the new school. Allow your child to be a part of the decision making process, if he/she is old enough, and take his/her opinions into account.

MilitaryStudent.org provides several valuable tools to facilitate the transition process. Although many of these tools are not geared specifically to an international move the resources provided do apply to any military student transitioning to a new school in the U.S. or overseas.

Employment - Overview

Employment Options

Fort Lee is located in a small, rural area with some industry. Employment opportunities with small local businesses are few. Home-based businesses are on the rise. Many spouses use their time here to further their education and/or job skills. There are several vocational/technical and higher schools of learning in the area. Various opportunities in retail sales and food service positions are available in the tri-cities area. Richmond, which is within commuting distance, has greater employment opportunities in clerical and light industry positions.

Civilian Personnel Advisory Center (CPAC)

The Civilian Personnel Advisory Center (CPAC) provides full HR support to the Fort Lee community in the areas of staffing, classification, labor/employee relations, workforce development, and benefits. Both appropriated and non-appropriate jobs are available at Fort Lee. For information on how to apply for appropriated fund and non-appropriated fund positions and a listing of available jobs, visit the [Civilian Personnel Online \(CPOL\) website](#). Spouse preference for appropriated fund positions is afforded only through the DoD Priority Placement Program. Spouse is defined as the wife or husband of an active duty military member of the Armed Forces. The marriage must have occurred prior to the service member's relocation to the new duty station. In order to be eligible, the spouse must be serving an excepted appointment overseas or a career or career-conditional appointment at the time the PCS orders are issued. The spouse must be placed on leave without pay or separated from their appointment due to PCS in order to receive spouse preference priority placement consideration. Registration for departing spouses may be accomplished 30 days prior to sponsor's reporting date at the new duty station. To register in the Priority Placement Program, contact the Civilian Personnel Advisory Center at 804-765-4588.

Spouses applying for non-appropriated fund positions are not required to register in the Priority Placement Program. Application for Spouse Preference is completed at the time a spouse applies for a non-appropriated fund position. Preference applies to all vacant Pay Band positions NF-3 and below, all Crafts & Trades positions, and all Child Care positions that are being filled competitively.

Spouses are encouraged to contact the Employment Readiness Program at 804-734-6393 as soon as possible after arrival to Fort Lee. Schedule an appointment with a counselor, who will assist you in developing and refining your resume and interviewing skills, and direct you to job leads and resources. Career counseling and professional development opportunities are also available. Spouses who are unable to secure immediate employment are encouraged to volunteer their skills and talents with one of the many installation agencies that utilize volunteers. A list of volunteer agencies can be obtained from the Installation Volunteer Coordinator at ACS.

New Parent Support Program

General Program Description

The Army New Parent Support Program (NPSP) provides intensive home visiting services to eligible Families with children prenatal to 3 years old whether they live on or off the installation. Activities and services provided include information and referral to military and civilian programs that support parents of infants and young children, such as parenting programs, respite care for children, and supervised play time for children. All activities and services provided through NPSP are voluntary and non-stigmatizing and emphasize the parents' strengths.

Goals of the Army NPSP are:

1. Contribute to mission readiness.
2. Support Family member adaptation to military life.
3. Enhance the knowledge and skills Family members need to form healthy relationships and provide safe, nurturing environments for children to prevent Family violence.
4. Foster a supportive military community for young military Families.

Staff Qualifications

NPSP Home Visitor staff consists of Licensed Clinical Social Workers and Registered Nurses. All personnel will possess the knowledge, skills, and abilities necessary for their professional certification/licensure and positions. Local installation or State background checks, including Army Central Registry checks, will be completed on all personnel who provide services to parents and their children and will be updated annually.

Eligibility Requirements

Families may be self-referred or referred by other agencies such as health care providers, chaplains, social service staff, command, or Family Advocacy Program (FAP) staff.

How to Enroll

Interested families may contact the local Army Community Service (ACS) office, or their health care provider, for further information in the New Parent Support Program.

Installation Specific Information

The New Parent support Program (NPSP) offers services from a licensed professional to expectant parents and parents of newborns up to three years of age! NSPS can assist with your questions, needs and parenting goals, such as:

- What happens when I leave the hospital?
- What will my baby need?
- Do I pick up my crying baby?
- Should my baby be eating solid foods?
- I'm a parent, now what?

All parents can benefit from guidance and information from time to time. Military families are often far away from family and friends they would ordinarily turn to for help. The NSPS can visit with you at home or you can schedule an office visit. Services are tailored to your family's needs and goals. For more information, contact the NSPS Manager at 804-734-6505/6381.

Child Care

Child Development Services (CDS)

Child and Youth Services Division (CYSD) maintains a variety of programs which meet the developmental and recreational needs of Fort Lee children and youth. Child care services are provided at the Child Development Center(CDC) for children ages 6 weeks through Kindergarten and School Age Services (SAS) for children 1st grade through age 11. In addition, Family Child Care providers offer child care in their on-post homes in a family style environment for children 4 weeks to 11 years.

Child Development Center (CDC)

The Fort Lee Child Development Center (CDC) is accredited by the National Association for the Education of Young children (NAEYC) and certified annually by the Department of Defense. CDC staff receives annual training with staff receiving their child Development Associate (CDA) Credential.

Hours of Operation

Regular hours for the CDC are from 5:15 a.m.-6:00 p.m., Monday through Friday. Early opening hours of 5:15 a.m. are for sole and dual military CDC patrons for physical training (PT).

Programs Offered

The CDC offers the following programs for patrons of the Fort Lee community:

- The Full Day Program offers care for children ages 6 weeks through kindergarten years and is designed to assist parents needing 6 or more hours of daily childcare.
- Hourly Care - The hourly care room is open from 8:00 a.m.- 5:00 p.m., Monday through Friday. Reservations may be made up to 30 days in advance and the hourly care room cannot be used more than 3 days per week.
- Part Day Preschool is available for children 3-5 years of age from September to May. Children can attend 2, 3, or 5 days per week.

Enrollment

Children enrolled in the CDC must be a family member of active duty military personnel or DoD civilian or Fort Lee contractor and registered through the CYSD registration office. All children requiring care on Fort Lee must be registered with the Child/Youth Central Registration Office located in building 10612. Registration fee is now waived. For registration information call 804-765-3852 or DSN 312-539-3852.

Respite Care

CYS provides respite care for children of deployed Soldiers, unaccompanied tour, TDY (90-179 days), Rear Detachment Cadres', Warrior Transition Unit and Fallen Warriors. Respite care will be in a minimum of 2 hour time blocks. Special respite care settings or special center openings for respite care will be a minimum of 4 hour time blocks. For more information, contact 804-765-3851.

Special need respite care are available thru EFMP program. Each certified special need child can receive up to 40 hours respite care per month. For more information, contact 804-734-6393/7965.

Costs

Full day and part day fees are based on total family income. Parents must provide pay statements for both working parents. Military parents must include their BAS and BAH (BAH equivalent if living on post). There is a second child discount for children enrolled in full day programs for the same family.

Availability

A waiting listed is maintained for most child care programs and it is strongly advised for parents to place their child's name on the list as soon as possible. Parents who are PCSing to Fort Lee or expectant mothers are strongly encouraged to place their child's name on the "future needs" waiting list upon receipt of orders to Fort Lee or confirmation of

pregnancy. You can do this by calling 804-765-3852.

Family Child Care (FCC)

The FCC program is designed to meet the childcare needs of parents who prefer a small group setting in a home environment. FCC homes offer a variety of childcare needs (i.e., flexible hours, before and after school, full day, hourly, extended hours and overnight care.)

The FCC program provides initial and on-going training and certification for all providers. To ensure high standards and regulatory compliance, all FCC homes are inspected and monitored by Fire, Safety, Community Health and FCC professional staff.

School Age Services (SAS)

School Age Services (SAS) is a section of Child/Youth Services Division under the Directorate of Moral, Welfare and Recreation. The SAS program is currently accredited by the National After School Association. (NAA) The SAS program is also certified annually by the Department of Defense. Staff is constantly being trained to provide quality service for your child by working towards a School age Credential thru NAA.

Programs Offered -- Available programs under the SAS program include:

- Before and After School
- Teacher Workdays
- Inclement Weather
- School Holidays
- Full Day Summer
- Hourly

Youth Services

Youth Services

Youth Services is an affiliate of the Boys and Girls Clubs of America and offers a variety of new clubs and activities. Youth Services consists of two delivery systems, including Middle School and Teen Program (MST) and Youth Sports.

Middle School and Teen Program (MST)

The Youth Center program provides activities for 6th-12th graders growth, recreational skills, educational opportunities, youth development, and sports and fitness.

Youth can meet with friends and participate in various games, tournaments, dances and trips. In addition, there are many special events and programs available throughout the year.

MST participation is open to family members of active duty and retired military personnel and civilians working on Fort Lee. Annual registration fees apply.

Youth Sports

The Youth Sports program offers a variety of sports and fitness activities for youth 3-16 years of age. Tournament leagues and competitions are held throughout the year. Sports camps are offered during the summer.

Youth Sponsorship Program

The Fort Lee Youth Sponsorship Program is a program created for the "New Kids on the Block" that travel from other installations to Fort Lee during their sponsors moving process. The youth from our Child and Youth Services Division, Middle School and Teen Programs are trained to help eliminate the unknowns that a child may have coming to a new area. This program will help youth make friends, know where to go to have fun and help rid some of the bad experiences children sometimes have when transitioning to another installation.

We have partnered with all of our Morale Welfare and Recreation programs that have youth activities. These programs are coordinated for our youth to enjoy during their stay at Fort Lee. This program will also train youth that want to become youth sponsors.

Family Center

Financial Assistance

ACS Financial Readiness Program

This program is designed to enhance a Soldier's knowledge of financial matters through consumer affairs assistance, financial and budget counseling, information and screening of state and government assistance programs and financial classes tailored to military units on Fort Lee.

Budget counseling and debt management counselors offer advice and advocacy to Soldiers and families. Sessions are tailored to individual needs; all consultations are private, and each last approximately 1 hour. Please call for specific details. On Wednesday of each week, Soldiers and family members are encouraged to attend a two-hour class on "Financial Management." This course covers the fundamentals of personal finance. Some of the topics covered are: budget planning, setting goals, learning to live on less, tax management, debt consolidation and consumer advocacy, etc. Call Army Community Service (ACS) for dates and times of for class.

Consumer Affairs acts as an advocate of the Soldier when dealing with businesses off post. The program tracks business scams aimed at taking advantage of Soldiers. The program also educates Soldiers on state laws that may affect them. Before applying for food stamps, visit ACS to see if you qualify for the Army's Subsistence Supplemental Allowance. All Soldiers receiving partial or full BAS may apply for the program.

Many Soldiers and families qualify for state and government assistance programs such as Women, Infants and Children (WIC), food stamps, and other social programs. Financial Readiness can screen and give information on state and government programs.

The Consumer Affairs and Financial Readiness Program are dedicated to educating and helping Fort Lee develop and maintain a financially stable force.

All First-Term soldiers are mandated to attend an eight block of instruction on "Financial Management." If Fort Lee is your first duty assignment or you have not attended this class at your last duty station, please contact your unit to sign up for this class.

Legal Assistance

Legal Services

The Fort Lee Judge Advocates Office provides support to the Fort Lee commands and tenant activities service members (active and retired) and family members in several areas to include Trial Defense, Administrative Law, Claims and Legal Assistance and Tax Preparation.

Claims

The Claims Division is available to provide claimants with information, assistance, and the proper forms to submit claims against the government. In many cases, such as damage to household goods transportation by a government contractor, time limits apply so prompt action is required.

Legal Assistance

Legal Assistance handles or is involved in a number of issues to include, but not limited to:

- Powers of attorney
- Leases
- Affidavits
- Virginia deeds
- Name changes
- Consumer affairs
- Civil suits
- Domestic relations and family law
- Immigration and naturalization
- Wills and estates
- Tax assistance
- Local court procedures
- Support (child and or spousal)

Notary services and the preparation of powers of attorney are available daily on a walk-in basis. Emergencies are handled on a walk-in basis. Otherwise, attorney consultations are available only on an appointment basis.

Tax Assistance Center

The Tax Assistance Center is operated in cooperation with Army Community Service. Tax preparation assistance, form distribution and electronic filing are available between January and early May of each year. During the remainder of the year, assistance is provided by appointment through the Legal Assistance office.

Deployment Support

Family Deployment Support

Deployment and Mobilization Assistance helps Soldiers and their families manage separations before, during and after they occur.

Army Community Service (ACS) offers training through Operation Ready materials to train Soldiers, family members, commanders, unit leaders, family readiness groups, rear detachment personnel, Reserve Components and volunteers.

Classes/workshops are ongoing throughout the year on the operation of the Family Readiness Group (FRG), pre-deployment/ongoing readiness, homecoming and reunion. Units and FRG's can request classes by calling ACS.

Health Care - Overview

Moving With TRICARE

Your [TRICARE](#) coverage is completely portable—meaning it moves with you. You're covered worldwide—both in transit to your new duty location and once you arrive—but depending on where you go you may use a different TRICARE health plan option. Additionally, you may have different steps depending on which health plan option you are using now.

When Enrolled in a TRICARE Prime Option

The TRICARE Prime options include TRICARE Prime and TRICARE Prime Remote in the United States, and TRICARE Prime Overseas and TRICARE Global Remote Overseas in regions outside of the United States. Follow these simple steps to ensure you have no break in coverage when you move.

1. Do not disenroll from your TRICARE Prime option before you move.
2. Once you arrive at your new location, update your personal information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) immediately.
3. Select a new primary care manager (PCM), when moving within the same region or submit a new Prime enrollment form within 30 days if you're moving to a new region.

Where you are moving will determine which Prime option you will enroll in.

Prime Options in the United States

TRICARE Prime

TRICARE Prime is offered in Prime service areas—geographic areas typically located around a military treatment facility—throughout the country.

- North Region [Health Net Federal Services, Inc.](#), 1-877-TRICARE (1-877-874 2273)
- South Region [Humana Military Healthcare Services, Inc.](#) 1-800444-5445
- West Region [TriWest Healthcare Alliance](#) 1-888-TRIWEST (1-888-874-9378)

If you move to a new Prime service area, transfer your enrollment by submitting a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Be sure to include all family members who wish to use Prime on the form.

TRICARE Prime Remote

In non-Prime service areas, TRICARE offers TRICARE Prime Remote. To enroll, submit a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Any TRICARE-eligible family members living with you in a TRICARE Prime Remote area can enroll in TRICARE Prime Remote for Active Duty Family Members. Be sure to include them on the enrollment form.

Prime Options Outside of the United States

TRICARE Prime Overseas

TRICARE Prime Overseas is offered in overseas areas where there are military treatment facilities or areas in which TRICARE has established a network of qualified host nation providers.

- TRICARE Europe Toll free: 1-888-777-8343; Commercial 011-49-6302-67-7432; DSN 314-496-7432 Fax Numbers: Commercial 011-49-6302-67-6374; DSN 314-496-6374 or [e-mail](#)
- TRICARE Pacific Toll free: 1-888-777-8343; Commercial 011-81-6117-43-2036; DSN: 643-2036; Remote Sites: 011-65-6-338-9277 Fax Numbers: Commercial 011-81-611-743-2037; DSN: 643-2037 or [e-mail](#)
- TRICARE Latin America & Canada (TLAC) Address: TAO-LAC, Bldg 38802, Ft Gordon GA 30905-5650; Toll free 1-888-777-8343; 1-706-787-2424; DSN: 773-2424 Fax Number 1-706-787-3024 or [e-mail](#)

If you move to an area in which TRICARE Prime Overseas is offered, transfer your enrollment by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center. Command-sponsored family members who reside with you are eligible for TRICARE Prime Overseas. Be sure to include all family members who wish to use TRICARE Prime Overseas on the form.

TRICARE Global Remote Overseas

TRICARE Global Remote Overseas is a Prime option offered in designated remote overseas locations. If you move to an area in which TRICARE Global Remote Overseas is offered, you and any authorized family members living with you may enroll by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center.

Before you move to another overseas area or to an area within the United States, contact the nearest TRICARE Service Center. Then, when you arrive in your new area, transfer your enrollment.

When Using TRICARE Standard and Extra

TRICARE Standard and Extra are available to family members only. Active duty service members are required to enroll in one of the Prime options described above.

TRICARE Standard and Extra are available throughout the United States and enrollment is not required. Any active duty family member who is registered in DEERS may use these programs by seeing any network or non-network providers that are authorized by TRICARE. In areas outside of the United States, active duty family members who don't want to use a Prime option may use TRICARE Standard Overseas by seeing qualified host nation provider.

If you're already using TRICARE Standard and Extra, moving is easy.

1. Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
2. Then, find TRICARE-authorized providers in your new area.

Here are a few things to remember about using TRICARE Standard and Extra in a new region

- In the U.S.: Visit your new regional contractor's Web site for a list of providers. Remember, if you see network providers, you'll be using the Extra option and pay lower copayments.
- Outside of the U.S.: Contact your TRICARE Service Center for help locating a qualified host nation provider. The TRICARE Extra option is not available in overseas areas.
- If you move to a new region, you'll have a new claims address for submitting your TRICARE claims.
- Learn your new region's prior authorization requirements because these requirements can differ by region.

When Using TRICARE For Life

TRICARE For Life—TRICARE's coverage for those who are eligible for Medicare—requires no enrollment and you'll have a smooth transition when you move. [TRICARE for Life](#) contact information: WPS TRICARE For Life, P.O. Box 7889, Madison, WI 53707-7889; 1-866-773-0404; TDD 1-866-773-0405

- Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
- Find Medicare providers in your new area.

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not provide coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

Contact the TRICARE Area Office for the overseas area where you are moving or the nearest American Embassy Health Unit for assistance finding a host nation provider.

Getting Care Along the Way

- Routine Medical and Dental Care—Get it before you go.

Before you move, make sure you've received any routine medical or dental care you think you might need during the time you'll be traveling. Or, delay the care until you get to your new duty location.

- Emergency Care in the United States—Call 911 or go to the nearest emergency room.

TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb, or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you're traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are hospitalized in a civilian facility for more than 24 hours, contact your regional contractor

- Urgent care in the United States—Coordinate with your PCM and/or regional contractor

TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications. If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or regional contractor before receiving care. If you are in TRICARE Standard and Extra or TRICARE For Life, you can receive care as you normally would. You should, however, contact your contractor as soon as possible to coordinate any prior authorizations that are needed.

- Emergency or Urgent care Overseas—Contact closest TRICARE Area Office or TRICARE Global Remote Call Center.

You don't need prior authorization for emergency or urgent care but the TRICARE Area Office or TRICARE Global Remote Call Center will help you find the best care available in the overseas area in which you are traveling.

Filling Prescriptions on the Road

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you're traveling in the United States, you have several options:

- If near an MTF, fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy.
- If a network pharmacy is not available, you can visit a non-network pharmacy. In this case, you may have to pay up front for your medications and file a claim with Express Scripts, Inc., for reimbursement. For more details, visit the [TRICARE web site](#)
- The mail-order option is not recommended for a prescription you need right away, but if you'll be traveling for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy.

Your pharmacy coverage is limited overseas:

- TRICARE network pharmacies are only located in the United States, Puerto Rico, Guam and the U.S. Virgin Islands. You can have prescriptions filled at host-nation pharmacies, if necessary. Host-nation pharmacies are treated the same as non-network pharmacies. If you have prescriptions filled at a host-nation pharmacy, you should expect to pay for the total amount up front and file a claim with Wisconsin Physicians Service for partial reimbursement. To learn more about pharmacy claims, visit the [TRICARE web site](#).
- To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

If You Have Questions

Your regional contractors and TRICARE Area Offices are available to answer your questions. These offices are listed above. Find even more information about moving, updating DEERS, the TRICARE regions and much more at the [TRICARE web site](#).

Installation Specific Information

Medical Care

Kenner Army Health Clinic's (KAHC) mission is to ensure the readiness of the nations' military through high quality, customer focused, and cost effective primary care by managing customer needs in an integrated health care system.

Kenner strives to meet the needs of the uniformed service members while providing the best possible care for all eligible beneficiaries. KAHC can provide you and your family the majority of your outpatient primary health care needs. When the needs arise that exceed Kenner's abilities, you will be referred to a network provider (civilian or military).

Kenner is closed on Federal Holidays and maintains a limited staff on Military Training Holidays.

Shuttle Service -- Shuttle service is available daily for appointments at McDonald Army Community Hospital (Ft. Eustis), and Portsmouth Naval Medical Center (Norfolk). Shuttle service to Walter Reed Army Medical Center (Washington, D.C.) runs Monday, Wednesday and Friday. Your Primary Care Manager (PCM) and a Health Care Finder will assist you in this referral process.

Special Needs

The Crater Child Development Clinic is operated to serve children, from birth to 21 years, suspected of having problems such as:

- Developmental delays
- Developmental disorders associated with sensory or physical disabilities
- Disorders of attention and hyperactivity
- Learning problems
- Emotional and behavioral concerns
- Mental retardation

EFMP -- The Exceptional Family Member Program (EFMP) is a DA program, IAW AR 600-75 & AR 608-1, designed to assist, through selective assignments, military personnel with family members having special needs. An effort is made to assign personnel to areas that have the agencies and facilities necessary to meet the needs of the special family member.

The EFMP provides assistance to all active duty soldiers who have a family member with a physical, emotional, mental, or educational disability. EFMP provides information and referral about support services in the local community. For more information please contact the EFMP Program manager at (804) 734-7965.

Dental Care

Bull Dental Clinic, located in Building 8204, is staffed to provide general dentistry care to active-duty Soldiers. The clinic is not only responsible for general dental care for Soldiers, but also for those reporting for sick call and referrals for specialty services.

The Active Duty Family Member Dental Plan (FMDP) is administered by United Concordia Companies, Inc. It is a voluntary Comprehensive dental plan available to family members of all active duty Uniformed Services Personnel.

When the active duty member (sponsors) enrolls family members in the FMDP, a monthly premium is paid through payroll deduction after the initial payment is made by check, money order or credit. The plan has cost shares, maximums, and limitations similar to typical civilian dental group plans. The amount covered by the plan ranges from 100 percent to 50 percent, depending on the type of service. Family members must receive dental services in the United States, Canada, Guam, The U.S. Virgin Island or Puerto Rico.

Detailed FMDP coverage and enrollment information are contained in the FMDP Benefit Booklet. Sponsors and Family member may call United Concordia's toll free Department at (800) 866-8499 (or 1-800-891-1854 for the Hearing Impaired) Monday - Friday from 8AM to 8PM EST or visit them on the web. For additional, information telephone the Kenner Army Health Clinic Health Benefits Advisors at (804) 734-9447/9448.

Local Community Information

John Randolph Medical Center

John Randolph Medical Center is located in Hopewell, about 15 minutes from Fort Lee. At the heart of healthcare at John Randolph is the desire to offer access to a broad range of high-quality services - from obstetrics and behavioral health to oncology and cardiac care.

John Randolph Medical Center is a licensed, 271-bed facility, offering acute care inpatient and outpatient services, as well as long-term care. Staffed and managed by neighbors and friends, the hospital provides compassionate care and focuses on what's important to the community it serves.

John Randolph Nursing Home

John Randolph Nursing Home offers a wide variety of services to their patients. If you need more information about a particular service, please call our counselor at 804-541-7759. For a physician referral, please call 804-320-DOCS (3627). Tri-cities residents may call toll-free 800-888-3627.

VCU Health System

Since 1838, the Medical College of Virginia Hospitals (MCVH) has been on the forefront of advances in healthcare, providing patients with some of the most progressive treatment and technology available.

MCV Hospitals is the teaching hospital component of the VCU Health System, which is the region's only Level I Trauma Center. The VCU Health System comprises nearly 200 specialty areas. In addition to multidisciplinary centers for cancer, cardiology, neurosurgery, and transplantation, the VCUHS offers virtually every form of contemporary medical service. In particular, the VCUHS has received international recognition for early diagnosis and treatment of chest pain and strokes, organ transplant, head and spinal cord trauma research, burn and wound healing, neonatal intensive care, and genetic research, as well as cancer research, treatment, and rehabilitation.

The VCUHS delivers oncology patient care services for VCU's Massey Cancer Center; a National Cancer Institute designated facility, which offers patients many multi-disciplinary treatment options and access to clinical research trials.

Southside Regional Medical Center

Their philosophy states that 24-hours-a-day, seven-days-a-week, you will find trained physicians who take the time to listen to what you have to say. You will be greeted warmly by nurses who are truly compassionate and a registration staff that understands that people come before paperwork.

Southside Regional Medical Center works closely with organizations and individuals in the community to provide education about health and wellness, especially things that can be done to prevent or reduce the risk of serious health problems.

Poplar Springs Hospital

Poplar Springs Hospital features a family approach to behavioral healthcare. Problems such as emotional illness, sexual or physical abuse, marital strife, severe stress and alcohol or drug abuse are remedied in their soothing therapeutic environment.

Poplar Place, a group home and subsidiary of Poplar Springs Hospital, is a private agency established to meet the community need for at-risk adolescents who have behavioral healthcare issues. The program is a step-down residential program designed for adolescent males between the ages of 13 and 17 years, who have experienced emotional and/or behavioral difficulties and successfully completed an inpatient residential program.

Poplar Springs Hospital offers many programs that focus on the whole person to promote personal growth in recovery.

Additional information on programs offered can be obtain by contacting Poplar Springs Hospital at 804-733-6874.

Health Care - Special Needs

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Military Treatment Facility

The clinics and services available at [Military Treatment Facilities](#) vary by location. Before you move, identify the MTF that will serve you, visit the MTF's website to learn about the clinics and services available and to get relevant contact information.

Moving to a New TRICARE Region

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE Service Center (TSC) or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, your sponsor should contact the Beneficiary Counseling and Assistance Coordinator (BCAC) or TSC to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) (ECHO) services, if applicable.

Beneficiary Counseling and Assistance Coordinator (BCAC)

All TRICARE Regional Offices and most MTFs are staffed with [BCACs](#) (formerly known as Health Benefits Advisors.) [BCACs](#) provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims and eligibility, plus assistance with referrals and appointments. If you or your family member has a more severe medical need, contact your assigned [case manager](#).

Case Management

Case management involves a team of health care professionals who help you and your family to find solutions to complex health problems. It is important to inform your case manager if you are moving as he/she will connect you with the case manager at your new location.

Extended Care Health Option (ECHO)

TRICARE [ECHO](#) provides financial assistance to beneficiaries of active duty service members who qualify based on specific mental or physical disabilities. ECHO offers an integrated set of services and supplies beyond the basic TRICARE program. ECHO is administered by regional contractors in the TRICARE North, South, and West Regions and by TRICARE Regional Offices in overseas locations.

Transporting Medical Equipment

Your [Installation Transportation Office](#) has special procedures to follow for the transportation of medical equipment that is necessary for medical treatment required by the sponsor or family member. Some types of medical equipment may be shipped in the same manner as Professional Books, Papers, and Equipment (PBP&E).

Federal and State Health Care Programs

Medicaid - [Medicaid](#) pays for medical assistance for certain individuals and families with low incomes and resources. State Medicaid programs are usually administered by departments of social service or departments of medical assistance.

Supplemental Security Income (SSI) - [SSI](#) is a cash assistance program intended to meet basic needs for food, clothing and shelter for those who are aged, blind or disabled. It provides cash to meet basic needs for food, clothing, and shelter. Families must reapply upon each move to another state.

Title V of the Social Security Act - Many states have services for children with special health care needs that are funded by the Maternal and Child Health Services Block Grant, or [Title V](#). State departments of health web sites and local health departments will provide information on state health benefits for children with special health care needs. The Maternal and Child Health Bureaus' web site has Title V information organized by State that provide you with [Title V points of](#)

[contact](#) and other pertinent information.

Other Important Resources

Debt Collection Assistance Officer (DCAO) - TRICARE has a [DCAO](#) assigned to TRICARE Regional Offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest [DCAO](#).

Family Voices - [Family Voices](#) is a national, grassroots clearinghouse for information and education concerning the health care of children with special health needs. Family Voices also has [State points of contacts](#) with useful links to State programs and organizations.

Installation Specific Information

Exceptional Family Member Program (EFMP)

The Exceptional Family Member Program (EFMP) is a DA mandated program, IAW AR 600-75 & AR 608-1, designed to assist, through selective assignments, military personnel with family members having special needs. An effort is made to assign personnel to areas that have the agencies and facilities necessary to meet the needs of the special family member. This in no way has an adverse effort on the Soldiers military career. The EFMP works in concert with other military and civilian agencies to provide a comprehensive, coordinated, multi-agency approach for community support, housing, medical, educational and personnel services to families with special needs.

Upon receiving your PCS orders, visit your Army Community Service (ACS) EFMP office and get to know how this office can be of service to you. They can help you with any type of advocacy that you will need to get settled into your new community. The EFMP has a sub-committee that is called the "SNRT" (Special Resource Team) and this team will help you find the appropriate childcare for your child(ren) with special needs.

ACS offers support groups, quarterly newsletters and training. Quarterly meetings are held to discuss issues and concerns of families of EFM's. A multi-disciplinary committee meeting is held at Kenner Health Clinic in order to provide immediate services to families with seriously ill members who may need the expertise of many professionals quickly. ACS will also service DA civilians who are going overseas to inform them of available services. Respite care services are provided to those who require this service. When reporting to your new duty station, report in at ACS and ask to talk to the EFMP Coordinator. Don't wait and go through the frustrations of trying to find services alone.

You may contact the EFMP, ACS Office, Fort Lee at 804-734-6388.

Education - Special Education/EIS

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Children from Birth to Three Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

- Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

Children from 3 through 21 Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

Parents of children receiving special education and related services should hand-carry all pertinent school and medical documents to include their children's Individualized Education Program (IEP) and current testing and evaluation reports to the new school.

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

Others who can help you:

- Parent Training and Information Centers Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.
- STOMP (Specialized Training of Military Parents) is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

Washington PAVE
STOMP Project
6316 So. 12th St.
Tacoma, WA 98465
253-565-2266 (v/tty)
1-800-5-PARENT (v/tty)

Fax: 253-566-8052

[Email](#)

Installation Specific Information

Special education services support instructional programs for students with disabilities in the division. It is the goal of special education to ensure that each student with a disability has the opportunity to acquire the knowledge, skills, and competencies consistent with his/her potential to achieve.

The term "disability" includes autism, mental retardation, hearing impairment and deafness, developmental delay, speech and language impairment, emotional disturbance, orthopedic impairment, other health impairment, deaf and blindness, multiple disabilities, severe and profound disability, specific learning disability, visual impairment and traumatic brain injury. Children identified as having any of these disabilities may be eligible to receive special education and related services tailored to their needs through an Individualized Education Program (IEP).

Contact Information

1231 Mahone Avenue
Bldg. 9023
Fort Lee, VA 23801-1605
Phone 804-734-6648
Phone (DSN) 312-687-6648
Fax 804-734-6388
Fax (DSN) 312-687-7589

[Email](#)
[Website](#)

Automotive Services

Automotive Care (Service Station)
1650 A Avenue
Fort Lee, VA 23801
Phone 804-861-6621 / 804-861-6795

Beauty/Barber Shops

Barber Shop - PX
300 A Avenue
Bldg 1605
Fort Lee, VA 23801
Phone 804-861-5881

Beneficiary Counseling Assistance Coordinators

Tricare
700 24th Street
Fort Lee, VA 23801
Phone 1-877-874-2273 / 1-866-645-4584

[Website](#)

Child Development Centers

Child Development Center CDC
1100 Lee Avenue, Suite 119
Building 10610
Fort Lee, VA 23801
Phone 804-765-3765
Phone (DSN) 312-539-3765
Fax 804-765-3117
Fax (DSN) 312-539-3117

[Website](#)

Civilian Personnel Office

Civilian Personnel Advisory Center
700 Quarters Road
Bldg. 12400
Fort Lee, VA 23801
Phone 804-765-4588

[Website](#) [Website](#)

Dental Clinics

Bull Dental Clinic
2601 C Avenue
Fort Lee, VA 23801-1700
Phone 804-734-9607 / 804-734-9608
Phone (DSN) 312-687-9607

Adult Education Centers

Adult Education Center
961 Bishop Loop Road
Fort Lee, VA 23801
Phone 804-765-3570

[Website](#)

Beauty/Barber Shops

Beauty Shop
300 A Avenue
Fort Lee, VA 23801
Phone 804-861-0965

Beneficiary Counseling Assistance Coordinators

Health Benefits Advisor
700 24th Street
Fort Lee, VA 23801
Phone 804-734-9448 / 804-734-9447

[Email](#)

Chapels

Installation Chaplains Office
1901 Sisisky Boulevard
Fort Lee, VA 23801
Phone 804-734-6494 / 804-734-7717
Phone (DSN) 312-687-6494
Fax 804-734-7717

[Website](#)

Child and Youth Registration and Referral

Child & Youth Services Division (CYSD)
10605 Yorktown Drive
Fort Lee, VA 23801
Phone 804-765-3852
Phone (DSN) 312-539-3852
Fax 804-765-3588
Fax (DSN) 312-765-3760

[Website](#)

Commissary/Shopette

Commissary
400 Shop Road
Fort Lee, VA 23801
Phone 804-765-2254
Phone (DSN) 312-539-2254

[Website](#)

Emergency Relief Services

Army Emergency Relief (AER)
1231 Mahone Avenue
Bldg. 9023
Fort Lee, VA 23801-1605
Phone 804-734-7954
Phone (DSN) 312-687-7954
Fax 804-734-6383
Fax (DSN) 312-687-6383

[Email](#)
[Website](#)

Exceptional Family Member Program/Special Needs

Exceptional Family Member Program (EFMP)
1231 Mahone Avenue, Building 9023
Fort Lee, VA 23801-1605

Phone 804-734-6393 / 804-734-6388

Phone (DSN) 312-687-6393

Fax 804-734-6833

Fax (DSN) 312-687-6383

[Email](#)

[Website](#)

Family Advocacy Program

Family Advocacy Program (FAP)
1231 Mahone Ave. Bldg. 9023
Fort Lee, VA 23801-1605

Phone 804-734-7585 / 804-734-6388

Phone (DSN) 312-687-7585

Fax 804-734-6833/6383

Fax (DSN) 312-687-6833/6383

[Email](#)

[Website](#)

Family Child Care/Child Development Homes

Child & Youth Services Division (CYSO)
10605 Yorktown Drive
Fort Lee, VA 23801

Phone 804-765-3852

Phone (DSN) 312-539-3852

Fax 804-765-3588

Fax (DSN) 312-765-3760

[Website](#)

Financial Institutions

Fort Lee Federal Credit Union
4495 Crossing Blvd.
Prince George, VA 23875

Phone 804-452-0736

Fax 804-458-1182

[Website](#)

Golf Courses

Cardinal Golf Course
1100 Lee Avenue, Suite 101
Building 11810

Fort Lee, VA 23801

Phone 804-734-2403 / 804-734-2402

[Website](#)

Hospital/Medical Treatment Facility(s)

Kenner Army Health Clinic
A Avenue
Fort Lee, VA 23801

Phone 804-734-9000

Phone (DSN) 312-687-9000

Fax 804-734-9594

[Website](#)

Exchange(s)

Exchange

Ft. Lee Exchange
Bldg. 1605

Ft. Lee, VA 23801-1605

Phone 804-861-5970 / 804-861-5971

[Website](#)

Monday - Thursday 9:00 a.m. - 8:00 p.m.

Friday & Saturday 9:00 a.m. - 9:00 p.m.

Sunday 10:00 a.m. - 6:00 p.m.

Family Center

Army Community Service
1231 Mahone Avenue
Bldg. 9023

Fort Lee, VA 23801

Phone 1-866-507-7464

Fax 804-734-6383

Fax (DSN) 312-687-6383

[Website](#)

Finance Office

Finance Office
840 Lee Avenue
Bldg. 8022

Fort Lee, VA 23801

Phone 804-734-7930

Financial Institutions

Sun Trust Bank
Fort Lee Commissary Branch
400 Shop Road

Fort Lee, VA 23801

Phone 804-541-2992

[Email](#)

Gymnasiums/Fitness Centers

Fort Lee Sports
C Avenue and 19th Street
C Avenue and 9th Street

Fort Lee, VA 23801

Phone 804-765-3052 / 804-765-3070/3071 / 804-765-

3636/35

[Website](#)

Household Goods/Transportation Office (inbound)

Transportation Office (Household Goods In and Outbound)
22nd Street
Fort Lee, VA 23801

Phone 804-734-4187 / 804-734-4449

Phone (DSN) 312-687-4187

[Website](#)

Household Goods/Transportation Office (outbound)*Transportation Office (Household Goods In and Outbound)*

22nd Street

Fort Lee, VA 23801

Phone 804-734-4187 / 804-734-4449

Phone (DSN) 312-687-4187

[Website](#)**Housing Referral Office/Housing Privatization***Automated Housing Referral Network (AHRN)*

1510 Sisisky Blvd.

Fort Lee, VA 23801

Phone 703-765-1963

[Website](#)**Information and Referral Services***Information and Referral*

1231 Mahone Avenue, Bldg. 9023

Fort Lee, VA 23801-1605

Phone 804-734-6475

Phone (DSN) 312-687-6475

Fax 804-734-6383

Fax (DSN) 312-687-6383

[Email](#)[Website](#)**Loan Closet***Loan Closet*

1231 Mahone Avenue

Bldg. 9023

Fort Lee, VA 23801

Phone 804-734-7589 / 804-734-6388

Phone (DSN) 312-687-7589

Fax 804-734-6383

Fax (DSN) 312-687-6383

[Email](#)[Website](#)**Military Clothing Sales***Army & Air Force Exchange Service*

1431 Mahone Avenue

Building 9025

Fort Lee, VA 23801

Phone 804-861-3763 / 804-861-6223

Fax 804-861-2201

[Website](#)**Non-appropriated Funds (NAF) Human Resources***Nonappropriate Fund (NAF)*

700 Quarters Road

Bldg 12400

Human Resource Office

Fort Lee, VA 23801

Phone 804-765-4592

[Website](#)**Housing Office/Government Housing***Housing Office*

1510 Sisisky Blvd.

Fort Lee, VA 23801

Phone 804-733-1558

Fax 804-722-4358

[Email](#)[Website](#)**ID/CAC Card Processing***Pass and ID Cards*

3312 A Avenue, Room 123

Fort Lee, VA 23801

Phone 804-734-6970

Phone (DSN) 312-687-6970

[Website](#)**Legal Services/JAG***Legal Assistance*

441 First Street

Fort Lee, VA 23801

Phone 804-765-1500

Phone (DSN) 312-539-1500

MWR (Morale Welfare and Recreation)*Morale, Welfare & Recreation (MWR)*

1100 Lee Avenue, Bldg. 8000

Fort Lee, VA 23801

Phone 804-734-7195 / 804-734-7185

[Website](#)**New Parent Support Program***New Parent Support Program*

1231 Mahone Avenue, Bldg. 9023

Fort Lee, VA 23801-1605

Phone 804-734-6505

Phone (DSN) 312-687-6505

Fax 804-734-6383

Fax (DSN) 312-687-6383

[Email](#)**Personal Financial Management Services***Financial Readiness Program*

1231 Mahone Avenue, Bldg. 9023

Fort Lee, VA 23801

Phone 804-734-7952 / 804-734-6388

Phone (DSN) 312-687-7952

Fax 804-734-6383

Fax (DSN) 312-687-6383

[Email](#)[Website](#)

Personnel Support Office

In/Outprocessing(VISA/Passports)
 3312 A Avenue
 Fort Lee, VA 23801
 Phone 804-734-6972 / 804-734-6904

[Website](#)

Relocation Assistance Program

Relocation Readiness Program (RRP)
 1231 Mahone Avenue, Bldg. 9023
 Fort Lee, VA 23801-1605
 Phone 804-734-6648
 Phone (DSN) 312-687-6648
 Fax 804-734-6383
 Fax (DSN) 312-687-7589

[Email](#)
[Website](#)

Restaurants/Fast Food

Lee Club
Batte Drive
 Bldg 9009
 Fort Lee, VA 23801
 Phone 804-734-7547 / 804-734-7541 / 804-734-6839
 Phone (DSN) 312-687-7547
 Fax 804-734-7546
 Fax (DSN) 312-687-7546

[Website](#)

Retirement Services

Retirement Services
 3312 A Avenue
 Fort Lee, VA 23801
 Phone 704-734-6973
 Fax 704-734-7395

Retirement Services

Army Career and Alumni Program
 1403 Mahone Avenue, Bldg 9028
 Fort Lee, VA 23801
 Phone 804-734-6611 / 804-734-6612
 Fax 804-734-6630

[Website](#)

School Age Care

Child & Youth Services Division (CYSD)
 10605 Yorktown Drive
 Fort Lee, VA 23801
 Phone 804-765-3852
 Phone (DSN) 312-539-3852
 Fax 804-765-3588
 Fax (DSN) 312-765-3760

[Website](#)

School Liaison Office/Community Schools

School Liaison Officer (SLO)
 1100 Lee Avenue
 Suite 119, Bldg. 10612
 Fort Lee, VA 23801
 Phone 804-765-3817
 Phone (DSN) 312-539-3817
 Fax 804-765-3588
 Fax (DSN) 312-539-3846

[Email](#)
[Website](#)

Spouse Education, Training and Careers

Employment Readiness Program (ERP)
 1231 Mahone Ave. Building 9023
 Fort Lee, VA 23801-1605
 Phone 804-734-7738
 Phone (DSN) 312-687-7738
 Fax 804-734-6383
 Fax (DSN) 312-687-6383

[Email](#)
[Website](#)

Temporary Lodging/Billeting

Fort Lee Lodging Operations
 1100 Lee Avenue, Suite 101
 Building 8025
 Mahone Avenue
 Fort Lee, VA 23801, VA 23801
 Phone 804-733-4100 / 1-800-403-8533
 Phone (DSN) 312-687-4100
 Fax 804-765-3839
 Fax (DSN) 312-539-3829

[Email](#)
[Website](#)

Transition Assistance Program

Transition Assistance Program
 1403 Mahone Ave
 Building 9028
 Fort Lee, VA 23801-1506
 Phone 804-734-6612
 Phone (DSN) 312-687-6612
 Fax 804-734-6603
 Fax (DSN) 312-687-6603

[Email](#)

Travel Office

Transportation-Official Travel
3312 A Avenue Suite 129
Fort Lee, VA 23801
Phone 804-733-1460 / 1-800-916-3456

Victim Advocate Services

Victim Advocate Services
1231 Mahone Avenue
Bldg. 9023
Fort Lee, VA 23801
Phone 804-734-6378 / 804-734-6388
Phone (DSN) 312-687-6378
Fax 804-734-6383

Youth Programs/Centers

Youth Center
1100 Lee Avenue, Suite 119
Fort Lee, VA 23801
Phone 804-765-3763
Phone (DSN) 312-539-3763
Fax 804-765-3760
Fax (DSN) 312-539-3760
[Website](#)

Veterinary Services

Veterinary Services
38th Street
Building 11025
Fort Lee, VA 23801
Phone 804-734-2446 (appt & assistance)
Phone (DSN) 804-687-2460
Fax 804-734-2460
[Website](#)

Welcome/Visitors Center

Welcome Center
500 Lee Avenue
Fort Lee, VA 23801
Phone 804-765-3000
Phone (DSN) 312-539-3000

Major Units

Ft. Lee MEPS

The mission of the MEPS is to determine the physical, aptitude, and personal history qualifications of applicants to process and enlist in the Armed Forces in accordance with Department of Defense and individual service standards. Personnel consist of Soldiers, Sailors, Airmen, Marines and Civilians.

U.S. Army Combined Arms Support Command

Contact Information:

COM: 804-734-1542

DSN: 312-687-1542

U.S. Army Garrison

Contact Information:

COM: 804-734-7188

DSN: 312-687-7188

U.S. Army Quartermaster Noncommissioned Officers' Academy

Contact Information:

COM: 804-765-2221

DSN: 312-539-2221

Defense Commissary Agency

Contact Information:

COM: 804-734-8717

DSN: 312-687-8717

49th Quartermaster Group Staff Duty Officer

Contact Information:

COM: 804-734-6885

DSN: 312-687-6885

U.S. Army Quartermaster Center and School

Contact Information:

COM: 804-734-3458

DSN: 312-687-3458

U.S. Army 23d Quartermaster Brigade

Contact Information:

COM: 804-734-4644

DSN: 312-687-4644

U.S. Army Logistics Management College

Contact Information:

COM: 804-765-4605

DSN: 312-539-4605