

# MilitaryInstallations Booklet for Aviano Air Base

## Fast Facts

**Location:** Benvenuti (Welcome) to Aviano Air Base and the Friuli Venezia Giulia Region of northern Italy! Aviano is a vital link in the NATO defense chain and the premier air base south of the Alps. In fact, Aviano is nestled at the foot of the Pre-Alps or the Dolomities, and is located approximately 50 miles north of Venice, Italy and 9 miles from Pordenone, the largest nearby town.

This is an exciting time for Aviano; modern, state of the art structures designed to increase mission readiness and morale are taking shape. Aviano is unique because we are spread throughout the community in several areas, rather than centralized onto one installation. Aviano's [homepage](#).

**Cost of Living:** Living in Italy is very expensive.

**Base Operator:** 011-39-0434-307111 or DSN 314-632-7111.

**Area Population:** In the northern region of Italy, 83,306 or 6.7% of Italy's population.

**Base Transportation:** Shuttle bus service is available between the various areas of Aviano AB. However, services are limited to daytime duty hours, Monday through Friday. Taxi services are very expensive.

**Child Care:** Programs available at the Aviano CDC include; full time, hourly, part-day enrichment, volunteer, PCSing, Give Parents a Break, Kids Night Out/Parents Night Out, and before/after school for kindergartners. These programs are offered either at Area 1 or the annex facility at the flight line in Area F and are available for children 6 weeks through 5 years of age. Part day enrichment is offered at the flight line center. Sure Start is available through the DoD Elementary School. [Click here](#) to learn about Child Supervision Guidelines for Aviano AB.

**Schools:** The DODDS system has over 1,500 students currently enrolled in classes. The school combines K-12; however, the elementary, middle, and high schools are strategically separated into different sections to provide for age/grade discrepancies and each provides an educational environment based on the grade levels in the sections.

The Sure Start Program is available for three and four year old children whose sponsors are E4 and below. "Pre-kindergarten children" are eligible to attend. The program teaches self-help skills and assists with socialization. Contact the school registrar for more information.

Standardized test scores for the Aviano Schools are available through the DoDEA Data Center via the following links:

- [Aviano Elementary School Test Scores](#)
- [Aviano Middle School Test Scores](#)
- [Aviano High School Test Scores](#)

**Youth Services:** The Teen Center is located in the Community Center in Area One. The center offers instructional classes, open recreation, fit factor, school age program and access to many other indoor and outdoor facilities.

**Airman and Family Readiness Center:** [Website](#). 011-39-0434-30-5407.

**Housing:** Accompanied personnel assigned to Aviano either reside in private rental housing on the economy or in government leased family housing. There are sixteen sites located among the Italian villages surrounding Aviano. There are waiting lists for the various categories of family housing just like in the United States.

Dormitory space for unaccompanied E-3s and below varies with your squadron of assignment. Currently, two rooms share one bathroom and some have kitchenettes. Currently, E-2s and below share a room with E-3s in the one plus one rooms as they become available. Also, depending on dormitory availability, E-4s and above may be assigned off-base quarters.

**Employment:** Aviano provides unique challenges for spouses seeking employment. The job market is limited to on-base employment. It may take one or more years to find appropriated employment (GS and WG positions). Non-appropriated fund (NAF) employment is more plentiful in recreation, child-care, administration, and sales. Working on the economy and home based businesses are prohibited by SOFA.

#### **Base Services:**

- [Force Support Squadron](#) offers numerous indoor and outdoor recreational facilities and clubs
- [Commissaries 1](#) on base
- [Exchange System](#) consolidated system with Garmisch
- Aviano has three banks available on base. Currently, there is one Italian banking facility, Friuladria and two American banks, Global Credit Union and Community Bank. Aviano has several Automatic Teller Machines.

**Medical Services:** The 31st Medical Group clinics provides outpatient family medicine services to all active duty, active duty family members and TRICARE enrollees assigned to a Family Practice Primary Care Management (PCM) Team. DoD Civilian personnel and DoDDS personnel can be seen by the PCM Team of their choice. The Italian healthcare system has been providing Aviano with excellent outpatient and inpatient services to include emergency care. Aviano Air Base has a clinic in Area 1 that offers basic services such as scheduled appt, routine visits, and non-urgent care. For emergencies, the Pordenone hospital is located 15 minutes away from Aviano and has translators available 24/7.

#### **Special Installation Messages:**

- It is *absolutely essential* that each family member obtains a no-fee passport and visa prior to leaving your current assignment.
- To obtain an AFI license you MUST have a current stateside license.
- Ship your personally owned vehicle (POV) 6-8 weeks before your departure. Since Aviano Air Base facilities are located in several different areas, you will be required to do business in different locations and a POV will be very important to you.
- Per Italian law, those under 21 can only drive a motorcycle with 33HP (25KW). It is advisable to maintain your US bank accounts until you become familiar with options available at Aviano.

## Overview

### Location

Benvenuti (Welcome) to Aviano Air Base and the Friuli Venezia Giulia Region of northern Italy! Aviano is a vital link in the NATO defense chain and the premier air base south of the Alps. In fact, Aviano is nestled at the foot of the Pre-Alps or the Dolomities, and is located approximately 50 miles north of Venice, Italy and 9 miles from Pordenone, the largest nearby town. Italy, with its rich history, beautiful landscapes and abundant culture is one of the best assignments in the world. The base operator's phone number is 011-39-0434-307111 or DSN 314-632-7111.

### History

There has been an American presence in Aviano since 1954, when the Italian and American governments signed a joint use agreement. By 1955, HQ United States Air Forces in Europe (USAFE) had moved its Italian operations from Udine to Aviano. Throughout the Cold War, the base went through a period of hosting rotational fighter squadrons, but with the end of that conflict, the rotational squadrons became obsolete. In 1992, HQ 16th Air Force and the 401st Fighter Wing moved from Torrejon Air Base, Spain to Aviano. In 1994, the 401 FW was inactivated and the 31 FW began its tenure as host unit at Aviano. The next year, an infrastructure program named Aviano 2000 began, which planned for the construction of approximately 300 projects valued at over \$500 million. In 2006, HQ 16th Air Force was restructured and relocated. For more information on the history of Aviano AFB see Aviano's [homepage](#).

### Mission

The mission of the 31st Fighter Wing is to deliver combat power and support across the globe to achieve U.S. and NATO objectives.

### Population Served

This is an exciting time for Aviano; modern, state of the art structures designed to increase mission readiness and morale are taking shape. Aviano is unique because we are spread throughout the community in several areas, rather than centralized onto one installation. We live work and play side by side with the local Italians. It is common to be greeted at the front gate by an Italian Soldier, a National Guard member or an Active Duty AF member. You will be welcomed and immersed into the laid back local culture as soon as you arrive.

### Base Transportation

Shuttle bus service is available between the various areas of Aviano AB. However, services are limited to daytime duty hours, Monday through Friday. Taxi services are very expensive and require advance reservations. Since taxis can not come on base, you must meet the taxi at the front gate.

### Sponsorship

A sponsor at Aviano is *vital!* If you have not been contacted by a sponsor, call the Relocation Assistance office at the Airman and Family Readiness Center, DSN 314-632-5407. Be sure to stay in close contact with your sponsor, they will be your link to house hunting and basic transportation when you arrive. Your sponsor should meet you at the AMC Terminal or Marco Polo Airport when you arrive and help you get settled in. Your sponsor will also assist with setting up a P.O. Box, TLF reservations, in advance of your arrival, and getting you to and from Right Start your first week. If you arrive without a sponsor (not recommended), report to the MPS immediately, then to the Airman and Family Readiness Center Right Start program at 8:00 am the first Monday you are in the country (Bldg. 1431 Flightline Area).

### Temporary Quarters

Mountain View Lodge is the temporary living facility for Aviano Air Base. Among the 172 suites & TLFs, 25 are designed with families traveling with pets. This facility is conveniently located in Area F (Flight Line) next to the Commissary/BX complex and directly on the base shuttle and school bus routes. For information or reservations, call the Mountain View Lodge, 011-39-0434-30-4040 or DSN 314-632-4040. It is imperative to begin house hunting as soon as you arrive. If you will be assigned to a dorm room, your sponsor will notify the Dorm Manager to let them know when you will be arriving. Other guest services include:

- Business Center
- Free in-room WIFI
- Mini Fitness Center
- Laundry Rooms

## Relocation Assistance

Your first week in the country will consist of in-processing and house hunting. "Right Start" is Aviano's one stop in-processing center. In-processing is held the first duty day of the week starting at 8:00 am and is four days long (typically Monday, Tuesday, Thursday and Friday). The last two days are the Benvenuti Cultural Adaptation and local area tour. Spouses are welcome and highly encouraged to attend both Right Start and Benvenuti. Right Start is managed by the Relocation Assistance Program and held at the Airman and Family Readiness Center. First duty station Airmen will attend two weeks of training at the First Term Airmen's Center (FTAC) immediately following Right Start. We highly encourage newcomers to review the driver's license testing material and take the test before arriving, go [online](#) to view the material.

Our computer resource room is open from 7:00 am until 5:00 pm, Monday through Friday, and all newcomers are welcome to use the computers to check e-mail, bank accounts or just stay in touch with family and friends. You can contact the Airman and Family Readiness Center at 011-39-0434-30-5407 or DSN 314-632-5407.

## Critical Installation Information

It is *absolutely essential* that each family member obtains a no-fee passport and visa prior to leaving your current assignment. It is a mandatory requirement and failure to complete this subjects your family to risk of deportation.

### *Passports and Visas*

Ensure member and/or dependents have the required passports and/or visa prior to final out-processing. Member and/or dependents are not allowed to final out-process without the required passports/visas in hand for themselves (if applicable) and/or dependents. Members electing the accompanied tour will not be permitted to out-process without having the required passports/visas in hand for themselves (if applicable) and/or dependents.

These actions are necessary to prevent unforeseen hardships to the military members and their families. Therefore, as a last reiteration, it is essential, members do not out-process without having the appropriate passports/visas for themselves (if applicable) and/or dependents.

### *Phone Information*

- Off base to the U.S.: 001 + area code + number
- On Base to the U.S.: 99 001 + area code + number
- U.S to Aviano: 011 39 0434 + number
- Local area to Aviano: 0434 30 + XXXX (last 4 digits)
- On base to other base locations: 632 XXXX (last 4 digits)
- Aviano base to local area: 99 0434 + number

In order to obtain an AFI license you MUST have a current stateside license. It is a very good idea to renew your stateside license just prior to PCS'ing. Your AFI license will expire when your stateside license expires.

Ship your personally owned vehicle (POV) 6-8 weeks before your departure. Since Aviano Air Base facilities are located in several different areas, you will be required to do business in different locations and a POV will be very important to you. House hunting also requires transportation and it is expensive to rent cars in Italy. It is better to ship early and rent in the US as opposed to renting in Italy. If you decide to rent a vehicle at Aviano, a stateside AAA International license is required.

Per Italian law, those under 21 can only drive a motorcycle with 33HP (25KW).

It is advisable to maintain your US bank accounts until you become familiar with options available at Aviano. You may also want to bring along the web addresses and have your bank set you up with the ability to bank electronically. Aviano has three banks available on base. Currently, there is one Italian banking facility, Friuladria and two American banks, Global Credit Union and Community Bank. Aviano has several Automatic Teller Machines. It is recommended that you contact your current bank about the fees and accessibility prior to your departure.

### *Privately Owned Firearms (POF)*

Shipping of any kind of weapon is prohibited. The Italian Government has imposed a ban on shipment of privately owned firearms to Italy. POF includes any weapons that is designed for or can be readily converted to be used for attack, defense, sports, games or hunting by driving a projectile through the barrel. This includes air pistols, air rifles and firing replicas of antique firearms. Additionally, it includes spring-opening knives, fixed bowie knives, straight-edge razors, brass knuckles, blackjack devices, cans with sharpened points, pipes, chains, slings, metal spheres, and any other like weapon which may be used for offending a person is forbidden. Italian law states that pocket knives may be carried, but the blade must not exceed two inches in length.

- a. Hand Guns: None.
- b. Rifles/Shot Guns: None.
- c. Toy Related Guns: None.
- d. Other (i.e. Ammo, Explosives, Etc.): None.

### **Services Organized by Geographic Area**

Aviano AB is unique as it is divided into many different areas. If you are arriving through Venice Marco Polo and will be staying in the TLF or dormitories, then you want to come to Area F (the flightline). See below for the listing of how the support areas are divided up. *Area 1:*

- Airmen Leadership School
- ATM Shoppette
- Bowling Center
- Chapel
- Child Development Center
- Community Bank
- Community Center
- Cyber Café
- DoDDS School
- Education Center
- Furniture Store
- Garden Store
- Hospital and Dental Clinic
- ITT (tours/travel) & Group Study
- Laundromat
- Library
- Mental Health/Family Advocacy
- Military Clothing Sales
- Mini Mall
- Pool
- Project Care Co-op
- Universities and Colleges
- Youth Center/Teen Center

#### *Area 2:*

- Airmen Leadership School (ALS)
- American Red Cross
- Buon Appetito Dining Facility
- DAPS
- Dormitories
- First Term Airmen's Center
- Non-Appropriated Funds (NAF) Bldg

#### *Area C:*

- Civil Engineering Complex
- Self Help Store

#### *Area F:*

- Airman & Family Readiness Center
- ATM (near bank/BX area)
- Airman's Attic
- AMC Terminal

- Arts and Crafts Skills Center
- Auto Skills Center
- Base Exchange
- Child Development Center
- Commissary
- Eurocar (Rental Car)
- Global Credit Union
- Home Fuels
- Italian Bank (Banco Popolare)
- LaBella Vista Collocated Club
- Legal Office
- Lodging Office
- MPF (Military Personnel Flight)
- Pass and Registration
- Post Office
- Red Cross
- Shoppette
- SATO Flight Reservations
- Theater
- TMO
- Vehicle Inspections
- Vet Clinic
- WICO (Women Infants & Children Overseas)
- Wing Headquarters

*Area D:*

- Picnic Area

*Area E:*

- Contracting Squadron
- AFN (American Forces Radio Network)
- Carabinieri (Italian Police)
- CPO
- 401 AEG
- OSI

*Industrial Area (Off Base-in Aviano):*

- Transcar (Vehicle Pick-up)

## Sponsorship

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

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

A sponsor is someone from your new unit who is assigned to assist you settling into your new location. You must request a sponsor through your unit. You can learn more about the sponsorship program and how to apply through your Relocation Assistance Program or the Family Center at your new installation.

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

A sponsor's duties include:

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

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

Service specific processes for requesting a Sponsor include:

- **Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.
- **Air Force:** Gaining Unit Commander Support Staff/Military Personnel Element will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.

- **Navy:** OPNAV INSTRUCTION 1740.3C prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

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

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

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

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

### **Youth Sponsorship**

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

## Directions to Installation

### Directions to Aviano Air Base

If arriving by Military Air, CAT B, you will be met at the base Flightline by your sponsor. Your sponsor is responsible for getting you to your lodging; it is imperative that you keep your sponsor informed of your travel plans. If not met by a sponsor, the First Sergeant or Commander of your organization will be notified and will be responsible to see that you are accommodated.

#### *Methods of Transportation without Sponsor*

If traveling on a commercial carrier, you should arrive at the Marco Polo Airport in Venice. During winter months it is not uncommon for flights to be diverted or delayed; unless you speak Italian, you will want to be met at the airport by your sponsor. Keep key phone numbers handy so you can update your sponsor if changes are made at the last moment or while in transit. As a useful resource, print the following section and carry it with you:

- *If your sponsor does not meet you*, there are several options: It is recommended to call the Base Command Post at 0434-30-3100 and ask to be connected to your First Sergeant. This is a commercial number that can be dialed from an Italian pay phone. There are Italian pay phones located in the Arrival Section of the Airport. These are round silver phones that take an Italian phone card. The phone cards are sold next to the telephone or at the bookstore located in the airport. The telephone card will have a corner with a perforated edge that must be removed prior to using. There is also a change "*Cambio*" booth in the airport that can be used to exchange some dollars for Euro. The Command Post will alert someone in your unit that you are waiting.
- Another option is to take the "*Marco Polo Shuttle Bus*". The cost is approximately 16 Euro (\$23.00) one way to the base. Tickets may be purchased at the ticket counter located in the airport near the rental car agencies. The Bus departs at the following times: 10:20 a.m., 12:15 p.m., 2:20 p.m., 7 p.m. and 11:45 p.m. Only the 10:20 a.m. and 12:15 p.m. bus will take you *all the way* to the base while the other three will bring you to the Pordenone Train Station. The Pordenone Train Station is only 20 minutes from base and there will be an Italian taxi service. These costs are reimbursable.
- There is also a Taxi service available from the Marco Polo Airport and although the cost is a PCS reimbursable expense, you will have to pay the driver initially out of your own pocket. The cost could be as high as 180 Euro (\$255.00)
- Yet another option is to take the train. This is more difficult for those new to Italy. First you must take the water taxi to the Santa Lucia train station in Venice and take a train into Pordenone. The water taxi stand is accessible via a complimentary airport shuttle. Tickets for the water taxi may be purchased at the ticket counter located in the airport. Ask for a one-way (solo andata) to Santa Lucia. Once at the train station ticket counter ask for a one-way (solo andata) ticket to Pordenone. You can be reimbursed for a commercial taxi to Aviano Air Base if you are a PCS traveler.

#### *Directions via Driving*

If you are driving from the airport (rental cars are available, but are not reimbursable in PCS status), exit the airport to the right. Take autostrada A4 toward Trieste; exit at Portogruaro. It is a toll road and you can pay in Euro or by credit card, (Visa, Master Card, American Express.) One way is approximately 7 Euro (\$10.00) dollars. Take autostrada A28 into Pordenone. You will see two exits for Pordenone. One is for the *Centro* and the other is for the *Fiera* (fair grounds). Follow the exit for the *FIERA*. Upon exiting, you will begin to see signs for the *OSPEDALE* (hospital). These are white signs with a red cross/bed on them. Follow these signs as you wind your way through the town of Pordenone. As you proceed closer to *Ospedale*, you will begin to see signs for *Aviano*. These signs will be blue and they will guide you all the way into town and Aviano AB. You will come to the Flightline area first, which will be on your left. Initially, you will enter a traffic circle, keep in mind those in the circle have right of way, the signs will lead you to gate 9 which is open 24 hours a day.

#### *Directions via Bus and Train*

Should you arrive via Milan, take the bus from the airport to the central train station. At the ticket counter, ask for a one-way (solo andata) ticket to Pordenone. You may have to change trains at least once either in Verona or Mestre (Venice) before arriving in Pordenone. At the Pordenone train station, call your sponsor or take a commercial taxi.

#### *Arrival After Hours*

If you arrive after duty hours and your sponsor is nowhere to be found, the Command Post may assist and contact your squadron or First Sergeant. On base lodging is available on the Flightline (same location as AMC Terminal). Contact the Mountain View Lodge and if there are no vacancies on base, the Lodging staff can assist with arranging temporary lodging off base.

#### *To pick up Pets*

If you have your pet on the rotator, you will pick up your pet in the AMC terminal baggage area. If you are arriving at Marco Polo airport in Venice, you will pick up your pet in the cargo area of the airport.

## Check-in Procedures

### Reporting Procedures

Upon arrival your sponsor should accompany you to the Military Personnel Section (MPS) for initial inprocessing. However, if you arrive on a weekend, your sponsor will accompany you directly to Wing Intro program "Right Start" on Monday morning and squadron inprocessing will occur after Right Start.

#### *Right Start*

Your first week in the country will consist of in-processing and house hunting. "Right Start" is Aviano's one stop in-processing center. In-processing is held the first duty day of the week starting at 8:00 am and is four days long (typically Monday, Tuesday, Thursday and Friday) to The last two days are the Benvenuti Cultural Adaptation and local area tour. Spouses are welcome and highly encouraged to attend both Right Start and Benvenuti. Right Start is managed by the Relocation Assistance Program and held at the Airman and Family Readiness Center. First duty station Airmen will attend two weeks of training at the First Term Airmen's Center (FTAC) immediately following Right Start. We highly encourage newcomers to review the driver's license testing material and take the test before arriving, go [online](#) to view materials. The following documents are required for Right Start:

- Valid State Drivers License for self and spouse
- "No Fee" Passport with VISA stamp for DoD Civilians, all spouses and family members
- Medical/Shot records for self and family members
- 11 Copies of Orders and Amendments\*
- 2 Copies of Vehicle Shipping Document\*
- 2 Copies of all receipts\*
- Any tickets used in route to Aviano
- One copy of travel advances from last duty station
- Copy of recruiter's assistance program letter (if applicable)

\*Copies should be made in advance, if possible

#### *First Duty Station Airmen*

First duty station airmen will attend two weeks of training at First Term Airmen's Center (FTAC) after Right Start. You will register for FTAC during Right Start.

### Travel Planning

#### *Check in Procedures*

Check in time at the Mountain View Lodge is after 2:00 pm daily. Guests can check in at our guest reception desk in building 1484.

#### *Reservations Procedures*

Reservations for personnel in PCSing or TDY status can be made at any time. If guests are traveling Space A reservations can be made 30 days in advance depending on our availability at that time. Reservations can be made by calling DSN 314-632-4040 or COM 0434-30-4040.

#### *Command Sponsorship*

Command Sponsorship questions can be addressed to MPS.

### What to do if you Get Married Enroute

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

## Motor Vehicles

### Motor Vehicles

All privately owned vehicles must be inspected and registered on base.

### Three Vehicle Limitation

Based on the NATO Status of Forces Agreement for Italy, the maximum amount of vehicles allowed are three vehicles. Please note that trailers and motorcycles are also counted as vehicles.

### Car Dealers

There are numerous car dealers in the local area which sell new and used motor vehicles to Aviano members. Ask your sponsor to indicate the location of dealerships once you arrive, but remember to be judicious when entering into any transaction!

#### *Used Cars*

Used cars are readily available in Italy. However, you may find their cost somewhat higher than similar models sold stateside. Many people have a "work only" automobile or motorcycle. Cars with automatic transmissions are more difficult to find.

### Hands free Devices

Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

### Vehicle Shipment

Ship your personally owned vehicle (POV) 6-8 weeks before your departure. Military members are authorized to import one tax free vehicle. Military married to military could have two tax-free vehicles registered in their names. All other vehicles are subject to Italian road tax which is based on engine size.

Aviano Air Base facilities are located in several different areas, you will be required to do business in different locations and a POV is essential. Since there is no base housing, you will be free to house-hunt with your own POV. It is expensive to rent cars in Europe and Italy is no exception!

### **TRANSCAR (Located in the Industrial Area in Aviano)**

The last acceptance for vehicle pickup is 4:00 p.m. and 3:30 p.m. for vehicle drop off. Transcar is closed on all Italian and US Holidays. You can check on the shipping status of your vehicle by logging onto the [Where is My POV website](#). Transcar cannot be reached from a base DSN line. Their commercial number is: 0434-66-1419. They are open Monday through Friday from 8:00 a.m. - 5:00 p.m. and are located off base in the Aviano Industrial Area.

In order to pick-up your vehicle from Transcar you will need the following items:

- AFI Driver's License
- Italian Cover Plates + cover plate brackets with holes already made
- Insurance documents showing the AFI and Cover Plate numbers.

Prior to registering a vehicle, if you want to drive an AFI plated vehicle, you must have an AFI driver's license.

### **Motorcycle Limitations for Under 21**

Per Italian law, those under 21 can only drive a motorcycle with 33HP (25KW).

### **Vehicle Inspections (Located behind the BX)**

No appointments necessary. So, if you are thinking about purchasing a vehicle, either from a military member/DOD civilian or from an Italian dealer/owner, take the vehicle to Vehicle Inspections first. There is no charge for the inspection and they can tell you if there are any potential problems by examining it while it is on the lift. You can also find their inspection checklist on the Aviano Intranet just go to the Mission Support link and click on the Logistics Readiness link then click on the image to the left. Once you are on the next page click POV Inspections on the right side drop down box, you can then print out a copy of the vehicle inspection checklist. The Vehicle Inspection Station can be reached by calling: 314-632-4458 or 0434-30-4458. They are open Monday through Friday from 7:30 am - 4:30 pm and are located in front of Hangar 4 on Gory Rd (this is the road behind the Commissary).

### **Allied Forces Italy (AFI) Driver's License**

All DoD sponsored personnel (active duty, family members and civilian employees) must have an AFI license to drive in Italy; an International license will not suffice. However, an International Driver's License (obtainable from AAA) is needed whenever traveling outside of Italy and it is recommended to obtain one prior to leaving the US. To receive your AFI Driver's license you must:

- Complete and submit the AFI Licensing Application
- Take the AFI License Test and AFI Road Sign Test and submit the test results to the Drivers Licensing Office
- Attend the bases Local Conditions Brief
- Have a valid stateside, USAREUR or other country license (can't be expired).

Effective 11 May 09, the study material and AFI Driver's License Test will only be offered [online](#).

All personnel must have a valid stateside license and be 18 years of age in order to receive an AFI license. Military members must be assigned to Aviano and Civilian and dependents must be command sponsored or have logistical support.

To obtain a motorcycle endorsement on your AFI license, you must have a valid US Motorcycle Operator's License and a Motorcycle Safety Foundation Card prior to arriving. Once in country, call wing safety to schedule a local motorcycle safety course. Per Italian law, those under 21 can only drive a motorcycle with 33 HP (25 KW).

### **Gas Purchase**

Gas coupons can be purchased at the BX which eliminates the need to pay local European prices. You receive tax-free gasoline coupons only for the tax-free vehicle. Once your tax-free vehicle is registered on base through Pass and Registration; a "ration card" will be posted at the Base Exchange cashier cage where you can purchase tax-free gas coupons. Your monthly allowance is based on the engine size of your car. The maximum monthly allowance is 400 liters. These coupons are valid only at AGIP or Esso gas stations

### **Auto Parts**

Auto parts are available for most domestic (US) automobiles through the Base Exchange by mail order or at the local U.S. authorized dealers in the Aviano area. If shipping a non-European made car, bring items necessary for your first tune-up.

### **Insurance**

USAA and GEICO are stateside companies legally established in Italy and have representatives to either sell POV insurance and/or assist policy holders in filing accident reports or settling claims. Newcomer's sometimes find it easier to arrange auto insurance prior to arrival as you must show proof of insurance before you can register your vehicle on base and before you can pick-up your vehicle from Transcar.

Insurance can get very expensive if the vehicle is financed and the lending institution requires full coverage. Price insurance with an insurer that is recognized by the Italian government to make sure it's affordable. For travel outside the Republic of Italy you will need proof of insurance at border crossing. A "Green Card" meets this requirement and is available from your insurance agent.

### **How To Salvage Your Vehicle**

The following information is provided as a customer service for owners of AFI plated vehicles. This information is subject to change without notice. All vehicle owners are responsible for maintaining, controlling and disposing of their vehicles. The 31<sup>st</sup> Security Forces Squadron and the Italian Carabinieri are not responsible for the disposition, disposal or maintenance of any AFI plated vehicle.

If a vehicle breaks down or is disabled in an accident, it must be removed from the road immediately. Vehicles will not be left in a position where they block traffic. In the event the vehicle cannot be driven, the owner is responsible for the costs of transporting the vehicle to the garage or the Serenissima SNC Disposal lot in Fontannafredda, Via G. Gemona #16. This is the only location authorized to salvage AFI plated vehicles. Their business hours are Monday-Friday 8:00 a.m. - 12:00 p.m. and 1:00 - 4:00 p.m.

*How to Salvage your Vehicle:*

1. Report to Pass and Registration with the following items:

- ID Card
- Original Vehicle Registration (should be maintained in your vehicle)
- Proof of current road tax
- You will be given two copies of the salvage paperwork from the Pass and Registration office to take to the salvage yard.

NOTE: Ensure you verify the VIN number and AFI plate number match the two documents provided for the salvage. The salvage yard will not accept the vehicle if the numbers do not match.

2. Drive or have the vehicle towed to the salvage yard.

3. Ensure you have the following documents when you arrive at the salvage yard:

- The two copies of the salvage paperwork
- Original Vehicle Registration
- Proof of current road tax
- 75 Euro

4. If you need a copy to cancel or change your insurance, please make one before you return the paperwork to the Pass and Registration Office.)

NOTE: If a spouse or another individual is salvaging the vehicle for you, they must have a Power of Attorney (POA) allowing them to do so.

*Additional Information*

The following numbers are provided as a courtesy for the vehicles that must be towed. Other towing agencies are available. Cost is subject to change, ask for a quote. The 31<sup>st</sup> Security Forces Squadron, United States Air Force and the United States Government do not endorse these companies and will not guarantee their service. These numbers are provided for your convenience only.

- Serenissima SAS, Fontannafredda Telephone # 0434-565-205 (costs vary so ensure you call for a quote)
- Wilmer, Budioa Telephone #0434-65-4060 (costs vary so ensure you call for a quote)
- Battistetti, Aviano Telephone #0434-65-1475 (costs vary so ensure you call for a quote)

**How To Register A Motorcycle Shipped in Your Household Goods**

Registering the vehicle is on a walk in basis. Vehicle registration hours are Monday- Friday, 8:30 a.m. - 2:30 p.m.

You will need to bring the following when you walk in to register the motorcycle:

- ID CARD
- COPY OF ORDERS (FOR CIVILIAN EMPLOYEES, A COPY OF ORDERS AND/OR A FULL LOGISTICAL SUPPORT LETTER SIGNED BY THE 31 SPTG/CC IS REQUIRED)
- MOTORCYCLE REGISTRATION FROM THE COUNTRY OF ORIGIN OR TITLE
- STATESIDE MOTORCYCLE DRIVER'S LICENSE
- VALID AFI DRIVER'S LICENSE
- MOTORCYCLE SAFETY COURSE COMPLETION CARD OR LETTER FROM WING SAFETY STATING YOU WILL BE ATTENDING THE SAFETY COURSE
- 5 EURO CASH
- CASH FOR VEHICLE PLATES: (EXACT CHANGE)
- \$5.00 FOR MOTORCYCLE PLATES

- PROOF OF INSURANCE "ORIGINAL" (IN REGISTRANT'S NAME AND AFI PLATE #)
- MUST PASS SAFETY INSPECTION (DATED NO MORE THAN 30 DAYS PRIOR TO FULLY REGISTERING THE MOTORCYCLE)
- CODICE FISCALE CARD (FOR BLACK PLATES ONLY) IF THE MOTORCYCLE IS GOING TO BE BLACK PLATED YOU WILL BE GIVEN THE ROAD TAX PAPERWORK AT THE TIME OF REGISTERING THE MOTORCYCLE. YOU WILL THEN HAVE TO TAKE IT TO THE ITALIAN POST OFFICE AND PAY IT. THEN BRING THE PAID RECEIPT TO PASS AND REGISTRATION.
- BRING THE MOTORCYCLE TO PASS AND REGISTRATION

NOTE: Your registration, (gas card), and safety inspection will be good for one year.

#### *Additional Information*

1. Safety inspections are conducted at POV Inspections near Hanger 4 on Gory Road (behind the Commissary in a green tent). Monday-Friday, 7:30 a.m. - 4:30 p.m. No appointment is necessary.
2. All required paperwork and money as listed above must be in your possession at the time of the appointment. No Exceptions!

### **How to Register a vehicle purchased from another military or logistically supported person**

Registering the vehicle is on a walk-in basis. Vehicle registering hours are Monday - Friday, 8:30 a.m. - 2:30 p.m.

You will need to bring the following:

- ID Card
- Copy of orders (For civilian employees a copy of orders or a full logistical support letter signed by the 31 MSG/CC is required)
- Valid AFI driver's license
- 5 Euro cash (Exact change)
- Money for vehicle plates: (exact change): \$9.50 for white plates, \$8.00 for black plates, \$5.00 for motorcycle plates
- Proof of insurance "Original" (In registrant's name and AFI plate #)
- Must pass safety inspection (Dated no more than 30 days prior to registering the vehicle)
- Codice Fiscale card (For black plates only). If the vehicle is going to be black plated you will be given the road tax paperwork at the time of registering the vehicle. You will then have to take it to the Italian Post Office and pay it. Then bring the PAID receipt to Pass and Registration.
- Bring the vehicle to Pass and Registration.

NOTE: Your registration, gas card, and safety inspection will be good for one year.

#### *Additional Information*

1. Safety inspections are conducted at POV inspections near Hanger 4 on Gory Road (behind the commissary in a green tent.) Monday - Friday, 7:30 a.m. - 4:30 p.m. No appointment necessary.
2. All paperwork, money, insurance and safety inspection must be in your possession at the time of registering the vehicle. NO EXCEPTIONS.
3. Dependents registering their sponsor's vehicle will need Power of Attorney.

### **Registering a Motorcycle purchased from another Logistically Supported Person**

Registering the motorcycle is on a walk-in basis. Vehicle registering hours are Monday - Friday, 8:30 a.m - 2:30 p.m.

You will need to bring the following:

- ID Card
- Copy of orders (For civilian employees a copy of orders or a full logistical support letter signed by the 31 MSG/CC is required)
- Stateside Motorcycle driver's license
- Valid AFI driver's license
- Motorcycle safety course completion card or letter from wing safety stating that you will be attending the safety course.
- 5 Euro cash (Exact change)
- Money for vehicle plates: (exact change) - \$5.00 for motorcycle plates (White or Black)

- Proof of insurance **"Original"** (In registrant's name and AFI plate #)
- Must pass safety inspection (Dated no more than 30 days prior to registering the vehicle)
- Codice Fiscale card (For black plates only). If the vehicle is going to be black plated you will be given the road tax paperwork at the time of registering the vehicle. You will then have to take it to the Italian Post Office and pay it. Then bring the PAID receipt to Pass and Registration.

NOTE: Your registration, gas card, and safety inspection will be good for one year.

*Additional Information:*

1. No appointment necessary.
2. All paperwork, money, insurance and safety inspection must be in your possession at the time of registering the vehicle. No exceptions!
3. Dependents registering their sponsor's vehicle will need Power of Attorney.

### **How To Register a Vehicle Purchased From an Italian Citizen**

1. Registering the vehicle is on a walk-in basis. Vehicle registering hours: Monday – Friday 8:30 a.m. - 2:30 p.m.
2. You will need the following documents:

- Owner must be present with their I.D. card
- Copy of Orders (Civilian employees need a copy of Orders or a Full Logistical Support Letter signed by the 31MSG/CC)
- AFI Registration Fees: 5 EURO (exact change)
- AFI plate fees: Black Plates \$8.00, White Plates \$9.50, Motorcycles \$5.00
- Must have a valid AFI drivers license
- Proof of Insurance "ORIGINAL" (Must have owners name and AFI plate number)
- Vehicle must pass safety inspection (dated 30 days prior to your appointment)
- Road Tax will be calculated on the day of the appointment (Black plated vehicles only) Must know the horsepower of the vehicle in order to calculate the road tax
- Must have your Codice Fiscale Card (Black plated vehicles only)
- Must bring the vehicle to the Pass and Registration on the day of registering the vehicle.

**NOTE: You must return the Italian's plates back to him/her after your vehicle is registered.**

*Items obtained from the Italian Owner:*

- "ORIGINAL" Italian Registration
- Italian Inspection (must have a current "Revisione" stamp on the inspection)
- "ORIGINAL" Italian Road Tax (must be current, this is the responsibility of the Italian owner)
- Photocopy of the Italian owners Carta Di Identita or Italian Drivers License
- "ORIGINAL" Foglio Complementare (Lien Document) must have negative stamp or Certificato Di Proprieta
- Italian Owner must be present at the time of registering the vehicle to sign the Bill of Sale

\*NOTE: Must know the engine size in order to calculate gas ration allotment.

\*NOTE: Your Registration, Road Tax and Safety Inspection will be valid for one year, at that time you will have to renew your registration.

*Additional Information:*

1. No appointment is necessary, first come first serve basis.
2. All required paperwork as listed above must be in your possession at the time of the appointment. No Exceptions!
3. Dependents registering their sponsor's vehicle will need a Power of Attorney.

### **How To Register a Vehicle Shipped from the United States**

You will need the following documents on the day of your appointment:

- Owner must be present with their I.D. card
- Copy of Orders (Civilian employees need a copy of Orders or a Full Logistical Support Letter signed by the 31MSG/CC)
- AFI Registration Fees: 5 EURO (**Exact change**)
- AFI plate fees: Black Plates \$8.00, White Plates \$9.50, Motorcycles \$5.00
- AE Form 302 (Customs Document obtained from Transcar)
- Must have a valid AFI drivers license
- Proof of Insurance "ORIGINAL" (Must have owners name and AFI plate number)
- Vehicle must pass safety inspection (dated within 30 days of the appointment). NOTE: Vehicles that fail the safety inspection will be registered and gas ration cards will be kept in the owner's folder pending the passed inspection.
- Road Tax will be calculated on the day of the appointment (Black plated vehicles only) Must know the horsepower of the vehicle in order to calculate the road tax
- Must have your Codice Fiscale Card (Black plated vehicles only)
- Must bring the vehicle to the Pass and Registration Office on the day of the appointment

NOTE: Your registration, gas card and safety inspection will be good for one year.

*Additional Information:*

1. Safety Inspections are conducted at POV Inspections near Hanger 4 on Gory Road (behind the Commissary in a green tent). Monday-Friday, 7:30 a.m. - 4:30 p.m. No appointment is necessary, first come first serve basis.
2. All required paperwork as listed above must be in your possession at the time of the appointment. No exceptions!
3. Dependents registering their sponsor's vehicle will need a Power of Attorney.

### **Renewal of Vehicle Registration**

An appointment is not required to renew your registration. Pass and Registration duty hours are from 8:30 a.m. - 3:30 p.m., Monday through Friday.

You will need the following documents in order to renew your registration:

- Owner must be present with their I.D. card
- Must have the current Registration from the vehicle so it can be updated
- Must have your valid AFI drivers license so it can be updated
- Must have proof of current insurance
- Vehicle must pass safety inspection (dated within 15 days of the renewal)
- Road Tax will be calculated on the day you come into the Pass and Registration Office (Black plated vehicles only)
- Must have your Codice Fiscale Card (Black plated vehicles only)

NOTE: Your Registration, Road Tax and Safety Inspection are valid for one year from the date of the renewal.

*Additional Information:*

- Safety Inspections are conducted at POV Inspections Hanger 4 on Gory Road (behind the Commissary in a green tent). Monday-Friday, 7:30 a.m. - 4:30 p.m. No appointment is necessary, first come first serve basis.
- All required paperwork as listed above must be in your possession at the time of the renewal process. No Exceptions!

### **Registering a Vehicle driven in from another European Base**

Registering the vehicle is on a walk-in basis. Vehicle registering hours are Monday – Friday, 8:30 a.m. - 2:30 p.m.

You will need the following documents:

- Owner must be present with their I.D. card
- Copy of Orders (Civilian employees need a copy of Orders or a Full Logistical Support Letter signed by the 31MSG/CC)
- AFI Registration Fees: 5 EURO (exact change)

- AFI plate fees: Black Plates \$8.00, White Plates \$9.50, Motorcycles
- Must have the current Registration (front and back license plates) from the Military Installation in which the vehicle was previously registered
- Must have a valid AFI drivers license
- Proof of Insurance "ORIGINAL" (Must have owners name and AFI plate number)
- Vehicle must pass safety inspection (dated within 30 days of the appointment)
- Road Tax will be calculated on the day of the appointment (Black plated vehicles only) Must know the horsepower of the vehicle in order to calculate the road tax
- Must have your Codice Fiscale Card (Black plated vehicles only)
- Must bring the vehicle to the Pass and Registration on the day of the appointment

NOTE: Your Registration, Road Tax and Safety Inspection will be valid for one year, at that time you will have to renew your registration.

*Additional Information:*

1. Safety Inspections are conducted at POV Inspections near Hanger 4 on Gory Road (behind the Commissary in a green tent). Hours are Monday-Friday, 7:30 a.m. - 4:30 p.m. No appointment is necessary, first come first serve basis.
2. All required paperwork and money as listed above must be in your possession at the time of the appointment. No exceptions!
3. Dependents registering their sponsor's vehicle will need a Power of Attorney.

### **Registering a Brand New Vehicle**

Registering the vehicle is on a walk-in basis. Vehicle registering hours are Monday – Friday, 8:30 a.m. - 2:30 p.m. and Wed, 12:00 - 2:30 p.m.

You will need to bring the following:

- ID Card
- Copy of orders (For civilian employees a copy of orders or a full logistical support letter signed by the 31 MSG/CC is required)
- All customs documents obtained from the dealership
- Valid AFI driver's license
- 5 Euro cash (Exact change)
- Money for vehicle plates: (exact change): \$9.50 for white plates, \$8.00 for black plates, \$5.00 for motorcycle plates
- Proof of insurance "**Original**" (In registrant's name and AFI plate #)
- Must pass safety inspection (Dated no more than 30 days prior to registering the vehicle)
- Codice Fiscale card(For black plates only). If the vehicle is going to be black plated you will be given the road tax paperwork at the time of registering the vehicle. You will then have to take it to the Italian Post Office and pay it. Then bring the PAID receipt to Pass and Registration.
- Bring the vehicle to Pass and Registration.

NOTE: Your registration, gas card, and safety inspection will be good for one year.

*Additional Information:*

1. Safety inspections are conducted at POV inspections near Hanger 4 on Gory Road (behind the commissary in a green tent.) Monday – Friday, 7:30 a.m. - 4:30 p.m. No appointment necessary.
2. All paperwork, money, insurance and safety inspection must be in your possession at the time of registering the vehicle. **No Exceptions!**
3. Dependents registering their sponsor's vehicle will need Power of Attorney.

### **How to Register a Moped (50CC or below)**

Registering the vehicle is on a walk-in basis. Vehicle registering hours are Mon – Fri, 8:30 a.m. - 2:30 p.m.

You will need to bring the following:

- ID Card

- Copy of orders (For civilian employees a copy of orders or a full logistical support letter signed by the 31 MSG/CC)
- 5 Euro registration Fee (exact change)
- Stateside Motorcycle license
- Motorcycle safety course completion card or letter from wing safety stating that you will be attending the safety course
- Proof of insurance "**ORIGINAL**" (In registrant's name and Moped plate #)
- Must pass safety inspection (Dated no more than 30 days prior to registering the vehicle)
- Codice Fiscale card to receive road tax paperwork at the time of registering the vehicle. You will then have to take it to the Italian Post Office and pay it. Then bring the PAID receipt to Pass and Registration.

*Mopeds purchased from another military member or logistically supported civilian:*

Both seller and Buyer must be present at the time of registering.

*Mopeds shipped in your household goods:*

In addition to items above you will also need to bring:

- Household goods list which shows the motorcycle
- Motorcycle registration from the country of origin or title

*Mopeds purchased from Italian citizen or dealer:*

Both seller and buyer must be present at the time of registering.

In addition to items above you will also need to bring:

- Italian Citizen ID card
- Current Italian Road Tax
- "Certificato per Ciclomotore"

*Additional Information:*

1. Safety inspections are conducted at POV Inspections near Hanger 4 on Gory Road (behind the Commissary in a green tent). Hours are Monday-Friday, 7:30 a.m. - 4:30 p.m. No appointment necessary.
2. All required paperwork and money as listed above must be in your possession at the time of registering. No exceptions.

## Education - General Overview

### Educational Opportunities for Children at Aviano

For children, Aviano has a full range of educational opportunities beginning with Italian "Asilos" for pre-schoolers, and continuing through graduate programs offered by American universities. All command sponsored family members under the age of 21 who have not graduated from high school or completed a GED must be actively enrolled in one of the following programs:

- Enrolled in and regularly attending the local DODDS school
- Enrolled in an Italian private or public school
- Enrolled in a recognized home study program

Failure to meet the above requirement will result in a complaint of "educational neglect" being filed with the local command on the behalf of the child.

#### *DODDS System*

The DODDS system has over 1,200 students currently enrolled in classes. The school combines K-12; however, the elementary, middle, and high schools are strategically separated into different sections to provide for age/grade discrepancies and each provides an educational environment based on the grade levels in the sections.

The Sure Start Program is available for three and four year old children whose sponsors are E4 and below. "Pre-kindergarten children" are eligible to attend. The program teaches self-help skills and assists with socialization. Contact the school registrar for more information.

#### *School Liaison Officer (SLO)*

The SLO serves as the link between the installation, school, and community; please see the SLO brochure for more information. If you are interested in applying for the free and reduced lunch program please call the SLO or visit your respective school office to pick up an application.

#### *Entrance Requirements*

DoDEA has changed its Early Child Hood Education programs entrance requirements for all DoD Schools for Calendar Year 2009-2010. Age requirement are:

- *Sure Start and Pre-Kindergarten Programs*, a child must be 4 years of age by September 1.
- *Kindergarten Programs*, a child must be 5 years of age by September 1.
- *First Grade*, a child must be 6 years of age by September 1.

If you have any questions about exceptions, contact DoDEA.

Aviano Elementary School, Aviano Middle School, and Aviano High School are part of the Department of Defense Dependent Schools Mediterranean Region. These schools have been fully accredited by the North Central Association of Colleges and Schools since 1975. Standardized test scores for the Aviano Schools are available through the DoDEA Data Center via the following links:

[Aviano Elementary School Test Scores](#)

[Aviano Middle School Test Scores](#)

[Aviano High School Test Scores](#)

Aviano Elementary has a new entrance date change for Kindergarten. Starting SY 09-10 the KN entry cutoff date will change from Oct 31 to 1 September. Meaning, a child must be 5yrs of age before 1 September in order to attend KN. If a family with a child currently enrolled in a KN program PCS's to Aviano then the child will be allowed to attend KN, regardless of their age. However, the program the child attended before coming to Aviano must be an accredited and recognized KN program; home school and bible school do not count.

#### *Bus Service*

Transportation is provided to students residing within the Aviano Commuting Area. It's important before a family leases or rents any type of housing, the School Transportation Office (STO) is contacted to determine whether bus service can be provided. The Aviano housing office has a map of these areas. If the family chooses to live outside the commuting area, they will be responsible for transporting their child to and from the nearest established bus stop on a scheduled route. The STO is located outside the Elementary School and is open Monday-Friday from 8:00 a.m. - 4:00 p.m.. Please contact the School Bus Office at 314-632-5152.

The STO provides the following services:

1. Daily Commuting
2. After School Activity Buses
3. Curricular Trips
4. Co-Curricular Trips
5. Cooperative Work
6. Special needs transportation

#### *Lunch Program*

The school lunch program is prepared and served daily by AAFES. Free and reduced lunch forms are available via the school website, the school office, and through the Schools' Officer.

#### *Before/After School Program*

Before and after school programs are offered by the Child Development Center and Aviano Youth Program. The elementary school does offer some activities throughout the year such as the Homework Club, Student Council, Music Club, and Odyssey of the Mind.

Study trips are an extension of classroom learning and will occur between October 1st and May 31st. All students are invited and expected to participate. Parents can volunteer to supervise students on the trip and need to devote full time to students assigned to them.

#### *Exceptional Children Programs*

A resource teacher for gifted students is available for students qualifying and meeting the DODEA requirements. Aviano currently offers the following supplemental reading programs. Reading Recovery in the first grade and Read 180 in the fourth and fifth grades for students meeting the criteria.

English as a Second Language (ESL) is available for students whose first language is not English and additional academic support is needed.

A Sure Start class is offered for selected 4 year old students. Families apply for the program with priority being given to E-5's and below. This class is similar to the Head Start class available to in many stateside communities.

All students receive special instruction in Italian culture, art, PE, and music. Spanish is a part of the kindergarten through third grade curriculum.

Report cards are prepared every 9 weeks with Parent Teacher Conferences held at the end of the first quarter. Parents are encouraged to meet with teachers on a regular basis.

#### **Adult Education**

Adult educational opportunities are available in Aviano with an array of courses and subjects being offered to meet most academic or degree requirements. College courses are offered at various times to accommodate work schedules and facilities for long distance learning are also available. Services include testing and information on financial assistance. You will also find Air Force Institute for Advanced Distribution Learning (AFIADL), Defense Activity for Non-Traditional Education Support (DANTES) testing and Distance Learning courses. Military personnel, DoD civilians and adult family members are welcome to utilize the Education Center programs. Educational guidance counseling is available on a walk-in or appointment basis. When you enroll for classes, inquire about the Spouse Tuition Assistance Program.

## Education - Local Schools

Choosing the right school for children is a priority for military families. This article describes excellent resources for planning a child's educational needs.

Information on Department of Defense (DoD) Schools, available for military families living on the installations with DoD Schools, can be found in the text box above. Links are provided to the school's website and to current data on the school's test scores. To view a report card for DoD Schools visit this [website](#).

The remainder of this article addresses schools in the local community, outside of DoD Schools. Information about local public, charter and private schools is available through the databases in number 2 below.

### 1. How do I choose a good school?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Education - Local Schools/Overseas

### **Overseas Schools -- What You Should Know**

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

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

#### **Where do I start?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Education - Training (College/Technical)

### Continuing Education

A number of opportunities exist at Aviano to continue your education. If you are interested in personal enhancement courses such as learning a foreign language, cooking, music or dancing, the Community Center is the place for you. The Community Center offers Group Study classes to meet everyone's needs. The times and dates vary based on enrollment.

Your Aviano Education Center offers counseling to both active duty military members and their family members. Tuition assistance, credit by examination, and distance education is also available.

### College

Contact the Aviano Education Center for information about college programs and courses offered on-base. Services include testing and information on financial assistance. You will also find Air Force Institute for Advanced Distribution Learning (AFIADL), Defense Activity for Non-Traditional Education Support (DANTES) testing and Distance Learning courses. Military personnel, DoD civilians and adult family members are welcome to utilize the Education Center programs. Educational guidance counseling is available on a walk-in or appointment basis. When you enroll for classes, inquire about the Spouse Tuition Assistance Program.

Colleges available at the Education Center include:

#### *Central Texas College*

Offers Associate of Applied Science Degree in Criminal Justice, Fire Protection Technology, Applied Management-Military Science, Automotive Mechanic/Technician, Food and Beverage Management, Early Childhood Professions and General Studies. A Microsoft System Administrator Certificate of Completion is also offered.

#### *University of Maryland*

Offers Certificates, Associates Degrees & Bachelor of Arts/Science Degrees in Management Studies, Business Management, Psychology, English, Computer Science, Information Systems Management, Government, History and more. Graduate programs in Counseling and Information Science are also available on site. More programs are available on-line.

#### *Embry Riddle University*

Offers Associates/Bachelors degrees in Technical Management and Professional Aeronautics; Certificates in Aviation Safety, Airport Management, Management, Logistics, Occupational Health and Safety, Security and Intelligence, Space Studies and Supply Chain Management; Masters Degrees in Aeronautical Science with specializations in Aeronautics, Aviation/Aerospace Education Technology, A/A Management, A/A Management, A/A Operations, A/A Safety Systems, Human Factors in Aviation Systems, Space Studies and Space Operations.

#### *University of Phoenix*

Offers Master of Business Administration and Master of Arts and Education which covers Elementary, Secondary, Adult Education and Distance Learning, Curriculum and Instruction and Administration and Supervision. All programs are available through classroom and distance learning.

#### *Tuition Assistance*

Spouses of active duty Air Force members are eligible to apply for the Spouse Tuition Assistance Program (STAP.) Available at overseas bases, this needs-based program is designed to partially fund tuition for spouses. The program is a team effort managed by the Air Force Aid Society Officer and the Education Services Officer. Applications are available at the Education Center.

## Library

### Air Force Library Programs

Air Force Libraries provide an avenue for Airmen and their families to continue their professional and self-developmental educational pursuits, as well as resources for productive use of leisure time. Air Force Libraries also procure mission-essential technical publications to support job requirements of military personnel. Many online products, including downloadable audio books, e-books, and college level practice tests, are available from base library web pages and on the [Air Force Portal](#). These libraries house a variety of print and audio-visual materials for check-out to eligible customers. In addition, Air Force libraries offer customer-use computers with Internet access, free of charge, and most have wireless Internet capabilities. Most base libraries conduct special programs, such as story hours and summer reading programs for youngsters, and offer a variety of classes, author and book talks, and holiday or Air Force heritage events.

The Air Force Library and Information System consists of 103 libraries (80 general, 9 academic, and 14 scientific and technical) as well as one Library Service Center at Ramstein AB in Germany, and nine Learning Resource Centers in Southwest Asia. The Air Force library program also oversees procurement and distribution of educational and recreational materials to over 280 remote sites and contingency operations in 40 countries around the globe. Air Force libraries serve over 12.6 million customers annually and house a total of 9 million + print, audio, video and online resources.

### Military OneSource On-Line Library

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

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

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

## Housing - Overview

### Government Housing

Accompanied personnel assigned to Aviano either reside in private rental housing on the economy or in government leased family housing. There are sixteen sites located among the Italian villages surrounding Aviano. There are waiting lists for the various categories of family housing just like in the United States. Since there is no on-base housing at Aviano, Build to Lease (BTL) housing and Government Family Housing Program leased housing are available. These programs work similarly to on-base housing programs at other locations.

Commuting time can vary anywhere between 5-30 minutes. Although the local transportation system is good, most personnel rely on their POV for transportation. The size of homes can vary as well. Dwelling units available for rent are normally 2-3 bedroom capacity while 4-5 bedroom homes are more difficult to find. Keep in mind that Italian homes generally do not have built in closets and rooms in general are smaller than their American counterpart.

#### *Temporary Lodging Allowance (TLA)*

You will receive a TLA to offset temporary accommodations, lodging and meals. TLA is authorized for up to a maximum of 60 days after your arrival, but it is not an automatic entitlement. You must file a claim every 10 days and provide a paid hotel receipt to the Housing Office to claim the reimbursement. It is recommended that you have money to cover initial hotel costs and meal expenses if you do not have a Government travel card.

You must prove that you are aggressively seeking and viewing private rental dwellings to continue receiving TLA. Your sponsor is key to assisting you in viewing quarters!

The average stay in a TLA hotel varies from 2 weeks to one month. Inform your sponsor you are looking for a hotel that accepts the government travel card. Hand-carry the card and be certain that it is valid and activated prior to PCSing. Reminder - if you do not have a government travel card be prepared to pay for 10 days of hotel and meal costs.

Please communicate with your sponsor regarding arrangements for your temporary quarters. This person is the key to you locating both temporary and permanent housing at Aviano. Your sponsor should be making reservations at least 30 days in advance for lodging facilities on base or one of the local area hotels. There are quite a variety of rentals, ranging from one room hotels to larger facilities equipped with a small kitchen. Most Italian hotels do not come equipped with air conditioning, a place for animals, or some of the other comforts that we may be accustomed to in the United States.

#### *Single Service Member Housing*

Dormitory space for unaccompanied E-3's and below varies with your squadron of assignment. Currently, two rooms share one bathroom and some have kitchenettes. Currently, E-2's and below share a room with E-3's in the one plus one rooms as they become available. Also, depending on dormitory availability, E-4's and above may be assigned off-base quarters. Please check with your sponsor for the most current dorm information.

#### *The Housing Flight*

The Community Housing Element of the Housing Flight assists all active duty military members, DoD civilians and their families search for housing. Lists of homes and apartments available for rent are maintained in a computer database that can be accessed during regular office hours or on any military computer. Sponsors are the key to this equation and should play a major role in finding quarters. This includes providing transportation to view housing and contract signing. Meetings with landlords are arranged with the assistance of the Community Housing Flight on an appointment basis. All other services are on a walk-in basis.

#### *Rental Options*

The Housing Office has information about all available economy rental units. The housing office will assist with contract agreements between the tenant and landlord. Government quarters are also available.

#### *Furniture Management Office (FMO)*

Household items available for checkout during the duration of a tour include: refrigerators, washers, dryers, stoves, wardrobes, transformers, smoke detectors, and kitchen cabinets. It is not recommended that you bring your own large appliances. The FMO offers basic items such as beds, tables and chairs for issue until household goods arrive. Additionally, FMO is the point of contact for issuing and servicing AFN television decoders.

### *Home Fuels*

Truly unique to Aviano housing residents, Home Fuels serves as the liaison office for the base community to the Italian gas and electric utility companies. They assist in initiating setup of gas and electric service and schedule heating oil deliveries (for customers living in economy housing). They also function manage utility billing and payment. Times for new contracts are 7:30 - 11:30 a.m. and 1:30 - 3:30 p.m. Area F, Consolidated Support Center. Open Monday - Friday, 7:30 a.m - 4:30 p.m., Closed Holidays & Goal Days.

### *Voltage/Power*

Adapter Plugs have no electrical power! They merely serve the purpose their name implies: adapting the plug. Your appliance must be 220 or dual voltage prior to using one of these adapter plugs. Adapter plugs are confusing because they come in a variety of sizes. Read the small print! All American or 110 appliances have a metal plate affixed or writing engraved into the plastic showing the voltage and the Hertz. This information is invaluable for determining which size transformer you will need. If the plate does not list the voltage and only lists amperes (A) just multiply the ampere by voltage (120) to determine the wattage requirement. This is quick and easy to do.

*Returning from Overseas* -- Those returning to CONUS from overseas should check out *DoD Automated Housing Referral Network (AHRN)*--Visit [AHRN.com](http://AHRN.com) or ask at your local housing office to learn about this DoD program that is currently available for most installations. The program allows military members and families to:

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

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

## Housing - Temporary

### **Temporary Lodging Facility (TLF) and Visiting Quarters (VQ)**

The Mountain View Lodge is a new state of the art, 78 Unit Visiting Quarters (VQ) facilities. The facility is currently comprised of 6 Business Suites and 72 Typical Suites. Four of the Suites are compliant with the American Disabilities Act (ADA).

### **Amenities**

Recently opened is the new 100 unit Temporary Living Facility (TLF). The TLFs are comprised of 52 one bedroom units and 48 two bedroom units. Each unit has a living room area and a fully equipped kitchen comprised of American size flat surface stove/oven, dishwasher, refrigerator (with ice maker), dishes/pots/pans, etc. and a small laundry area with a European size washer and dryer. Entertainment is available with satellite TV and DVD players - also, each room is fully equipped for internet connection!

### **Statement of Non-Availability**

Everyone must first try to secure lodging on base at lodging. Should there be no vacancies, you will be required to obtain a statement of non-availability *prior* to obtaining off base lodging or you will risk not being eligible for TLA reimbursement!

### **Pets**

TLF does accept pets! There are units for occupants PCSing with pets and an additional charge is administered. Should these units be occupied but other rooms available, you will not be issued a statement of non-availability if you have a pet and decide to stay off-base. Kennels are available in the area - let your sponsor know if you are arriving with pets!

### **Off Base Lodging**

Should you arrive unexpectedly for some reason, and there are no rooms available at Mountain View Lodge, they will assist you in obtaining rooms at a local hotel. Be sure to keep your sponsor informed regarding your travel plans.

### **Local Facilities**

The Mountain View Lodge is conveniently located on the Flight Line (Area F) close to the Commissary, BX, Consolidated Club and the Dragon Fitness Center. Some of the services provided a Business Center, ATM, maps of the local area, English/Italian speaking staff and convenient purchase of snacks, souvenirs, soft drinks, etc.

*Space-Available Travelers can make reservations up to 24 hours in advance for a maximum of three day period.*

## Housing - Government

### **Military Housing**

Accompanied personnel assigned to Aviano either reside in private rental housing on the economy or in government leased family housing. There are seventeen sites located among the Italian villages surrounding Aviano.

#### *Availability*

Since there is no on-base housing at Aviano, Build to Lease (BTL) housing and Government Rental Housing Program (GRHP) leased housing are available. These programs work similarly to on-base housing programs at other locations. BTL quarters are no different than the government owned family housing you would find in the United States. There are waiting lists for the various categories of family housing, just like in the United States.

Under this program, your landlord is the USAF and the government pays all rent and utilities. There are no deposits, hook-up fees, registration or taxes. The Facilities Management Element of the Housing Flight is your point of contact for all maintenance and repair needs. You are responsible for damages caused to the unit.

#### *Eligibility*

All personnel with accompanying family members or military married to military who are assigned to Aviano are eligible for the BTL housing program.

#### *Application*

Housing applications should be sent to the Housing Management Office prior to your arrival in Aviano in order to receive advance placement. Contact your current housing office to complete DD Form 1746 (Application for Housing). They will forward it along with a copy of your Permanent Change of Station (PCS) orders to the Aviano Housing Office.

The effective change in duty station date of DD Form 1746 housing application determines the placement position on the Family Housing waiting list.

### **Single Service Member Housing**

Dormitory space for unaccompanied E-3s and below varies with your squadron of assignment. Currently, two rooms share one bathroom and some have kitchenettes. Currently, E-2s and below share a room with E-3's in the one plus one rooms as they become available. E-4s with 36 months TIS and above will be assigned off-base quarters. Please check with your sponsor for the most current dorm information.

## Household Goods - Overview

### Arranging Household Goods Shipments

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

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The transportation office may instruct you to use the government's [new automated moving system](#) and process, DP3. The counselors will explain all your PCS move entitlements in detail. Your first decision is whether to have the government move you or whether to move yourself. There are pros and cons to each type of move. Your counselor will answer all of your questions. If you choose a government move, they will book your shipment and put you in contact with your mover (Transportation Service Provider - TSP). The TSP will contact you for a pre-move survey and let you know the exact dates the movers will come. If you choose to move yourself, the counselor can assist with recommendations and tips on how to do a personal move.

#### *Automobile*

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

#### *Shipping Pets*

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

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

### Arrival and Delivery of Household Goods Shipments

Follow the instructions you are given at counseling carefully. Depending on how your shipment moves, it is your responsibility to contact the transportation office or mover (TSP) as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

Make certain that you, or someone who can act in your name, is available at your new home on delivery day. If the TSP arrives and cannot deliver the shipment, you may be charged for the attempted delivery and any additional storage that may result.

#### *Customer Satisfaction Survey*

Once your personal property is delivered, you'll be asked to rate your satisfaction with the customer service you received from the TSP. Make sure you take the time to do this. Your feedback will make the process better for everyone. The SDDC website provides detailed information about [completing the Customer Satisfaction Survey](#).

#### *Claims*

DoD customers are eligible for Full Replacement Value (FRV) protection on most DoD sponsored shipments. With this protection, the TSP will either repair or pay to repair damaged items and pay the full replacement cost for items that are lost or destroyed.

Providing prompt notice of loss or damage is an essential part of the process. Use the front of [DD Form 1840/1840R](#) to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form, DD Form 1840R. You must **file DD Form 1840/1840R with the TSP within 75 days of delivery**. The TSP has the right to inspect the damaged item once they receive the notice forms.

If you have any loss or damage to your personal property you will need to file a claim. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. You must file the claim directly with the TSP within nine months of delivery to receive FRV protection. Once the claim is filed directly with the TSP, the TSP is responsible for obtaining repair and replacement estimates and settling the claim by paying repair or replacement costs.

As in the past, the Military Claims Office (MCO) is available to help you understand the claims process and your rights and responsibilities. You may still transfer your claim to the MCO if you wish. However, if you transfer your claim the MCO will only be responsible for the lower depreciated cost of items on the claim.

### **Installation Specific Information**

#### *Privately Owned Firearms (POF)*

Shipping of any kind of weapon is prohibited. The Italian Government has imposed a ban on shipment of privately owned firearms to Italy. POF includes any weapons that is designed for or can be readily converted to be used for attack, defense, sports, games or hunting by driving a projectile through the barrel. This includes air pistols, air rifles and firing replicas of antique firearms. Additionally, it includes spring-opening knives, fixed bowie knives, straight-edge razors, brass knuckles, blackjack devices, cans with sharpened points, pipes, chains, slings, metal spheres, and any other like weapon which may be used for offending a person is forbidden. Italian law states that pocket knives may be carried, but the blade must not exceed two inches in length.

- a. Hand Guns: None.
- b. Rifles/Shot Guns: None.
- c. Toy Related Guns: None.
- d. Other (i.e. Ammo, Explosives, Etc.): None.

## Household Goods - Shipping Pets

### **Pet Documentation, Quarantine, Vaccinations**

Italy does not have a quarantine or pet restrictions; however, there are major requirements when shipping pets.

1. All cats, dogs and ferrets arriving in Italy must be microchipped prior to arrival in country.
2. An International Health Certificate (available on line from the Italian Embassy) is required to bring a pet into Italy. Strict time-lines regarding examinations and immunizations are involved. You will need a veterinary health certificate as well as a rabies vaccine certificate that states the animal is in good health and rabies free. This rabies vaccine must be older than 30 days but less than 11 months.
3. The health certificate must be issued no earlier than ten days before arrival to Italy. This certificate is strictly valid for only ten days after issuance. If flying commercially, both of these documents must be certified by the U.S. Dept. of Agriculture (stamp, seal and signature).

### *Registration*

Upon arrival, please make plans to register any pets with the Base Veterinary Clinic within ten working days. Registration is free, but must be done by the sponsor. If this is not done, you jeopardize your ability to receive veterinary care for your animal while in Italy. Please bring your pet's health record to the clinic when registering. Keep in mind that the three-year rabies vaccine is not recognized; shots must be given annually.

### *Birds*

Bringing a bird to Italy or any European Country has particular challenges: The bird could be identified as an endangered species under the 1992 Endangered Species Act. While bringing the animal to Italy may not be a problem, shipping it back to the U.S. can pose immense difficulty. Please check with your local Fish and Wildlife Service for more information on this regulation.

### **Shipping Pets**

You must have an approved shipping container for each animal. Contact your airline for current kennel requirements. Each animal must be in his or her own kennel.

Be certain to ask your commercial airline about pet embargoes in the summer. Many airlines will not ship pets due to the extreme heat and potential health risk to animals. Pet travel on your AMC flight will not be impacted.

If shipping your pet to Italy after your arrival is in your plans, keep in mind that our closest airport is the Marco Polo Airport in Venice. Ensure that the carrier you have chosen will ship your pet unaccompanied to this airport. Some will only ship unaccompanied pets to Milano Malpensa Airport, which is a six hour drive by car.

### **Lodging and Kennels**

Pets are accepted at Mountain View Lodge (on-base TLF facilities) but you must request a pet room when you make your reservation. If space is available you must stay on base, you will not be issued a statement of non-availability because you have a pet and chose to stay off-base.

There are a number of boarding facilities for your pet in the local area. Communicate your boarding needs with your sponsor. A listing of kennels and temporary accommodation units that allow pets is available at the Airman and Family Readiness Center. When talking with your sponsor please tell them the breed, type and size of your pet.

### **Veterinary Services**

Please refer to our [webpage](#) for complete information. A list of local boarding facilities is available at the veterinary clinic, located in Building 1410, Flightline.

## Special Needs

As many as 15% of military families have members with special needs. These include spouses, children, or dependent parents who require special medical or educational services. These family members have a diagnosed physical, intellectual or emotional condition. The Exceptional Family Member Program (EFMP) serves these families in several ways.

These four articles will provide families with special needs helpful information and points of contact:

- Enrollment/EFMP – This article discusses the Exceptional Family Member Program enrollment, which is mandatory for all military personnel who have a member of their family with a medical or educational disability. The article discusses the purpose of enrollment, the process and provides Service-specific differences.
- Family Support/EFMP – This article discusses the family support function of the EFMP, which may include information and referral support (to military and community resources), financial management assistance, relocation assistance, and for some families, case management. The article provides Service-specific differences and identifies the point of contact at each installation.
- Health Care/Special Needs - The military health care system supports families with special needs in a number of ways. This article describes the special services and provides the point of contact at the Military Treatment Facility.
- Special Education/EIS – Describes two programs that provide educational intervention for children with disabilities who are from birth to three (early intervention services) or are school aged (3-21) (special education).

## Special Needs - EFMP Enrollment

### *Exceptional Family Member Program - Enrollment*

The Exceptional Family Member Program (EFMP) includes a variety of personnel, medical, and family support functions. Enrollment is a major component of the program and is mandatory for all military personnel who have a member of their family with a medical or educational disability.

By submitting a completed DD 2792, EFM Medical Summary and/or the DD 2792-1, EFMP Educational Summary, the military member identifies that a family member has a special need. Information about the family member's condition including diagnosis, type of provider(s), frequency of care, medication, and special accommodations is documented on the forms. The information is used during the time that a service member is being considered for a new assignment to insure that the service member's family member can obtain necessary care at the new location.

Although each of the Military Services handles the enrollment somewhat differently, there are some commonalities:

1. Each Service uses the Department of Defense forms (DD 2792 and DD 2792-1)
2. Each Service submits the completed forms to the receiving location for review.
3. The receiving location indicates whether care is available.
4. The [DD 2792](#) medical form is reviewed by medical personnel,
5. The [DD 2792-1](#) is reviewed by educational personnel,
6. All of the information is confidential and private, and on a need to know basis.

Military personnel, depending upon the Service, can pick up the necessary forms as follows:

Army – At the military treatment facility – ask for the EFMP office.

Marine Corps – At Marine Corps Community Service. Ask for the EFMP manager.

Navy – At the military treatment facility. Ask for the EFMP Coordinators' Office.

Air Force – At the military treatment facility. Ask for the Special Needs Information and Assignment Coordination (SNIAC) officer.

These individuals can also explain the process for getting the forms completed, and for returning them.

## Special Needs - EFMP Family Support

### *Exceptional Family Member Program - Family Support*

The Exceptional Family Member Program (EFMP) includes a variety of personnel, medical, and family support functions. The EFMP family support services may include, but are not limited to:

- Information and referral for military and community services
- Relocation assistance
- Financial management
- Local school and early intervention services information
- Case management

To reach a family support program in the:

- Army – Army Community Service - EFMP Manager
- Marine Corps – Marine Corp Community Service - EFMP Coordinator
- Air Force - Airman and Family Readiness Centers - EFMP-Family Support
- Navy – Regional Information and Referral specialists

Military families with special needs who are not located near a military installation are encouraged to call Military OneSource (1-800-342-9647) and ask to speak with a special needs consultant. The Military OneSource program is designed to supplement programs and services available on the installation, and can be especially helpful to Guard and Reserve families who don't live near an installation, or to members who are geographically isolated.

## Special Needs - Health Care

### Exceptional Family Member Program

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

### Military Treatment Facility

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

### Moving to a New TRICARE Region

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

### Beneficiary Counseling and Assistance Coordinator (BCAC)

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

### Case Management

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

### Extended Care Health Option (ECHO)

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

### Transporting Medical Equipment

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

### Federal and State Health Care Programs

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

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

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

## Other Important Resources

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

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

## Installation Specific Information

Because services are more limited for families at overseas (OCONUS) bases versus stateside bases (CONUS), all family members who accompany sponsors to Aviano AB (or any OCONUS base) must be screened to see if they have special needs. (This implies the person requires medical, mental health, educational, or early intervention services beyond what the military can ensure can be provided). If a family member is identified as having special needs, the sponsor must ensure his or her family is Q-coded within the Military Personnel Section's (MPS) data system. Once a family has been Q-coded, screening is required for all assignments, whether CONUS or OCONUS.

If your family requires screening because you are: 1) coming to Aviano, 2) leaving Aviano and going to another OCONUS base, or 3) have a Q-coded family member and are returning stateside, please contact the Special Needs Identification Assignment Coordinator (SNIAC), as soon as you have your assignment. After all, sometimes this process can take longer than anticipated.

If you have a special needs family member and are moving to Aviano, shortly after arrival, please contact the SNIAC to schedule an appointment.

## Education - Special Education/EIS

### Exceptional Family Member Program

Exceptional Family Member Program (EFMP) screening is mandatory for all family members who will accompany a service member to an overseas duty location. EFMP screening includes educational screening when the family member is under the age of 21. The military service considers the needs of the family member when considering an overseas assignment.

The Department of Defense has two programs that provide services to children with developmental delays and disabilities, in accordance with the Individuals with Disabilities Education Act (IDEA).

#### *Infants and Toddlers (birth to 3 years old)*

Educational and Developmental Intervention Services (EDIS) is a military medical department program that provides early intervention services to infants and toddlers from birth until three years of age. EDIS is available at all locations where there is a DoD school.

#### *School Age (3-21 years)*

The Department of Defense Dependents Schools (DoDDS) provides special education to school aged children with a disability. In overseas communities, the availability of services varies according to the size of the community, its location, and the military mission.

### Services Available

At the Aviano School Complex (Aviano Elementary, Middle, and High School), DoDDS provides the following level of services:

*Preschool (3-5 years of age):* Services are available for children with developmental delays and/or other identified disabilities who require daily or less frequent support in a developmental preschool classroom setting.

*Autism Spectrum Disorder (ASD):* The schools provide direct instruction in the regular classroom or in a resource room. This location would not be appropriate for children with the diagnosis of autism who require individual support or more intensive special education service.

*Communication/Speech Impaired:* Services are available to provide comprehensive speech and language interventions in individual, small group, and/or general education classroom settings.

*Emotionally Impaired:* Children with a diagnosis of emotional impairment may receive instruction, behavior modification, and counseling in a resource room setting. There is no self-contained classroom for the emotionally impaired. This placement would **not** be appropriate for children coming out of a residential placement and/or an alternative educational setting.

*Intellectual Disability (Mental Retardation):* Services are available for children who have mild to moderate mental retardation and who require major curriculum modifications to receive instruction in the general education classroom (approximately 50% or greater). The majority of instruction may be in a resource room setting.

*Specific Learning Disability:* Services are available to provide the majority of individualized instruction in a resource room setting (75% of the day or more).

*Hearing Impaired:* Services are available on an as-needed-basis to provide consultation for students with hearing impairments who can be served in the general education classrooms. The Hearing Impaired Specialist is not located within the school complex and on-site visits may be limited. Minor environmental modifications and some special materials are available. Support is provided for children whose hearing disability is typically corrected with hearing aids. This is not an appropriate location for children who are deaf or who require the services of an interpreter.

*Visually Impaired:* Consultation services are provided on an as-needed-basis to support children with low vision who can be served in a general education classroom. The Visually Impaired Specialist is not located within the school complex and on-site visits may be limited. This may include equipment for providing magnification and high contrast, large print books, and environmental modifications for light control and/or preferential seating. This is not an appropriate location for children who are blind and require pre-Braille or Braille instruction or orientation and mobility training.

## **Special Education Records**

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

If your child requires specialized equipment (for example large print books, an FM trainer, or Braille services) contact the Area Special Education Coordinator in Wiesbaden Germany. Contacts: DoDDS-Europe, Wiesbaden, Germany Mediterranean District.

## **Installation Specific Information**

If you are enrolled in Special Needs Identification and Assignment Coordination (SNIAC) or have a family member who requires specialized medical, educational or mental health services, you need to contact your base SNIAC to request a Dependent Relocation Clearance.

Individual cases should be referred to SNIAC so that all services in addition to education may be coordinated for the inbound family.

Aviano Elementary School offers special education services to students with identified learning needs. The school also has a PSCD (Pre-School Children with Disabilities) class for three and four year olds with developmental delays.

## **Contacts**

*DoDDS-Europe, Wiesbaden, Germany*  
Office of the Deputy Director, DoDDS-Europe  
Special Education Coordinator  
Unit 29649, Box 7000  
APO AE 09096  
011-49-611-380-7219  
DSN: 314-338-7614  
Fax: 011-49-611-380-7575

*Mediterranean District*  
Superintendent of Schools  
Unit 31401 Box 11  
APO AE 09630  
DSN: 314-634-8460  
011-39-0444-518-503  
Fax: 011-39-0444-302-541

## Health Care - Overview

### Moving With TRICARE

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

#### *When Enrolled in a TRICARE Prime Option*

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

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

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

### Prime Options in the United States

#### *TRICARE Prime*

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

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

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

#### *TRICARE Prime Remote*

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

### Prime Options Outside of the United States

#### *TRICARE Prime Overseas*

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

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

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

### *TRICARE Global Remote Overseas*

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

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

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

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

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

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

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

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

### **When Using TRICARE For Life**

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

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

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

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

### **Getting Care Along the Way**

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

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

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

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

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

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

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

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

### **Filling Prescriptions on the Road**

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

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

Your pharmacy coverage is limited overseas:

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

### **If You Have Questions**

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

### **Installation Specific Information**

#### **Medical Services**

The 31st Medical Group clinics are accredited by The Joint Commission (JC). The main hospital, outpatient clinics, and specialty clinics are located in Area One. The flight medicine clinic is in the flight line area. Referrals are also made to regional military facilities through the air evacuation system, as well as with excellent host nation network providers and hospitals.

Provides outpatient family medicine services to all active duty, active duty family members and TRICARE enrollees assigned to a Primary Care Management (PCM) Team. DoD civilian personnel and DoDDS personnel can be seen by the PCM Team of their choice on a space available basis. Additionally, the Family Practice Clinic provides an evening clinic for acute care. Preventive Health Assessments (PHAs) for active duty members are completed annually by the PCM team assigned to your squadron. Services are by appointment only. For appointments, call Central Appointments at 0434-30-5000 off base or 314-632-5000 on base.

For emergencies, go the nearest Italian hospital emergency room or call 0434 30-8911 or (911 on base or Italian 118 off base). The Pordenone hospital is located 15 minutes away from Aviano and has translators available 24/7. The Italian healthcare system has been providing Aviano with excellent outpatient and inpatient services to include emergency care.

### **Dental Services**

Provides general dentistry services to all active duty personnel. Family members and other beneficiaries are seen on a space available basis only. Space available dental appointments are appointments that cannot be filled by active duty patients. Members wanting space available appointments are encouraged to call the same day they want an appointment. Pediatric dental services are available for children up to the age of 10. Orthodontic services are extremely limited. Top priority for orthodontic treatment goes to active duty and family members of active duty who arrive on station with braces placed prior to their receiving notification of assignment to Aviano. Very few orthodontic cases are started at Aviano and availability is reserved only for patients with severe orthodontic problems. Dental sick call is by appointment only and is available from 7:30 a.m. - 10:10 a.m. and from 1:00 - 3:00 p.m., Monday - Friday. Sick call appointments are open to all beneficiaries. For appointments, call 0434-30-5060 off-base or 314-632-5060 on base.

## Child and Youth Programs

### General Information

The Department of Defense (DoD) and the Military Services take great pride in the variety and quality of services provided to children and youth on installations worldwide. While the services provided depend on the size of the location, the standards and quality of services are consistent and meet established regulations. The network has hundreds of locations worldwide serving over 1.3 million children.

### Child Development Centers (CDC)

These facilities generally offer child care for children ages six weeks to 5 years old. Care is typically available weekdays from 6:00 a.m. to 6:00 p.m. CDCs vary in size; the average CDC cares for about 200 children. All programs must be certified by the DoD and accredited by a national accrediting body such as the [National Association for the Education of Young Children](#).

### In-Home Childcare

With in-home childcare, children receive their care in the private home of a certified provider living in government-owned or leased housing or in state-licensed homes in the community. Family child care provides accommodating child care arrangements, including night, weekend, and flexible hourly care for shift work.

In-home childcare programs offer comparable care to a CDC. Providers must be certified by the DoD, and some seek additional accreditation from the National Association of Family Child Care (NAFCC). Regulations limit the number of children that may be cared for at one time: no more than six children under age eight, and no more than two charges under two years old.

### School-age care (SAC)

DoD School-Age Care (SAC) programs are offered for children, kindergarten to 12 years of age before and/or after school, during holidays, and summer vacations. Emphasis is placed on SAC programs which meet community needs, reinforce family values, and promote the cognitive, social, emotional, and physical development of children. SAC may be provided in DoD Youth Centers, Child Development Centers or other suitable facilities. To expand school-age care spaces, DoD policy encourages use of youth centers; on-and off-base schools, and other suitable facilities such as community centers. Accreditation of DoD SAC programs is a requirement. Accreditation sets the professional standards for after school programs and helps families identify high-quality programs.

### Waiting List

Due to a high demand for care, you may be placed on a wait list. Your position on the wait list depends on many factors that are at the discretion of the installation and may include your husband's military status, the date you apply, deployment and your employment. If these factors change while you are on the wait list, your position will be changed accordingly, so it is important that you keep your information up-to-date.

Child care is not an entitlement, and fees are income-based. Fees throughout the child development system of care fall into fee ranges set by DoD.

To apply for child care, fill out [DD Form 2652, Application for Department of Defense Child Care Fees](#) and [DD Form 2606, the Department of Defense Child Development Program Request for Care Record](#) and return them to the Resource and Referral (R&R) office at your installation.

### Youth Programs

The Department of Defense has a long history of providing positive youth programs that focus on alternative activities for youth during out-of-school hours. Today, DoD continues to be committed to youth by providing consistent guidance and stable and dynamic programs in more than 350 youth programs worldwide. DoD promotes positive youth development by designing programs to recognize the achievements of youth and by developing partnerships with other youth-serving organizations like the Boys & Girls Clubs of America and 4-H that offer a variety of resources. Programs for teens and pre-teens vary from one base to another, but are governed by a consistent DoD instruction. Programs prepare young people to meet the challenges of adolescence and adulthood through a coordinated, progressive series of activities and experiences that help them become socially, emotionally, physically and cognitively competent. Programs usually include physical fitness and sports, arts and recreation, training in leadership, life skills and career/volunteer opportunities, mentoring, intervention and support services.



## Child Care

### Child Development Services

Child care services on Aviano Air Base are available through many programs offered at the Child Development Center (CDC) and the School Age Program (SAP). There is no on-base housing and therefore, no Air Force Family Child Care program. Child care is limited for some age groups and the centers may be filled to capacity and unable to support all child care requirements.

### Child Development Center (CDC)

#### *Eligibility*

Dependent children, ages 6 weeks to 12 years of age, of active duty personnel, DoD civilian personnel, reservists on active duty or during inactive duty training, DoD contractors and Coast Guard personnel assigned to or living on the installation are eligible to use the CDC and School Age Programs.

#### *Programs Offered*

Programs available at the Aviano CDC include; full time, hourly, part-day enrichment, volunteer, PCSing, Give Parents a Break, Kids Night Out/Parents Night Out, and before/after school for kindergartners. These programs are offered either at Area 1 or the annex facility at the flight line in Area F and are available for children ages 6 weeks through 5 years. Part day enrichment is offered at the flight line center. Sure Start is available through the DoD Elementary School.

#### *Registration*

If you require child care, fax an advance application (DD Form 2606) with a copy of your orders from your current CDC to the Aviano CDC or visit the [31st Force Support Squadron web site](#) to complete the application and check out the child and youth programs. A copy of your Permanent Change of Station (PCS) orders is required and can be faxed to 314-632-7279. Remember to include a contact number and address.

When you arrive on base, contact or drop by the CDC or Youth SAP to activate your application. Applications are required for all individuals who want to register for the waiting lists, to include military married to military and single parents. If child care is required upon arrival to the base, call the centers directly and/or work closely with your sponsor who can assist you in making child care reservations and check your current status on the waiting list.

#### *Priority Care*

Aviano AB has established priorities for child care in the CDC and Youth SAP based on the Department of Defense (DoD) mandated requirements. Additionally, for full-time or before and after school child care in child development or school age programs, the highest priority for care includes active duty military and DoD civilian employed parents who are either single parents or whose spouse is employed full time, is a military member on active duty or a full-time student. The scope of child care is limited at Aviano Air Base; therefore, the "highest priority" as defined in previous statement is assigned to children of child development and school age program employees to ensure both programs maintain adequate staffing levels to operate at maximum capacity.

- Priority 1: CDC and SAP employees
- Priority 2: Single and Dual Military Families (military married to military) and Reservists on active duty (with a family status Single Parent/Dual Military)
- Priority 3: Single and Dual Military or Command Sponsored DoD Civilians with a fulltime working nonmilitary spouse (working 20 hours per week or is a full time student)
- Priority 4: Families with an unemployed spouse

#### *Costs*

The fee for hourly care is \$3 per hour per child. Full day, part day enrichment and before/after school care fees are based on total family income and are computed for each family at the time of registration. Hourly fees are due after service is provided. Payments for other programs are due based the optional payment plan selected when the parent signs his/her contract.

#### *Respite Care*

Respite Care is an Air Force Aid sponsored program. Please contact the Airman and Family Readiness Center at DSN 314-632-5700 or Commercial 011-39-0434-30-5700 for more information.

### **School Age Program (SAP)**

The SAP is a program offered at the youth center and includes full day camps during non school days and before/after school care on school days and is available for children in the 1st to 6th grade.

### **Give Parents A Break Program**

The Air Force Aid Society (AFAS) recognizes that Air Force families are subject to unique stress due to the nature of military life, deployments, remote tours, long working hours, etc; and provides funding for child care in the CDC and SAP once per month at no cost to the parents. The program offers eligible parents a break from the stresses of parenting for a few hours. Check with the A&FRC for eligibility requirements and a referral application for this program.

### **Child Care for PCS Program**

The CDC and SAP partner with Air Force Aid Society and Airman & Family Readiness Center in providing care through the "Child Care for PCS" program. This program entitles newcomers up to 20 hours free child care per child (on a space available basis) within 60 days of arrival or departure to/from the base.

The CDC and SAP also offer hourly care on a space available basis during the first week of in processing/last week of out processing. Reservations may be made up to 4 weeks in advance by the parent or sponsor of incoming personnel. Early reservations are highly recommended as these slots fill up quickly. Spaces are available for children 6 months to kindergarten age at the CDC and 1st through 6th grade in the school age program.

### **Parent Co-Op**

Co-Op Care -- One of a kind programs and unique to Aviano. Parents volunteer one day a week to watch other families' children in exchange for free child care for their own children. The program is located in Bldg 110, Area 1, and operates Monday - Friday 9:00 a.m. - 12:00 p.m. (closed on down/goal days/holidays).

Benefits of program include opportunities for non-working spouses to network, meet new friends, learn parenting skills while earning volunteer hours for free child care. Children also have the opportunity to socialize and make friends. Child care must be used the same week volunteer hours are earned. All care is by reservation only. Children must have current immunizations and an updated registration form on file. Volunteer parents must successfully complete a full background security clearance (local, state and national agency checks), provide 2 positive references, complete mandatory training to include CPR/First Aid, fire safety, child abuse prevention, positive guidance, and provide a record of required immunizations and current physical. The Co-Op Care Coordinator can be reached at DSN 314-632-5630.

### **Child Supervision Guidelines - Aviano AB, Italy**

[Click here](#) to learn about Child Supervision Guidelines for Aviano AB.

## Youth Services

### Youth Services

#### Teen Center

The Teen Center is located in Area One in the upstairs of building 1116. Inside the Teen Center, teens can enjoy the X-Box, arcade games, pool tables, movie room, ping-pong and music rooms. There is also a Computer Room with Internet access.

We offer a variety of opportunities for youth to develop their physical, social, emotional and cognitive abilities and to experience achievement, leadership, enjoyment, friendship and recognition.

*Instructional Classes* -- Ballet, Dance, Karate, Gymnastics and Cheer

*Open Recreation* -- For youth ages 9-12 and in the Teen Center for teens ages 13-18, we offer Boys & Girls Club programs, field trips and activities after school, expanded hours and programs during non-school days.

*School Age Program* -- For youth in 1st-6th grade. This program is accredited by the National After School Association (NAA) and provides care before and after school and all day on non-school days. This program provides a safe, supervised, healthy, age appropriate environment for youth in 1st-6th grade.

*FitFactor* -- This is an online program for youth ages 6-18 to develop a healthy lifestyle. Earn points to get prizes by participating in physical activities, eating healthy and doing household chores.

#### Youth Recreation

The Aviano Bowling Center offers 12 lanes and a variety of arcade games for entertainment.

Directly behind the bowling center is the base pool, which has a slide and diving board. It's a cool place to hang out during the summer. The pool is open from late-May until mid-September.

There are nearby lakes and beaches within 45 minutes of Aviano. Skiing and ice-skating are also available during the winter, and both are just a short drive from Area 1 and 2.

We have Anthony's Pizza, Taco Bell, Popeye's Chicken and a Cinnabon in the BX food court. The Mini Mall is located by the High School in Area 1 complete with Subway and Anthony's Pizza. The bowling alley and golf course also serve fantastic breakfasts, lunches and dinners!

#### Youth Sports

We offer basketball, baseball/softball, soccer, indoor soccer, flag football and volleyball for youth ages 5-15. We also offer t-ball, basketball and soccer for youth ages 3-4. All youth must have a current physical on file prior to registration. Volunteer coaches are always needed!

For more information on any of our Youth Programs, contact the Youth Programs Director at DSN 314-632-7575 or view the various programs on the [Youth Programs website](#).

#### Other

While off base you can go sight-seeing, or you can take advantage of Italy's incredible shops and name-brand stores. The closest mall is in Portogruaro, but it is not your typical mall (it's much smaller). The best local place to go shopping is in Pordenone where there are hundreds of little shops and specialty stores. The buildings and products in Italy are different than those in the States, but it won't be long before you begin to appreciate their unique styles and products. You will love it!

One of the best things about being an American living in Italy is that you can enjoy both cultures and experience the best of both worlds. Don't miss out on the incredible opportunity awaiting you! Be adventuresome, see Italy today!

## New Parent Support Program

### General Program Description

The New Parent Support Program (NPSP) offers information, support and guidance to military families who are expecting a child and/or have children ages birth to three years of age. Services are provided free of charge to eligible families. NPSP staff provides support in the areas of pregnancy, labor and delivery, newborn/infant/toddler care and safety, growth and development, parenting and family relationships through home visits, classes, educational /support groups and referrals to community services. NPSP staff understands the impact that military life can have on expectant and new families, including deployments and separation from family and friends, and assist families to cope with these special situations. NPSP services are tailored to each family's unique circumstances, and can help with adaptation to military life, preparation for parenthood, enhancing parenting skills, understanding growth and development, couple communication and stress management.

### Staff Qualifications

NPSP services are provided by Registered Nurses and Licensed Medical Social Workers.

### Eligibility Requirements

NPSP services are available to military families with an expectant mother and/or children ages birth to three years of age.

### How to Enroll

To enroll in NPSP, contact your installation Family Advocacy Office.

### Installation Specific Information

Are you expecting a baby, or do you have a child under the age of three? If so, check out this program. Having a new baby or raising a toddler isn't easy under the best of circumstances. Here at Aviano, it can be more challenging than ever! After all, you don't have Mom here to help you, and there aren't the community services you might find in the States. Plus, have you tried to childproof an Italian home?

This program can offer the assistance you need in the privacy of your home. Check out the list of possible ways we can help. Decide which are issues of concern for you, and then give us a call. Or, don't be afraid to ask some questions. Remember, this is probably the most important role you'll ever fulfill in life, being a parent. So take advantage of this voluntary program where there are two Registered Nurses ready to lend their support, including making home visits to wherever you live in the Aviano Air Base area. After all, parenting will never be without its challenges. But just maybe, we can help you minimize a few of them!

Need help with pregnancy issues?

- Fetal growth and development
- Nutrition
- Pregnancy health issues
- Breast-feeding information
- Bottle-feeding information
- Breast pump program
- WIC program referrals
- Prenatal bonding
- Father's role
- Preparing for a new baby
- Emotional changes
- Newborn care education
- Car seat selection

Need help with child-rearing issues?

- Normal child development
- Safety and child proofing of the home
- Discipline issues
- Infant/toddler care

- Child health issues
- Toy selection
- Age-appropriate play activities
- Feeding
- Spoiling a baby
- Sudden Infant Death Syndrome (SIDS)
- Infant personality
- Sleep patterns
- Infant communication
- Temper tantrums
- Toilet training
- Infant massage
- Developmental screening
- Shaken baby syndrome
- Car seat safety information

Need help with family issues?

- Stress management
- Relationship counseling
- Financial referrals
- Self-esteem building
- Grief issues
- Sibling rivalry
- Divorce preparation
- Single parenting
- Loneliness or isolation
- Past childhood experiences
- Behavioral problems
- Preparing a child for a sibling's arrival
- "Give Parents a Break"

This is a completely voluntary program that offers home visits by a registered nurse. We'll decide together if there is a quick solution to your needs, or if ongoing visits might be more helpful. We look forward to hearing from you! Call DSN 314-632-5667 or Commercial 011-39-0434-30-5667 to sign up.

## Family Center

### Programs and Services

A key resource on your installation and a gateway to accessing all of the resources available to you, the Airman & Family Readiness Center provides information, support and services to help you balance the demands of family and the military lifestyle. The Airman & Family Readiness Center is one part of the overall installation family support system, which is the network of agencies, programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. The Airman & Family Readiness Center should be one of your first stops upon arriving at an installation; its programs and services will be an important resource for you and your family.

*Deployment Support* -- Assists you and your family during all phases of the deployment cycle, providing workshops and services to help meet the challenges of deployment, as well as information and referral to deployment-related resources. Services include pre-deployment education briefings for deploying members and families; sustainment support services such as email connectivity, video phone and web camera connectivity, morale calls, applicable Air Force Aid Society programs such as "Give Parents a Break" and "Car Care Because We Care," and return/reunion/reintegration support.

*Relocation Assistance* -- Provides an array services to meet you and your family's needs when experiencing a permanent change of station (PCS) move. Services include, but are not limited to various relocation workshops (i.e., buying/selling a home) to help you prepare for a move; access to Plan My Move and Military Installations Directory, web-based information systems that provide in-depth information on world-wide installations and communities; where offered, a loan closet for temporary loan of needed/basic household items while awaiting household goods; and assistance with in-transit emergencies. The Center works with other base agencies to keep relocation information current, timely and relevant to allow you to make informed decisions to ensure you experience a smooth and successful move.

*Personal Financial Management* -- Provides information, education, and one-on-one financial counseling to assist members and families maintain financial readiness. Services are designed to address pertinent money management issues throughout an Air Force member's active-duty lifecycle and into retirement. Financial readiness educational opportunities ranges from basic spend planning to long-term investing.

*Employment Assistance* -- The training and information provided can help you identify and reach your employment and career development goals, manage employment challenges associated with a mobile lifestyle and develop job search skills. Centers provide career planning classes, career counseling, local labor market information, employment trend tracking, skills and interests identification, job bank referrals, resources for self employment and much more.

*Family Life Education* -- Provides you with information and education about a variety of life cycle issues to assist you in developing resilience skills that assist in navigating a mobile military life style. Includes parenting, healthy relationships, and communication skills, among others, to help you strengthen your interpersonal competencies and social relationships.

*Information and Referral* -- An integral function of the family center, information and referral services can assist you in identifying and clarifying needs to determine appropriate forms of assistance and help locate needed services and programs available both on and off your installation, and national resources.

*Transition Assistance* -- The Transition Assistance Program (TAP) prepares separating, retiring, and demobilizing service members (and their families) with information, skills, and knowledge necessary for a successful transition from military to civilian life. The first step in your transition process is to complete the congressionally-mandated Preseparation Counseling session, which furnishes detailed information on the various benefits and services available to you. Each Center is staffed to provide personalized assistance for all your transition-related needs.

Family centers may also provide other services, such as counseling, family advocacy, fitness and recreation programs and exceptional family member support. Services vary by location.

### Installation Specific Information

#### *Women Infants and Children Overseas (WIC)*

WIC is a community based program aimed at improving the quality of life of our troops and their families. WIC is a supplemental nutrition program that provides food drafts, nutrition education, health screening and health referrals or pregnant, post-partum women and children up to the age of 5 years. Those interested can call the WIC Office at 0434-30-7473 to see if they meet eligibility requirements or visit the office located adjacent to Italian Bank, Friuladria in Area F.

## Employment - Overview

### Employment Opportunities

Aviano provides unique challenges for spouses seeking employment. The job market is limited to on-base employment. It may take one or more years to find appropriated employment (GS and WG positions). Non-appropriated fund (NAF) employment is more plentiful in recreation, child-care, administration, and sales. There are few temporary teaching substitute/assistant positions available through DoDDs, however, full-time teaching positions, unless hired stateside are non-existent. Professional licensed positions in the medical profession are not available at this overseas location.

### Italian Regulation

Employment for military spouses is governed by the Status of Forces Agreement (SOFA), which prohibits non-European citizens (military members, civilian employees and their family members) from working on the Italian economy. This also prohibits the operation of home-based businesses.

The visa issued to family members to accompany the military member to Italy is called a mission visa; it does not provide the right to work on the Italian economy for family members. With a mission visa, US citizen family members can only hold GS or NAF jobs on base. Please note, if the family member is a citizen of a non-NATO country, which includes many Far East/Asian countries, they *cannot* hold a GS, NAF or local national job on base due to the U.S.-Italy SOFA agreement. Non-NATO country citizen dependents will have no employment opportunity on base (only exception is bagging at the Commissary).

If a family member is interested in obtaining employment off-base, they must apply for a work visa and receive the work visa prior to arrival in Italy. **Note Consequences:** Should a family member decide to obtain a work visa, then they will not be issued a mission visa and once in Italy, will be subject to the normal taxes and responsibilities under Italian labor law.

**Military Personnel Flights will only process Mission Visas and do not facilitate in obtaining Work Visas.**

#### Major Employers

- Army and Air Force Exchange System (AAFES) -- DSN 314-632-2076; Commercial: 0434-55-5468/25-3087
- Defense Commissary Agency (DeCA) -- DSN 314-632-7647; Commercial: 0434-30-7647/30-7648
- Department of Defense Dependents Schools -- DSN 314-634-8428; Commercial: 0444-71-8428/71-8038
- [Non-Appropriated Funds \(NAF\)](#) -- DSN 314-632-5747; Commercial: 0434-30-5747
- [Civilian Personnel Office \(CPO\)](#) -- DSN 314-632-7291; Commercial: 0434-30-7291

#### Volunteerism

The Volunteer Resource Program assists in recruitment, training and recognition of installation volunteers. Aviano promotes a wide variety of volunteer opportunities for both active duty military and family members throughout the installation. Volunteering is not only an opportunity to share your talents with the community, but can also be a great step toward seeking permanent employment while keeping your skills sharp.

In addition to opportunities through the Volunteer Resource Program, the American Red Cross provides volunteer opportunities and training. American Red Cross volunteers assist in the Medical Clinic, provide help during family emergencies, teach and learn life saving skills, work on special projects, assist in office operations and serve as volunteer leadership.

### Transition Assistance Program

If you are going to be separating or retiring from the military while overseas, make sure to contact the Aviano Transition Assistance Program. The trained staff can assist with all aspects of preparation for returning to the civilian workforce. The employment emphasis is primarily for federal or civilian stateside employment; however, information can be obtained about employment with the federal government at an overseas location. The Transition Assistance Program can not assist with employment on the local Italian economy due to SOFA restrictions.

### Tuition Assistance

#### MyCAA Account

The MyCAA program resumed operations on March 13, 2010 for military spouses who currently have existing MyCAA accounts. Those who have an existing account will have access to the entire website, including the ability to create and have financial documents approved. Long-term options for the program are currently being developed and details will be announced soon. Until then, no new accounts can be created.

The Military Spouse Career Advancement Accounts (MyCAA) program provides a lifetime benefit of up to \$6,000 of Financial Assistance (FA) for military spouses who are pursuing licenses, certificates, credentials or degree programs leading to employment in portable career fields. For further details review the Military OneSource [website](#).

## Relocation Assistance

### Programs and Services

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

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

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

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

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

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

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

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

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

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

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

### Installation Specific Information

The Aviano Airman and Family Readiness Center staff is waiting to help you adjust to your new home. Talk to the people who "know what it's like." Talk to the people who know what you need.

*Computer Resource Room* -- The Airman and Family Readiness Center Computer Resource Room provides free internet use for the first 90 days of arrival. Also, the Housing Office computer data base is available to view current economy rental vacancies.

*Right Start Intro Programs* -- Your first week in the country will consist of in-processing and house hunting. "Right Start" is Aviano's one stop in-processing center. In-processing is held the first duty day of the week starting at 8:00 am and is four days long (typically Monday, Tuesday, Thursday and Friday) to The last two days are the Benvenuti Cultural Adaptation and local area tour. Spouses are welcome and highly encouraged to attend both Right Start and Benvenuti. Right Start is managed by the Relocation Assistance Program and held at the Airman and Family Readiness Center. First duty station Airmen will attend two weeks of training at the First Term Airmen's Center (FTAC) immediately following Right Start. We highly encourage newcomers to review the driver's license testing material and take the test before arriving. You can review the material [online](#).

*Childcare Services* -- Newly arrived Air Force active duty personnel are eligible to receive a certificate authorizing 20 hours of free childcare, paid for by AF Aid Society. This certificate can be used up to 60 days after arrival in country. Children must be between the ages of 12 months and pre-kindergarten. Please ask your sponsor to make reservations if you are in need of this service.

*Telephone Calls* -- Making a call to or from Aviano can be confusing. The chart below will be useful prior to your arrival and once you settle in.

Off base to the U.S.: 001 + area code + number  
On Base to the U.S.: 99 001 + area code + number  
U.S to Aviano: 011 39 0434 + number  
Local area to Aviano: 0434 30 + XXXX (last 4 digits)  
On base to other base locations: 632 XXXX (last 4 digits)  
Aviano base to local area: 99 0434 + number

## Loan Closet

### **Items Available**

The Loan Closet is located at the Airman & Family Readiness Center. Household and limited baby items are available for temporary 30 day loan for arriving personnel on orders. We have the following items: cookware, dishes, utensils, irons with ironing boards, coffee makers, toasters, rice cookers, hot plates, hair dryers, vacuums, strollers, portable playpens, booster seats, transformers, fans and portable heaters.

All of the Loan Closet electrical items are 220 volts, which will not require the use of transformers!

We do not have car seats, microwaves, bed linens, TVs or VCRs; so speak with your sponsor regarding any specific requirements you may have. We do not provide bed linens.

### **How to Borrow**

All items may be signed out for a 30 day period and extensions may be granted on a case by case basis. Unfortunately, high demand items such as transformers may not be extended beyond the initial 30 days.

## Financial Assistance

### Plan a PCS Budget

It is very tempting to take Advanced Pay when making a PCS move. It is also very difficult to do without that pay when arriving at your new location. Rent and utility deposits, 220V electrical appliances, equipment, and various other household conveniences will require a financial outlay greater than most people encounter when relocating in the US. Any reassignment can be costly, but coming to an overseas assignment like Aviano can be very expensive. With moving-in expenses as high as \$3,000, you must plan ahead.

### Banking

It is advisable to maintain your US bank accounts until you become familiar with options available at Aviano. You may also want to bring along the web addresses and have your bank set you up with the ability to bank electronically. Aviano has a number of Automatic Teller Machines located at the Shoppette, Lodging, Global Credit Union and BX Complex. Currently, there is one Italian banking facility, Banca Polulare and two US banks: Global Credit Union and Community Bank operating on base. For a predetermined ATM fee, you should be able to use your stateside ATM card in Italian/Global Community Bank teller machines. It is advisable to speak to your current bank about the fees and accessibility prior to your departure. Checks can be written at the BX and Club Complex (for club members). Methods of paying your bills will be discussed during "Right Start." The Euro rate changes slightly daily. For current exchange rates consult major newspapers and banks.

Be sure you understand the appropriate use of a government travel card; if you have questions, visit the Customer Service desk at your local Finance Office.

### Air Force Aid Society

The Air Force Aid Society provides financial assistance in times of emergency and deployment of service members. Air Force Aid also sponsors many community programs like Bundles for Babies, Child Care for PCS and Car Care Because We Care. Check with the Air Force Aid officer at the Airman and Family Readiness Center for a complete listing of what is available and how you may qualify for these programs. The Cost-of-Living Allowance, or COLA, is paid to Service Members to partially offset high costs when stationed overseas (including Alaska and Hawaii). COLA helps maintain purchasing power so you can purchase about the same goods and services overseas as in the United States. The Cost of Living index is based on data furnished by uniformed members assigned to each overseas location.

### Cost of Living Allowance (COLA)

The Per Diem, Travel and Transportation Allowance Committee uses two surveys to determine the relative cost of living: a Living Pattern Survey and a Retail Price Schedule and you can query each location [online](#). The purpose of TLA is to partially reimburse a member for more than normal expenses incurred while occupying temporary lodgings. TLA should be filed with the Base Housing Office.

## Emergency Assistance

### Planning for Emergencies

No matter how well you plan, emergencies happen.

### Important Documents/Hand Carry

Hand-carry your important papers: orders, ID cards, passports, travelers checks, and this booklet. Keep the telephone numbers of your relatives, your sponsor, your gaining unit orderly room, and the Aviano Command Post with you, and KNOW where they are. These numbers could be invaluable in case of an emergency while travelling.

### American Red Cross/Air Force Aid Society

The American Red Cross and the Air Force Aid Society are available for emergency aid. Red Cross phone numbers are usually listed in the white pages of the local phone directory. They can help with emergency financial assistance and contacting people that will need to know where you are and what's happening. The Air Force Aid Society can be reached by contacting a representative on any Air Force installation or any military installation if there are no Air Force bases near. All the military services and the American Red Cross have reciprocal agreements with the Air Force Aid Society to help people in emergency situations. Always have some savings set aside for emergencies.

If you are on leave, traveling in the United States, you may contact your local Red Cross Chapter or the Armed Forces Emergency Services Center, Toll Free at 1-877-272-7337.

PLEASE NOTE: The military does not need Red Cross verification to make a leave determination or request Air Force Aid Society (AFA) or Army Emergency Relief (AER) assistance. The decision for leave or financial assistance rests solely with the Command; however, many Commanders/First Sergeants will require verification of an emergency situation.

You do not have to wait for your family to initiate a message. The service member can also initiate a message.

We need as much of the following information as possible:

1. The action requested (i.e. death verification of grandmother, birth of daughter, etc.)
2. The problem or why the action is being requested (i.e. for AFA/AER assistance, leave purposes, etc.)
3. Service members legal name, social security number, rank or pay grade, military unit/address, branch of service, and temporary duty/attached unit (if applicable). All information is preferred, but if any information is omitted, birthdays may be supplied to aid in the location process (particularly for common names, for example: John Doe.)
4. The phone number and name of any person to be contacted (e.g., serviceman's wife may be contacted at 123-4567 or 234 S. Main St., Station, NJ )
5. When response must be received (service member must contact courthouse NLT 24 Jan 2009).

The Air Force Aid Society is the Air Force's only authorized charitable organization. Interest free loans and grants can be made during emergencies.

### Who to Contact First in an Emergency

A number of agencies are available to assist you during emergencies. Commanders, First Sergeants, and individual orderly rooms will probably be your first points of contact during an emergency. For emergency leave notify your commander or First Sergeant. They will advise you of the steps to take and what assistance is available through different sources.

## Legal Assistance

### Legal Services

The Office of the Staff Judge Advocate provides legal personal and civil assistance to all active duty military personnel, retirees, DOD civilian employees (overseas), and family members.

#### *Types of Services*

Legal assistance at Aviano includes :

1. Advice on and preparation of wills
2. Living wills
3. Powers of attorney
4. Notary services
5. Advice on dependent care issues
6. Soldier's & Sailor's Civil Relief Act issues
7. Veterans' Reemployment rights
8. Tax assistance
9. Advice on involuntary allotments and garnishments
10. Advice on divorces and separation agreements.

A legal assistance attorney can also advise you on other personal, civil legal problems.

### Claims Assistance

The legal office also provides assistance with filing claims against commercial carriers for damage to household goods, unaccompanied baggage, and privately-owned vehicles. To find out more about the claims process, call or stop by the legal office as soon as you discover shipment damage.

## Deployment Support

### **Family Deployment Support**

The Airman and Family Readiness Center Readiness Program provides assistance and support to families during times of local or national emergency, mobilization, deployment, or evacuation. This includes access to video phones and electronic mail, one-on-one assessments, special classes and work shops, and informational handouts.

Mandatory pre-deployment briefings are held weekly or by one-on-one appointments. The Airman and Family Readiness Center also offers reunion briefings for those returning from deployments.

Contact the Airman and Family Readiness Center at DSN 314-632-5407 for more information.

### *Programs Offered*

The Airman and Family Readiness Center, Readiness Section offers pre-deployment and reintegration briefings to assist with pre and post deployment needs. Additionally, each quarter a Deployed Spouse Dinner is hosted (free of charge) at the Dining Facility, and the Car Care Because We Care and Give Parents a Break offer relief to families. Aviano has a Key Spouse program that networks with all spouses and focuses on spouses of deployed members offering various support during the separation. Lastly, twice a year a Kids Mini Deployment Line allows the children of deployed members to experience a small snapshot of a military deployment. The Military and Family Life Consultant (MFLC) and Child and Youth Military (MFLC) offer assistance and support to military and family members.

## Contact Information

Via Capt A. Barbarisi  
 Aviano, Italy 33081  
 Phone 011-39-0434-305407 / 011-39-0434-305050  
 Phone (DSN) 314-632-5407  
 Fax 011-39-0434-30-5794  
 Fax (DSN) 314-632-5794  
[Email](#) | [Website](#) | [Map](#)

### Automotive Services

Auto Hobby Shop - Auto Parts Store  
 Via Capt A. Barbarisi  
 Main BX  
 Flightline  
 Aviano, Italy 33081  
 Phone 011-39-0434-307331  
 Phone (DSN) 314-632-7331  
 Mon - Sat 9:00 a.m. - 10:00 p.m.  
 Sun - 10:00 a.m. - 6:00 p.m.  
[Website](#) | [Map](#)

### Beauty/Barber Shops

Barber Shop  
 Via Capt A. Barbarisi  
 Main BX  
 Flightline Area  
 Aviano, Italy 33081  
 Phone 011-39-0434-307020  
 Phone (DSN) 314-632-7020  
 Mon - Fri 9:00 a.m. - 6:00 p.m.  
 Sat 9:00 a.m. - 4:00 p.m.  
 Sun 11:00 a.m. - 4:00 p.m.  
[Map](#)

### Beneficiary Counseling Assistance Coordinators

Health Benefits Advisor  
 Via Pedemonte (Area 1)  
 Building 121  
 Aviano, Italy 33081  
 Phone 011-39-0434-30-5067  
 Phone (DSN) 314-632-5067  
 Fax 011-39-0434-305-024  
 Fax (DSN) 314-632-5402  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Email](#) | [Map](#)

### Adult Education Centers

Education Center  
 Via Pedemonte  
 Building 147, Area 1  
 Aviano AB  
 APO, AE 09601  
 Phone 011-39-0434-305330  
 Phone (DSN) 314-632-5330  
 Fax 011-0434-39-305142  
 Fax (DSN) 314-632-5142  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Email](#) | [Map](#)

### Barracks/Single Service Member Housing

Dorm Manager  
 Via Capt A. Barbarisi  
 Flightline Area  
 Aviano, Italy 33081  
 Phone (DSN) 314-632-5936/5237/7719  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Map](#)

### Beauty/Barber Shops

Beauty Shop  
 Via Capt A. Barbarisi  
 Area F and Area 1 Shoppette  
 Aviano AB  
 Aviano, Italy 33081  
 Phone 011-39-0434-307539  
 Phone (DSN) 314-632-7539  
 Mon - Sun 9:00 a.m. - 7:00 p.m.  
[Map](#)

### Chapels

Base Chapel  
 Via Pedemonte (Area 1)  
 Building 172  
 Aviano AB  
 Aviano, Italy 33081  
 Phone Commerical 011-39-0434-30-4699  
 Phone (DSN) 314-632-5194  
 Fax 011-39-0434-30-5194  
 Fax (DSN) 314-632-5194  
 Mon - Fri 8:00 a.m. - 5:00 p.m.  
[Email](#) | [Map](#)

**Child Development Centers**

Child Development Center  
 31 FSS/FSF  
 Unit 6122  
 Box 45  
 AE Italy 09604-2245  
 Phone A1: 011-39-0434-308246 / A2: 011-39-0434-305199  
 Fax 011-39-0434-30-5398  
 Mon - Fri 6:30 a.m. - 6:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Civilian Personnel Office**

Civilian Personnel Office  
 Via Antonio Gramsci, 14  
 Unit 6125, Box 65  
 31 Mission Support Squadron  
 APO, AE 09604-2585  
 Phone 011-39-0434-307294  
 Phone (DSN) 314-632-7291  
 Fax 011-39-0434-30-8345  
 Fax (DSN) 314-632-8345  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Commissary/Shoppette**

Shoppette  
 Via Pedemonte (Area 1)  
 Building 102  
 Aviano, Italy 33081  
 Phone (DSN) 314-632-5876  
 Sun - Thu 6:00 a.m. - 10:00 p.m.  
 Fri & Sat 6:00 a.m. - 12:00 a.m.  
[Map](#)

**Dental Clinics**

Dental Clinic  
 Via Pedemonte (Area 1)  
 31st Medical Group  
 Aviano AB  
 APO, AE 09602  
 Phone 011-39-0434-305060  
 Phone (DSN) 314-632-5060  
 Mon, Tue, Thu 7:30 a.m. - 3:30 p.m.  
 Wed, Fri 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Map](#)

**DoD Schools**

Aviano Elementary School  
 Via Pedemonte (Area 1)  
 Aviano AB  
 Italy  
 APO, AE 09601  
 Phone 011-39-0434-305677  
 Phone (DSN) 314-632-5677  
 Fax 011-39-0434-30-0921  
 Mon - Fri - 8:00 a.m. - 4:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Child and Youth Registration and Referral**

Aviano Youth Program  
 Area 1  
 Building 116 Area 1, 31 FSS/FSFYS  
 Aviano AB  
 APO, AE 09604-2245  
 Phone 011-39-0434-307575  
 Phone (DSN) 314-632-7575  
 Fax 011-39-0434-30-5412  
 Fax (DSN) 314-632-7512  
 School Age Care  
 Mon - Fri - 6:30 a.m. - 8:00 a.m.  
 Mon - Fri - 2:30 p.m. - 6:00 p.m.  
 Youth Program  
 Mon - Fri - 2:30 p.m. - 6:00 p.m.  
 Operations Office  
 Mon - Fri - 12:00 p.m. - 6:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Commissary/Shoppette**

Shoppette  
 Flightline Area  
 Aviano, Italy 33081  
 Phone (DSN) 314-632-7773  
 Mon - Sun 24 hours  
[Map](#)

**Commissary/Shoppette**

Commissary  
 Via Capt A. Barbarisi  
 Flightline Area  
 Aviano AB  
 APO, AE 09604  
 Phone 011-39-0434-307674  
 Phone (DSN) 314-632-7674  
 Mon - Sat 9:00 a.m. - 8:00 p.m.  
 Sun 10:00 a.m. - 6:00 p.m.  
[Website](#) | [Map](#)

**DoD Schools**

Aviano Middle School  
 Via Pedemonte (Area 1)  
 Aviano AB  
 APO, AE 09601  
 Phone 011-39-0434-305877  
 Phone (DSN) 314-632-5877  
 Fax 011-39-0434-30-2410  
 Mon - Fri - 8:00 a.m. - 5:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**DoD Schools**

Aviano High School  
 Via Pedemonte (Area 1)  
 Aviano AB  
 Aviano, Italy 33081  
 Phone 011-39-0434-305877  
 Phone (DSN) 314-632-5877  
 Fax 011-39-0434-65-2410  
 Mon - Fri - 8:00 a.m. - 5:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Educational and Developmental Intervention Services (EDIS)**

Educational and Developmental Intervention Services (EDIS)  
Via Pedemonte (Area 1)  
31 MDOS/SGOR  
Unit 6180, Box 245  
APO, AE 09604-5000  
Phone 011-39-0434-66-5459  
Phone (DSN) 314-632-5459  
Fax 011-39-0434-30-5413  
Fax (DSN) 314-632-5413  
Mon - Fri - 7:30 a.m. - 4:30 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Enrollment/EFMP**

SNAIC - EFMP Enrollment  
31 MDSS/SGST  
Bldg 121 Area 1  
APO, AE 09604-5260  
Phone 011-39-0434-30-5674  
Fax 011-39-0434-30-5224  
[Email](#) | [Map](#)

**Exchange(s)**

Main Exchange - AAFES  
Via Capt A. Barbarisi  
Flightline Area  
Aviano Air Base  
Aviano, Italy 33081  
Phone 011-39-0434-388811  
Phone (DSN) 314-632-7331  
Fax 011-39-0434-388872  
Mon - Sat - 9:00 a.m. - 8:00 p.m.  
Sun & Holidays - 10:00 a.m. - 6:00 p.m.  
[Website](#) | [Map](#)

**Family Center**

Airman & Family Readiness Center  
31 FSS/FSFR  
Unit 6125, Box 260  
APO, AE 09604  
Phone 011-39-0434-30-5407  
Phone (DSN) 314-632-5407  
Fax 011-39-0434-30-5794  
Fax (DSN) 314-632-5794  
Mon - Fri 7:00 a.m. - 5:00 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Finance Office**

Finance and Accounting  
Via Lt A.M. Craig  
31st Comptroller Squadron, 31st Fighter Wing Flight Line,  
Area F, Consolidated Support Center  
Aviano AB  
APO, AE 09601  
Phone 011-39-0434-307409  
Phone (DSN) 314-632-7133  
Fax 011-39-0434-308166  
Fax (DSN) 314-632-8166  
Mon - Fri - 8:00 a.m. - 4:00 p.m.  
Sat & Sun - closed  
[Email](#) | [Map](#)

**Emergency Relief Services**

Air Force Aid Society  
Via Capt A. Barbarisi  
A&FRC Building 1431, Area F  
31 FSS/FSFR  
Aviano AB  
Aviano, Italy 33081  
Phone 011-39-0434-305407  
Phone (DSN) 314-632-5407  
Fax 011-39-0434-305794  
Fax (DSN) 314-632-5794  
Mon - Fri 7:00 a.m. - 5:00 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Exceptional Family Member Program/Special Needs**

Special Needs Identification and Assignment  
Coordination (SNAIC)  
Via Pedemonte (Area 1)  
Building 108  
Aviano, Italy 33081  
Phone 011-3-04343-307667  
Phone (DSN) 314-632-7667  
Fax 011-39-0434-30-5567  
Fax (DSN) 314-632-5567  
Mon - Fri - 7:30 a.m. - 4:30 p.m.  
Sat & Sun - closed  
[Website](#) | [Map](#)

**Family Advocacy Program**

Family Advocacy Program  
Via Pedemonte (Area 1)  
Building 108  
31st Medical Group  
Aviano, Italy 33081  
Phone 011-39-0434-305667  
Fax 011-39-0434-30-5568  
Mon - Fri - 7:30 a.m. - 4:30 p.m.  
[Website](#) | [Map](#)

**Family Support/EFMP**

Airman & Family Readiness Center - EFMP Family  
Support  
31 FSS/FSFR  
Unit 6125, Box 260  
APO, AE 09604  
Phone 011-39-0434-30-5407  
Phone (DSN) 314-632-5407  
Fax 011-39-0434-30-5794  
Fax (DSN) 314-632-5794  
Mon - Fri 7:00 a.m. - 5:00 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Golf Courses**

Golf Course  
Via Capt A. Barbarisi  
Building 1391, Area F, 31 FSS/FSFR  
Aviano AB  
Aviano, Italy 33081  
Phone 011-39-0434-307386  
Phone (DSN) 314-632-7386  
Fax 011-39-0434-30-7016  
Fax (DSN) 314-632-7016  
Mon - Sun - 7:00 a.m. - Dusk  
[Email](#) | [Website](#) | [Map](#)

**Gymnasiums/Fitness Centers**

Sports & Fitness Center  
 Via Lt J.L. Bahl  
 Flightline Area and Building 240, Area A2, 31 FSS/FSFR  
 Aviano AB  
 APO, AE 09601  
 Phone 011-39-0434-307459 (Dragon Fitness Center) / 011-39-0434-307574 (Area 2 Gym)  
 Phone (DSN) 314-632-7459/7574  
 Fax 011-39-0434-30-8086/7574  
 Fax (DSN) 314-632-8086/7574  
 Flightline:  
 Mon - Fri - 5:00 a.m. - 10:00 p.m.  
 Sat, Sun - 7:00 a.m. - 10:00 p.m.  
 Holidays - 7:00 a.m. - 7:00 p.m.  
 Area 2:  
 Mon - Fri 6:30 a.m. - 7:00 p.m.  
 Sat 12:00 a.m. - 4:00 p.m.  
 Sun - closed  
 Holidays - closed  
[Email](#) | [Website](#) | [Website](#) | [Map](#)

**Household Goods/Transportation Office (outbound)**

Traffic Management Office  
 Via Capt A. Barbarisi Bldg 1413  
 Flight Line, Area F  
 Consolidated Support Center  
 Aviano AB  
 APO, AE 09602  
 Phone 011-39-0434-305646 / 011-39-0434-305647  
 Phone (DSN) 314-632-5845  
 Fax 011-39-0434-30-5930  
 Fax (DSN) 314-632-5930  
 Mon - Fri - 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Map](#)

**ID/CAC Card Processing**

ID CAC Card Processing  
 Via Capt A. Barbarisi  
 Building 1403, Area F  
 Consolidated Support Center  
 Aviano, Italy 33081  
 Phone (DSN) 314-632-7216  
 Fax (DSN) 314-632-8070  
 Mon - Fri - 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Map](#)

**Library**

Library  
 Via Pedemonte (Area 1)  
 Building 145, 31 FSS/FSFR  
 Aviano AB  
 Aviano, Italy 33081  
 Phone 011-39-0434-307893  
 Phone (DSN) 314-632-5893/5382  
 Fax 011-39-0434-305385  
 Fax (DSN) 314-632-5385  
 Mon - Thu - 10:00 a.m. - 8:00 p.m.  
 Fri & Sat - 10:00 a.m. - 6:00 p.m.  
 Sun - 11:00 a.m. - 6:00 p.m.  
 Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

**Household Goods/Transportation Office (inbound)**

Traffic Management Office  
 Via Capt A. Barbarisi Bldg 1413  
 Flight Line, Area F  
 Consolidated Support Center  
 Aviano AB  
 APO, AE 09602  
 Phone 011-39-0434-305646 / 011-39-0434-305647  
 Phone (DSN) 314-632-5845  
 Fax 011-39-0434-30-5930  
 Fax (DSN) 314-632-5930  
 Mon - Fri - 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Map](#)

**Housing Office/Government Housing**

Housing Office  
 Via Capt A Barbarisi  
 Flightline Area, Building 1409  
 Aviano AB  
 Aviano, Italy 33081  
 Phone 011-39-0434-30-2272 / 0434 30 2272  
 (Local Phone Number)  
 Phone (DSN) 314-632-2272  
 Fax 011-39-0434-30-7807  
 Fax (DSN) 314-632-7807  
 Mon - Fri - 9:00 a.m. - 4:00 p.m.  
 Sat & Sun - closed  
[Email](#) | [Map](#)

**Legal Services/JAG**

Legal Office  
 Staff Judge Advocate Office, 31st Fighter Wing  
 Aviano AB  
 APO, AE 09604  
 Phone 011-39-0434-307843  
 Phone (DSN) 314-632-7843  
 Fax 011-39-0434-307610  
 Fax (DSN) 314-632-7610  
 Mon - Fri - 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Email](#) | [Map](#)

**Loan Closet**

Loan Closet  
 Via Capt A. Barbarisi  
 A&FRC  
 Building 1431 Flightline  
 Aviano, Italy 33081  
 Phone 011-39-0434-30-5407  
 Phone (DSN) 314-632-5407  
 Fax 011-39-0434-30-5794  
 Fax (DSN) 314-632-5794  
 Mon - Fri 7:00 a.m. - 5:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**MWR (Morale Welfare and Recreation)**

Outdoor Recreation  
 Via Capt A. Barbarisi  
 Building 1479 Area F, FSS/FSFR  
 Aviano AB  
 Aviano, Italy 33081  
 Phone 011-39-0434-308623 / 011-39-0434-308625  
 Phone (DSN) 314-632-8623/8625  
 Mon - Fri - 8:30 a.m. - 6:00 p.m.  
 Sat - 8:00 a.m. - 12:00 p.m.  
 Sun - closed  
 Holidays - closed  
[Website](#) | [Map](#)

**Military Clothing Sales**

Military Clothing Sales  
 Via Pedemonte (Area 1)  
 Mini Mall Shoppette  
 Aviano Air Base  
 Aviano, Italy 33081  
 Phone 011-39-0434-30-5103  
 Phone (DSN) 314-632-5103  
 Mon - Fri - 10:00 a.m. - 6:00 p.m.  
 Sat - 10:00 a.m. - 4:00 p.m.  
 Sun & Holidays - closed  
[Website](#) | [Map](#)

**Non-appropriated Funds (NAF) Human Resources**

Human Resource Office  
 Area 2  
 Building 256, 31 FSS/FSFR  
 Aviano AB  
 APO, AE 09601  
 Phone 011-39-0434-305747  
 Phone (DSN) 314-632-5747  
 Fax 011-30-0434-30-5491  
 Fax (DSN) 314-632-5491  
 Mon - Fri - 8:00 a.m. - 5:00 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Personnel Support Office**

Personnel Support Office (MPF Records Section)  
 Via Capt A. Barbarisi  
 Building 1404  
 Flightline  
 Aviano, Italy 33081  
 Phone 011-39-0434-30-7216  
 Phone (DSN) 314-632-4715  
 Fax 011-39-0434-30-8070  
 Fax (DSN) 314-632-8070  
 Mon - Fri - 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Email](#) | [Map](#)

**MWR (Morale Welfare and Recreation)**

ITT - Information, Tickets and Travel  
 Via Pedemonte  
 Area 1, Building 106  
 Aviano, Italy 33081  
 Phone 011-39-0434-30-5026  
 Phone (DSN) 314-632-5026  
 Mon - Fri 10:00 am - 6:00 pm  
 Sat 9:00 am - 1:00 pm  
 Open goal days  
 Suns and Holidays - closed  
[Website](#) | [Map](#)

**New Parent Support Program**

New Parents Support Program  
 Via Pedemonte (Area 1)  
 Family Advocacy Program, Building 108, 31st  
 Medical Group  
 Aviano AB  
 APO, AE 09601  
 Phone 011-39-0434-305667  
 Phone (DSN) 314-632-5667  
 Fax 011-39-0434-30-5567  
 Fax (DSN) 314-632-5567  
 Mon - Fri - 7:30 a.m. - 4:30 p.m.  
 Sat & Sun - closed  
[Website](#) | [Map](#)

**Personal Financial Management Services**

Personal Financial Management Program  
 Via Capt A. Barbarisi  
 A&FRC, Building 1431 Area F  
 31 FSS/FSFR  
 Aviano, Italy 33081  
 Phone 011-39-0434-305407 / 011-39-0434-305407  
 Phone (DSN) 314-632-5407  
 Fax 011-39-0434-30-5794  
 Fax (DSN) 314-632-5794  
 Mon - Fri 7:00 a.m. - 5:00 p.m.  
 Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Relocation Assistance Program**

Relocation Assistance Program  
 Via Capt A. Barbarisi  
 A&FRC, Building 1431 Area F  
 31 FSS/FSFR  
 Aviano, Italy 33081  
 Phone 011-39-0434-305407  
 Phone (DSN) 314-632-5407  
 Fax 011-39-0434-30-5794  
 Fax (DSN) 314-632-5794  
 Mon - Fri 7:00 a.m. - 5:00 p.m.  
 Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Restaurants/Fast Food**

Food Court  
Via Capt A. Barbarisi  
Main BX  
Flight Line, Area F  
Aviano, Italy 33081  
Phone 011-39-0434-388811 / 314-632-7331  
Phone (DSN) 314-632-4303  
Mon - Sat - 10:30 a.m. - 8:00 p.m.  
Sun - 10:30 a.m. - 6:00 p.m.  
[Email](#) | [Map](#)

**School Liaison Office/Community Schools**

School Liaison Officer  
Via Pedemonte Area 1  
Phone (DSN) 314-632-5261  
Fax 011-39-0434-30-0921  
Mon - Fri - 7:30 a.m. - 4:00 p.m.  
Sat & Sun - closed  
[Website](#) | [Map](#)

**Temporary Lodging/Billeting**

Mountain View Lodge  
Via Capt A. Barbarisi  
Flightline Area, Building 1484  
Aviano AB  
APO, AE 09604  
Phone 011-39-0434-304040  
Phone (DSN) 314-632-4040  
Fax 011-39-0434-30-4050  
Fax (DSN) 314-632-4050  
Sun - Sat - 24 hours  
[Email](#) | [Website](#) | [Map](#)

**Travel Office**

Travel Office - SATO  
Via Capt A. Barbarisi Bldg 1413  
Flight Line, Area F  
Consolidated Support Center  
Aviano AB  
APO, AE 09604  
Phone 011-39-0434-305052  
Phone (DSN) 314-632-5052  
Fax 011-39-0434-66-0977  
Mon - Fri - 8:00 a.m. - 4:00 p.m.  
Sat & Sun - closed  
[Map](#)

**School Age Care**

Aviano Youth Program  
Area 1  
Building 116 Area 1, 31 FSS/FSFYS  
Aviano AB  
APO, AE 09604-2245  
Phone 011-39-0434-307575  
Phone (DSN) 314-632-7575  
Fax 011-39-0434-30-5412  
Fax (DSN) 314-632-7512  
School Age Care  
Mon - Fri - 6:30 a.m. - 8:00 a.m.  
Mon - Fri - 2:30 p.m. - 6:00 p.m.  
Youth Program  
Mon - Fri - 2:30 p.m. - 6:00 p.m.  
Operations Office  
Mon - Fri - 12:00 p.m. - 6:00 p.m.  
Sat & Sun - closed  
[Website](#) | [Map](#)

**Spouse Education, Training and Careers**

Employment Assistance Program  
Via Capt A. Barbarisi  
A&FRC, Building 1431 Area F  
31st Mission Support Squadron  
APO, AE 09601  
Phone 011-39-0434-305407  
Phone (DSN) 314-632-5407  
Fax 011-39-0434-30-5794  
Fax (DSN) 314-632-5794  
Mon - Fri 7:00 a.m. - 5:00 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Transition Assistance Program**

Transition Assistance Program  
Unit 6125, Box 260  
Building 1431 Area F 31 MSS/DPF  
TTN: TAP  
Aviano ABA  
APO, AE Italy 09604-5260  
Phone 011-39-434-30-5407/5659  
Phone (DSN) 314-632-5407  
Fax 011-39-434-30-5794  
Fax (DSN) 314-632-5794  
Mon - Fri - 7:30 a.m. - 4:30 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**VA Facilities**

VA Representative  
Via Capt A. Barbarisi Bldg 1413  
APO, AE 09601  
Phone 011-39-0434-30-6098 / 334-545-0654 -  
cell phone  
Phone (DSN) 314-632-6098  
Fax 011-39-0434-305794  
Fax (DSN) 314-632-5794  
Mon - Fri 7:00 a.m. - 5:00 p.m.  
Sat & Sun - closed  
[Map](#)

**Veterinary Services**

Veterinary Clinic  
Via Capt M. Gori  
Flightline Area Building 1410, 31 FSS/FSFR  
Aviano AB  
APO, AE 09604  
Phone 011-39-0434-30-8485  
Phone (DSN) 314-632-8485  
Fax 011-39-0434-30-8485  
Mon - Fri 8:00 am - 12:00 pm and 1:00 pm - 6:00 pm  
Sat & Sun - closed  
[Website](#) | [Map](#)

**Welcome/Visitors Center**

Right Start Coordinator  
Via Capt A. Barbarisi Bldg 1430  
APO, AE 09601  
Phone 011-39-0434-305407  
Phone (DSN) 314-632-5407  
Fax 011-39-0434-305794  
Fax (DSN) 314-632-5794  
Mon - Fri 7:00 a.m. - 5:00 p.m.  
Sat & Sun - closed  
[Email](#) | [Website](#) | [Map](#)

**Youth Programs/Centers**

Aviano Youth Program  
Area 1  
Building 116 Area 1, 31 FSS/FSFYS  
Aviano AB  
APO, AE 09604-2245  
Phone 011-39-0434-307575  
Phone (DSN) 314-632-7575  
Fax 011-39-0434-30-5412  
Fax (DSN) 314-632-7512  
School Age Care  
Mon - Fri - 6:30 a.m. - 8:00 a.m.  
Mon - Fri - 2:30 p.m. - 6:00 p.m.  
Youth Program  
Mon - Fri - 2:30 p.m. - 6:00 p.m.  
Operations Office  
Mon - Fri - 12:00 p.m. - 6:00 p.m.  
Sat & Sun - closed  
[Website](#) | [Map](#)

**Victim Advocate Services**

Sexual Assault Response Coordinator (SARC)  
Via Pedemonte (Area 2)  
Building 220  
Aviano, Italy 33081  
Phone 011-39-0434-30-7272  
Phone (DSN) 314-632-7272  
Fax 011-39-0434-30-7610  
Mon - Fri - 7:30 a.m. - 4:30 p.m.  
On call through Command Post 24/7  
[Map](#)

**Women, Infants, and Children (WIC & WIC-O)**

WIC Overseas  
Via Capt A. Barbarisi Flightline  
Building 1472  
Aviano AB  
APO, AE 09604  
Phone 011-39-0434-307473  
Phone (DSN) 314-632-7473  
Fax 011-39-0434-30-4640  
Fax (DSN) 314-632-4640  
Mon - Fri - 8:00 a.m. - 4:30 p.m.  
Closed for lunch daily - 12:00 p.m. - 1:00 p.m.  
Sat & Sun - closed  
[Website](#) | [Map](#)

## Major Units

### **31 CS**

Contact Information:  
COM: 011-39-0434-307390  
DSN: 314-632-7390  
FAX: 314-632-8359

### **31 CES**

Contact Information:  
COM: 011-39-0434-305725  
DSN: 314-632-5720  
FAX: 314-632-5499

### **31 SFS**

Contact Information:  
COM: 011-39-0434-307868  
DSN: 314-632-7659  
FAX: 314-632-8662

### **31 FSS**

Contact Information:  
COM: 011-39-0434-305603  
DSN: 314-632-5603

### **31 RHF (Camp Darby, Italy)**

Contact Information:  
COM: 011-39-050-547816  
DSN: 314-633-7814

### **724 AMS - AMC Terminal**

Contact Information:  
COM: 011-39-0434-308242  
DSN: 314-632-8242  
FAX: 314-632-7782

### **Det 8, AFN Broadcasting Svc**

Contact Information:  
COM: 011-39-0434-304281  
DSN: 314-632-4281  
FAX: 314-632-4060

### **173 ABCT**

Contact Information:  
COM: 011-39-0434-307582  
DSN: 314-632-7582  
FAX: 314-632-7247

### **99 TRANS (ATMTC)**

Contact Information:  
COM: 011-39-0434-304099  
DSN: 314-632-4099  
FAX: 314-632-8120

### **31 AMXS**

Contact Information:  
COM: 011-39-0434-307732  
DSN: 314-632-7732  
FAX: 314-632-8609

### **31 MOS**

Contact Information:  
COM: 011-39-0434-307339  
DSN: 314-632-4199

### **31st Fighter Wing**

Contact Information:  
COM: 011-39-0434-304708  
DSN: 314-632-4708  
FAX: 314-632-7036

**31st Mission Support Group**

Contact Information:  
COM: 011-39-0434-307614  
DSN: 314-632-7614  
FAX: 314-632-7033

**31st Maintenance Group**

Contact Information:  
COM: 011-39-0434-307209  
DSN: 314-632-7209  
FAX: 314-632-8901

**31st Medical Group**

Contact Information:  
COM: 011-39-0434-305703  
DSN: 314-632-5703  
FAX: 314-632-5703

**31st Operations Group**

Contact Information:  
COM: 011-39-0434-307971  
DSN: 314-632-8063  
FAX: 314-632-8665

**401 AEG**

Contact Information:  
COM: 011-39-0434-304901  
DSN: 314-632-4901  
FAX: 314-632-4337

**31 CPTS**

Contact Information:  
COM: 011-39-0434-307319  
DSN: 632-7319  
FAX: 632-4473

**510 FS**

Contact Information:  
COM: 011-39-0434-308570  
DSN: 314-632-8801  
FAX: 314-632-4803

**31 OSS**

Contact Information:  
COM: 011-39-0434-307940  
DSN: 314-632-7907  
FAX: 314-632-4320

**555 FS**

Contact Information:  
COM: 011-39-0434-308226  
DSN: 314-632-8226  
FAX: 314-632-4292

**603 ACS**

Contact Information:  
COM: 011-39-0434-307709  
DSN: 314-632-8233  
FAX: 314-632-4242

**31 LRS**

Contact Information:  
COM: 011-39-0434-307817  
DSN: 314-632-7817  
FAX: 314-632-4981

**31 CON**

Contact Information:  
COM: 011-39-0434-307567  
DSN: 314-632-8326  
FAX: 314-632-7979

**31 MXS**

Contact Information:

COM: 011-39-0434-307982  
DSN: 314-632-7981  
FAX: 314-632-7981

**31 MUNS (Camp Darby, Italy)**

Contact Information:  
COM: 011-39-050547768  
DSN: 314-633-7754

**31 AMDS**

Contact information:  
COM: 011-39-0434-305056  
DSN: 314-632-5056  
FAX: 314-632-5682

**31 MDSS**

Contact information:  
COM: 011-39-0434-305277  
DSN: 314-632-5277

**31 MDOS**

Contact information:  
COM: 011-39-0434-305693  
DSN: 314-632-5693

**31 DS**

Contact information:  
COM: 011-39-0434-305467  
DSN: 314-632-5476