

Welcome to the Fort Buchanan Newcomers Orientation: “Arrive Strong”

Army Community Service Fort Buchanan, Puerto Rico



Newcomers Orientation: “Arrive Strong”

¡Bienvenidos!



**Enjoy
Puerto Rico!**



Newcomers Orientation: “Arrive Strong”

POST COMMAND SERGEANT MAJOR

Welcome To Fort Buchanan, Puerto Rico.

Mission:

A forward based training platform dedicated to enhancing individual and unit readiness and a forward based staging platform capable of rapidly deploying Joint Combined Armed Forces in support of Combatant Commanders.

- ☐ Reveille (6 a.m.) and Retreat (5 p.m.)
- ☐ Service Culture Campaign
- ☐ Army's Sexual Harassment/Assault Response and Prevention (SHARP)
- ☐ Uniform Policy: PT Uniform -
- ☐ Speeding, STOP Signs and Shoplifting
- ☐ BOSS is a program that supports the overall quality of life for Service Members, geographical bachelors and single parents.
- ☐ Safe for Family Activities



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ARMY COMMUNITY SERVICE



Army Community Service (ACS) is a human services organization composed of civilian personnel and an unpaid staff of dedicated volunteers. ACS assists Commanders in maintaining readiness of individuals, Families and communities within the military community by developing, coordinating and delivering services which promote self-reliance, resiliency and stability during war and peace.

All Active Duty, U.S. Army Reserve and National Guard service members on active duty exceeding 30 days, civilians, retirees and family members are eligible to use the services offered by ACS. ACS is Accredited by the Department of Defense.

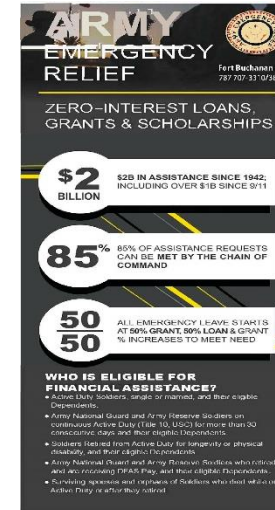
<https://home.army.mil/buchanan/index.php/about/Garrison/fort-buchanan-mwr/army-community-service-1>

Davis Street, building 225 Street

Fort Buchanan, PR 00934

(787) 707-3804; (787) 707-3292

Hours of Operation: Monday thru Friday 8 a.m. – 5 p.m.



Eligibility For Educational Scholarships up to 4 years of full-time enrollment (children/spouses) or 8 years of part-time study (Spouses):

*DEERS-registered Spouses and dependent children of AD or Retired Soldiers, or Soldiers who died on Active Duty or while Retired, or

National Guard and Reserve Soldiers on Title 10 Orders for the full Academic year

* Applicant must not be a member of any military branch or enrolled at a military academy

* Spouses may enroll part-time (6-11 credit hours) each semester

* Children must be enrolled full-time for the entire academic year and be under the age of 24

* Must maintain 2.0 cumulative GPA



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ARMY COMMUNITY SERVICE

Information & Referral (I&R) (787) 707-3804/3948 A centralized point for I&R to a comprehensive network of internal & external agencies, services & programs; crisis intervention & in-processing.	Army Family Team Building (AFTB) (787) 707-3292 A volunteer-led organization that provides training and knowledge to spouses and Family members to support the total Army effort.
Financial Readiness Program (FRP) (787) 707-3310 Provides a full range of consumer & financial affairs assistance such as budget counseling, debt liquidation, personal financial planning and others.	Exceptional Family Member Program (787) 707-3295 Ensures Families with special needs have a core program that provides comprehensive & coordinated community support.
Army Emergency Relief (AER) (787) 707-3310 Provides emergency financial assistance in times of distress offering 0% interest loans and/or grants, and scholarships.	Family Advocacy Program Prevention (787) 707-3709 Provides a wide range of services that strengthens families and enhances relationships by providing the tools to maintain safe & nurturing homes. FAPM & DV Victim Advocate: Victim Advocate Services 24/7 helpline: (787) 221-7982 FAP Treatment Rodriguez Army Health Clinic (RAHC): Social Worker : 787) 707-2050; On-Call: (787) 420-9316
Army Volunteer Corps (AVC) (787) 707-3365 Serves as the central point of contact for volunteer opportunities & recognition at Fort Buchanan.	Employment Readiness Program (ERP) (787) 707-3365 Provide a full range of employment assistance to Soldiers and Family members such as career counseling, job coaching and interview preparation, job search assistance and referral.
Relocation Readiness Program (RRP) (787) 707-3682 Supports America’s mobile Army through educational training, guidance & outreach efforts. Newcomers briefing, welcome packets, pre & post move counseling, ESL classes, lending closet.	Army Family Action Plan (AFAP) (787) 707-3518 The Army Family Action Plan alerts Commanders and Army leaders to areas of concern that need their attention, and it gives them the opportunity to quickly put plans into place to work towards resolving the issues.
Mobilization and Deployment Readiness (787) 707-3292 Assists Soldiers & Families during all phases of deployment. Training opportunities (FRG,FCP,RDC),Reunion & Reintegration Workshops, SRP and Reverse SRP.	Survivor Outreach Services (SOS) (787) 707-3692 Provides short-term and long-term support to the Survivors of Soldiers who died while on active duty.
Master Resilience Training (MRT) (787) 707-3295 The Comprehensive Soldier and Family Fitness (CSF2) program was established by the Army to increase the resilience and performance of Soldiers, Family members and Department of the Army (DA) civilians.	Military and Family Life Counselor (MFLC) Program (787) 685-3429; (787) 685-3423 The MFLC Program supports service members, their families and survivors with non-medical counseling. MFLCs deliver face-to-face counseling services, briefings and presentations to the military community both on and off the installation.
Sexual Harassment & Assault Response Program (787) 707-3518 Provides comprehensive sexual harassment and assault prevention and response coordination for Garrison assets and tenant units. 24/7 helpline: (787) 406-4222	
Army Community Service (ACS) Director (787) 707-3292 Facilitates the commander’s ability to provide comprehensive, standardized, coordinated and responsive services that support Soldiers, Department of the Army civilians, and Families regardless of geographical location and to maximize technology and resources, eliminate duplication in service delivery and measure service effectiveness.	



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DoDEA Americas – Mid-Atlantic District

<https://www.dodea.edu/Americas/midAtlantic/index.cfm>

Community Superintendent’s Office (CSO)

Bldg. 566 Columbus Street (787) 707-4623

Community Superintendent: Dr. Jacob Sherwood



Enrollment Eligibility: (787) 707- 4621 Ms. Pam Pagan

Bus Transportation: (787) 707- 4648 Mr. Samuel Flores

Lunch Program (Child Nutrition Services)

(787) 707-2765 or (787) 707-2774

Fort Buchanan Schools

AES (787) 707- 2364

Ms. Lydia Blazquez – Principal

AMS (787) 707- 2461

Ms. Luldes Giraud – Principal

AHS (787) 707- 2139

Dr. Thomas Whittle – Principal



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BETTER OPPORTUNITY FOR SINGLE SOLDIERS

BOSS is a program that supports the overall quality of life for Service Members, geographical bachelors and single parents.

3 Pillars of BOSS

- Quality of Life
- Recreation and Leisure
- Community Service
- [Arrive Strong\BOSS.wmv](#)

Point of Contact:

(787) 707-5138



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TRICARE SERVICE CENTER (TSC)



TRICARE SERVICE CENTER (TSC)

152 Patriot Blvd

Fort Buchanan, Puerto Rico

Services: Provide beneficiary education and process TRICARE Prime enrollments. Newly arriving active duty service members should stop by the TSC with copy of their orders to complete Prime enrollment. Family members need to be command sponsored to qualify for TRICARE Prime. Telephonic enrollments are available through the Global TRICARE Service Center at Philadelphia by calling **1-877-451-8659**.

Hours of Operation: Monday thru Friday 7 a.m. - 3:30 p.m.

Phone: (787) 707-2534

Information and Assistance: 1-877-451-8659

TRICARE Overseas Program: www.tricare-overseas.com



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AMERICAN RED CROSS

Objectives

1. Emergency Communications
2. Reconnection Workshops
3. Be Red Cross Ready
4. Red Cross Volunteer Services



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AMERICAN RED CROSS

For more than 120 years, the PR Chapter has been serving the Armed Forces and their families.



24 hours, 365 days in the year



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AMERICAN RED CROSS

FREE Hero Care mobile app

With the Hero Care mobile app, we are making it easy for service members, veterans and their families to connect with the American Red Cross from anywhere around the world, exactly when they need us most.



Our new Hero Care mobile app enables users to:

- Request critical Red Cross services, including requests for emergency travel and financial assistance, along with emergency messages to loved ones.
- Access non-emergency services, such as mental health support for military spouses and children.
- Access resources and information provided by trusted community partners and government agencies.
- Use the app in English or Spanish and contact our call center, which has multi-lingual staff 24/7.
- Store and access service member's information in case of an emergency.



Text **GETHEROCARE** to **90999** to receive a link to download the app.

Scan the QR Code to the right, or visit redcross.org/mobileapps to download the app through the Apple App Store or Google Play Store.



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AMERICAN RED CROSS

Emergency Communication Messages Hero Care Center



1-877-272-7337

24/7/365



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AMERICAN RED CROSS

RECONNECTION WORKSHOPS

RECONNECTION WORKSHOP MODULE TOPICS

Topics for Adults

- Communicating Clearly
- Exploring Stress and Trauma
- Identifying Depression
- Relating to Children
- Working through Anger

Topics for Children/Teens

- Roger That! Communication Counts
- Operation 10-4: Confident Coping
- Each module is available for children ages 8-12 and 12-18

- ❑ *Free and confidential, small groups*
- ❑ *Offered locally to*
 - ❑ *Active duty*
 - ❑ *National Guard*
 - ❑ *Reserves*
 - ❑ *Veterans and*
 - ❑ *Family members of any of the above.*

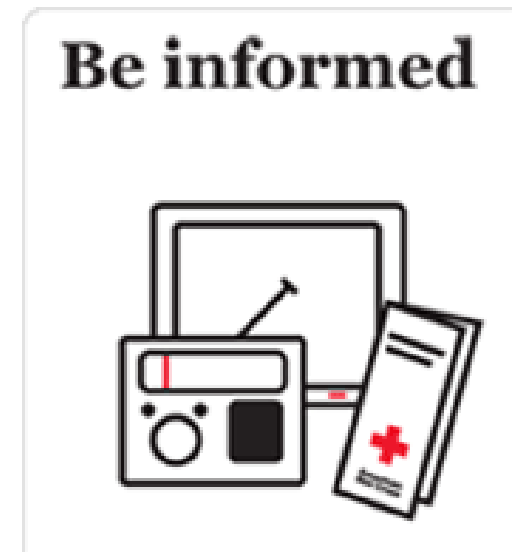
and
New Mind Body Curriculum



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AMERICAN RED CROSS

Being Ready is as Easy as 1,2,3



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AMERICAN RED CROSS

Our Services

Down the Street. Across the Country. Around the World.™



Disaster Relief

774 families assisted



Preparedness, Health & Safety

46,849 people trained



International Services

Restoring Family Links Program & Humanitarian Law



Service to the Armed Forces

2,051 emergency communications

Over 1,000 volunteers help us carry out these services and programs.

Numbers from past fiscal year



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AMERICAN RED CROSS



Program Specialist
(787) 758-8150 Ext. 1282
(787) 221-9840 (CELL)

Regional Manager, SAF for PR & USVI
(787) 758-8150 Ext. 1363
(787) 396-5746 (CELL)





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LOGISTIC READINESS CENTER / PERSONAL PROPERTY SHIPPING OFFICE



- ❑ WE ARE LOCATED IN BLDG 152, “WELCOME CENTER”
 - Hours of operation, Monday thru Friday, 8 a.m. – 3 p.m.
 - ❑ You may track the status of your shipment on www.move.mil
 - Call center Tel: 855-HHG-MOVE
 - ❑ The LOCAL MOVING COMPANY will contact you once your property is ready for delivery
 - They might require more information from you in order to clear HACIENDA
 - ❑ WHEN CHOOSING A HOME. Please make sure that you take into account the size of your property. If your property don't fit it is up to you to make other arrangements for them.
 - ❑ DAMAGES TO PROPERTY. You have 75 days to file a claims on www.move.mil
 - ❑ CUSTOMER SATISFACTION SURVEY. Your evaluation will affect how many shipments they will receive in the future.
 - ❑ STORAGE IN TRANSIT. You have 90 days of storage from the property arrival date. You could have your property delivered prior to that.
-
- | | |
|--|---------------------------|
| • POV: Rodi Cargo Int'l Group. | Hours: 8 a.m. – 4 p.m. |
| • VPC Tel: (787) 979-6888 / 6999 | Toll free: 1-833-232-0244 |
| • www.pcsmypov.com | |

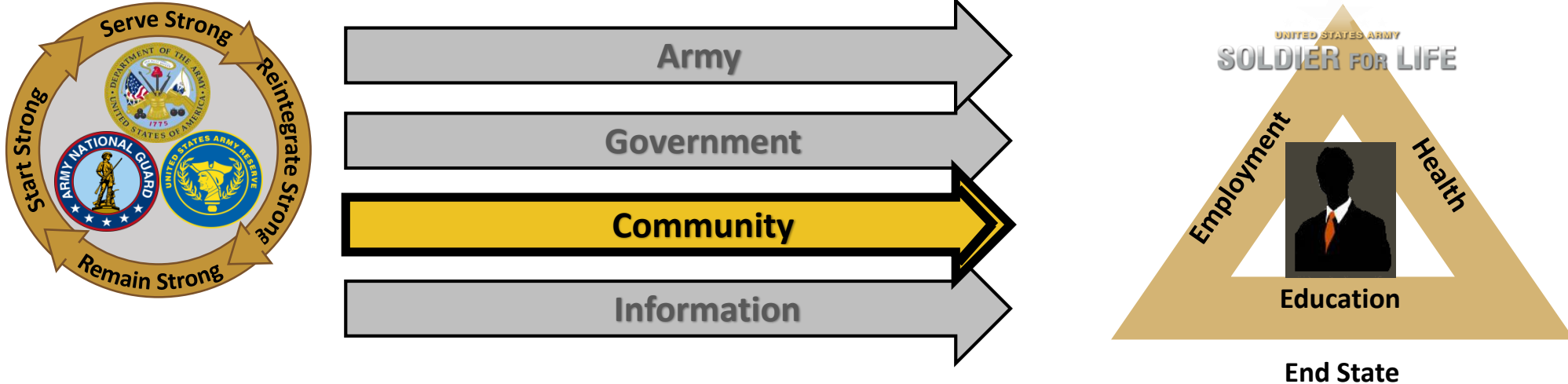


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DIRECTORATE OF HUMAN RESOURCES – SOLDIER FOR LIFE OVERVIEW

1. Mission:

Soldier for Life connects Army, governmental, and community efforts to build relationships that facilitate successful reintegration of our Soldiers, Retired Soldiers, Veterans, and their Families in order to keep them Army Strong and instill their values, ethos, and leadership within communities.



2. Objectives:

Mindset: Inculcate SFL mindset across our Army Family.

Access: Improve Soldier, Veteran and Family access to employment, education, and health.

Relationships: Encourage community relationships that embrace, support, and enable, Soldiers, Veterans, and their Families.

Trust: Enable Army, government, and community efforts to sustain the premier All-volunteer Army.

Transition Services Specialist, (787) 707-3546, building 514



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DIRECTORATE OF HUMAN RESOURCES - SOLDIER FOR LIFE OVERVIEW

- ❑ The Soldier for Life - Transition Assistance Program (SFL-TAP) is responsible for providing Soldiers with the counseling, employment and education workshops, and seminars required to achieve Veterans Opportunity to Work (VOW) Act and Career Readiness Standards (CRS) mandated compliance.
- ❑ Eligibility:
 - a. Immediately upon entering the Medical Evaluation Board (MEB) process
 - b. Completing 180 days of continuous Active Duty service
 - c. 12-18 months prior to separation
 - d. 12-24 months prior to retirement
- ❑ The program has counselors 24-hour/7-day a week (24/7) Virtual SFL-TAP Center is available at either www.sfl-tap.army.mil or 1-800-325-4715 respectively.
- ❑ The Army is currently renovating the way it transitions Soldiers from Active Duty in order to successfully “prepare” and “connect” them to meaningful employment and education opportunities.
- ❑ SFL-TAP is a “commander’s program” requiring direct leadership involvement during each Soldier’s transition process.



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DIRECTORATE OF HUMAN RESOURCES – RETIREMENT SERVICES

Military Personnel Division / Retirement Services

What we do?

Perform retirement services in support of military personnel from all Armed Services within the assigned Area of Responsibility, USSOUTHCOM to include Central America, South America, the Caribbean, and Mexico.

RSO Section is Located at the
Welcome Center
Building 152

Hour of Operations:
Monday - Friday
7:30 a.m. – 4:30 p.m.

Point of Contact:
(787) 707-2061
Supervisor: (787) 707-3897

- ☐ Implements Retirement policies and procedures for retiring and retired Soldiers, and their family members and survivors; is the subject matter expert regarding retirement service.
- ☐ Establishes and conducts the Installation Retiree council.
- ☐ Plans and coordinates Retiree Appreciation Day for the Installation.
- ☐ Coordinates with military and government agencies to Provide Survivor Benefits Plan (SBP) briefings and technical assistance.
- ☐ Serves as counselor for the Un-remarried Former Spouse Protection Act (URFS)



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DIRECTORATE OF HUMAN RESOURCES– MILITARY TRANSITION / SEPARATION/ RETIREMENT

Military Personnel Services Division

- ☐ Officer and Enlisted Retirement and Separation
- ☐ Officer Resignations and Enlisted Discharges
- ☐ Pre-Separation Briefing – DFAS, SBP, OTHER
- ☐ Officer and Enlisted Orders – Publishing
- ☐ DD 214 Certificate of Separation/Retirement
- ☐ Final Pay
- ☐ Additional Duties: PCS Orders; Permissive Attachments; Hardship Attachments



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DIRECTORATE OF HUMAN RESOURCES / ID CARD SECTION / TRANSITION SECTION

Military Personnel Division ID Card Section / Transition Section

☐ We provide identification card services for Soldiers, Retirees, Federal Civilian employees and Identification tags.

☐ Enrollment of Family Member in DEERS.

☐ The ID Card Section operates via an appointment only system.

Limited number of emergency same-day appointment (walk-ins)

<https://rapids-appointments.dmdc.osd.mil>
[Fort Buchanan Website](#)

ID Card Section is located at the Welcome Center Building 152

Hour of Operations:

Monday - Friday

7:30 a.m. – 4:30 p.m.

Point of Contact:

(787) 707-3511; (787) 707-3938

Supervisor: (787) 707-3897

☐ Serve as POC between USAG Fort Buchanan and HQDA Separations Division for all transition actions for Soldiers stationed in Puerto Rico.

☐ Plan, coordinate, and execute all actions concerning military separations and retirements.

☐ Perform technical review in the processing of all types of separations and retirements documentation.

☐ Prepare final version of all certificates of release or discharge from active duty (DD Form 214)

☐ Coordinate with the Human Resources Command (HRC), Fort Knox, KY on all requests for corrections of DD Forms 214



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DIRECTORATE OF HUMAN RESOURCES / ARMY DISASTER PERSONNEL ACCOUNTABILITY & ASSESSMENT SYSTEM

ADPAAS is a website designed to help Army personnel and their families directly affected by natural and man-made disasters.

ADPAAS provides a way to report your current location, update emergency contact information, and request assistance.

ADPAAS assists the Army leadership in accounting for personnel and making decisions to support you and your family.

ADPAAS is available for all Department of the Army affiliated personnel and their Family Members. This includes, Active Duty, Selected Reserves, National Guard, DA Civilians, OCONUS DA Contractors, Non-Appropriated Fund employees and their Family Members.

Access ADPAAS: <https://adpaas.army.mil>
Army Information Line: 1-800-833-6622

For more details, contact your USAG Fort Buchanan
Army Disaster Accountability Program Manager
787) 707-3897



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DIRECTORATE OF HUMAN RESOURCES– CASUALTY ASSISTANCE CENTER

What do we Do?

Retiree and Veterans:

We provide customer services to the widows and family members in reporting the death of a retiree/veteran to the Army pay system and help in the preparation and submission Claims for Survivor Benefit Plan Insurance and last paycheck.

Active Duty:

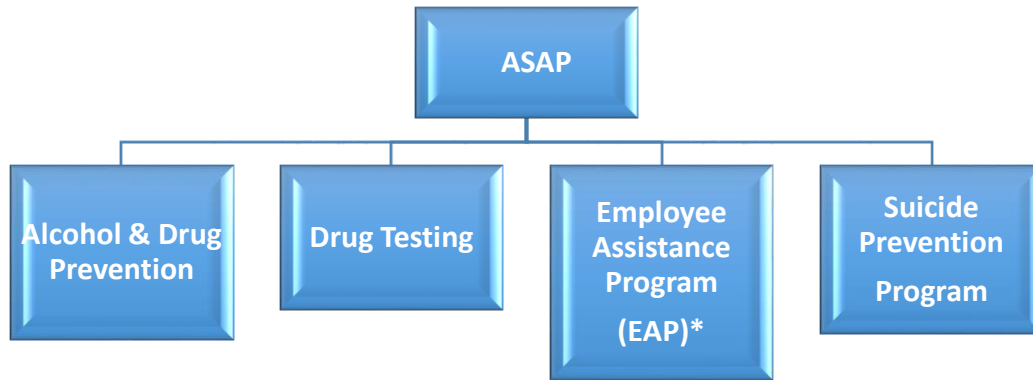
We serve as the primary office for Casualty Notification and Casualty Assistance to the Primary Next of Kin and Secondary Next of Kin for military benefits.



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DIRECTORATE OF HUMAN RESOURCES / ARMY SUBSTANCE ABUSE PROGRAM

Army Substance Abuse Program & Army Suicide Prevention Program



- ☐ Training and Education
- ☐ Prevention & Awareness Campaigns
- ☐ Military and Civilian Drug Testing



(787) 707-3125
Building 514

***EAP** Services through Federal Occupational Health (FOH):
1-800-222-0364
www.FOH4You.com



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DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

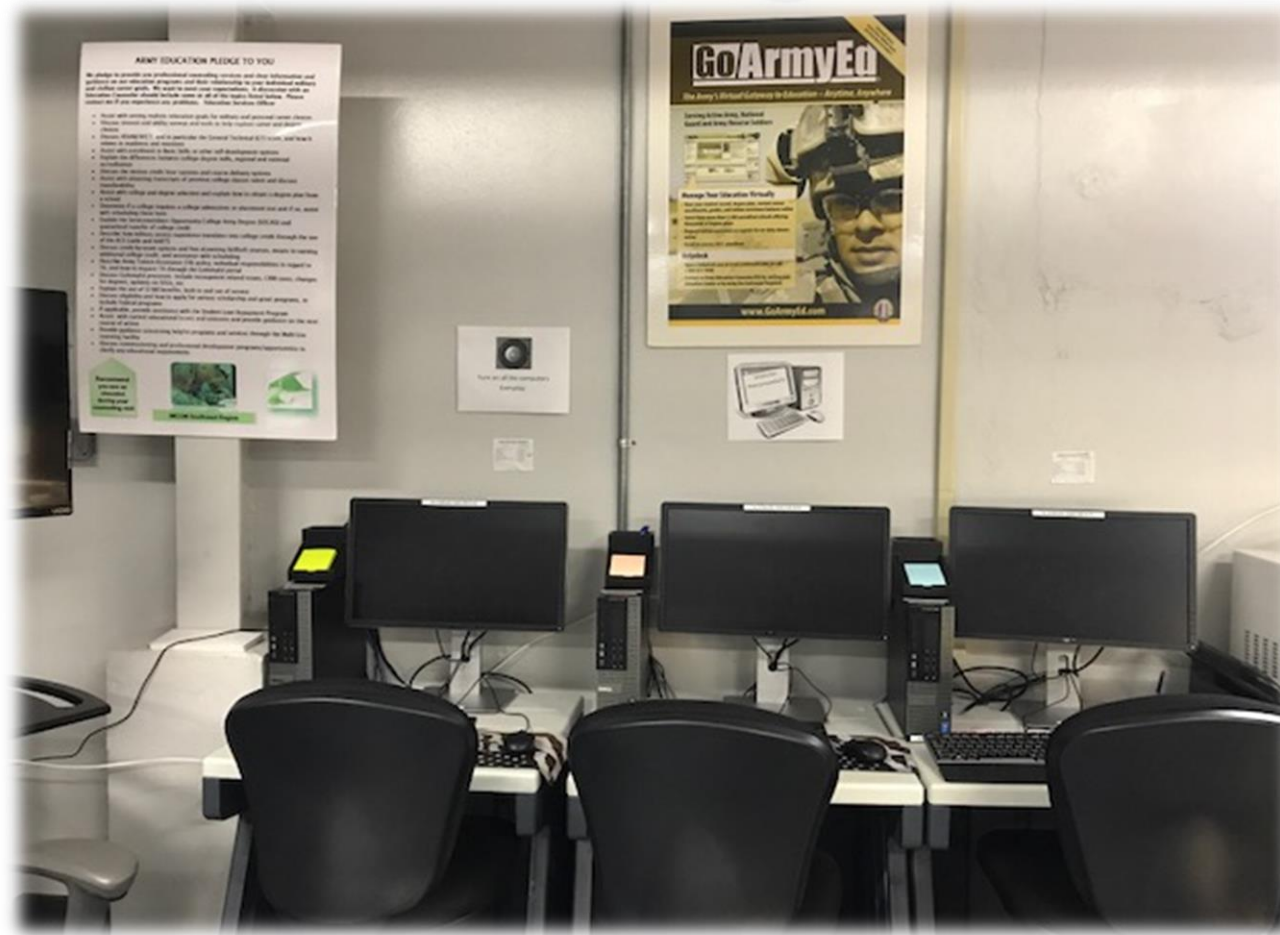
Fort Buchanan Army Education Center



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DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center Multi-use Computers



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center Education Information Area



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DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center / Schools in Puerto Rico



- ☐ AMERICAN UNIVERSITY OF PUERTO RICO
- ☐ ATLANTIC UNIVERSITY COLLEGE
- ☐ BAYAMON CENTRAL UNIVERSITY
- ☐ CARIBBEAN UNIVERSITY
- ☐ COLEGIO DE CINEMATOGRAFIA ARTES Y
- ☐ TELEVISION
- ☐ CENTER FOR ADVANCED STUDIES OF PR &
- ☐ THE CARIBBEAN
- ☐ COLUMBIA CENTRAL UNIVERSITY
- ☐ COLEGIO UNIVERSITARIO DE SAN JUAN
- ☐ EDIC COLLEGE
- ☐ EDP COLLEGE OF PUERTO RICO
- ☐ ESCUELA HOTELERA DE SAN JUAN
- ☐ ESCUELA DE ARTES PLASTICAS DE PUERTO RICO
- ☐ HUERTAS JUNIOR COLLEGE
- ☐ INSTITUTO DE BANCA Y COMERCIO-ALL CAMPUSES
- ☐ INTERAMERICAN UNIVERSITY-ALL CAMPUSES
- ☐ LICEO DE ARTE Y TECNOLOGIA



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DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center / Schools in Puerto Rico



- MECH TECH COLLEGE
- NATIONAL UNIVERSITY COLLEGE-PR
- PONCE PARAMEDICAL COLLEGE (POPAC)
- PONCE SCHOOL OF MEDICINE AND HEALTH SCIENCES
- PONTIFICAL CATHOLIC UNIVERSITY OF PUERTO RICO
- SAN JUAN BAUTISTA SCHOOL OF MEDICINE
- UNIVERSITY OF PUERTO RICO-ALL CAMPUSES
- UNIVERSIDAD POLITECNICA DE PUERTO RICO
- UNIVERSITY OF THE SACRED HEART
- UNIVERSAL TECHNOLOGY COLLEGE OF PUERTO RICO
- UNIVERSIDAD ADVENTISTA DE LAS ANTILLAS
- UNIVERSIDAD METROPOLITANA
- UNIVERSIDAD DEL ESTE
- UNIVERSIDAD DEL TURABO



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Fort Buchanan Army Education Center



ACTIVE DUTY/RESERVE DUTY SERVICE OBLIGATION (ADSO/RDSO):

Active Duty Commissioned Officers or Commissioned Warrant Officers incur an ADSO of two years and Reserve Component Officers or Commissioned Warrant Officers incur a RDSO of four years after completion of the last course for which TA is provided unless involuntarily separated by the Army. If approved for voluntary separation I will be required to reimburse the Army the amount of TA representing the unserved portion of the ADSO/RDSO.



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DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center

Websites

[www/goarmyed.com](http://www.goarmyed.com)

<http://www.dantes.doded.mil>

<https://jst.doded.mil>

<http://military.tutor.com/>

<https://usarmy.skillport.com>

<http://www.nelnetsolutions.com/dodlibrary>

<https://www.gibill.va.gov/wave>

<https://selfservice.rcms.usar.army.mil/education>

<https://www.benefits.va.gov/gibill/apply.asp>

<https://www.vets.gov/education/apply/#modal>



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Directorate of Human Resources

Fort Buchanan Army Education Center



Transferring Your Post 9/11 Benefits to Family Members

Am I eligible?

The Post 9/11 GI Bill provides financial support for education and housing to individuals with at least 90 days of aggregate service on or after September 11, 2001, or individuals discharged with a service-connected disability. You must have received an honorable discharge to be eligible for the Post-9/11 GI Bill. VA has the final determination regarding eligibility.

- Application: VA Form 22-1990 on <https://www.vets.gov/education/apply-for-education-benefits/> or <https://www.benefits.va.gov/gibill/apply.asp>

Am I eligible to transfer benefits?

Any member of the Armed Forces (active duty or Selected Reserve, Officer or Enlisted) on or after August 1, 2009, who is eligible for the Post-9/11 GI Bill, and:

- Is not flagged for adverse action.
- Has at least 6 years of service in the Armed Forces on the transfer date and agrees to serve 4 additional years in the Armed Forces from the date of election.
- Has at least 10 years of service in the Armed Forces (active duty and/or selected reserve) on the date of election and agrees to serve for up to 4 additional years; dependent on total years of military service currently completed.
- Soldiers eligible for retirement may still have 1-4 years of additional service requirement.
- **Note that all Soldiers who transfer their benefits on or after 1 August 2013 will incur a 4 year service obligation, regardless of the Soldier's total service.**
- There are several categories where Soldiers can request an Exception to Policy if their discharge prohibits the required additional service (medical, hardship, etc.) **Requests must be submitted prior to medical separation or retirement.**

Steps to Transfer Benefits:

- **Applicant should meet with their unit Career Counselor to discuss the impact of the transfer.** This may include extension or reenlistment. **They are NO longer the approving officials for TEB actions.**
- Soldier does not have to first apply for the Post 9/11 benefits. **Completing the TEB steps will automatically convert the Soldier from the Montgomery GI Bill to the Post 9/11.**
- Soldier must log into <http://milconnect.dmdc.mil> and click on the links: "How to Submit a Transfer Request (TEB)" and "Transfer Your Education Benefits in milConnect!"
- Soldier must read and acknowledge all statements regarding transfer –the transfer request is an IRREVOCABLE decision to move from prior MGIB benefits into the Post 9/11 MGIB.
- Family Members must be in DEERS
- The 36 month entitlement can be shared among family members, but the months transferred cannot exceed 36 months or the remaining unused months as determined by VA.
- The Education Incentives Branch at Fort Knox is the new TEB approval authority for all regular enlisted Soldiers, Officers and reservists.
- Upon official submission to the request, the TEB web site will show "Submitted" next to the Soldier's name. Return to the same web site to monitor the status of the request.
- When the request has been processed, the status area will change from "Submitted" to one of the following three results: approved, rejected or pending. It may take more than five business days for TEB requests to be processed. Army Education Center counselors will not be able to check the status any requests.
- Once approved, the Family Member completes the VA Form 22-1990E on <https://www.vets.gov/education/apply/#modal>. Request will be processed and certificate of eligibility will be mailed.

Notes:

- Tuition paid directly to institution –not Soldier or Family Member.
- Spouse can use benefits after Soldier has 6 years of service. Book allowance, but no monthly stipend for AD spouse.*
- Child can use benefits after Soldier has 10 years of service.
- Service obligation begins on date TEB was submitted –not approval date.
- Monthly stipend not paid to AD Soldiers, for ½ time or less. Pro-rated amount for solely distance learning programs.*
- Soldier AND Family Member liable for overpayment reimbursements to VA.

Questions: Call VA @ 1-888-442-4551
http://www.gibill.va.gov/benefits/post_911_gibill/index.html
http://www.gibill.va.gov/benefits/post_911_gibill/transfer_of_benefits.html

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Service members can visit the DANTES Home page <http://www.dantes.doded.mil> to download the GRE & GMAT reimbursement form or other forms

New additions to the DANTES Exams Reimbursement Program include: reimbursement of test fees for the ACT and SAT when taken at ACT or SAT National Test Center. The DANTES Exams Reimbursement Center is accessible by Service members only. The following are required to complete your reimbursement processing: A valid Uniformed Services CAC. Your score report is required for upload. Your payment receipt is required for upload. - See more at: <http://www.dantes.doded.mil/examinations/funding-and-reimbursement-eligibility/reimbursement-eligibility>

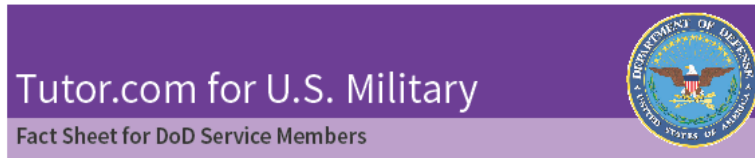
Free online courses to improve your math and writing skills - See more at: <http://www.dantes.doded.mil/index.html>



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Fort Buchanan Army Education Center



Program Overview

The U.S. Department of Defense provides online tutoring from Tutor.com at no cost to DoD service members. Eligible students can connect to a live tutor online at any time for one-to-one anonymous help with homework, test prep, proofreading and more in 40+ subjects. Eligible students can create an account and log in at www.tutor.com/military.

Free Around-the-Clock Help

Access to Tutor.com for eligible military-connected students is provided at no cost 24 hours a day, seven days a week—no appointment needed. Regardless of where they attend school or where they're stationed, students worldwide can access the online service using any internet-enabled device, including smart phones.

40+ Subjects, All Skill Levels

Math:	Mid-Level, Algebra, Geometry, Trigonometry, Calculus, Statistics
English:	Essay Writing, Grammar, Literature, Research Papers, Creative Writing
Science:	Earth Science, Biology, Chemistry, Physics, Anatomy
Social Studies:	U.S. History, World History
World Languages:	Spanish, French, German
Business:	Accounting, Economics, Finance
Nursing:	Medical Surgery, Care Plans, Pathophysiology, Pharmacology, Physiology



Students go to www.tutor.com/military and click the blue button showing their branch of service to get a tutor.

Expert, Background-checked Tutors

Every Tutor.com tutor is a carefully screened expert. Our team of more than 3,000 tutors includes certified teachers, college professors, graduate students, select undergraduates from accredited universities and other professionals. We actively recruit military spouses, and many of our tutors are affiliated with the U.S. military, such as retirees and Veterans.

Safe, Secure, Anonymous Learning

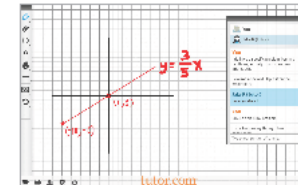
Our commitment to safety starts with our rigorous tutor application process, an extensive background check, and a probationary period before an applicant becomes a Tutor.com tutor. Students and tutors always work anonymously; webcams and telephones are not used, and no personal information is shared during sessions. Ongoing session review and mentoring ensures that our tutors maintain the highest standards of quality and safety at all times.

Eligibility

The DoD determines which military-connected students are allowed to use the program at no cost. Visit www.tutor.com/military/eligibility for complete program eligibility details.

More Information

If you have questions about the Tutor.com for U.S. Military program, email militarysupport@tutor.com. Connect with us on social media: [facebook.com/TutordotcomforMilitary](https://www.facebook.com/TutordotcomforMilitary), twitter.com/tutordotcom and blog.tutor.com.



Students work one-to-one with a tutor in a secure, online classroom, which features an interactive whiteboard, file sharing and instant messaging.

Access to Tutor.com/military for DoD Active Duty and Reserve Service members is a DoD Pilot Program of limited duration, funded by the DoD Voluntary Education Program. Those who fund the program determine eligibility for its use. Long-term availability of the program is not guaranteed.

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tutor.com



Newcomers Orientation: “Arrive Strong”

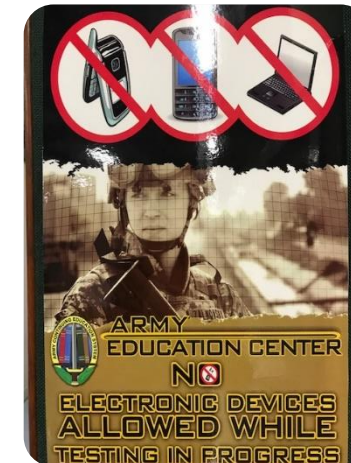
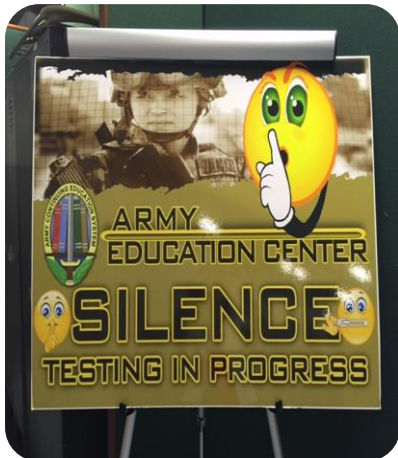
DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center

Testing Room



Testing all Service Members by appointment



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF HUMAN RESOURCES / ARMY EDUCATION CENTER

Fort Buchanan Army Education Center

514 South Terminal Road

Fort Buchanan, PR 00934

☎ (787) 707-4354 / 3844 / 2409 / 4352

Hours of Operation: 7 a.m. – 4 p.m.



Newcomers Orientation: “Arrive Strong”

DFMWR / CHILD & YOUTH SERVICES

☐ **MISSION**

Army CYC Programs support military readiness by reducing the conflict between Soldiers’ parental responsibilities and mission requirements.

☐ **ELIGIBILITY**

Eligible patrons include active duty military personnel; DOD Civilian employees (APF or NAF); reserve component military personnel on active duty or inactive duty training status; combat-related wounded warriors; surviving spouses of military members who died from combat-related incident; those acting in *loco parentis* for the dependent child of an otherwise eligible patron; eligible employees of DOD contractors; and others authorized on a space-available basis (Military retirees and Federal employees from non DOD agencies).

☐ **STAFFING**

- ☐ Trainings (Mandatory trainings, CYC Comprehensive Training Program)
- ☐ Background checks requirements (Installation Record Check, Local Police Check, FBI Fingerprints, CNACI- Child Care National Agency and Inquires)

☐ **Programs Available In CYC**

Child Development Center
School Age Center
Middle School Teen
Sports and Fitness

Outreach Services
Babysitting Course
imAlone Program



Newcomers Orientation: “Arrive Strong”

DFMWR / CHILD & YOUTH SERVICES



Shared facility for Child Development Center and School Age Care next to the new Antilles Elementary School (building 1000)

Youth Center is next to the Bowling Alley (building 148)



Newcomers Orientation: “Arrive Strong”

DFMWR / CHILD & YOUTH SERVICES

CYS Main Office

Located at building 136

Constitution Ave.

Tel (787) 707-3569

(787) 707-3399

CYS Parent Central Services Office

Located at building 136

Constitution Ave.

Tel (787) 707-3787; (787) 707-3434

(787) 707-3541

Sports & Fitness Program

Located at building 136

Constitution Ave.

Tel (787) 707-3466

Child Development Center

Located at building 1000

Flamboyant Street

Tel (787) 707-3769

(787) 707-3280

School Age Center

Located at building 1000

Flamboyant Street

Tel (787) 707-3468; (787) 707-3188

Youth Center

Located at building 148

Bayley Road

Tel (787) 707-3826; (787) 707-3824



Newcomers Orientation: “Arrive Strong”

MilitaryChildCare.com

We care for your children
while you protect America



Introducing
MILITARY
CHILDCARE  .COM

A Department of Defense (DoD) program that makes it easier to find the child and youth care your family needs. Just follow four simple steps. It's that easy.

STEP 1	CREATE ACCOUNT	STEP 2	SEARCH <i>and</i> REQUEST CARE	STEP 3	MANAGE MY REQUESTS	STEP 4	UPDATE MY PROFILE
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To get started, visit:
MilitaryChildCare.com

For questions/support, call:
855.696.2934

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0014 12:00 PM



Newcomers Orientation: “Arrive Strong”

INSTALLATION LEGAL OFFICE

Contacts:

<input type="checkbox"/> SJA	(787) 707-5144
<input type="checkbox"/> Trial Counsel	(787) 707-5135
<input type="checkbox"/> Legal Assistance	(787) 707-5147
<input type="checkbox"/> Claims	(787) 707-5199
<input type="checkbox"/> Labor & Contract Law	(787) 707-5163
<input type="checkbox"/> Translator	(787) 707-5146



Newcomers Orientation: “Arrive Strong”

INSTALLATION LEGAL OFFICE

☐ Client Categories for Legal Assistance

- Active Duty and Family members
- Soldiers undergoing mobilization and demobilization (SRP)
- Reserve Component / National Guard and Family members
- Retirees and Family members
- DoD civilians regarding certain administrative actions/proceedings

☐ Legal Assistance is limited by funding and resources, and reasonableness

☐ SJA determines whether we can provide legal assistance

☐ Army JAG Corps Legal Assistance Website:

<https://www.jagcnet.army.mil/Legal>



Newcomers Orientation: “Arrive Strong”

INSTALLATION LEGAL OFFICE

❑ General Legal Assistance Categories:

- Family law (separation, divorce, support, custody)
- Estate (wills, POAs, guardianships)
- Real property (leases, landlord-tenant)
- Personal property (contracts, warranties, consumer affairs)
- Notarizations
- Translation of official documents (immediate family)
- Tax assistance

❑ Military Administrative Legal Assistance Categories

- LODs, FLIPLs and Evaluation Reports
- Relief for cause and Bar to Reenlistment
- FLAGs and Reprimands
- Article 138 Complaints
- Hardship discharges & reassignments
- Correction of military records



Newcomers Orientation: “Arrive Strong”

INSTALLATION LEGAL OFFICE

Post Bars:

- ☐ Shoplifting will get you an automatic 1-year temporary Bar.
- ☐ The GC has the discretion to issue a temporary or permanent Bar for any acts of misconduct or violation of law or Post regulation.
- ☐ Civil arrests may result in a temporary or permanent Bar.
- ☐ If you are barred from Post, you cannot enter the installation for any reason, including work or medical appointments unless the GC has specifically provided for that.
- ☐ You can appeal a Bar by submitting a request for reconsideration and lifting of the Bar along with supporting evidence why it should be lifted.



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL



Inspector General Insignia
“DROIT ET AVANT”
Right and Forward

Newcomers Brief

*81st RSC,
Fort Buchanan,
Puerto Rico*

*Inspector General Inspection
World War II*



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL

Inspector General Mission & Vision

- ❑ **MISSION:** The mission of the Inspector General is to inquire into and periodically report on **matters affecting mission performance and the state of discipline, efficiency, morale, economy, readiness, and esprit-de-corps of the Fort Buchanan community (Renders assistance to soldiers, family members, civilian employees, retirees, and others who seek help with problems related to the U.S. Army)** and to perform other duties as may be required by law and regulation or as directed by the Directing authority.
- ❑ **VISION:** Be the eyes, ears, voice and conscience of the Commanders. Support the Soldiers and Fort Buchanan tenants through timely, complete, and courageous inquiries, investigations and inspections. Develops, teaches, implements, and assesses broad inspection policy supportive of the Army’s imperatives. Continually plans for improving the effectiveness of the IG system in peace, in transition to war and in wartime.



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL

Who Can Seek IG Assistance:

- ☐ Soldiers (Active, USAR, & ARNG)
- ☐ Anonymous
- ☐ Department of Army Civilians
- ☐ Family Members
- ☐ Retirees / Veterans
- ☐ Commanders
- ☐ Other Services
- ☐ Government Agencies



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL



BEFORE YOU TELL THE IG

- ☐ **Be sure you have a problem, not just a peeve.**
- ☐ **Give your chain of command a chance to solve the problem.**
(Many problems must be addressed to the chain of command for resolution anyway)
- ☐ **If IG assistance is needed, contact your local IG first.**
(IG's at higher commands will normally refer the case to the local IG for action)
- ☐ **Be honest and don't provide misleading information.**
(IGs will discover the truth quickly in most cases and there are penalties for knowingly providing false information)
- ☐ **Keep in mind that IGs are not policy makers.**
(If a policy is flawed you can submit proposed change on a DA Form 2028)



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL



BEFORE YOU TELL THE IG

- ☐ Keep in mind that IGs **can only recommend, not order a resolution**
- ☐ Remember IGs can only resolve a case on the basis of fact.
(Only Commanders can order; the role of the IG is to advise the Commander)
- ☐ Don't expect instant action on your request....Be patient.
(Investigations take time, and IGs tend to have heavy workloads)
- ☐ Be prepared to take “NO” for the answer.
(In any cases “YES” or “NO”, the IG will explain why)



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL

How to Contact Us:

- ☐ Walk-in
- ☐ Call-in
- ☐ Write-in
- ☐ E-mail-in
- ☐ Referred
- ☐ Anonymous



227 Double Eagle Avenue
Fort Buchanan, PR 00934

Office hours: Monday thru Friday 7:30 a.m. – 5 p.m.



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN OFFICE OF INSPECTOR GENERAL



How to Contact Us:

Detailed Inspector General

Phone: (787) 707-3808

English and Spanish

Investigative Assistant

Phone: (787) 707-3257

English and Spanish



Newcomers Orientation: “Arrive Strong”

GARRISON RELIGIOUS SUPPORT OFFICE

Weekly Programs Post Chapel (Building 183)

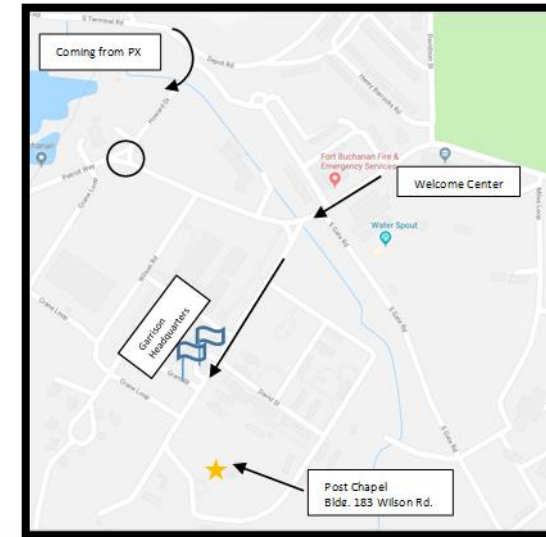
- Sunday
 - **General Protestant** 9:30 a.m.
 - **Roman Catholic** 11:30 a.m.

Strong Bonds Family Training

- Applications through the 1st MSC
(939) 227-6709

Free material, religious accommodation

Use of Chapel : weddings, training



Newcomers Orientation: “Arrive Strong”

GARRISON RELIGIOUS SUPPORT OFFICE



Looking for Volunteers

- ☐ Play instruments
- ☐ Clerk/ Comp skills
- ☐ Sing
- ☐ Children classes

RSO Team

Chaplain

(787) 707-3405

(787) 244-4981

Chaplain Assistant

(787) 707-4008

Building 227

Office Hours 8 a.m. - 4:30 p.m.

(across the street of the Garrison
Headquarters Flags)





ARMY MEDICINE
One Team...One Purpose!
Conserving the Fighting Strength Since 1775



Eisenhower
Army Medical Center
Home of 5 Star Healthcare

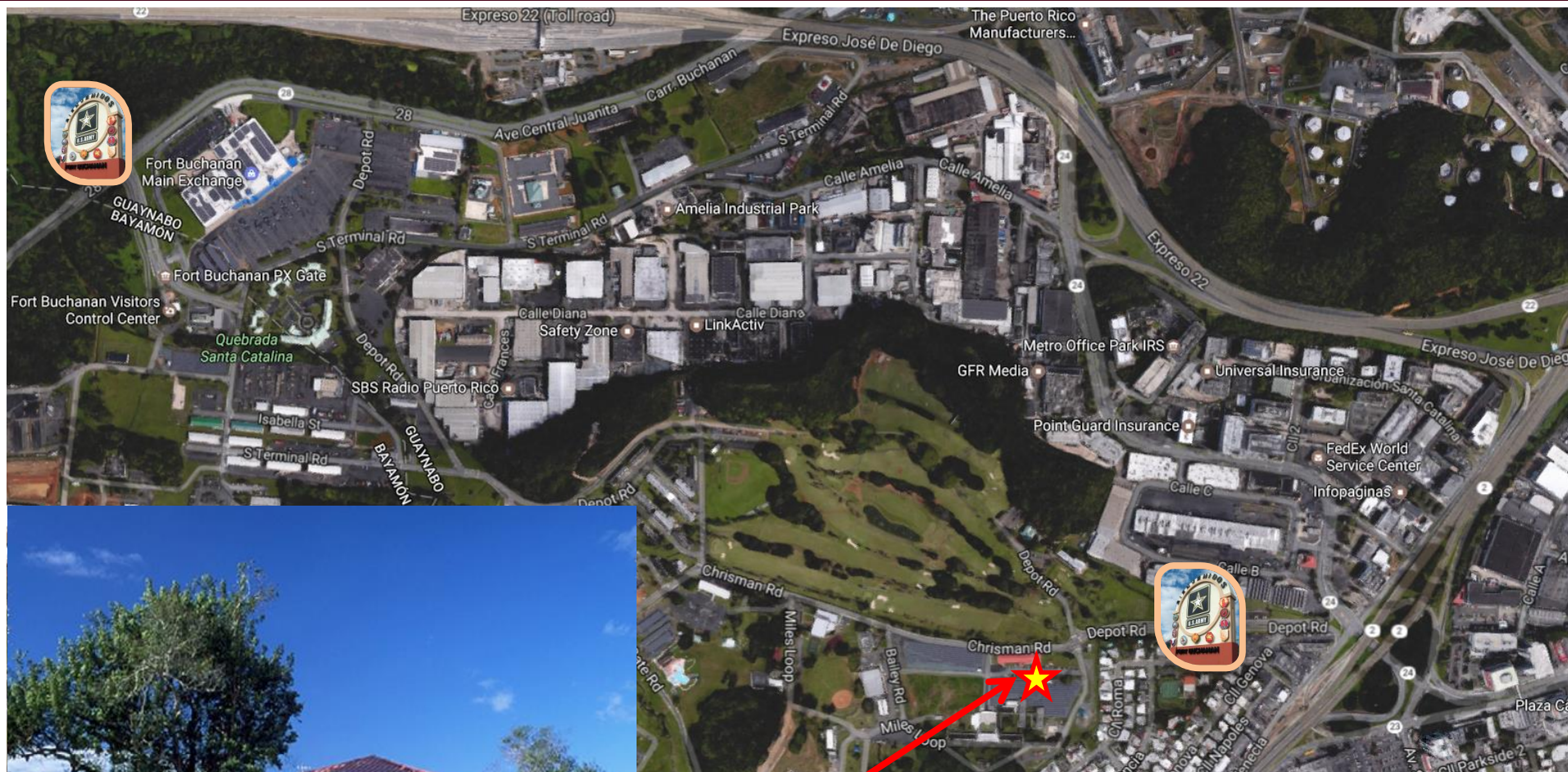
Rodriguez Army Health Clinic (RAHC) Newcomers Brief

Fort Buchanan, Puerto Rico



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC



Address:

21 Patriot Road, building 21

Fort Buchanan, Puerto Rico 00934-3400

Reception: (787) 707- 4393



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Healthcare Services

- Primary Care (Ages 5 and Older)
- Pharmacy (*To Include VA Patients)
- Laboratory (*To Include VA Patients)
- Physical Exams
- Adult Behavioral Health
- Occupational Health
- Industrial Hygiene
- Referral Management



- Virtual Health: Endocrinology, Nutrition Care, PharmD, PHA Support
- Integrated Disability and Evaluation System (IDES)
- Exceptional Family Member Program (EFMP)
- Educational & Developmental Intervention Services (EDIS)
- Family Advocacy Program (FAP)



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Servicios de Salud

- Medicina Familiar (5 años en adelante)
- Farmacia (incluyendo a pacientes VA)
- Laboratorio (incluyendo a pacientes de VA)
- Exámenes Físicos
- Salud Mental para Adultos
- Salud Ocupacional
- Medicina Preventiva
- Manejo de Referidos



- Tele-Medicina: Endocrinología, Nutrición, Farmacia, Físicos
- Sistema de Evaluación e Incapacidad Integrada (IDES)
- Programa de Ayuda a Familias Militares con Necesidades Especiales (EFMP)
- Servicios de Intervención Temprana (EDIS)
- Servicios Sociales Militar (FAP)



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Connecting With Our Healthcare Team

Clinic Hours: Monday thru Friday, 7 a.m. – 4 p.m.

Walk-In Clinic (Limited Appointments): At 7 a.m., First Come, First Serve and
Based on Severity

Closed at 12 p.m. on the 2nd and 4th Thursday of the month for training

RAHC Phone Numbers

Info Line: (787) 707-4392

Appointment Line: (787) 707-4393/2555/2558/2817

Pharmacy Refill System: (787) 707-2052

Managed Care Department: (787) 707-2973 / 4053



For Medical Emergencies On Post - Call (787) 707-3337/5911. Off Post - Call 911.

If Ambulance Transport Is Not Needed, Go to the Nearest Emergency Room.

Call International SOS: (877) 451-8659 or (215) 942-8393 option 3 for Emergency Care Authorizations.

You can contact International SOS for live translations



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Conectándose con su Equipo Médico

Horario: Lunes a Viernes, 7 a.m. – 4 p.m.

Clínica de Urgencias (Citas limitadas): comenzando a las 7 a.m., por orden de llegada. Disponibilidad depende de la severidad.

****Cerrado los 2ndos y 4tos jueves del mes a las 12 p.m.
y los números a las 11 a.m.****

Teléfonos de RAHC:

Información : (787) 707-4392

Citas: (787) 707-4393/2555/2558/2817

Sistema para Refill de medicamentos:(787)707-2052

Manejo de Referidos: (787) 707-2973 / 4053



Para emergencias, visite la sala de emergencias de la Base al (787) 707-3337/5911. Fuera de la Base – llame al 911. Si no necesita transportación de ambulancia diríjase a la sala de emergencia más cercana. Para autorizaciones medicas de emergencia comuníquese con International SOS (ISOS):

(877) 451-8659 o (215) 942-8393 opción 3 (autorizaciones)

Puedes contactar a International SOS para traducciones en vivo



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Virtual Resources For Timely Healthcare

TRICARE Online

Home My Profile Resource Center Contact Us

Welcome to TRICARE Online, David

Your Military Treatment Facility is Rodriguez Army Health Clinic

Your primary care manager is TORRES-GIOVANNETTI, JANELLE

Your family sponsor is David Sloniker

View your [family member profile](#)



Appointment Center

Schedule, view, and cancel military hospital or clinic appointments. Set up and receive email and text message reminders. Act on behalf of yourself and your family members.



Blue Button

Securely view, download, print, or share your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital signs.



Rx Refill

**If you have refills remaining*

Refill your prescriptions for military hospital or clinic pick-up. Check your prescription status. Act on behalf of yourself and your family members.

www.tricareonline.com

PATIENT PORTAL TRICARE® Online

SECURE MESSAGING

HEALTH RECORDS
Lab results, medications and more

MESSAGES
Message your Providers or Care Team

DOWNLOAD MY DATA
Export or Download Health Data

ADDITIONAL SERVICES
Pay bills and other services

- Allows confidential information to be securely exchanged between a patient and their PCM - *24-hour response time*

<https://app.mil.relayhealth.com/>



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Recursos Virtuales para cuidado rápido

TRICARE On-Line

Home My Profile Resource Center Contact Us

Welcome to TRICARE Online, John Doe
Your Military Treatment Facility is Rodriguez Army Health Clinic
Your primary care manager is RAHC PCM
Your family sponsor is Uncle Sam
View your [family member profile](#)

Appointment Center
Schedule, view, and cancel military hospital or clinic appointments. Set up and receive email and text message reminders. Act on behalf of yourself and your family members.

Blue Button
Securely view, download, print, or share your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital signs.

Rx Refill
Refill your prescriptions for military hospital or clinic pick-up. Check your prescription status. Act on behalf of yourself and your family members.

www.tricareonline.com

PATIENT PORTAL
TRICARE® Online

SECURE MESSAGING

HEALTH RECORDS
Lab results, medications and more

MESSAGES
Message your Providers or Care Team

DOWNLOAD MY DATA
Export or Download Health Data

ADDITIONAL SERVICES
Pay bills and other services

- Permite el intercambio seguro de información confidencial entre el paciente y su medico primario (PCM).
- Contestación de su equipo medico en 24hrs.

<https://app.mil.relayhealth.com/>

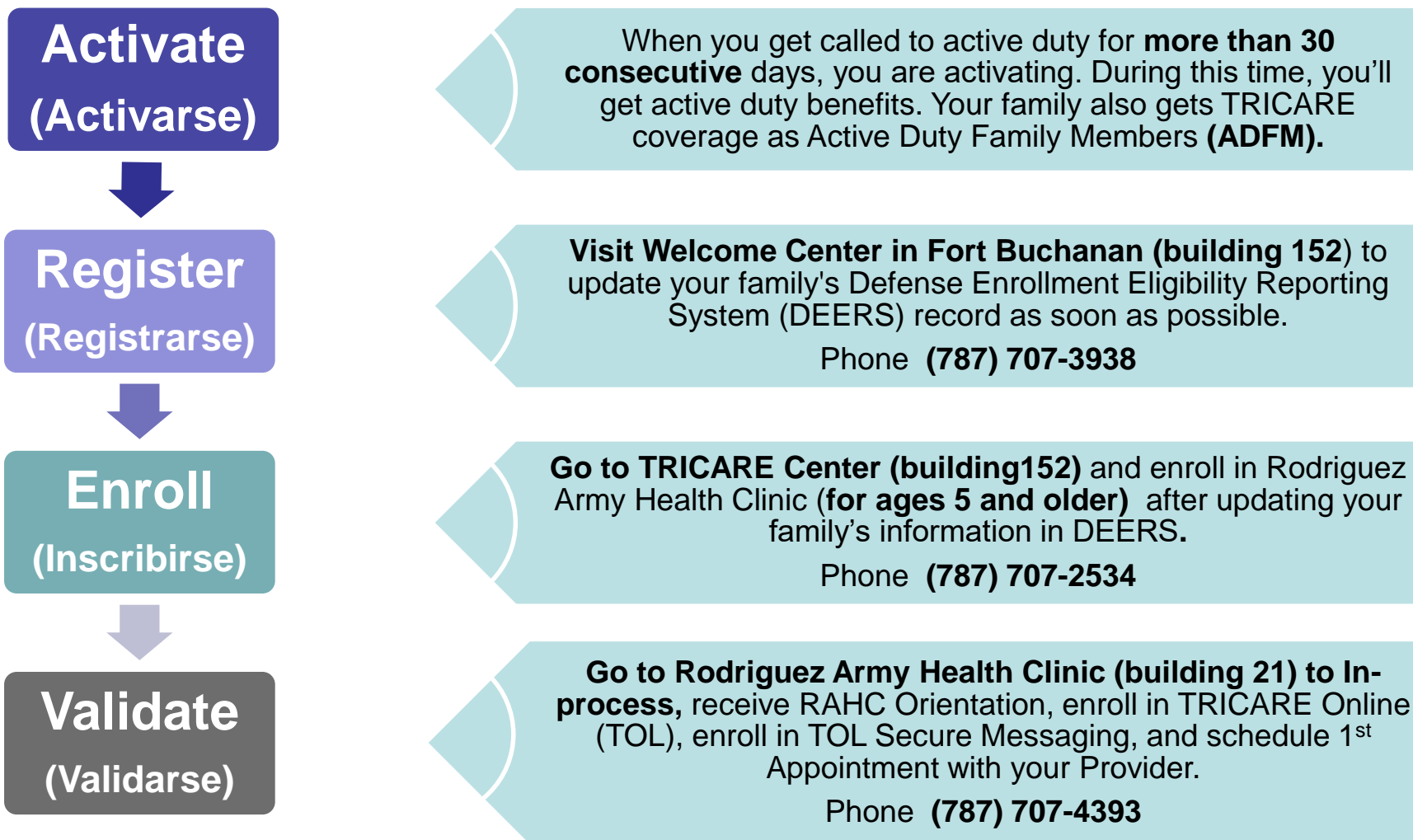


Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC



When and How to Enroll to RAHC





Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC



Como y Cuando debe Registrarse en RAHC

Activarse

Cuando le llaman al servicio activo **por más de 30 días consecutivos**, estás activando. Durante este tiempo, obtendrá beneficios de servicio activo. Su familia también obtiene cobertura de TRICARE como miembros de familia de un Soldado activo (**ADFM**).

Registrarse

Visite el Centro de Bienvenida en Fort Buchanan (edificio 152) para actualizar su registro en el sistema de elegibilidad (DEERs) y de sus familiares tan pronto como sea posible.

Teléfono **(787) 707-3938**

Inscribirse

Vaya al Centro de Servicio de TRICARE (edificio 152) e inscribáse en la clínica Rodriguez Army Health Clinic (para edades de 5 años o más) después de actualizar la información de su familia en DEERs.

Teléfono **(787) 707-2534**

Validarse

Vaya a la Clínica Rodríguez (edificio 21) para hacer procesamiento
Reciba la orientación de RAHC, inscripción en TRICARE OnLine, inscripción en TOL Secure Messaging y su primera cita con su médico primario.

Teléfono **(787) 707-4393**



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Educational & Developmental Intervention Services (EDIS)

EDIS is a family-centered program committed to providing services to children with developmental delays, and to their families.

- Services provided include: developmental screenings and assessments, family training and counseling, education and training for daycare and homecare providers, and special instruction and related services (occupational, physical and speech therapy).
- Services are provided in the child’s natural environment.
- Your child is entitled to receive early intervention services if:
 - Child is younger than three years of age and Dependent of an Active Duty military member assigned to Puerto Rico (Title 10), or
 - Coast Guard member, or
 - Civilian employee with transportation agreement, or
 - If the Family is Command-sponsored in Puerto Rico
- Davis Street, building 228 (across from Garrison HQ, building 390)
- Contact us at: (787) 707-2165; (787) 707-2167



<https://www.facebook.com/Educational-Developmental-Intervention-Services-Fort-Buchanan-PR-322960504532747/>



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Servicios de Intervención Temprana (EDIS)

EDIS es un programa centrado en la familia que se compromete a prestar servicios a familias con niños que presentan retrasos en el desarrollo.

- Los servicios que se proporcionan incluyen: examinación del desarrollo y evaluaciones, capacitación familiar, consejería y educación, capacitación para proveedores de cuidado y cuidados en el hogar, instrucción especial y servicios relacionados (terapia ocupacional, física y del habla).
- Los servicios se proporcionan en el ambiente familiar o escolar del niño.
- Su hijo tiene derecho a recibir servicios de intervención temprana si:
 - Su hijo es menor de tres años de edad y dependiente de un militar activo asignado a Puerto Rico (Título 10), o
 - Miembro de la Guardia Costera, o
 - Empleado civil con un acuerdo de transporte,
 - O si la familia está patrocinada por algún Comando en PR
- Calle Davis, edificio 228 (frente al edificio del Comandante del Garrison (cuartel general del Fuerte Buchanan, edificio 390).
- Contáctenos al: (787) 707-2165; (787) 707-2167



<https://www.facebook.com/Educational-Developmental-Intervention-Services-Fort-Buchanan-PR-322960504532747/>



Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

US Army Medical Command Ombudsman Program

Ombudsman: A person who hears and investigates complaints and mediates fair settlements between aggrieved parties and organizations.

Program Intent:

- Maintain independence, neutrality and impartiality
- Report issues that are beyond the scope of local resolution
- Identify and document lessons learned and communicate data to facilitate process improvements
- Seek out all opportunities to interact with Soldiers
- Cut through "red tape" by answering questions, resolve issues, obtain accurate information, expedite services...NOT a means of circumventing the chain of command

Location:

- Davis Street, building 228 (across Garrison HQ Building 390)
- Contact us at: (787) 707-6785; (210) 221-8919

<http://armymedicine.mil/Pages/ombudsman.aspx>





Newcomers Orientation: “Arrive Strong”

RODRIGUEZ ARMY HEALTH CLINIC

Programa del Procurador del Comando Médico de los Estados Unidos

Procurador (Ombudsman): Una persona que escucha e investiga las quejas y media acuerdos justos entre las partes en conflicto y las organizaciones.

Intención del Programa:

- Mantener la independencia, la neutralidad y la imparcialidad
- Informar sobre los asuntos que están fuera del alcance de la resolución local
- Identificar y documentar las lecciones aprendidas y comunicar datos para facilitar mejoras a los procesos.
- Buscar todas las oportunidades para interactuar con los Soldados
- Cortar la “burocracia ” al contestar preguntas, resolver problemas, obtener información precisa, agilizar los servicios.... no es un medio de eludir la cadena de mando o cadena jerarquía.

Ubicación:

- Calle Davis Edificio 228 al otro lado del Cuartel General de Fort Buchanan Edificio 390
- Contáctenos al: Tel: (787) 707-6785; (210) 221-8919

<http://armymedicine.mil/Pages/ombudsman.aspx>





ARMY MEDICINE
One Team...One Purpose!
Conserving the Fighting Strength Since 1775

Rodriguez Army Health Clinic



www.rahc.amedd.army.mil

Follow us on Facebook 

<https://www.facebook.com/RodriguezArmyHealthClinic>

Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / POLICE DEPARTMENT

MISSION

The Police mission is codified in IMCP, LOE 4: Installation Readiness: Fully capable Emergency Services program provides a “Safe and Secure Environment” for Soldiers, DoD service personnel, Family Members, and Civilians working, training, and living on our installation.

- ❑ Two ACPs: SPC Vega and (Borinqueneer under renovation) Gates
- ❑ Trusted Travelers Program
- ❑ Active shooter: Run-Hide-Fight
- ❑ Jogging, walking, bicycle, motorcycle, cell phone
- ❑ Police station: building 212, (787) 707-3337; (787) 707-4911
- ❑ Do your part: **IF YOU SEE SOMETHING, SAY SOMETHING!**



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / POLICE DEPARTMENT



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / POLICE DEPARTMENT

120 DAYS

RECIPROCITY

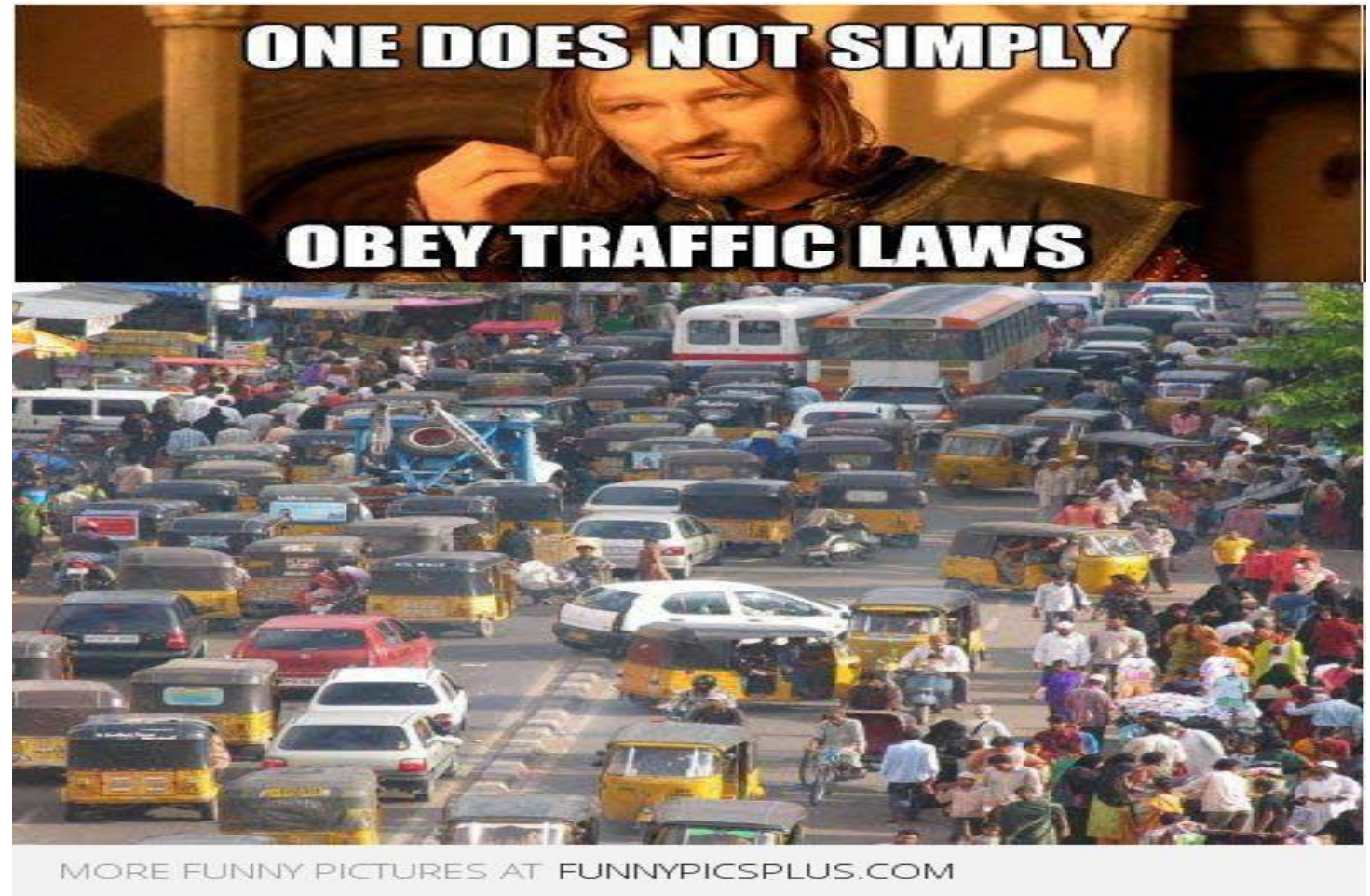


Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / POLICE DEPARTMENT

**WE USE
PUERTO RICO
TRAFFIC LAWS ON
FORT BUCHANAN**

LAW 22



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / POLICE DEPARTMENT

STATESIDE PLATES



PUERTO RICO PLATES



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / POLICE DEPARTMENT

HOUSEHOLD GOODS AND POW

**TRAVELING
WITH
AND POW**



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES/PHYSICAL SECURITY

Physical Security

Access to the installation

- ☐ VCC (Visitor Control Center) - Hours of Operations
- ☐ Background checks
- ☐ Trusted Travel
- ☐ Contracts



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES/PHYSICAL SECURITY

Physical Security Office

Building 399, Fort Buchanan

Telephone: (787) 707-3496

Chief of Physical Security

Security Specialist

Telephone: (787) 707-3459



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF EMERGENCY SERVICES / FIRE & EMERGENCY SERVICES

Welcome to Puerto Rico! Bienvenidos a Puerto Rico!

Fire Operations:

- Chemical, Biological, Radiological, Nuclear or Explosive (incidents deal with weapon of mass destruction systems that may be used in a criminal or terrorist attack)
- Emergency Medical Services 24/7 (provide prehospital emergency treatment)
- Extrication (release from a dangerous situation) “Jaws of Life”
- Hazardous Material (item or agents which cause potential harm to humans, animals or environment)
- Structural Firefighting Response (emergencies involving DoD facilities, structures, etc.)
- Technical Rescue (confined space rescue)

Fire Protection Services:

- Child, Youth & School Services (self-study for Child Development Center / School Age Services for IMCOM G9 accreditations)
- Emergency egress/relocation drills (fire exit drills)
- Fire Risk Assessment (systematic evaluation of factors determine hazard, likelihood & consequences in the event of a fire) ; fire code enforcement and interpretation
- Plans Reviews & Engineering Services (specifications /blue print reviews)
- Pre-Construction / On site construction inspections (Department of the Army; Army Corps of Engineering)
- Public Fire Education Program (teach all audiences important fire and life safety issues); places of public assembly; seasonal campaign; special group requests



Contact Information:

Fire Chief
1321 Patriot Boulevard
Non-Emergency (787) 707-3410/3520
EMERGENCY (787) 707-4911



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Anti-Terrorism

Mission

Fort Buchanan continuously executes a comprehensive AT program that deters defeats or mitigates the effects of a terrorist attack and provides protection for DoD personnel, family members, critical assets, and materiel resources from acts of terrorism, including CBRNE attacks.

(787) 707-3393



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Anti-Terrorism

What is iWatch Army?

- ☐ Watch, iReport, iKeep Us Safe (iWatch Army) is a community program to help your neighborhood stay safe from terrorist activities.
- ☐ You and your fellow Army community members can report behaviors and activities that make you feel uncomfortable and do not feel right (suspicious behaviors).
- ☐ iWatch Army is a program and partnership between your community and your local law enforcement.
- ☐ iWatch Army asks you to report behavior and activities that are unusual or seem out of the ordinary.
- ☐ <https://Jkodirect.jten.mil> (AT Level 1 Awareness Training)



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Anti-Terrorism

Indicators:	Also Report Situations Where:						
<ul style="list-style-type: none">• People drawing or measuring important buildings.• Strangers asking questions about security or building security procedures.• Briefcase, suitcase, backpack, or package left behind.• Cars or trucks left in No Parking zones in front of important buildings.• Intruders in secure areas where they are not supposed to be.• A person wearing clothes that are too big and too hot for the weather.• Chemical smells or fumes that worry you.• People asking questions about sensitive information such as building blueprints, security plans, or VIP travel schedules without a right or need to know.• Purchasing supplies or equipment that can be used to make bombs or weapons or purchasing uniforms without having the proper credentials	<ul style="list-style-type: none">• Individuals have isolated themselves or are emotionally withdrawn from friends/community• Individuals are absent from the workplace for seemingly no reason• Individuals with apparent grievances						
	Primary Reporting Methods						
	<ul style="list-style-type: none">• Law enforcement official or agency• Security force or guard members						
	Alternative Reporting Methods						
	<ul style="list-style-type: none">• DA Civilians/Soldiers: your chain of command• Spouses: your military member/FRG Leader• Children: your parents or teachers• Contractors: contract agency or COTR						
	What to Report						
	<table><tr><td><ul style="list-style-type: none">• When did suspicious activity occur• Where did activity occur• How many people involved• How many vehicles involved</td><td><ul style="list-style-type: none">• What type of activity• Describe what you saw• Provide pictures if you took any</td></tr></table>	<ul style="list-style-type: none">• When did suspicious activity occur• Where did activity occur• How many people involved• How many vehicles involved	<ul style="list-style-type: none">• What type of activity• Describe what you saw• Provide pictures if you took any				
<ul style="list-style-type: none">• When did suspicious activity occur• Where did activity occur• How many people involved• How many vehicles involved	<ul style="list-style-type: none">• What type of activity• Describe what you saw• Provide pictures if you took any						
<table><tr><td>Report to:</td><td>Fort Buchanan Police Station</td></tr><tr><td>Phone No.:</td><td>787-707-3337</td></tr><tr><td>Website:</td><td></td></tr></table>		Report to:	Fort Buchanan Police Station	Phone No.:	787-707-3337	Website:	
Report to:	Fort Buchanan Police Station						
Phone No.:	787-707-3337						
Website:							



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Terrain. Fort Buchanan is located on general flat terrain with some high ground in the surroundings by Villa Caparra and the Metro Office Park area. The main access roads towards the installation floods during heavy rain cutting the ingress and egress to the Installation from the two access gates; SPC Vega’s Gate floods at intersection of PR 23 (Roosevelt Ave.) and PR-165 (Cataño Expressway), Borinqueneers Gate floods at the intersection of PR 28 (Central Juanita Ave.) and PR 165 by the Federal Detention Center; additionally, PR 28 floods at Luchetti Industrial Park (by Goya factory). The installation is located on a heavily populated and trafficable metropolitan area in the municipal boundaries of San Juan, Guaynabo, Bayamon and Cataño. The installation is about three miles from the San Juan bay shoreline.

Weather. Most of the year the installation enjoys good weather conditions except for Localized showers to heavy rain and thunderstorms. Temperatures ranges from mid 70s to high 90s, as the humidity factor increase the heat index may reach into the hundreds.

Hazards. The Hurricane Season (1 June – 30 November) is the most critical severe weather time of the year. Occasionally, Sahara Desert Dust clouds create hazy day’s thus respiratory problems to people, the same happens when The Soufrière Hills volcano in the Island of Montserrat erupts sending its ash clouds our way. Earthquakes; there is the possibility of a major Earthquake on the northern portion of the Island about 150 – 175 miles which may trigger a Tsunami. If this happen, there is the possibility of greater devastation along the northern shoreline of the extended Metropolitan Area (from Dorado to Rio Grande). The last Major Earthquake and Tsunami was registered in the west coast of the Island in 1918.



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Emergency Preparedness - “*Get a Kit. Make a Plan. Be Informed.*”

Disaster Supplies Checklist

- ☐ A seven day supply of water (3 gallon per person per day) and non-perishable food.
- ☐ A first aid kit with instructions booklet to include prescription medicines for at least seven days.
- ☐ Special Items for infants, elderly, disabled family members, and pets.
- ☐ List of doctors, friends and relatives who should be notified if you are injured or evacuated to a safer location.
- ☐ At least one change of clothing, footwear and one blanket or sleeping bag per person.
- ☐ Emergency tools and supplies including a battery-powered portable radio, flashlight, mosquito repellent, sunscreen, non-electric can opener, and supply of batteries.
- ☐ Fill your car's gas tank, check oil, water, & tires and secure an extra set of car keys.
- ☐ Get Cash (MONEY)

Family Disaster Plan Checklist

- ☐ Post emergency telephone numbers by the telephone.
- ☐ Inspect your home, car and boat for potential hazards.
- ☐ Install safety features (shutters) in your home including smoke detectors and fire extinguishers.
- ☐ Learn basic safety measures including CPR and First Aid.
- ☐ Teach children how and when to call 911 or other emergency telephone numbers and which radio station to tune for emergency information.
- ☐ Keep important documents such as medical insurance, power of attorney, credit cards, etc. in waterproof containers.
- ☐ Identify ahead of time where you could go if you are told to evacuate.
- ☐ Assemble a disaster supplies kit with items you may need in case of emergency or evacuation to a safe location.

Stay Informed

Fort Buchanan Emergency Phone Numbers

- ☐ Police Desk (787) 707-3337 or (787) 707- 4911 / (787) 792-7895
- ☐ Fire Department and Ambulance (787) 707-5911 / (787) 792-7895
- ☐ Rodriguez Army Health Clinic (787) 707-9112 / (787) 707-3912
- ☐ Installation Operations Center (787) 707-3287 / (787) 707-3413 (During duty hours; after duty hours, weekends and holidays call Police Desk)

Civilian Emergency Phone Numbers

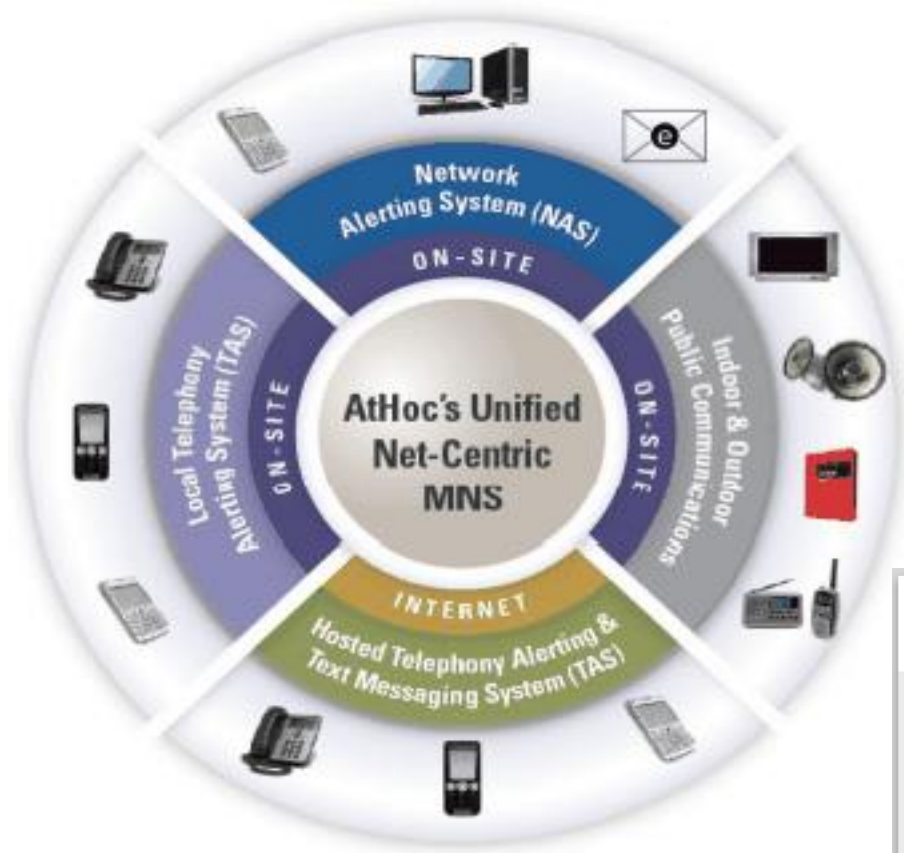
- ☐ Any Emergency 911
- ☐ State Emergency Management Agency (787) 724-0124
- ☐ Fire Department (787) 343-2330
- ☐ Emergency Medical Services (787) 343-2550
- ☐ Police Department (787) 343-2020



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

AtHoc Emergency Alert Notification System



Contact Information
(787) 707-3287



<https://warnings1.army.mil/>

The screenshot shows the "Users" management interface. The top navigation bar includes "Alerts", "Users", "Organizations", and "Reports". The current user is "ANGEL VAZQUEZ" from "FORT BUCH". The page title is "Users > New User". There are "Cancel" and "Save" buttons. The form is divided into sections:

- Basic Info**: Fields for Username, Mapping ID, First Name, Last Name, and Display Name.
- Numbers**: Fields for Phone - Work, Phone - Home, Phone - Mobile, and Text Messaging.
- Online addresses**: Fields for Email - Work and Email - Home.
- Physical addresses**: Fields for Home Address and Work Address, each with a placeholder "Type an address, City or Zipcode".



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Training Support Center



We are the Army's Home

Serving the Rugged Professional



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Facilities / Capabilities

Training Support Center (TSC), building 511

- ❑ 1 Computer Room w/36 computers
- ❑ 1 Computer Room w/24 computers
- ❑ 2 Classrooms w/24 students capacity
- ❑ 1 Classroom w/30 students capacity

Equipped with:

- ❑ High Definition Projection & Sound
- ❑ Touch Panel Control
- ❑ VTC with IP Capability
- ❑ Classroom Synchronization Capability



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Facilities / Capabilities

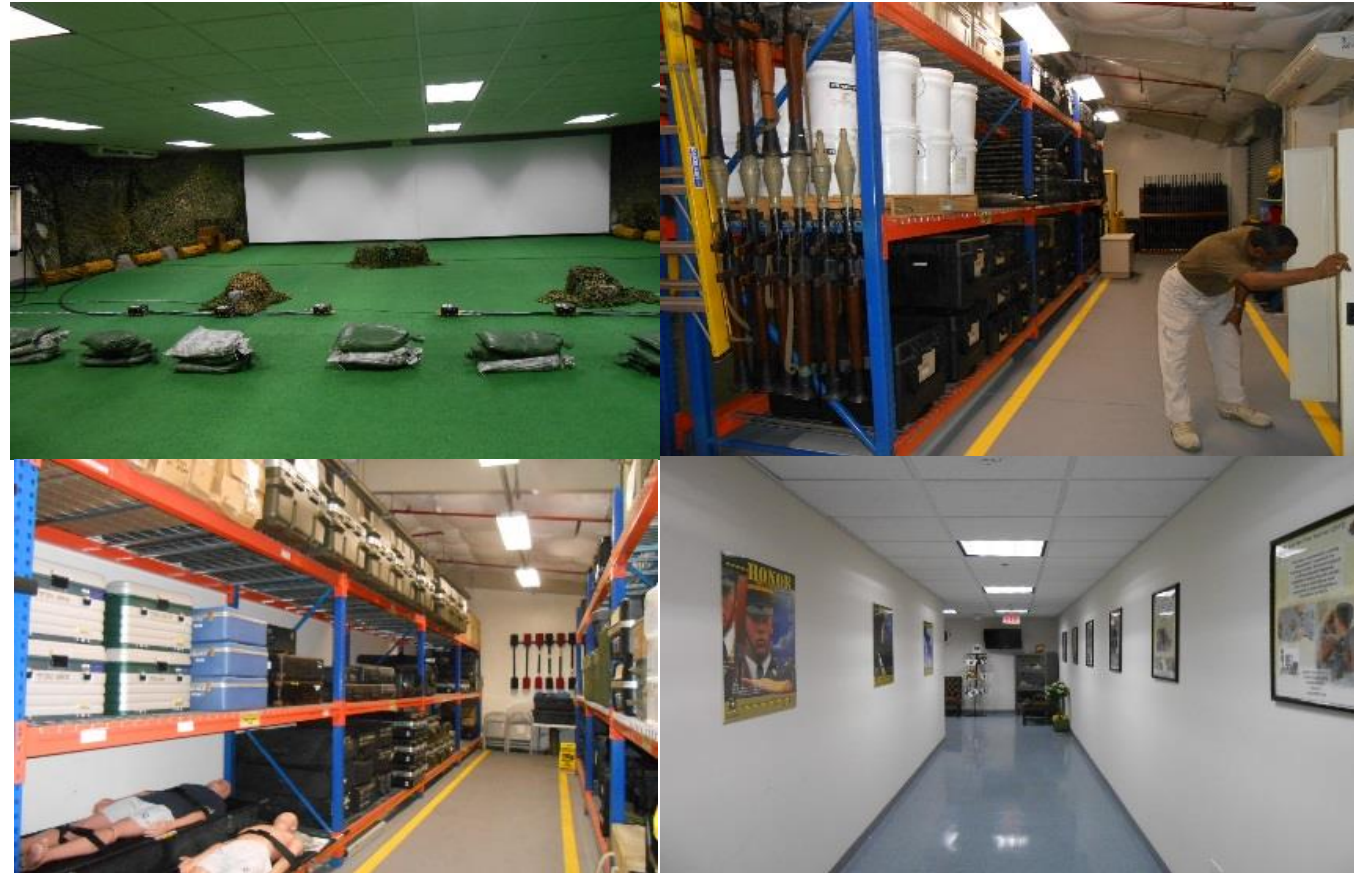
Training Support Center

Building 511

- ☐ Engagement Skill Trainer (EST II)
- ☐ EST 3000
- ☐ Virtual Battlespace 3 (VBS3)
- ☐ TADSS
- ☐ MILES
- ☐ GTAs
- ☐ VI Equipment

Building 607

- ☐ Call for Fire Trainer (CFFT)
- ☐ HMMWV Egress Assistant Trainer (HEAT)
- ☐ *Rough Terrain Container Handler (RTCH) and All Terrain Lifter Army System (**ATLAS**)
- ☐ *Drivers Trainer



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

CSJMTC Simulation Center, building 222

HMMWV Egress Assistant Trainer (HEAT)



Classrooms



Engagement Skill Trainer (EST) II



Un-stabilized Gunnery Training System (UGT)



Call for Fire Trainer (CFFT) III



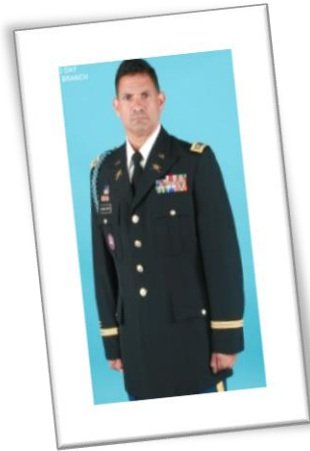
Virtual Convoy Operations Trainer (VCOT)



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Visual Information (VI), Building 514



Visual Information Services

- ☐ DA Photo
- ☐ Graphics

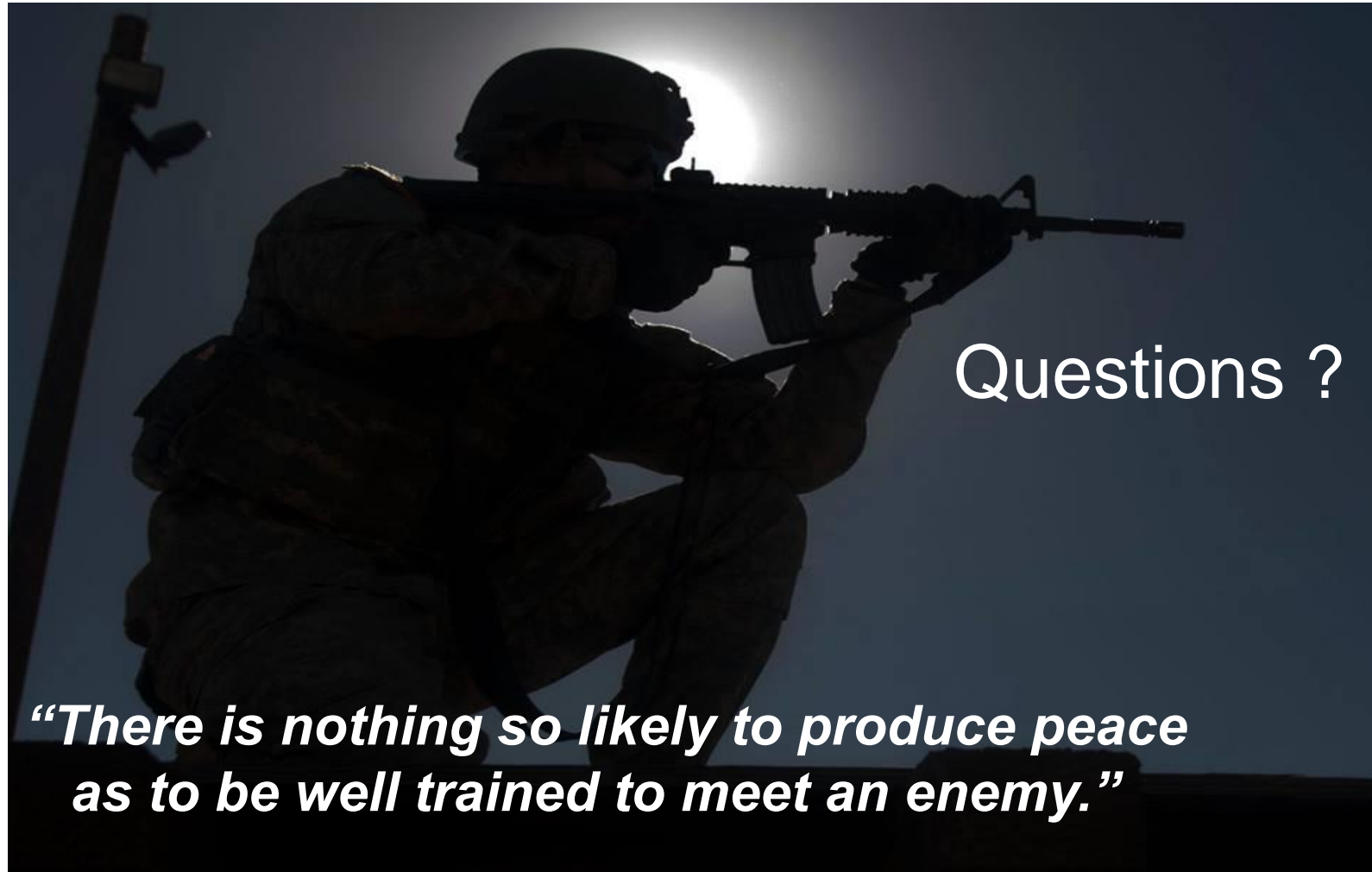
Appointments at: www.vios.army.mil



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PLAN, TRAINING, MOBILIZATION & SECURITY

Training Support Center





Newcomers Orientation: “Arrive Strong”

DEFENSE MILITARY PAY



Defense Finance Division

Welcome Center Building 152 Patriot Boulevard, Fort Buchanan, PR
(787) 707-3071; (787) 707-2213; (787) 707-2623

Customer Service Hours:

☐ Monday/Friday: 1 p.m. – 3 p.m.

In/Out Processing & S1s:

☐ Monday, Tuesday, Wednesday, Friday: 9:30 a.m. – 11:30 a.m.

☐ Closed on Federal Holidays



Newcomers Orientation: “Arrive Strong”

U.S. DEPARTMENT OF VETERANS AFFAIRS



VA Military Services Coordinator



VA Military Services Coordinator

**Located in building 228, Davis St.
Fort Buchanan (Across Garrison)**

**Monday to Thursday
8:30 a.m. – 3:30 p.m.**

**(787) 707-2696 (Buchanan Office)
(787) 232-0489 (Cellular Phone)**



Choose  **VA**

FOR VA INTERNAL USE ONLY

VA



**U.S. Department
of Veterans Affairs**

Mission of the Military Service Coordinator

- Veterans Benefits Administration San Juan RO
- All service branches
- Active duty, Reserve, National Guard
- VA Benefits briefings
- MEB primary POC with VA
- Resource IDES participants and families
- Benefits Delivery at Discharge Program (BDD)



Choose **VA**

FOR VA INTERNAL USE ONLY

VA



U.S. Department
of Veterans Affairs

Retirement Separation Benefits Briefings

**Briefings are scheduled the Fourth
Thursday of every month at 10:30 a.m.
At the Rodriguez Army Health Clinic
Conference Room**



Choose  **VA**

FOR VA INTERNAL USE ONLY

VA



**U.S. Department
of Veterans Affairs**

VA Military Services Coordinator

**We provide VA Benefits briefings
to all Military Units in Puerto
Rico and the Virgin Islands**

Operations Officer/NCO may coordinate an
appointment through the following POC

(787) 707-2696	(Buchanan Office)
(787) 232-0489	(Cellular Phone)
(787) 772-7492	(Regional Office)



Choose **VA**

FOR VA INTERNAL USE ONLY

VA



U.S. Department
of Veterans Affairs

Integrated Disability Evaluation System (IDES)

- **SM undergoing MEB/PEB**
- **Save time and resources**
- **SM files a claim for Department of Veterans Affairs (VA) benefits**
- **Only one set of examinations**
- **The results meet the needs of both VA and the Department of Defense (DoD)**
- **If deemed unfit by Physical evaluation board (PEB), VA prepares a rating decision**
- **DoD uses this same decision to determine the amount of DoD benefits**



Choose **VA**

FOR VA INTERNAL USE ONLY

VA



**U.S. Department
of Veterans Affairs**

Benefits Delivery at Discharge

- Service Members in Active Duty or Active Guard Reserve
- Provide every service member an in-service examination(s) and a decision on their Department of Veterans Affairs (VA) claim the day following discharge from active duty
- 180 days to 90 days from discharge at the time of filing
- Retirement briefings fourth Thursday of every month at Fort Buchanan's RAHC



Choose **VA**

FOR VA INTERNAL USE ONLY

VA



U.S. Department
of Veterans Affairs

Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN EQUAL EMPLOYMENT OPPORTUNITY

U.S. ARMY GARRISON EEO OFFICE FORT BUCHANAN, PR.



Mr. Roberto Gonzalez
EEO Specialist
787-707-3336

1. REFERENCE:
AR 600-600,
Equal Employment Opportunity
(EEO) Discrimination Complaints.

2. Any present or former Army civilian employee or applicant for employment who feels that she/he has been discriminated against because of race, color, national origin, religion, age (40+), sex, disability (physical or mental), reprisal, and genetic information (GINA) may request EEO counseling.

Sexual harassment is a form of sex discrimination under EEO discrimination complaint process. Allegations of sexual harassment are also processed through the EEO Office.



227 Crane Loop
Fort Buchanan, Puerto Rico

Telephone Number 787-707-3336

e-mail: roberto.gonzalezmojica.civ@mail.mil

Mandatory Training / Yearly Requirement / No FEAR Training

<https://www.atrrs.army.mil/slefdevctr/catalog/course.aspx>

Type the Course Number in the Search Box Window

Course:	EEO-203B - For Supervisors
Course Title:	EEO Anti-Harassment & No Fear For Supervisors
Course:	EEO-203A - Non Supervisors
Course Title:	EEO Anti-Harassment & No Fear for Non-Supervisors

Reasonable Accommodation SOP and EEO Policy @

<P:\USAG-FB, Equal Employment Opportunity\Policies>

Self identification of Disability, Race and Ethnicity

<http://cpol.army.mil> in the employee tab: MYBIZ

OPM SF-256: Disability
SF-181: Ethnicity and Race



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - HOUSING



Hours of Operation: 7 a.m. – 4: p.m. Monday –Tuesday - Thursday
7 a.m. – 12 p.m. Wednesday - Friday

Location: 34 South Gate Road

Telephones: (787) 707-3256; (787) 707-3367; (787) 707-3991



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - HOUSING

MISSION

Provide “world class housing customer service” to our Service Members, DOD civilians, and their dependents enhancing their Quality of Life.

SERVICES PROVIDED

- ❑ Housing Support Off Post (HSO) Military Members and DOD Civilians
 - a. In Process Briefings
 - b. Relocation and Contractual assistance
 - c. Overseas Housing Allowance (OHA) Orientation/Certification
 - d. Temporary Lodging Allowance (TLA) Orientation/Certification

- ❑ Army Family Housing (AFH) Military Members, DOD Civilians (K&E or ETP)
 - a. Assignments
 - b. Dwelling Units Maintenance and common areas
 - c. Government Loaner Furniture Program

Telephones: (787) 707-3256; (787) 707-3367; (787) 707-3991



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - HOUSING

“WARNING”

Making a false statement or claim against the U.S. Government is punishable by courts-martial. The penalty for willfully making any kind of false statement in connection with a claim is a maximum fine of \$10,000.00 or imprisonment for five years, or both.



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - Environmental



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - Environmental

Fort Buchanan’s Environmental Policy

“Environmental protection and safety are essential elements in the mission of the US Army and Fort Buchanan. This installation is committed to improve environmental performance and sustain efficiency increase. Successfully blending the military mission with a commitment to safety and environmental stewardship is US Army policy. In keeping with this policy, a sustainable Fort Buchanan will proactively address environmental safety issues that will sustain our prosperity and the health of our people and our environment for generations to come.”

Chief, Environmental Division
Directorate of Public Works (IMBC-PWE)
34 South Gate Road, USAG Fort Buchanan, PR 00934

Office: (787) 707-3575; (787) 707-/3576, BB (787) 354-1861
DSN: 740-3575 / Fax: (787) 707-3570

"Sustaining the Environment, for a Secure Future"
"Army Green is Army Strong"



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - Environmental

Roles and Responsibilities

1. Manages and advises on all Fort Buchanan’s environmental programs to include environmental assessments and impact statements as per 32 CFR 651.
2. Pursuant to AR 200-1, Major programs include **Compliance, Natural Resources, Cultural Resources, Energy & Water Conservation, Pest Management, Restoration & Cleanup, Foundation, Pollution Prevention, and Sustainability & Environmental Management System (SEMS)**.
3. Oversees the waste/material handling program to include solid waste, hazardous, toxic, and recycling materials.
4. Serves as Fort Buchanan’s liaison with the US Environmental Protection Agency, the US Fish and Wildlife Service, the Puerto Rico Environmental Quality Board, Department of Natural And Environmental Resources, State Historic Preservation Office, Army Environmental Command, and other federal, state, and local agencies.
5. Coordinates and presents the Environmental Quality Control Committee (EQCC) on a quarterly basis.
6. Maintain the Army Environmental Reporting Portal
7. Serves as the Installation Energy Manager coordinating all related Conservation Measures under the ESPC (Projects 1 & 2), ECIP, Net Zero Water.



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF PUBLIC WORKS - Environmental

Roles and Responsibilities (continued)

8. Manages and implements the DPW safety program.
9. Serves as the Installation Pest Management Coordinator.
10. Performs Environmental Program areas public awareness activities and educational material through: Army Earth Day Expo Celebration, distributes awareness booklets, performs Energy Awareness Month presentations and renewable energy site visits, and performs World Water Monitoring Day activity which involves the entire community, specially the School System.
11. This Division consists of 2 GINs and 6 CMEs for functions above.
12. Additional information available at the Directorate of Public Works Environmental Division Slideshare® site at;

<http://www.slideshare.net/FortBuchananEnvironment>



Newcomers Orientation: “Arrive Strong”

FORT BUCHANAN VETERINARY TREATMENT FACILITY

- ❑ Building 676 (behind the gas station), (787) 707-2038
- ❑ Open **Tuesday to Friday**, 8:30 a.m. – 4 p.m.
- ❑ Please call for an **appointment**.
- ❑ Authorized clients:
 - ❑ Active military / National Guard
 - ❑ Military reserves (even when not activated)
 - ❑ Retired military
 - ❑ DoD civilians with OCONUS transportation agreement



Newcomers Orientation: “Arrive Strong”

VETERINARY TREATMENT FACILITY

Services Offered

Wellness Appointments

- ☐ Physical exams and health certificates for travel
- ☐ Vaccinations
- ☐ Routine testing (heartworm disease, feline leukemia)

Outpatient Sick Appointments

- ☐ Skin infections, vomiting/diarrhea, limping
- ☐ In-house laboratory
- ☐ X-rays

Routine Surgeries

- ☐ Sterilization (spay, neuter)
- ☒ ~~Dentistry~~
- ☐ Tumor removal, wound repair



Newcomers Orientation: “Arrive Strong”

VETERINARY TREATMENT FACILITY

PR – Pet Health Concerns

- ☐ Heartworms
- ☐ Intestinal Worms
- ☐ Skin Problems
- ☐ Distemper Virus and Parvovirus
- ☐ Rabies Virus
- ☐ Leptospirosis



Newcomers Orientation: “Arrive Strong”

INSTALLATION SAFETY OFFICE (ISO)



Installation Safety Manager

390 Double Eagle Avenue
Suite 312
Fort Buchanan, PR

Office: (787) 707-3853
Cell: (787) 600-4478



Newcomers Orientation: “Arrive Strong”

INSTALLATION SAFETY OFFICE (ISO)

The ISO is committed to your Safety, both on-duty and off-duty. We care for the well-being of our military and civilian workforce, their families, and the entire Fort Buchanan community. We will never compromise safety – it is what makes “We are Fort Buchanan” our first line of defense. We enable a continuous safety culture wherever we live, work, and play, and we are able to do this because safety is all about you.

Army Traffic Safety Training Program

Basic Rider Course – 2 Days

Experienced Rider Course – 1 Day

Military Sport Rider Course – 1 Day

Intermediate Driver Course – 2.5 Hrs

Remedial Driver Training – 8 Hours

More than 600 riders/drivers trained in 2016



Workplace Safety Training

- New Comers Orientation
- **Collateral Duty Safety Officer**
- Ergonomics
- Personal Protective Equipment
- Hazard Communication / GHS
- Back Injury Prevention
- Safety for CDC personnel
- Forklift Operator Certifications
- Confined Space Safety Training



Newcomers Orientation: “Arrive Strong”

INSTALLATION SAFETY OFFICE (ISO)

Safety First

The ISO provides assurance to the customers that there is a robust Occupational Safety and Health (OSH) management system in place to protect people, our assets, and the work environment. We achieve this objective through:

- ☐ Internal validation assessments and reviews
- ☐ Statistical monitoring
- ☐ **Performance standards**
- ☐ **Safety inspections**
- ☐ Accident investigations
- ☐ **Recording and reporting incidents**
- ☐ Management reviews
- ☐ **Training**
- ☐ Risk Management



Newcomers Orientation: “Arrive Strong”

INSTALLATION SAFETY OFFICE (ISO)

Safety Always!



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Community Recreation Division

Outdoor Recreation

Family and MWR Outdoor Recreation wants to assist you with your planning by offering a variety of equipment rental available at affordable prices.

Such As:

- ☐ Water Sports
- ☐ Games and Sports
- ☐ Inflatables
- ☐ Party Items
- ☐ Camping
- ☐ Outdoor Trips

Hours of Operation:

Tuesday thru Friday 9 a.m. – 6 p.m.

Sunday and Monday – Closed

Located at Building 608

South Terminal Rd

Tel: (787) 707-3416



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Community Recreation Division

Special Events

Family and MWR Special Events Team offers several community-wide events throughout the year, and supports large events held by other Family and MWR program areas.

Recurring special events:

- ☐ Independence Day 4th of July
- ☐ Halloween Party
- ☐ Holiday Celebration
- ☐ Flea Market – held quarterly
- ☐ Dance Activities
- ☐ Standup Comedy
- ☐ DJ’s Music and Live Bands



Located at building 660
Depot Road
Tel: (787) 707-3974; (787) 707-5105



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Automotive Skills Center

The Automotive Skills Center is operated by automotive instructors who are experts in the field and are always eager to assist you in your needs.

The facility has working bays

- ☐ Specialized tools
- ☐ Engine analyzers
- ☐ Wheel alignment services
- ☐ Air conditioning recover/ recharge services
- ☐ Cooling System service
- ☐ Tire service welding machine /Auto lift, etc.

Hours of Operation:

Tuesday - Friday 10 a.m. – 7 p.m.

Saturday – 9 a.m. to 5 p.m.

Located at building 159, Patriot Boulevard

Tel: (787) 707-3972



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Post Library

The Post Library provides the military community professionally directed services and variety of current, retrospective and authoritative multimedia materials in all subject fields. We also have educational and training programs. The Library has a collection of approximately 25,000 books:

- ☐ Educational
- ☐ Recreational Videos
- ☐ Audio Books
- ☐ Magazines / Newspapers
- ☐ Compact Disks for all ages, etc.

Hours of Operation

Tuesday, Wednesday, Thursday - 10 a.m. – 6 p.m.

Friday & Saturday – 10 a.m. – 6 p.m.

Closed Sundays and Mondays

Located at building 518 Depot Road (next to Banco Popular)

Telephone (787) 707-3208



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Water Spout

A Water Spout is a unique, handicap accessible, year-round outdoor aquatic center. Our facility has a pool from 0-4 feet deep with an Octopus Ride, featuring a closed 130 foot water slide and an open 125 foot water slide. It's also equipped with lily pads, a net crossing, fun umbrellas, a deck and shade areas of wood trellis with lounges. To promote great family fun, its facilities provide picnic tables on a 15,000 square foot deck area, showers and lockers.

Facilities Provide:

- ☐ Professional trained life guards
- ☐ Annual seasonal membership available for all military ID card holder
- ☐ Facility is available for private pool parties / small birthday parties
- ☐ Snack bar food area
- ☐ Swimming pool classes and aqua aerobics, etc.

Hours of Operation

Tuesday – Sunday – 10 a.m. thru 5:30 p.m.

Monday – closed

Located at Building 161 Chrisman Road

Tel: (787) 707-3550



Closed for Repairs



Newcomers Orientation: “Arrive Strong”

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Sports and Fitness

The facility includes regulation size basketball/volleyball courts, four additional baskets, for extra pick-up and competitive games. The Cardiovascular area is equipped with modern cardiovascular exercise machines to include steppers, treadmills, elliptical and cycles. A complete line of current, refined and user friendly Selectorized Nautilus weight machine for each individual muscle, and complete free weight area.

Facility Services:

- ☐ Lockers
- ☐ Hot/Cold showers, saunas
- ☐ Individual supervision and guidance of exercise routine
- ☐ Microfit evaluation and tennis court reservation
- ☐ Membership is free for Active Duty, Retirees, Reserve, National Guard, DoD Civilian employees and their Family members.
- ☐ Group Fitness classes



Intramural Sports: Basketball, Volleyball, Softball Flag Football Leagues; Fun Runs, Army 10 Miles

Hours of Operation

Monday thru Friday - 5 a.m. to 9 p.m.

Saturdays – 8 a.m. – 6 p.m.

Sundays – Closed

Federal Holidays - 9 a.m. – 5 p.m.

Located at building 167, Patriot Boulevard

Contact Information:

(787) 707-3767; (787) 707-3277



Newcomers Orientation: "Arrive Strong"

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION

Puerto Rico Exchange (Army, Air Force Exchange Services)

You Save, We Give Back!

No Sales Tax: Save 11.5%

Weekly Sale Flyers

Exchange Select Brands

Name Brands Fast food



Boston Market- Only restaurant outside US



Military Star Cards:

No Late fees

Accepted at Commissary

Save on Gas

Earn 2 points/Dollar = \$20 Gift card/\$1000

Exclusive Manager Specials



Newcomers Orientation: “Arrive Strong”

DEFENSE COMMISSARY AGENCY DeCA

**Defense Commissary Agency
DeCA**

**Assistant Commissary Officer
Telephone: 787-707-2087**

**Stay Connected to Your Commissary Benefit visit our
webpage: www.commissaries.com**



Newcomers Orientation: “Arrive Strong”

DEFENSE COMMISSARY AGENCY DeCA

COMMISSARY CONNECTION BLOG:

FACEBOOK: www.facebook.com/YourCommissary

YOUTUBE: www.youtube.com/DefenseCommissary

TWITTER: www.twitter.com/YourCommissary

PINTEREST: www.pinterest.com/YourCommissary

FLICKR: www.flickr.com/photos/commissary/

INSTAGRAM: www.instagram.com/YourCommissary/

Employment Opportunities: USAJOBS.GOV



Newcomers Orientation: “Arrive Strong”

DEFENSE COMMISARY AGENCY DeCA

Employment Opportunities:	USAJOBS.GOV
Baggers Services:	Head Bagger at the commissary (787) 707-2078
Produce Department:	Fresh Fruits & Vegetables Shipment direct delivery from Stateside and local market
Meat Department:	Contract with Tyson Meat and deliver directly from State Secondary supplier Provimi, local distributor
Deli Department:	Operates under a Government contract and shipments are from local distributors



Newcomers Orientation: “Arrive Strong”

Civilian Human Resources Agency (CHRA)

JACKSONVILLE CIVILIAN PERSONNEL ADVISORY CENTER
Fort Buchanan Site

Who We Are:

Jacksonville, FL CPAC, On Site Fort Buchanan provides human resource management advice and services to USAG Fort Buchanan and Miami, FL, Rodriguez Army Health Clinic, NEC, LRC and MICC-Fort Buchanan.

What We Do:

- ❖ Serve as advisors to the Commanders and management officials.
- ❖ Closely collaborate in HR execution with the region and the regional processing center.
- ❖ Assist employees with their personnel questions regarding their pay and benefits.

Hiring is a Team Sport

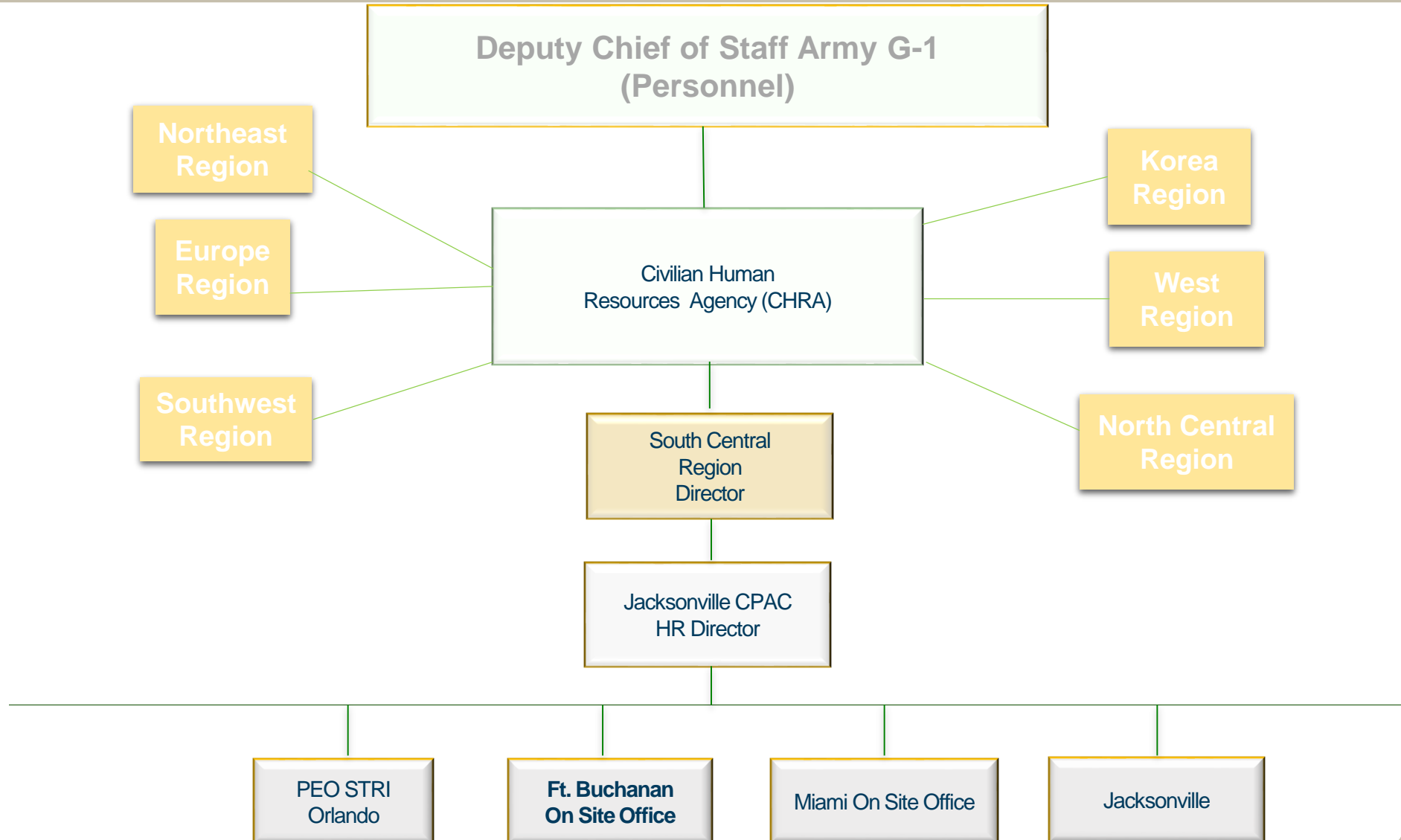
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24 January 2019

Newcomers Orientation: “Arrive Strong”

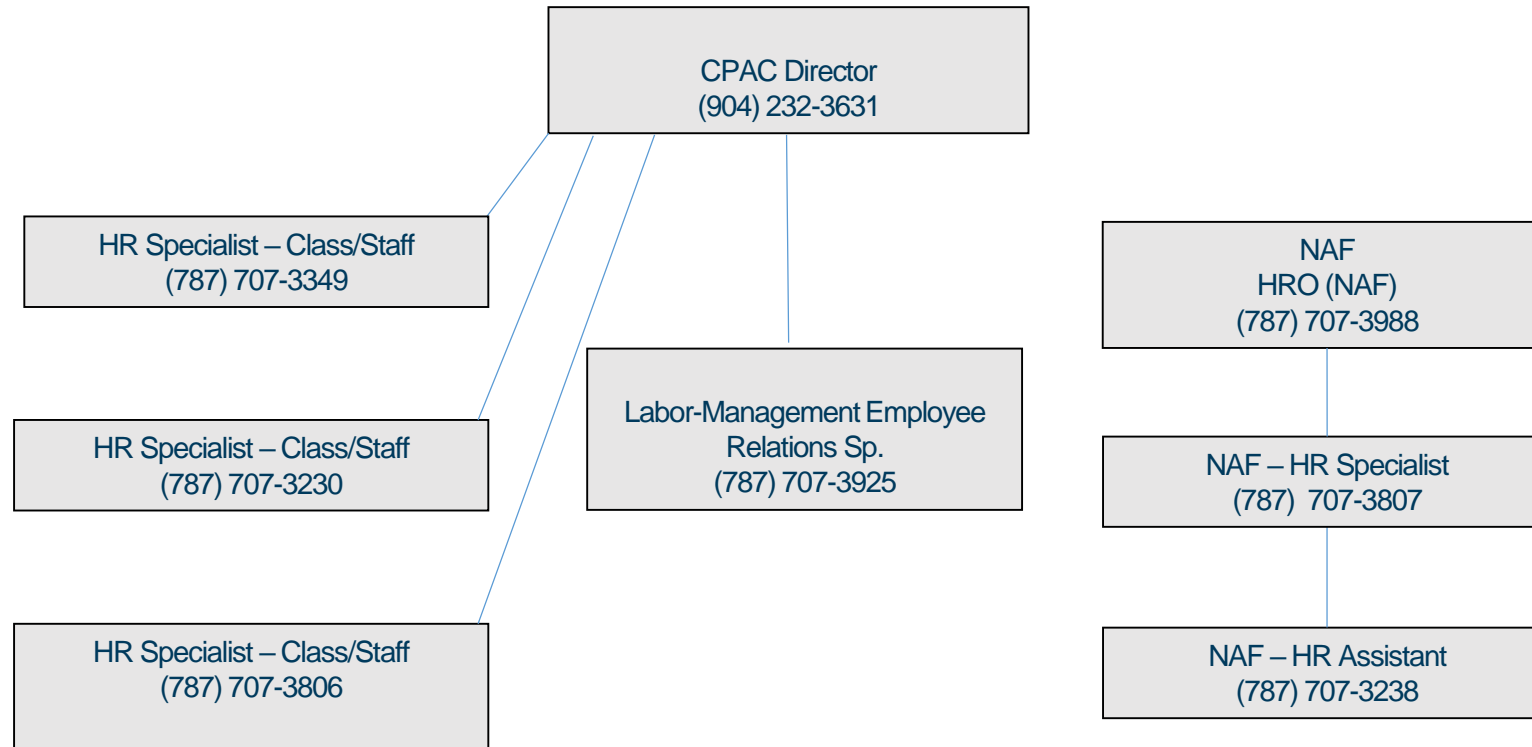
Civilian Human Resources Agency (CHRA)



Newcomers Orientation: “Arrive Strong”

Civilian Human Resources Agency (CHRA)

Organizational Chart

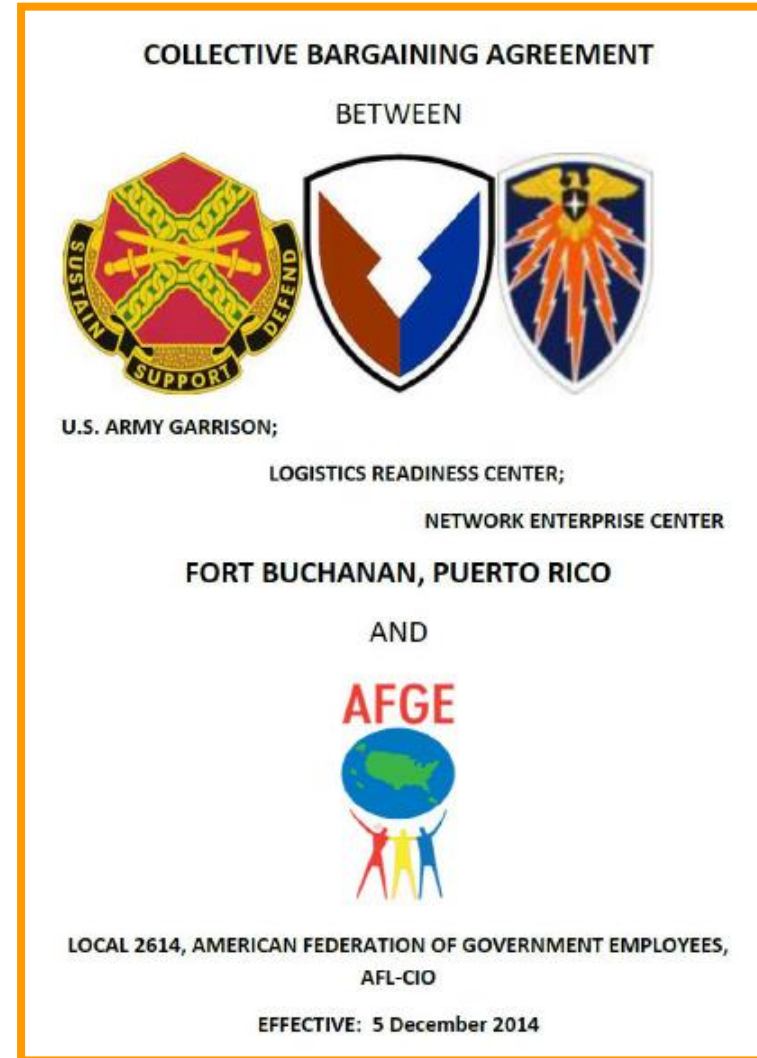


Newcomers Orientation: “Arrive Strong”

American Federation of Government Employees

“Walking together side by side”

AFGE Local 2614



Center for Labor Relations Excellence



Newcomers Orientation: “Arrive Strong”

American Federation of Government Employees

Collective Bargaining Agreement

Article 1 - Provisions Of Law, Regulations & Definitions

Article 2 - Rights And Responsibilities Of The Parties

Article 3 - Rights And Responsibilities Of The Employee

Article 4 - Appropriate Arrangement And Procedures (AA&P)

Article 5 – Official Time

Article 6 – Use Of Official Facilities

Article 7 - Hours Of Duty

Article 8 - Overtime And Compensatory Time

Article 9 - Dues Withholding

Article 10 – Leave And Excused Absences

Article 11 - Equal Employment Opportunity

Article 12 – Health And Safety

Article 13 - Light Duty

Article 14 - Printing And Distribution Of The Agreement

Article 15 - Training

Article 16 - Substance Abuse/Testing

Article 17 - Reduction In Force

Article 18 - Performance Appraisals (Total Army Performance Evaluation System (Tapes))

Article 19 – Merit Promotion & Internal Placement

Article 20 – Disciplinary And Adverse Actions

Article 21 – Grievance Procedure

Article 22 - Arbitration Of Grievances

Article 23 - Position Classification

Article 24 – Contracting Out Or Reassignment Of Bargaining Unit Work

Article 25 – Adverse Weather Conditions

Article 26 - Effective Date And Duration Of Agreement



Close Out

Questions & Answers

Survey



Newcomers Orientation: “Arrive Strong”

BIENVENIDOS A FORT BUCHANAN

On behalf of the Garrison Commander, Soldiers, Civilians,
and Family members of the
Fort Buchanan community,
we welcome you and your family to
Fort Buchanan, Puerto Rico.

Enjoy Puerto Rico!

