

## **Emergency Leave Procedures**

Unfortunately, there may be instances where an unexpected emergency in the family of a deployed Marine or Sailor requires their return home. Emergency leave may be authorized **ONLY** in the following situations:

1. When a member of the service member's **IMMEDIATE** family dies. Immediate family includes: father, mother, brother, sister, spouse, spouse's parents, children or someone who actually reared the Marine or Sailor (in loco parentis). Immediate family **DOES NOT** include aunts, uncles, cousins, nephews, nieces, close family friends, or grandparents unless they actually reared the Marine or Sailor (in loco parentis).
2. When a member of the service member's immediate family suffers a serious illness or accident resulting in a serious family problem which requires the service member's presence at home. If such events occur during a deployment, family members must contact the Red Cross Office nearest to the area of the emergency or death. Report all of the details to that office's military representative and request that verification of the emergency or death be forwarded to:

American Red Cross  
P.O. Box 8179  
Camp Lejeune, NC 28547-8179

The Red Cross will send the verification to this address. Ensure the Red Cross has the Marine or Sailor's **FULL NAME, RANK, COMMAND, and SOCIAL SECURITY NUMBER.**

Remember: The Command must receive Red Cross verification of the emergency or death in order to grant emergency leave.

Local offices of the American Red Cross can be reached at:  
<http://www.redcross.org/where>

## **Navy Marine Corps Relief Society**

The Navy-Marine Corps Relief Society (NMCRS) offers a variety of services to Marines and Sailors, both active duty and retired, and their families. Among the services offered are:

1. Financial assistance based on need (may take the form of an interest-free loan or grant).
2. Visiting Nurse Program.
3. Well Baby Clinic.
4. Children's waiting rooms at medical facilities.

5. Budget counseling.

6. Thrift shops.

The NMCRS can only process a family member's request for financial assistance if the service member has a completed and signed permission card on file with the local NMCRS office. If no card has been signed prior to deployment, a General Power of Attorney can be used. To prevent possible delays, it is advisable to sign and submit the permission card prior to deployment just in case an emergency arises.

Local offices of the NMCRS can be reached at:

Camp Lejeune

Navy-Marine Corps Relief Society  
400 McHugh Boulevard  
Camp Lejeune, NC 28547-2519  
Fri 0800-1500  
Phone: (910) 451-5346

Additional Services: Visiting Nurse

New River

Navy-Marine Corps Relief Society  
Marine Corps Air Station New River  
MCAS Bldg. AS 232  
PO Box 4327  
Jacksonville, NC 28540-0327  
Hours: Mon.- Fri 0800-1600  
Phone: (910) 449-6431

<http://www.nmcrs.org>

**American Red Cross**

The American Red Cross offers compassionate services in five other areas: community services that help the needy; support and comfort for military members and their families; the collection, processing and distribution of lifesaving blood and blood products; educational programs that promote health and safety; and international relief and development programs.

<http://www.redcross.org>

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## **Chaplains**

Navy Chaplains are available to provide assistance to service members and their families, and can help with:

Religious instruction

Premarital counseling

Marriage/Family counseling

Crisis intervention

Stress management

Drug and alcohol counseling

Spiritual direction

Values clarification

Someone to talk to in times of need

<http://www.lejeune.usmc.mil/mcb/chaplain/index.html>

## **Military One Source**

Military OneSource, which supplements existing installation services, provides free help and information, by phone with a professionally trained consultant or online, on a wide range of issues that affect you and your family -- from budgeting and investing to relationships and deployment. It's available whenever you are -- 24 hours a day, 365 days a year.

Whether you're single or married, a parent or not a parent, Military OneSource can help with the issues that are important to you. For service members and families who live far from military installations, Military OneSource is especially useful. No problem is too big -- or too small. If we don't know the answer, we'll find it.

Military OneSource also provides free counseling services (up to 12 sessions per person, per issue), face-to-face in the local community, by telephone, and online.

<http://www.militaryonesource.com>

## **L.I.N.K.S**

L.I.N.K.S. is a volunteer, team-mentoring program, designed by Marine Corps spouses. The program offers an orientation to the Marine Corps lifestyle, helping spouses, Marines, children and teens, and parents/extended family members understand and adapt to the unique challenges military life often presents. While the curriculum targets those who are new to the Marine Corps community, the information is very beneficial at all levels of Marine Corps experience.

The program works through a partnership of volunteer spouses, Marine Corps Family Team Building (MCFTB) staff, Marine Corps Career Retention Specialists and Chaplains. The discussion group leaders are experienced military spouses who facilitate the learning process by using a mentoring style of presentation. The climate is informal,

with a nurturing structure and format. Participants receive real life tips, information on Marine Corps culture, and available resources to enable them to help themselves.

L.I.N.K.S. is currently presented through volunteer teams on each Marine Corps Installation and through MARFORRES/New Orleans. No cost childcare is provided to participants. Additionally, the teams at Marine Corps Recruit Depots Parris Island and San Diego introduce L.I.N.K.S. to families of new Marines.

L.I.N.K.S. provides information on:  
Marine Corps history, tradition and language  
Benefits and services  
Financial awareness  
Dealing with separation and deployments  
Tips on moving  
Effective communication

L.I.N.K.S. provides a positive environment for Marines and their families to learn to manage the demands of the Marine Corps lifestyle, and to work together as a team in balancing family needs while meeting Marine Corps expectations.  
All Marines, spouses, children, teens, and parents of Marines are eligible to participate in L.I.N.K.S. Additionally, other Service members and spouses serving with Marines, and Marine Corps civilian employees and spouses are eligible

<http://www.usmc-mccs.org/links/index.cfm>

### **Marine Corps Family Team Building**

MCFTB provides educational resources and services to foster personal growth and enhance the readiness of Marine Corps families. MCFTB is comprised of the following:

Family Readiness Program Training  
Readiness and Deployment Support Training  
Lifestyle Insights, Networking, Knowledge and Skills (L.I.N.K.S.)  
LifeSkills Training

These programs are supported at all major installations by Marine Corps Community Services (MCCS) through a MCFTB office staffed with a MCFTB Director and trainers for the Family Readiness, Readiness and Deployment Support, L.I.N.K.S. and LifeSkills programs.

<http://www.usmc-mccs.org/mcftb/>

### **Chamber of Commerce**

Local Chambers of Commerce provide a wide range of information on area businesses and merchants. They maintain several agencies that help consumers solve complaints

against local businesses and provide information on consumer/merchant relations. The Chambers of Commerce can also provide North Carolina maps, travel tips and advisories, and information on local points of interest.

Regional Chambers of Commerce can be reached at:

Jacksonville  
910-347-3141

Havelock  
910-449-6386

New Bern  
252-637-3111

Cherry Point  
252-466-4812

### **Department of Social Services**

The North Carolina Department of Social Services (DSS) fields offices in each of the state's counties. DSS provides assistance in the areas of family and children's services, foster care, adoption, food stamps, child support, paternity claims, and the administration of the WIC (Women, Infants, and Children) Program. Additionally, DSS is an excellent source of information for referrals to other support agencies.

Local DSS offices can be reached at:

Onslow County DSS  
910-455-4145

Craven County DSS  
252-636-4900

### **USO**

The mission of the USO of North Carolina is to serve and support America's military and their families. The USO of North Carolina works continuously to enrich the lives of America's military in the Carolinas, as well as fund vital programs and services for these warriors and their families. Congress has chartered the USO as a non-profit charitable corporation. It is not, however, a part of the United States Government, even though it has been endorsed by the President of the United States and the Department of Defense. Each President has been the Honorary Chairman of the USO since its inception.

<http://www.uso-nc.org/>

### **Pay and Entitlements**

One of the biggest problems Marines, Sailors, and their families run into are pay-related.

Understanding the military pay system is key to avoiding such problems. You can visit the DoD's Military Compensation web site for help in understanding the military pay system and seeing current pay rates.

In addition to their Basic Pay, Marines and Sailors receive certain entitlements and benefits they do not normally receive, and other entitlements may change because of their deployed status. An overview of these entitlements and fluctuations are below:

1. Family Separation Allowance (FSA): FSA is payable to members with dependents who deploy outside the permanent duty station for 30 consecutive days or longer. The amount payable is \$100 per month. Members who are legally separated and do not have custody of the children are not entitled to FSA.

2. Commuted Rations/Basic Allowance for Subsistence (COMRATS/BAS): COMRATS for enlisted Marines are deducted at the rate of \$6 per day (around \$180 per month) for all periods of deployment or field duty. This is because they have meals provided to them. Officer's BAS are likewise deducted for field exercises, but while deployed aboard ship, they will not lose their BAS because they are required to pay the Wardroom (officer mess hall) for all meals.

3. Basic Allowance for Housing (BAH): Under normal conditions, BAH will not be affected by deployments or field duty except where a member is receiving BAH Own Right (single members living out in town) and no longer incurs housing expenses during the deployment.

4. Hostile Fire Pay/Imminent Danger Pay (HFP/IDP): HFP/IDP areas are designed by the DoD. These areas change periodically, so an area designated as HFP/IDP inclusive last month may not be a month later. The amount payable is \$150 per month, and if a service member is in the designated area for at least one day, they are credited for the entire month.

5. Combat Zone Tax Exclusion (CZTE): CZTE is an entitlement authorized for certain geographical areas designated by the DoD. It simply means that the member does not pay Federal Tax for that month (the member still pays Social Security, Medicare, and State Taxes if applicable). Like HFP/IDP, CZTE benefits are made by month so long as a member is in a designated area for at least one day.

6. Flight Deck Duty Pay: Members assigned to work on the flight deck (by written orders) will receive Flight Deck Duty pay. This type of pay is considered a 'hazardous duty' pay and cannot be combined with any other 'hazardous duty' pay (such as Flying Duty for Non-Crewmembers).

7. Career Sea Pay (CSP): CSP is extended to all Marines and Sailors for every day they are deployed on ship. The amounts vary depending on rank and total sea time. All members regardless of rank will accumulate Career Sea time and Career Sea Pay.

One of the biggest difficulties families have are the double use of funds. For example, a Marine writes a check or withdraws money from the family checking account while deployed and are unable to let their spouse know right away. The spouse then uses these funds which have already been accounted for. Unfortunately, this is a common occurrence, and can force the family to incur significant late or penalty fees.

There are several ways to avoid this problem. One is to open two checking accounts. That way, one account will be for exclusive use by the deployed Marine or Sailor and the other for use by the family.

Also, there is the Split Pay option. Split Pay is where a set amount is diverted to an account on ship where the Marine has direct access to it and avoids tapping into funds their family has already set aside or obligated.

Financial counseling is available through base or station Family Services Centers.

<http://www.mccslejeune.com/health/healthfinance.html>

### **OPSEC for Families**

Operational Security consists of measures taken to ensure that sensitive information is not compromised. Families often have access to information that is not for public knowledge. A simple statement made in passing can jeopardize the conduct of operations and the safety of those involved.

The following is information which should not be made available for public consumption (this includes but is not limited to posting the information on a website, discussing the information in online chat rooms, placing the information on publicly accessible message services, discussing the information with the media, etc.)

- Specific deployment locations
- Specific numbers of troops
- Times and dates of a unit's departure
- Location of a Marine's family during deployment
- Scheduled return dates
- In transit locations of units while they move to and/or from a deployment
- Future operations
- Postponed or cancelled operations
- Specific numbers of equipment and critical supplies
- Force protection measures at military encampments
- Descriptions of overseas bases
- Vulnerability of weapons systems / armor
- IED defeat efforts
- Comment on daily military activities / operations
- Unit morale

### **Combat Operational Stress Control**

Combat Operational Stress Control (COSC) encompasses all policies and programs to prevent, identify, and holistically treat mental injuries caused by combat or other operations. COSC Program objectives promote maintaining a ready, resilient force and providing for its long-term health and well-being.

The primary goals of COSC are to maintain a ready fighting force, and to protect and restore the health of Marines and their family members. Comprehensive, detailed information on the Marine Corps COSC Program can be found at [www.manpower.usmc.mil/cosc](http://www.manpower.usmc.mil/cosc)

### **G.I.Bill**

<http://www.gibill.va.gov/>

### **Military HOMEFRONT**

Military HOMEFRONT is the Department of Defense website for official Military Community and Family Policy program information, policy and guidance designed to help troops and their families, leaders, and service providers. Whether you live the military lifestyle or support those who do, you'll find what you need!

<http://www.militaryhomefront.dod.mil/>

### **Lejeune Community Counseling Center**

The Counseling Center's mission is to provide mental health services to the active duty and retired member and their families. Factors affecting interpersonal violence, child abuse and neglect are addressed through the implementation of the Marine Corps Family Advocacy Program, which include safety, accountability and changing the environment that fosters family violence. Marines, Sailors and their families are supported in examining general counseling issues including, Individual /Personal Problems, Marital/Family Problems, Step Family issues, Parenting/Single Parenting, Separation/Divorce, Anger/Emotional Management, Child Behavior Problems, Stress Management, Sexual Abuse, challenges of Adolescence, Pre/Post Deployment Issues and Combat Operational Stress.

<http://www.mccslejeune.com/ccmain.html>

### **Media**

Because of the ongoing Long War, the media has focused attention on the military like never before. With their Marines and Sailors away, family members may become the focus of new reporters during our upcoming deployment. The media is increasingly



attracted to the story of those left behind and how they are coping with life on the home front.

Families should keep in mind the following guidelines for dealing with reporters. These are basic, common sense rules to ensure your right to privacy is not violated. Families are encouraged to call their local Public Affairs Office for advice.

When Dealing with Media, Remember the Following:

1. Command information is not for release. Information you are given by the MEU such as the phone numbers or addresses of other families are never to be given out. These are for personal planning purposes only.
2. You decide whether or not to be interviewed by the media. They can sometimes be persistent or intimidating, but cannot force you to be interviewed, and you have no obligation to speak with them. You can also stop an interview at any time.
3. If you do agree to be interviewed, it is not recommended you conduct the interview in or near your home. Maintain your privacy as much as possible.
4. Discuss only those matters for which you have direct responsibility or personal knowledge. Never discuss rumors, and avoid the temptation to exaggerate or speculate.
5. Don't lie to mislead a reporter. If you don't know an answer, aren't sure, or can't comment for security reasons, say so. Avoid the phrase 'no comment.' Just say 'I don't know.'
6. Be concerned for operational security. Don't discuss specific operational capabilities or future plans of the unit. Information you receive via the Family Readiness Network is for the benefit of the families only, and shouldn't be discussed with reporters.
7. When asked a question, don't answer right away. Take a minute to sit back and think your answers through.
8. Journalists may come across as caring and friendly, but remember, they are trying to do a job, and that job entails getting information from you. Nothing is ever 'off the record.'
9. For advice, call 2nd Marine Division Public Affairs at (910) 449-9923.

### **Powers of Attorney**

A Power of Attorney (POA) is a legal document that gives a person the authority to act as the agent of the person giving the POA in legal and financial matters.

There are two types of POAs:

1. Special POAs grant the agent only those powers specified in the document for one or a specified series of transactions.
2. General POAs grant the agent very broad powers.

A POA should only be given to a mature, trustworthy, and reliable person (preferably a close family member) and only for a limited duration with a specified date of expiration.

Although an individual has been granted a General POA, there may be instances where a Special POA is necessary to conduct specific transactions (i.e., to sell, purchase, or rent realty). Individuals should consult their financial institutions to see what type of POA is necessary to for their agent to conduct transactions on their behalf.

Anyone who desires a POA should contact their local Legal Assistance Office. The person to whom POA is given must retain the original to transactions to be valid. Legal Assistance Offices can be contacted at:

Legal Assistance Office: 910-451-7085

Legal Assistance Information Line: 910-451-1903

<http://www.marines.mil/unit/mcieast/sja/Pages/default.aspx>

### **Legal Assistance**

Each base or station has a Legal Assistance Office that is available to assist Marines, Sailors, and their families with a wide range of legal concerns. This assistance is free and confidential and can cover both civil and minor criminal matters. Such services include:

1. Explaining laws (military and civilian) and providing preliminary advice and assistance.
2. Reviewing contracts and leases before signing.
3. Providing counsel on unfair business practices and explaining your rights in small claims court.
4. Providing legal advice in disputes with landlords and creditors.
5. Preparation and execution of wills and powers of attorney.
6. Providing legal advice with regard to licenses and titles, bankruptcy, promissory notes for buying and selling property, bills of sale, and taxes.
7. Providing notary public services.

Note: Although the legal assistance office can provide advice on civilian legal matters, a military attorney CANNOT represent a military member or their family before a civilian court.

Legal assistance offices can be reached at:

Legal Assistance Office: 910-451-7085

Legal Assistance Information Line: 910-451-1903

<http://www.marines.mil/units/mcieast/sja/Pages/default.aspx>

### **Wills**

A will governs the distribution of a person's property upon his or her death. A will is one of the most important documents a person can have because it specifically designates what happens to their property, and most importantly, dependent children, in the event of their death.

If someone dies without a valid will, their property is distributed and child custody is determined according to state law, and perhaps not in the manner most desired or favorable to interested parties, including the deceased.

For unmarried persons or those without dependent children, property is usually distributed to the designated next of kin even without the benefit of a will.

Anyone who desires a will should contact their local Legal Assistance Office.

Legal Assistance Offices can be contacted at:

Legal Assistance Office: 910-451-7085

Legal Assistance Information Line: 910-451-1903

<http://www.marines.mil/units/mcieast/sja/Pages/default.aspx>

### **Medical Care**

Marines, Sailors, and their families assigned to Camp Lejeune and MCAS New River can receive general and specialized clinical and hospitalization services at Naval Hospital Camp Lejeune.

Families are seen in the Acute Care Clinic (910-451-4630) by walk-in, and if necessary, may be referred to an appropriate specialty clinic. After working hours, family members suffering from an illness or injury requiring immediate treatment may be seen in the hospital's Emergency Room.

## **Dental Care**

Recently, the manner by which dental care is provided to the families of Marines and Sailors has changed. These changes have nothing to do with the availability or quality of care, but rather more with the payments necessary to receive dental care. When arranging for dental care, there are key questions you must ask the provider before committing to a treatment plan:

1. "Will you prepare and file the insurance paperwork for me?"
2. "Exactly how much will my co-payment be?"
3. "How will I pay you the co-payment? Now? Later? Is there a billing option?"

## **Tricare**

If a uniformed service medical facility cannot provide the inpatient care needed, that facility will provide the patient a statement of non-availability that allows them to receive care on a cost-sharing basis at a civilian medical facility. To ensure TRICARE coverage, family members should contact their respective Naval Hospital's TRICARE Primary Care Manager (PCM) PRIOR to using TRICARE.

Emergency Care -- Emergency care is necessary when the sudden and unexpected onset of a medical condition, or the acute worsening of a chronic condition threatens life, limb, or sight and requires immediate medical treatment. Contact with your PCM is required within 24 hours of treatment.

Urgent Care -- Urgent care is when medically-necessary treatment for an injury or condition will not result in further disability or death but should not be put off (within 24 hours). Authorization for urgent care is required from your PCM PRIOR to receiving care.

If you do not contact your PCM in emergency or urgent care cases, you may be charged for medical care.

For additional information regarding TRICARE, call 800-931-9501.  
<http://www.tricare.mil/>

## **Camp Lejeune Hospital**

100 Brewster Blvd  
Camp Lejeune, NC 28547-0100  
910-450-4300 (Quarter Deck)

<http://www.med.navy.mil/sites/nhcl/Pages/default.aspx>

## **Health care provider for military member**

<https://www.healthnet.com/portal/home.do>

**Dental care provider for military members**

<http://www.ucci.com/was/uccweb/home.jsp>

**Pharmacies**

Marine Corp Exchange Pharmacy

Monday – Friday: 9:00 AM to 8:00 PM

Saturday: 9:00 AM to 5:00 PM

Sunday: 12 AM to 4 PM

Federal Holidays: Closed

Phone: 910-451-3554

**Naval Hospital Camp Lejeune Pharmacy**

Monday – Friday: 8:00 AM to 6:00 PM

Saturday/Sunday/Holidays: Closed except for Inpatient, Extended Care Clinic and ER Dept prescriptions.

Phone: 910-450-4171 or 910-450-4172

**(MCAS) Marine Corp Air Station New River Pharmacy**

Monday- Friday: 8:00 AM to 12:00 PM and 1:00 PM to 5:00 PM

Saturdays, Sundays and Federal Holidays: Closed

Phone: 910-449-6511 x243

**Branch Medical Clinic Pharmacies for Camp Geiger, Camp Johnson, Hadnot Point, Wayne Caron and French Creek Group Aid Station**

Monday-Friday: 7:30 AM to 4:00 PM

Closed from lunch 1130-1300.

Saturdays, Sundays, and Federal Holidays: Closed

<http://www.med.navy.mil/sites/nhcl/Patients/Pages/Pharmacy.aspx>

**Veterans Affairs**

<http://www.va.gov/>

**Wounded Warriors**

Wounded Warrior Battalion - East

<http://www.bneast.woundedwarriorregiment.org/>

**Wounded Warriors Family Support**

Their mission is to provide support to the families of those who have been wounded, injured or killed during combat operations. The families of casualties suffer in many ways: some financially, some psychologically. Wounded Warriors Family Support mitigates their trauma by allowing them to find peace and solace as a family once more in

family-friendly resorts that we provide free of charge. The resort condominiums that we own in Orlando, Florida and Galveston, Texas are quiet havens where war torn families can reunite and become stronger.

<http://www.woundedwarriorhospitalfund.org/>

### **Visiting Nurse**

The Navy Marine Corps Relief Society has a Visiting Nurse Program comprised of paid Registered Nurses at the Camp Lejeune field site. The main function of the Visiting Nurse is to provide health education and information about health-related resources. The Visiting Nurse is available to make hospital or home visits to eligible clients in the interest of improving their quality of life by promoting understanding of information about the individual's health issues. Visits are frequently made to new mothers and infants, to patients recovering from surgery, and to patients with chronic health problems. The Visiting Nurse will see patients of any age.

Referrals to the Visiting Nurse may be made by military or civilian doctors, nurses, or social workers, or the patient may contact the Visiting Nurse directly by calling the local Society office.

Camp Lejeune  
Navy-Marine Corps Relief Society  
400 McHugh Boulevard  
Camp Lejeune, NC 28547-2519  
Fri 0800-1500  
Phone: (910) 451-5346  
Fax: (910) 451-5202  
Additional Services: Visiting Nurse

### **Child Development Centers**

Tarawa Terrace Child Development Center (Bldg TT-86/TT91)  
Hours of Operation  
Mon-Fri 0545 - 1800  
Sat 1800 - 2330  
Closed Federal Holidays  
910-450-1646/8

Midway Park Child Development Center (Bldg 4011)  
Hours of Operation  
Mon-Fri 0545 - 1800  
Closed Federal Holidays  
910-449-9567

Brewster Child Development Center (Bldg 631)  
Hours of Operation  
Mon-Fri 0545 - 1800  
Closed Federal Holidays  
910-450-8467

Brewster Annex Child Development Center (Bldg 780)  
Hours of Operation  
Mon-Fri 0545 - 1800  
Closed Federal Holidays  
910-451-2672/3

Hadnot Point Child Development Center (Bldg 1239)  
Monday-Friday 0545-1800  
Federal Holidays Closed  
910-451-1221

### **FOCUS**

FOCUS is a resiliency-building program designed for military families and children facing the challenges of multiple deployment stress and Combat Operational Stress Injuries during wartime. It is an eight-week, skill-based; trainer-led, brief intervention that addresses difficulties that families may have when facing the challenges of multiple deployments and parental combat related psychological and physical health problems.

<http://www.mccslejeune.com/mcftb/focus.html>

### **School Liaison Officers**

<http://www.mccslejeune.com/schools/>

### **DOD Education Activity**

<http://www.dodea.edu>

### **Community Schools**

Onslow County

<http://www.onslow.k12.nc.us/SchoolDirectory/>

Carteret County

<http://www.carteretcountyschools.org/>

### **Military Family Life Consultants**

Military and Family Life Consultants are available to help service members, spouses, family members, children and staff address:

Deployment/reintegration issues  
Marriage and relationship issues  
Parenting, sibling and family issues  
Communication challenges  
Stress and anxiety  
Depression  
Grief and loss  
Daily life issues

Consulting and trainings are free and anonymous. No records are kept.  
Call direct: 910-450-9538

<http://www.mccslejeune.com/mflc.html>

### **Community Centers**

Midway Park Community Center

Located next to the Theater in Building LCH 4014 at Midway Park. The Community Center is available for small parties, meetings, and other social gatherings.

Midway Park Community Center also has a small work out area with exercise bikes, treadmills and more.

Midway Park Community Center

Telephone: 910-451-1807

Fax: 910-451-5529

Hours:

Mon - Fri 0800 – 2000

Sat 0900 – 1400

Sun by reservation only

Tarawa Terrace Community Center

Located in Building TT44 on Tarawa Terrace Boulevard. The center is open Mon-Fri from 0800-2000, Sat 0900-1400 and other times for special events and classes.

Rooms are available for functions for a minimal fee.

The computer center is open Monday through Friday, 0800-2000 and Saturday 0900-1400. Closed on Sundays and Holidays.

Tarawa Terrace Community Center

Telephone: 910-450-1687

Fax: 910-450-1686



Hours:

Mon - Fri 0800 – 2000

Sat 0900 – 1400

Sun Closed

### **New Parent Support**

The New Parent Support Program (NPSP) is a professional team of social workers and nurses who provide educational and supportive services to military families. The trained, supervised staff has extensive knowledge of the issues encountered by today's parents. These home visitors are sensitive to the unique challenges facing military families. The NPSP helps families cope with stress, isolation, pre and postdeployment, reunions, and the everyday demands of parenthood through a variety of programs.

<http://www.mccslejeune.com/mcftb/npsp.html>

### **Lejeune Housing Office**

Camp Lejeune Housing: [http://www.lejeune.usmc.mil/family\\_housing/index.htm](http://www.lejeune.usmc.mil/family_housing/index.htm)

Housing Office / Housing Referral Office

Hours of Operation: 0800 - 1600, Monday - Friday

43 Inchon Street, Tarawa Terrace, NC 28543

(910) 450-1627 / 1628 On Base Housing Referral ext 210

Off Base Housing Referral ext 257 & 209

FAX (910) 450-1630

Camp Lejeune's Reception Center Housing Office (Satellite Office)

60 Molly Pitcher Road, Camp Lejeune, NC 28542

(910) 451-1026

FAX (910) 451-1036

For questions regarding your housing application status, please contact the Camp Lejeune Military Housing Office at 910.4501627 or the Cherry Point Military Housing Office at 252.466.4794 (E1-E5) or 252.466.3602 (SNCO and Officer).

### **AMCC**

Housing on Camp Lejeune is managed by Atlantic Marine Corps Communities LLC.

[Click here to download the housing application and contact phone numbers.](#)

### **Moving-In**

Once a house is assigned, you will receive confirmation one week prior to a scheduled move-in date at Atlantic Marine Corps Communities. You will meet your personal Leasing Consultant to go over features of the homes, community and Atlantic Marine Corps Communities. During the move-in, you will also sign your lease and all paper work. The keys to your new home will be given at that time.

After the one hour move-in appointment, you may move all of your items in.

Documents Needed to Sign Lease:

Housing Application

Privacy Act Release Form

From your Service Record Book(SRB)-Dependency Application

Copy of Orders / Permanent Orders

Documents for Parents:

Proof of Custody ( for children of divorced parents )

Pregnancy Statement from physician ( if expecting )

Documents for School:

Birth Certificate(s)

Social Security Card

Parent I.D.

Copy of Atlantic Marine Corps Communities lease agreement

NC Immunization Records

**AMCC FAQ's**

Are pets welcome?

AMCC is a pet friendly community! AMCC does not charge a pet deposit or monthly rent for your furry friends. AMCC currently allows only domestic (2) two pets per household. Please see your Community Manager for specific pet rules and regulations.

Are washer and dryer hookups offered?

Each of our homes offer electrical hook-ups for a washer and dryer. All you have to do is remember to bring your laundry equipment and all service hook-ups.

Is maintenance included?

Our dedicated maintenance team is on standby 24 hours a day/ 7 days a week for your emergency situations. Please call the maintenance department at 1-877-509-2424.

What appliances are included in the homes?

Each of our homes are furnished with an energy star approved refrigerator and electrical oven with electrical stove top burners. Many of our homes offer the convenience of a microwave, dishwasher and ice maker. Due to the five year construction and renovation process, all homes will eventually offer many of the appliances above.

What deposits or fees will I have to pay before moving in?

At AMCC, you will not pay move-ins fees, deposits, administration fees or pet deposits.

Will I have to pay a separate bill for electricity?

No. For the foreseeable future, your BAH will cover all utilities (minus cable, telephone and internet).

Can we select a home or is one assigned?

You can most certainly let your representative know which home styles you are

interested in. They will do their best to try and fit your needs and interests. Just make sure you choose a home style that is within your rank and family size.

Resident Guide: [http://www.lejeune.usmc.mil/family\\_housing/PPV/ResidentGuide.pdf](http://www.lejeune.usmc.mil/family_housing/PPV/ResidentGuide.pdf)

### **Letter Writing Tips**

1. Mail is slow. First class mail will average 10 days and may take up to 20 days. Plan ahead for special dates and mail early for birthdays, anniversaries, and holidays.
2. Write often. Letters do not have to be long, but writing often is important. If that is difficult supplement with greeting cards. Getting short letters often is better than getting long letters occasionally.
3. Number letters. The roundabout means by which mail reaches the units sometimes and the fact that it arrives in bulk means that several letters may be received at once or out of sequence. Numbering envelopes and dating letters is very important.
4. Keep things upbeat. By all means, let your loved one know about problems at home, but don't send a letter full of complaints and gripes. Explain any problems clearly and concisely, and include how you intend to resolve the situation. Interject all letters with amusing stories of your family's daily activities.
5. Include pictures.
6. Write self-contained letters. Don't close letters without resolving issues. Never promise to finish a story or provide resolution 'with the next letter' because you don't know how long it will take that letter to find your loved one.
7. Vary your routine. Try not to send just letters, nor just greeting cards. Mix things up a bit. Send a few letters, then a card or two, and so on. While it may seem a minor point, to a deployed Marine or Sailor, it makes a world of difference for them to know you're putting thought into your correspondence.
8. Never write in anger. There may be times when frustration and tension build up and the best way to release it is in a letter. However, before you send out that 'flamer,' let it sit for a day or so. Give yourself time to cool down and think things over, and after a while, things might not be so bad after all. If you do feel the need to vent, do so calmly, telling your loved one how you feel and why.
9. Say what they want to hear. I love you! I miss you!

### **Package Tips**

1. Remember, packages will be handled by a lot of people and may get crushed, so pack carefully. Use a thick, sturdy box. A shoebox just won't do.

2. Make sure the box isn't too big for the item(s) included. Stuff the box with crumpled newspaper so things inside won't rattle around and will have a little more cushion.
3. Tape all corners and open creases securely. The Post Office won't accept scotch or masking tape because they don't hold well. Instead, use duct, nylon reinforced or paper tape.
4. Don't send fragile items.
5. Make sure food items won't spoil or melt. There's nothing worse than getting a big lump of inedible chocolate. Fruit-based snacks, hard candies, and trail mixes are great ideas. If your Marine or Sailor has to have chocolate, send Tootsie Rolls.
6. Although they may be a bit out of date, send magazines and local newspapers so your loved will have an idea of what's going on back at home.

### **MotoMail**

Family and friends of deployed Marines in Afghanistan & Iraq can NOW send a letter to be downloaded, printed, and ready for delivery, usually within 24 hours. THE SERVICE IS FREE, PRIVATE and SECURE.

<http://www.motomail.us>