

Resources Every Aviano Sponsor Needs

EMAIL ADDRESSES

Finance: fso@aviano.af.mil

Mountain View Lodge (Lodging office): lodging@aviano.af.mil

WEB SITES

AF Crossroads: www.afcrossroads.com

AF move available at bases worldwide: <http://afmove.hq.af.mil>

Aviano Intranet: <https://avo-intranet>

Aviano classifieds: www.avianoclassifieds.com

Aviano Air Base home page: www.aviano.af.mil

Aviano Elementary School: <http://www.avia-es.eu.dodea.edu/>

Aviano Middle School: <http://www.avia-ms.eu.odedodea.edu/>

Aviano High School: <http://www.avia-hs.eu.odedodea.edu/>

Airman and Family Readiness Flight (A&FRF): <http://afrc.avianoab.info/>

Housing Management: www.ahrn.com

Sponsor assistance: <http://afrc.avianoab.info/inbound-sponsors.html>

Military Homefront: <http://www.militaryhomefront.com>

31 FSS (Veterinarian, Lodging, AYP): www.31FSS.com

PHONE NUMBERS

Aviano Elementary School: 632-5677

Aviano Middle School: 632-5777

Aviano High School: 632-5877

Aviano Youth Program (AYP): 632-7575

Child Development Center (CDC): 632-8246 or 632-5199

Child Development Center (CDC) Fax: Fax: 632-7279 or 632-5167

Dorm Manager: 632-5936 or 632-5237 or 632-7719

Dorm Manager Cell Phone (use this # for after duty hours): 335-700 0389

Driver's License Testing: 632-4436

Finance: 632-2274

First Term Airman Center (FTAC): 632-5577

Mountain View Lodge: 632-4040

Pass & I.D.: 632-7769

Relocation Assistance Program: 632-5407

Right Start: 632-5407

Teen Center: 632-5994

Transportation: 632-7666

School Bus Office: 632-5152 or 632-5151

Vet Clinic: 632-8485



Aviano Airman and Family Readiness Relocation Assistance Program

Building 1431, Area F
632-5407

Updated November 2009

SPONSOR'S GUIDEBOOK

**WHO THEY ARE
and
WHAT THEY DO**

to make the sponsorship program a success

31 FW/CC: Supports and monitors the Right Start and Sponsorship programs.

Unit Commanders: Sponsorship is a commander's program.

Sponsor Monitors: Manage unit allocation RIPS, inform Commander of inbound personnel, notify duty section of sponsor requirement (or appoints sponsor), schedule and monitor sponsor training.

Sponsor's Supervisor: Assists sponsor with duties such as arranging unit introductions for the newcomer, and providing sponsor enough free time to be a good sponsor.

A&FRC Relocation Assistance Program: Provides relocation related services and sponsor training, maintains base information files, trains and assists sponsors and newcomers. Maintains the Computer Resource Center, Loan Center and Militaryhomefront website.

A&FRC Right Start Coordinator: Oversees Right Start Program.

Newcomer: Keeps sponsor informed about relocation needs and exact itinerary.

*Truisms you can share with newcomers will appear
at the bottom of some pages:*

TRUISM #1

If someone offers you a pound of gold or a roll of toilet paper as a "have-a-nice-trip" gift, take the paper.

AGENCIES THAT CAN HELP

Airman and Family Readiness Center	632-5407
<ul style="list-style-type: none">• Relocation Assistance Program• Employment Assistance Program• Air Force Aid Society• Personal Financial Management Program• Information and Referral• Right Start	
First Term Airman Center	
<ul style="list-style-type: none">• Mandatory three week program for all First Duty station Airman	632-5577
Lodging/Billeting	632-4040
<ul style="list-style-type: none">• Temporary lodging ideas or reservations/lodging@aviano.af.mil	
Unit Orderly Room	
<ul style="list-style-type: none">• Commander's letter and unit specific information.• Letter for extra "sponsor" gas coupons.	
Postal Service Center	632-4086
<ul style="list-style-type: none">• Open a post office box.	
Transportation Management Office	632-5930
<ul style="list-style-type: none">• Information on shipment/delivery of hold baggage/household goods.	
Vehicle shipment - TRANSCAR	
<ul style="list-style-type: none">• POV shipment/pickup points	0434-661419
Housing Management Office	632-2272
Child Development Center- Area 1	632-8246
Flightline	632-5199
<ul style="list-style-type: none">• Information on child care policies, reservations for Right Start & Benvenuti.	
Youth Activities Center	632-7575
Military Personnel Flight Customer Service	632-7216

HINTS THAT MAKE GOOD SPONSORS BETTER...

- Be sincere and friendly.
- Make recommendations.
- Keep a positive tone - even if you don't feel that way.
- Put yourself in his/her place and provide information you would want to hear.
- Don't overload on letter writing - tailor it to what the newcomer needs to know. Use personal tone - write as if you were writing a letter to a friend.
- Be sure to remind them to contact their local Airman and Family Readiness Center Relocation Assistance Program.
- Be a sponsor to the entire family - ask questions about newcomer's family and background - get children involved by speaking and writing to them, or have your family members do so.
- First Termers - it's a new experience for them. Take some extra time to give more information and upon arrival. Ensure they receive only professionally desirable, positive role modeling.
- Remember, single people need help and information too.
- Check the Thrift Shop for transformers, irons, coffee pots, etc. that everyone needs. Take your newcomer to the Thrift Shop and help them save a little money.

MAKE THEM FEEL WELCOME!

- Consider providing snack items and drinks in their room for arrival.
- Wine, flowers, fruit in the room, dorm or Pensione are always a nice touch.
- A bag of adapter plugs for the pensione, AND be sure to explain the voltage
- Give them a quick tour of the base and Aviano.
- Show your newcomer the local hardware stores, malls and restaurants.
- Show newcomer how to buy and use an Italian telephone card and how to make calls from on and off-base.

STEP #1 PHONE CONTACT

- **Establish Communication.** The goal is to make contact the same day as being appointed sponsor. In all cases, contact within seven days.
- **Listen!** Many times a newcomer can reduce stress associated with a move by merely talking to someone "already there" who cares.
- **Determine the need,** and try to meet it. Sometimes newcomers don't know what they need; when they answer "nothing," be suspicious, but don't go overboard.
- **Be positive!** Stay as open and honest as possible! Let the newcomer form their own impressions about the unit, installation and local area.
- **If you miss a call, always return the call the same day,** even if it's at home. This is considered an official call and can be placed through the installation operator using DSN. If necessary, get a control number through your orderly room.
- **Identify a replacement** and tell the newcomer **whom to call** if you are going TDY or will be otherwise unavailable for a period of time.
- **Put yourself in the newcomer's place.** Think about experiences you have had with your sponsors. If you've had good experiences, try to duplicate them.

USE THE TIME ZONE CHART (included) WHEN YOU CALL

TRUISM #2

Your Pre-schooler can interior decorate the entire area of a Pensione room with one foil packet of ketchup.



STEP # 2 SEND A PERSONAL LETTER or E-MAIL

Now is the time to provide information about you and your POSITIVE experiences at Aviano Air Base, Italy.

- Provide your name, rank, work and home mailing addresses, work and home phone, fax and email address.
- Provide supervisor's name and telephone, fax and email.
- It's also a good idea to provide the name of someone you work with, who you are sure will pass messages on to you should you be out for a short time.



- Provide a temporary mailing address where the newcomer can have mail forwarded until you receive a copy of orders and arrange a permanent post office box (w/orders, you can get a box 60 days in advance).

Name & Rank
General Delivery
APO AE 09603

STEP #3 PROVIDE INFORMATION

- Register the newcomer for Right Start; call DSN 632-5407.
- Reinforce the necessity of an official/non-tourist passport and VISA for all family members and timeliness of process (usually 6-8 weeks).
- Encourage newcomers to take review the AFI Driver's Guides and take their AFI license on-line before arriving at <http://afrc.avianoab.info/inbound-driving.html>
- Have newcomers review the Right Start Schedule and electronic welcome information provided at <http://afrc.avianoab.info/inbound-moving.html>
- Encourage newcomer to obtain an AAA International Drivers License.

STEP # 5 ARRIVAL

1. Reconfirm billeting arrangements.
2. Pick up extra gas coupons for house hunting trips using your Gas Rations letter signed by your First Sergeant or CC.
3. Personally meet the newcomer upon arrival, whether at the AMC terminal or at Marco Polo Airport in Venice.
 - If work schedule or an exercise interferes, discuss with your supervisor.
 - Find out in advance if special transportation is needed (family size, animal kennels and wheelchair bound family member).
 - Reimbursement for local mileage and tolls if picking-up newcomers at Venice can be claimed with Finance using SF 1164.
4. Take newcomers to lodging.
 - Help settle into lodging or dorms; offer to go out for a meal.
 - Ensure needs are met and plans are set for the next few days before you depart.
 - Introduce newcomer to the base, Aviano and surrounding area.
5. Provide a tour of the unit and duty section at earliest convenience - introduce newcomer to new coworkers, supervisor, first sergeant and commander. If possible, organize a unit "WELCOME".
6. Assist in getting children registered in school.
7. See that newcomer begins Right Start on time.
8. Begin house-hunting as soon as possible! Remember how important this was to you when you arrived.

TRUISM #3

Today, our current practices are often not as efficient or cost effective as we might hope. For instance, incandescent light bulbs developed by Thomas Edison are still used by homeowners and renters in 220 Volt environments. Purchase and use of Fluorescent bulbs utilize five times less electricity (100 vs. 18 watt) for nearly the same brightness. Incidentally, these light bulbs operate for ten years and cost 3-4 Euro each. Look for them at your nearest large Italian Hardware Store.

STEP #4 PRE-ARRIVAL ARRANGEMENTS

1. Base and location information

- Be sure you have correct, up to date arrival information - share it with your supervisor and others that you work with.
- If there is a change at the last moment and you are unavailable to receive a call or pick up the newcomers, be sure someone else will be prepared to take your place. Contact your unit sponsor monitor if you are being deployed or going TDY.
- Be sure to impress on the newcomer the importance of keeping you informed of changes, even en route.
- Provide them with commercial numbers and the information how to dial them, in case they are diverted.

2. Lodging Arrangements

- Call Mountain View Lodge to make TLA arrangements. If no vacancies obtain a "Statement of Non-Availability." You will need a copy of orders!
- Only with statement of non-availability make reservations off base. Try to visit the lodging facility you are reserving (check the electrical outlets so you can provide adapter plugs if necessary).
- Is there a cooking facility? Are pets allowed? Is the cost within TLA limits? Transportation?

3. Child Care Arrangements

- School enrollment.
- 30 days advance reservation at CDC for Right Start & Benvenuti.
- Childcare for PCS (see A&FRC staff) used at CDC or AYP.

4. Kennel Arrangements

- Hours, cost and location.

5. Housing

- Network (talk with coworkers, friends and neighbors).
- Have newcomer register on www.ahrn.com before they leave their previous assignment.



THINGS YOU NEED TO KNOW

1. Newcomer's name and rank:

2. Duty Phone, mailing address, home phone and Email:

3. Family members:

Spouse: Military/Civilian Spouse's name: _____

Children's names/genders/ages: _____

3A. Hourly Care at CDC/AYP available; P/U packet at CDC and bring child's current shot record. Call CDC @ DSN 632-8246 for more details.

4. Need child-care arrangements for inprocessing? Yes No
 (Reservations can be made up to 1 month in advance and AFAS funds 20 hours per child for within 30 days of PCS)

Need full-time child care? Yes No
 (File advance application from losing base using the services web page).

5. Pets: Kind and size:

Need kennel arrangements? Yes No
 (The base veterinarian and A&FRC have kennel information)

6. Housing needs: Apt House

Bedrooms _____

7. Temporary quarters: Cooking No Cooking

USE THIS CHART WHEN MAKING YOUR CALLS

Korea	Japan	Hawaii	PST	MST	CST	EST	GMT	CET
1:00	1:00	6:00	8:00	9:00	10:00	11:00	16:00	17:00
2:00	2:00	7:00	9:00	10:00	11:00	12:00	17:00	18:00
3:00	3:00	8:00	10:00	11:00	12:00	13:00	18:00	19:00
4:00	4:00	9:00	11:00	12:00	13:00	14:00	19:00	20:00
5:00	5:00	10:00	12:00	13:00	14:00	15:00	20:00	21:00
6:00	6:00	11:00	13:00	14:00	15:00	16:00	21:00	22:00
7:00	7:00	12:00	14:00	15:00	16:00	17:00	22:00	23:00
8:00	8:00	13:00	15:00	16:00	17:00	18:00	23:00	23:59
9:00	9:00	14:00	16:00	17:00	18:00	19:00	23:59	1:00
10:00	10:00	15:00	17:00	18:00	19:00	20:00	1:00	2:00
11:00	11:00	16:00	18:00	19:00	20:00	21:00	2:00	3:00
12:00	12:00	17:00	19:00	20:00	21:00	22:00	3:00	4:00
13:00	13:00	18:00	20:00	21:00	22:00	23:00	4:00	5:00
14:00	14:00	19:00	21:00	22:00	23:00	23:59	5:00	6:00
15:00	15:00	20:00	22:00	23:00	23:59	1:00	6:00	7:00
16:00	16:00	21:00	23:00	23:59	1:00	2:00	7:00	8:00
17:00	17:00	22:00	23:59	1:00	2:00	3:00	8:00	9:00
18:00	18:00	23:00	1:00	2:00	3:00	4:00	9:00	10:00
19:00	19:00	23:50	2:00	3:00	4:00	5:00	10:00	11:00
20:00	20:00	1:00	3:00	4:00	5:00	6:00	11:00	12:00
21:00	21:00	2:00	4:00	5:00	6:00	7:00	12:00	13:00
22:00	22:00	3:00	5:00	6:00	7:00	8:00	13:00	14:00
23:00	23:00	4:00	6:00	7:00	8:00	9:00	14:00	15:00
23:59	23:59	5:00	7:00	8:00	9:00	10:00	15:00	16:00

PST = Pacific Standard Time (U.S. West Coast)
 MST = Mountain Standard Time (U.S. Rocky Mountain area)
 CST = Central Standard Time (U.S. Mid West area)
 EST = Eastern Standard Time (U.S. East Coast)
 GMT = Greenwich Mean Time (England)
 CET = Central European Time (Germany, Italy)

IF YOU ENCOUNTER PROBLEMS...

Problem:

- You can't locate the person you're supposed to be sponsoring.
- Short notice sponsorship! You have been appointed to be a sponsor within 60 days or less from the newcomer's report-no-later-than date.
- You've called or written to the person you're sponsoring but you've heard nothing back. Aviano AB is 6-9 hr ahead of US.

Solution: Let the Relocation team at the A&FRC help; they will work through the flight where the newcomer is located, or work with MPF to find the Tech School the newcomer is attending.

Problem: You would like to correspond by email, but do not have access at work or at home.

Solution: You may use the Resource Center in the A&FRC. M-F 0700-1730.

Problem: The family you're sponsoring has a "Special Needs Identification and Assignment Coordination (SNIAC)" situation, and you are apprehensive about how to act, which questions to ask, etc.

Solution: Make an appointment with the SNIAC manager to discuss "sensitivity to family needs". Call Family Advocacy at Ext 5667.

Problem: You're sponsoring a single Airman who got married en-route.

Solution: Talk to your supervisor and/or First Sergeant if transportation, lodging and etc. become unexpected issues. You'll need help.

REMEMBER-NEWCOMERS HAVE RESPONSIBILITIES TOO

- Keep sponsor informed of exact itinerary and relocation needs.
- Return sponsor's calls and e-mails promptly.
- Let sponsor know about any apprehensions or special needs.
- Work with sponsor to make this a pleasant experience for everyone.