

## SPONSOR TRAINING

### Overview:

The Navy Sponsorship Program was created by Chief of Naval Operation (CNO) in 1970. The program was developed to facilitate the relocation of naval personnel and their families. It is designed to ease the difficulties and reduce the apprehension normally associated with the Permanent Change of Duty Station (PCS) move.

The success of the Navy Sponsor Program depends heavily on the individual sponsor and how his/her responsibilities are executed. In order for the assigned sponsor to execute his or her duties effectively, he or she must:

- Have a positive attitude toward the Sponsor Program and being a sponsor.
- Communicate promptly with the incoming personnel and family prior to, during, and after the arrival. Render necessary assistance. Get answers to all questions the newcomer might have.
- Provide assistance on arranging necessary appointments with Housing Office, PSD, and Personnel Property Office.
- Assist in the relocation of the member and the family upon arrival. This will include arranging their temporary lodging facilities and transportation. Make sure TLA is clean and ready to move in.
- Contact the command ombudsman if you are sponsoring accompanied member.
- Personally assist the new member with check-in procedures. Provide the new member with close personal contact throughout indoctrination period within the command.
- Introduce and demonstrate to the new member how to utilize public transports, use the phone, and buy pounds.

### **What is the Sponsor Program?**

"The Sponsor Program assists naval personnel and their families expecting PCS orders, by requiring that receiving commands at the new duty station assign a seasoned active duty member as sponsor for the incoming member and family. Commands are required to provide sponsors for all personnel assigned overseas, as well as for personnel returning to CONUS or relocating within CONUS when the relocating person requests one."

### **Why is the Sponsor Program important?**

Relocation is stressful. It's demanding mentally, physically, and emotionally. A sponsor's assistance can make all the difference.

Sponsor provides member and family realistic expectations, basic guidance, samples, and suggestion to new arrivals. A sponsor's duty is to facilitate the adjustment of member and family by ensuring individual assistance all through moving process. Sponsor will ensure that newcomer and family have a positive first impression about the new installation and feel like members of the new team.



## FSC Can Help:

1. **SITES:** Standard Installation Topics Exchange Service is sponsored by the Office of Secretary of Defense (OSD). It consists of extensive information of most of the U.S. military installations all over the world. Relocation Assistance Program Specialist (RAP Specialist) at your local FSC can provide relocating member with this print out. Member also can access the SITES web site at [www.dmdc.osd.mil/sites](http://www.dmdc.osd.mil/sites).



2. **Welcome Aboard Package (WAP):** Most of the commands in the London area have a sponsor coordinator or LPR. A sponsor coordinator or LPR normally will send out the WAP provided and updated by FSC to the new arrival. As a sponsor, you must ensure that your sponsoree receives the package.
3. **Computer and Internet Access:** The COMNAVACTUK FSC has three computers for customer to access, if you do not have internet access in order to get in touch with your sponsoree. You are welcome to use our computers between Mon-Fri from 0730 to 1615.
4. **DSN Phone and Fax Access:** It is expensive to call from overseas to the States. The FFSC provides sponsors with DSN phone and fax lines.
5. **Spouse Employment Assistance Program (SEAP):** The SEAP Specialist at present duty station can help spouses in updating a resume, getting a resume package together, and contacting the new duty station's SEAP Specialist. At the new duty station, SEAP Specialist can assist spouses of new members with the current job listings on base. SEAP also can help spouses with UK employment if he or she decides to work out on the economy. For more information, contact FSC at 01895-61-6500.
6. **Information and Referral (I&R):** The FSC I&R Specialist can help sponsors with ready made information packages requested by sponsorees. The information includes but is not limited to Pet and Kennel, British School System, etc. I&R Specialist can be reached at 44-1895-61-6500.

## Relation To Navy's Mission:

Sponsorship is one of the Navy's vital relocation services and is crucial to the retention and readiness of a quality force. The Relocation Sponsor Program supports the Navy's mission by:

### 1. **The Operation Readiness:**

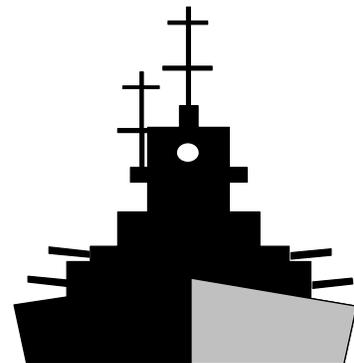
- Assisting service member and family through the "relocation maze" quickly so service member can accomplish the transition to Navy duties more rapidly following a PCS move. Positive attitude and satisfaction with the overseas tour also means less disruption in the work schedule and fewer costly early returns.

### 2. **Quality of Life:**

- Alleviating service member's concern about family stability during PCS moves, so that the service member can focus his/her attention on Navy duties. Sponsor helps support the mission by ensuring service member and his/her family will be taken care of upon arrival at the new duty station.

### 3. **Recruiting and Retention:**

- Spouse satisfaction can influence the military member's decision to stay in or get out of the Navy. Sponsor's duty is not only to take care of the active duty member but the whole family.



## SPECIAL NEEDS GROUPS

Sponsors need to be aware that there are people in the Navy population who are more intensely impacted by a mobile lifestyle. They are single parents, dual career military, foreign-born spouses, and families with an exceptional family member. Each group requires special types of information and assistance to meet the needs.

### Information needed:

#### 1. **Dual Career Military Families:**

- Child care facilities (military and civilian) availability
- Schools with extended day(hour) program
- Certified family home child care
- 24-hour child care availability

#### 2. **Single Parent Families:**

- Child care resources on-base, in the housing area, and in the local community
- Schools with extended day(hour) program

#### 3. **Exceptional Family Member (EFM) Program**

- Advise commands/medical facilities with sponsoree's overseas screening
- Information on Navy medical care facilities and TRICARE
- Information on child care resources in the community, in housing area, and on-base for children with special needs
- Information on and referral to parent advocacy and support groups

### **EFM categories are as follows:**

- Hearing impaired
- Visually impaired
- Emotionally disturbed
- Learning disabled
- Mentally retarded
- Physically handicapped
- Communication and language impaired

#### 4. **Single Personnel:**

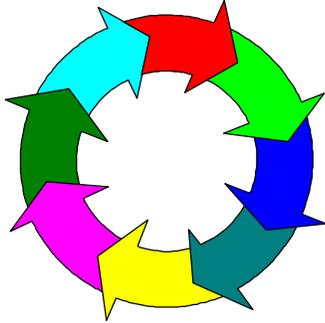
- Advise your sponsoree to take financial counseling for PCS move by seeing FSC Financial Counselor at the present duty station
- PCS process workshops
- Recreational facilities availability
- Athletic development programs
- Holiday programs for single sailors
- Social activities on base including Moral, Welfare, and Recreation (MWR) and young adult program
- Educational programs
- Medical service available
- Volunteer programs

FSC I&R Specialist maintains information on these topics. To request any information packages, please contact 01895-61-6500 or DSN 235-6500.



## CYCLE OF RELOCATION

### Understand Cycle of Relocation:



There are several phases of a relocation cycle and each one is in some way affected by the fact that the military family is always on the move. We, military members and families, are most clearly aware of these

recurring events or cycles when it comes time for orders and realize we've been through all of this before. Overseas duty is both the same and different from other tours, a challenge and an opportunity, a hazardous undertaking and an adventure.

- 1. The Pre-departure Phase** is usually one of frantic activities accompanied by positive and negative feelings of anticipation and apprehension. This is a time when accurate, current information is most critical. Research conducted on forced relocations in urban renewal projects has shown that the better prepared the transferee is before the move, the more rapid the adjustment and reconnect in the new community.
- 2. The Transition Phase** is a short, energy-intensive period that includes the actual departure, travel, and arrival at the new installation (often with some time lapse for visit home, TAD, etc.). It is a time of disconnects from the old location and continued enthusiasm about the new location. It also can be a very demanding time, which drains mental and physical energy reserves.
- 3. The Arrival and Orientation Phase** is the time when the need for information is ever greater than in the pre-departure phase. In this phase, the transferee has a better frame of reference of the information he or she receives. This phase also is critical because expectations rarely match the "reality" encountered upon arrival. Whether the reaction is positive or negative, attitudes, and adjustments can be influenced by effective welcome and orientation programs. This is an area where sponsorship can be very effective.

**4. The Reconnect Phase** occurs between two and six months after arrival and may, at first, be marked by bewilderment and disillusionment. These negative reactions usually disappear as newcomers learn their way around, make friends and become involved in the life of the community. How quickly people reconnect seems to influence their attitude and performance throughout the entire tour. Newcomer information, orientations, and welcome programs play a major role in this phase, since how well people reconnect has a direct impact in terms of dollars and cents. The longer the adjustment for the service member and family, the less productive the member or employee is likely to be on the job. In addition the ease or difficulty of the period may be what most influences retention.

**5. The Stabilization (Mid-Tour Slump) Phase** lasts from about six months after the move until about six months before the "anticipated move". Even though this is the most productive phase for those who have made a good adjustment, a "mid-tour slump" is not unusual. Separations and deployments may be part of the cause of this phenomenon, because they virtually constitute an ongoing mobility between PCS moves. Even in this phase, the knowledge that moves will be inevitable often negatively influences the willingness to form strong friendship bonds or the willingness to invest time and effort into the community.

**6. The Re-entry Phase** is associated mostly with OCONUS to CONUS moves. The need for assistance for those going overseas is usually recognized, but coming back from overseas also can be a real jolt. Most people simply do not anticipate any problems in "coming home". However, returnees do find that their overseas experience has changed them in ways they were unaware of until they try to connect with old friends and familiar places. There are often feelings of guilt for not wanting to be back stateside. There are also more concrete problems such as financial. This phase is more compressed than the overseas culture shock adjustment, but it is no less intense and demanding.

## LEGAL ISSUES

As a sponsor you will advise and ensure your sponsoree understands these important topics.

### **Council Tax:**

- Property-Type Tax
- You are **Exempt** from this tax.
- Claim class "P" exemption on council tax form
- Register with local council (located in front of local yellow pages)
- Send copy of both side of military or DoD ID card along with the completed council tax form
- Your estate agent may notify the local council for you
- Do not complete discount part of form



### **Television License:**

- If TV is capable of receiving British Broadcast, you must have a TV license
- Annual cost for color TV is £100 +
- Purchase at any British post office
- One license per residence (regardless of number of TVs)
- If capable of receiving ONLY NCTS(AFN) – No license required
- Costs incurred are covered by COLA Unique

### **Road Tax:**

- Required for motorized vehicles using public roadways
- You are exempt for the first year for up to two vehicles, shipped by the government, the vehicle registration office will provide more information
- Can be purchased at any British post office
- Documents required: vehicle registration, valid insurance certificate, and a MOT
- Cost is £80+ for 6 months or £150+ for 12 months
- Cost incurred is covered by COLA Unique

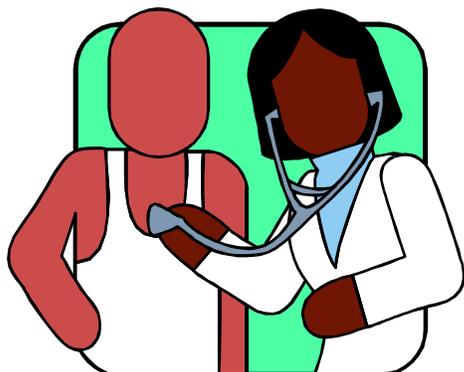
### **Drivers License:**

- Can drive on a valid U.S. driver's license, pursuant to the Status Of Force Agreement (SOFA)
- Some States automatically extend driving license for Active Duty Personnel and their Dependents
- Digest of Motor Vehicle Laws is available at the Legal Office
- It is an offense to drive without a valid driver's license
- Renew the license before leaving the States if it will expire during tour and is not issued from a State that automatically extends.

For more information, contact Legal Office at 01895-61-6146 or DSN 235-6146, from State side dial 011-44-1895-61-6146.



## OVERSEAS SCREENING PROCESS



In April 1997, CINCUSNAVEUR generated an ALNAVEUR directing commands within AOR to become more proactive in the Overseas Screening Process. Personnel who arrive onboard for duty should have undergone an extensive Overseas Screening Process to ensure they and (if applicable) their family members are suited for the overseas environment. Specifically the ALNAVEUR directed commands to address the following areas:

1. **Mandatory** completion of Anti-Terrorism Training (Level 1) for member and adult family members.
2. **Mandatory** completion of Financial Counseling for member and adult family members.
3. **Mandatory** compliance with the Navy Family Care Policy which states all single parents and dual military couples must be aware of their obligation to provide care for children during and after normal duty hours at the overseas location.
4. Obligation of command and member to report any disqualifying medical or dental conditions before or after initial screening.

5. Obligation of command and member to report any family members who are enrolled in the Exceptional Family Member Program (EFMP).

The ALNAVEUR further directed commands to generate a "Welcome Message" to the members Command Officer addressing the above issues in addition to fully explaining what medical/dental and educational services are available in the overseas location.

While there has been a decline in Overseas Screening deficiencies throughout the theater, there are still receiving personnel who are not suitable for overseas duty for one or more of the above reasons. In some cases, such personnel and family members are returned to CONUS at an enormous cost to the government.

When the overseas screening process fails, it effects the service member, family members, shipmates, and the command mission readiness.

You, the sponsor, are a vital link between the gaining command and the new member. You are the most important source of communication. You may be required by your command to assist in getting answers to important questions on the person you are sponsoring prior to their arrival.

Sponsors are required to ensure they maintain constant communication with the person they are sponsoring through mail, phone or e-mail. Ask the right questions and report any possible disqualifying factors immediately to the Personnel Officer or your chain of command. If problems cannot be solved, orders may have to be cancelled in sufficient time to allow identification of replacement.

## CHILDCARE ISSUES

Sponsors, please remember to make arrangements for your sponsoree's children prior to arrival.

The Child Development Center and Youth Center can provide childcare only if you make ARRANGEMENTS IN ADVANCE. Please note that "drop-in" style care is not readily available and that as a sponsor you must contact CDC to help you make an advance reservation to accommodate your sponsoree and their family. Reservations are accepted up to one week in advance.

### **Hours of Operation:**

CDC hours of operation are Monday through Friday from 0615 to 1815. Saturday, Sunday, and U.S. holidays, CDC is closed.

### **Ages:**

Care is offered for children ages six weeks through five years of age (not attending kindergarten) for full day and hourly care.

### **Documentation:**

Documentation required for registration:

- Immunization record from a military medical clinic. Shots must be current.
- A Uniform Service I.D. and Privilege card.
- Child's recent Health Assessment Screening.
- Sponsor's LES and spouse's most recent W-2 or LES.
- Two names and phone number of family, friends, or neighbors for emergency contact or release of children.

### **Fees:**

Hourly care is \$2.00/hour.

Full time care is based on total family income, cost is per child per week.

\$0-23,000	\$48.75
\$23,001-34,000	\$59.50
\$34,001-44,000	\$72.00

\$44,001-55,001	\$81.75
\$55,001+	\$94.00

### **Waiting List:**

The CDC waiting lists are for full time and part time care. Each waiting list is based on children's age.

If you are sponsoring expecting parents and both parents plan to work after the child is born, it is recommended that the child's or parents' name should be put on the waiting list.

Waiting lists are subject to change as children's ages are up. Children's placement on the waiting list is by the application date.

For more information regarding the CDC please contact 01895-61-6520, DSN 235-6520, from State side dial 011-44-1895-61-6520.



SAMPLE SPONSOR LETTER

Date \_\_\_\_\_

My name is (Your name), and I am your sponsor for your transfer to (Command & Location). I'd like to take this opportunity to welcome you to the London area, and specifically to our command. Our command is (name of command), located in (Location).

**(NOTE: a personal sentence would be appropriate here, such as if you are married, how long you have lived in the area. If you live on or off base, etc.)**

The local area offers a wealth of cultural and recreational opportunities, including salt water, fresh water, and fishing, and general sightseeing. There are several theaters, museums, large shopping malls, amusement parks, and fine golf courses located a short distance away. The area offers something for everyone, especially for military. There are several commands in the London area.

Let me know your travel arrangements, flight information, and anticipated arrival time. If temporary accommodations are required, let me know, and I will be happy to make reservations for you.

Please contact me at the following address \_\_\_\_\_. I am available to assist in any way to ease your transfer to London. My work phone numbers are: commercial 011-44-1895-\_\_\_\_\_ and DSN 235-\_\_\_\_/ fax \_\_\_\_\_ and DSN \_\_\_\_\_. My e-mail address is \_\_\_\_\_. I'm looking forward to hearing from you soon.

Sincerely,

\_\_\_\_\_

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**USEFUL TELEPHONE NUMBERS**

<b>Name</b>	<b>DSN</b>	<b>State Side Dial</b>
ADO	235-6100	011-44-1895-61-6100
Bachelor Enlisted Quarters	235-3000	011-44-207-514-3000
Child Development Center	235-6520	011-44-1895-61-6520
Community Relation Advisor	235-6451	011-44-1895-61-6451
Dental Clinic	235-6400	011-44-1895-61-6400
Educational Office	235-4273	011-44-207-514-4273
Family Service Center	235-6500	011-44-1895-61-6500
Housing Office N. Audley	235-4744	011-44-207-514-4744
Housing Office West Ruislip	235-6535	011-44-1895-61-6535
ITT N. Audley	235-4368	011-44-207-514-4368
ITT West Ruislip	235-6516	011-44-1895-61-6516
Legal Office	235-6146	011-44-1895-61-6146
Liberty Program	235-6757	011-44-1895-61-6757
London Central High School	235-5720	011-44-1494-79-5720
Medical Clinic	235-6300	011-44-1895-61-6300
Moral Welfare & Recreation	235-6619	011-44-1895-61-6619
Personal Property Office	235-4467	011-44-207-514-4467
Personnel Support Activities Detachment	235-4606	011-44-207-514-4606
Vehicle Registration Office Blenheim Cr.	235-6486	011-44-1895-61-6486
Vehicle Registration Office N. Audley	235-4741	011-44-207-514-4741
West Ruislip Elementary school	235-6678	011-44-1895-61-6678