

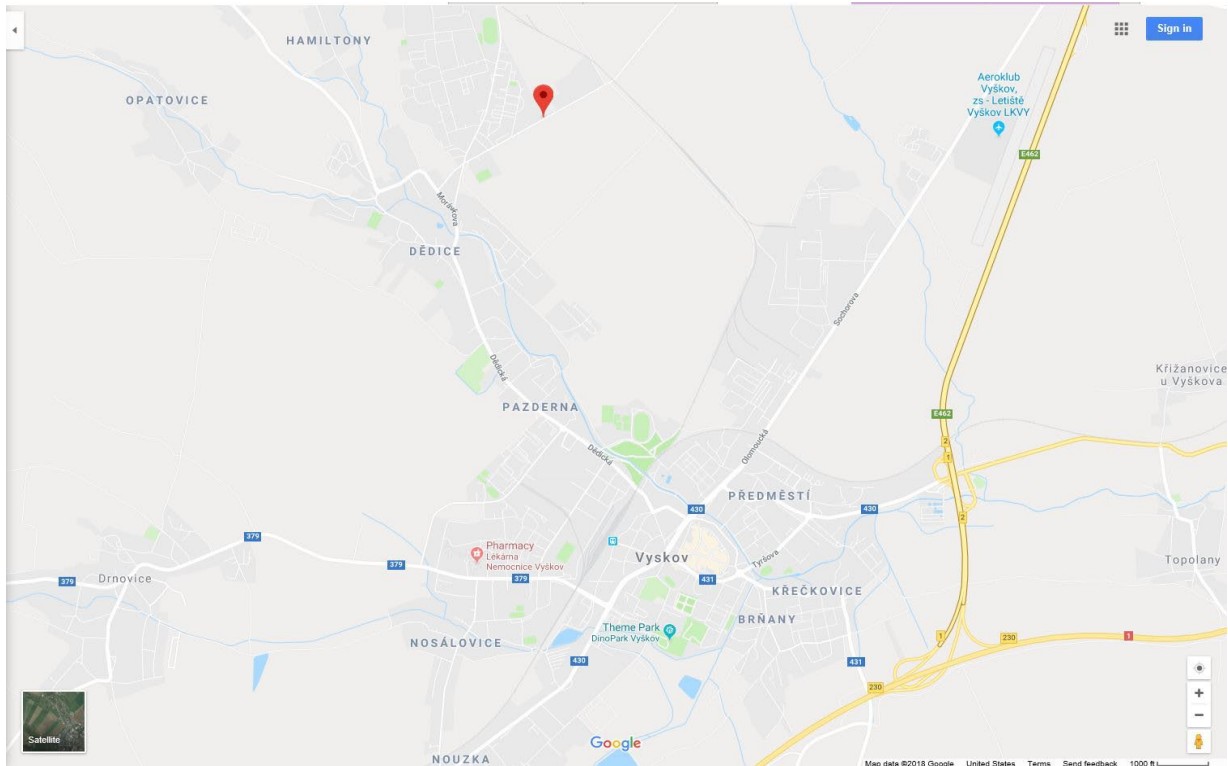
C Co, AFNORTH BN, USANATO BDE

NATO Joint CBRN Defense Centre of Excellence

Vyskov, Czech Republic

Admin Agent and Newcomers' Support Guide

(Last Updated January 2022)



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Welcome

I would like to take this opportunity to welcome you to Charlie Company, Allied Forces North Battalion (AFNORTH), and United States Army North Atlantic Treaty Organization (USANATO) Brigade. We have a very unique organization. Our company is located Szczecin, Poland. The Battalion Headquarters is in Mons, Belgium and the Brigade Headquarters is at Sembach, Germany.

Our mission is to enhance the well-being of individual Soldier and Family readiness through human resources, training, and logistical support. We deliver support to members assigned to Poland and the Baltic Nations.

You are further assigned to Joint CBRN Defence Centre of Excellence (JCBRN Defence COE). So we are better prepared to receive you, keep us abreast of changes to your arrival date. Your sponsor's contact information is in your welcome letter. Your sponsor will be assisting you to make your transition as seamless as possible. Please inform him or her of any special requirements (i.e., pets, housing, or medical needs).

All Family members, of qualifying age and Command Sponsored are required to travel with a no-fee passport. We also highly encourage you to hand-carry your training records, obtain "**copies**" of your medical and dental records, and documents required to in-process (i.e., PCS orders, DA Form 31, marriage certificate, birth certificate(s) for the children, household goods, vehicle shipping documents, and travel expense receipts). Also, it is best to bring at least 90 days of prescribed medication until you are enrolled in the TRICARE Overseas Program Prime Remote (TOP PR).

To financially prepare for this move, it will be important to allocate savings to cover initial PCS expenses upon arrival. These expenses will include housing security deposit, first month rent, realtor fee, fuel ration deposit, immediate-use household goods, annual insurance premium payment, vehicle inspection, registration and repairs, utility and internet deposits and cellular phone contracts. These initial costs can be in excess of \$7,000. You do not need to bring your \$7K funds in paper cash, but it is important that you can access it via bank transfers or ATM withdrawals immediately upon arrival. Advances for housing security deposit and first month rent are available through the finance office. If you require additional financial information or support please contact your NSE NCO. After in-processing is complete, submit vouchers for reimbursable expenses, Move-In Allowance and Dislocation Allowance can be submitted. Please note, these payments may take several weeks to process.

The information below is not all inclusive and may change over time. It is especially important to check and verify a country's requirement for passport and visa.

Challenges associated with this remote location

The Czech Republic is a challenging assignment for many reasons, but none of those reasons are insurmountable. As the only DoD personnel assigned to the Czech Republic other than those in the Embassy, isolation and unique situations are challenges with this assignment. In addition, family members can feel quite isolated as there are fewer English speaking people located near the COE and the cities nearby. While English is prevalent in Prague, it is less so outside of Prague. However, there are expat groups in the larger cities which can serve as respites or starting points to meet other people.

Routine Admin Support

All admin support such as actions, awards, evaluations, DD Forms 93, SGLV, leave and passes, SRB updates, rating scheme, MEDPROS updates, FVAP, and all other routing HR related actions are handled by the National Support Element (NSE) at Szczecin, Poland. NSE supports their assigned company and BN's mission by ensuring individual Soldier and Family Readiness through administrative, HR, logistics, operations, and communications support. They receive direct guidance from company leadership. NSE personnel will coordinate with the local Admin Agent and the supporting Company and BN headquarters for all national support requirements for Army personnel. Additional support is received from U.S. Army Garrison - Grafenwoehr, which is about 5 hours from the JCBRN Defence COE.

In-processing

C Company HQs NSE will issue you an in or out-processing checklist. Normally, you will be directed to start in-processing at U.S. Army Garrison - Grafenwoehr, Germany, which is about 5 hours from the JCBRN Defence COE as this is most effective location to in-process. You will need to coordinate with the NSE to ensure all requirements are met for these actions. Please follow each of the steps in the checklist and work closely with your sponsor and C Co NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc).

Resources

Garrison Support

US Army Garrison Bavaria – Grafenwoehr Germany is the closest Army Installation to Eastern European/Baltic countries. Often, C Co personnel will visit the DEERs office, Health and Dental Clinic, Passport Office, Finance, Housing Office, MWR, PX and Commissary. C Co HQ staff will be sending your in-processing documents to these respective offices during your transition. C Co utilizes USAG Bavaria as our servicing installation.

Medical/Dental

The Vyskov Emergency Room is adequate for Urgent Care, as is the University Hospital and the Czech MOD Hospital associated with the University Hospital in Brno. These facilities are acceptable to TRICARE (ISOS), but are not approved; and therefore, are not cashless-claimless. TRICARE (ISOS) has also arranged for primary and specialty care at the Rudolfinerhaus Private Clinic in Vienna, AUS. The nearest US Military medical and dental facility is in Grafenwoehr, Germany (about 295 miles from Vyskov or 276 miles from Brno). It should be noted that there are many restrictions to mailing items through the APO due to the US-German SOFA, with Medicines (prescription, over-the-counter, vitamins, and supplements) being one of the restrictions, which means that you are unable to use Tricare Express Scripts to mail your routine medications to you. However, with the new International Cooperative Administrative Support Services (ICASS) agreement with the Embassy in Prague (3 hours from the JCBRN Defence COE), you will be able to ship your Tricare Express Scripts medication to your Embassy DPO box.

You are required to complete all PHA and dental requirements prior to arriving to the unit. Requirements include annual PHA, dental exam, immunizations, HIV, etc.

Dental care for the Soldiers must be done on the local economy through TRICARE International SOS (ISOS). Family members will receive dental care through enrollment in the TRICARE

Overseas Dental Program managed by United Concordia.

TRICARE Overseas Program Prime Remote provides health care through International SOS to Active duty Service Members (ADSMs) and command sponsored Family members residing with them in designated overseas locations.

Website: <http://www.tricare.mil/PLANS/HealthPlans/TPRO.aspx>

Phone number: +44-20-8762-8384

Family members will need to be enrolled in TRICARE Overseas Program Prime Remote. It is best to contact the TRICARE Service Center at +44-20-8762-8384 to enroll by phone.

Soldiers and Family members will be referred to local health care providers by International SOS. International SOS maintains a list of local hospitals, clinics, and providers who speak English. However, once you arrive at your scheduled appointment, it will not be guaranteed that you will be speaking to an English-speaking receptionist or nurse. ISOS can provide live translations during your appointment, via telephone, if coordinated prior to your visit.

However, with the new International Cooperative Administrative Support Services (ICASS) agreement with the Embassy in Prague (3 hours from the JCBRN Defence COE), you can receive medical care and support from the Embassy medical clinic, which is advisable when time permits. They also provide many vaccinations such as the Flu vaccine and tick-borne encephalitis vaccine.

C Co will provide you with the specific instructions on how to complete your PHA online and over the phone.

In certain instances when specialty care is not found in the Czech Republic community, ISOS will refer Soldiers and Family Members to the most appropriate location where the specialty care can best be provided, which may be Grafenwoehr Medical Facility or Landstuhl Military Medical Center.

Graf Medical & Dental Clinic Hours of Operation:

Mon-Fri 0730-1630, closed for federal holidays.

Appointments +49 6371-9464-3000

Schools

There are two main English International Schools in Brno (22 miles from Vyskov), but none are available in Vyskov. There is one available in Olomouc, but it only goes to US grade 8. The two schools in Brno are the International School of Brno (International Baccalaureate Diploma Programme) and American Academy (candidacy status with Middle States Association of Elementary and Secondary Schools; accreditation process is expected to be finished by spring 2021). No information is available on childcare, and extracurricular youth activities outside of the International Schools, but many programs are not English speaking, so language could be an impediment. Please work with your sponsor and the company to set up your NDSP (non-DoDEA) packet to process tuition costs. The full cost of these private schools are covered by DoDEA.

SM's ARE REQUIRED TO REGISTER SCHOOL AGED DEPENDENTS WITH THE NON*DOD SCHOOLS PROGRAM, NDSP. ACCESS THE STUDENT ON LINE REGISTRATION (SOR) AT THIS LINK: [HTTPS://WWW.DODEA.EDU/NONDOD/PROCEDURES/INDEX.CFM](https://www.dodea.edu/nondod/procedures/index.cfm) FOR ASSISTANCE WITH REGISTRATION, EMAIL NDSP.MANAGEMENT@HQ.DODEA.EDU OR CALL CIV 571-372-5863/1897 DSN 312-372-5863/1897.

Housing

There are no Government Quarters/Housing available at Czech Republic. Families must reside in private housing. Many of the local quarters may be smaller than what some Americans are accustomed, however, there is suitable housing available. The housing office in Ansbach, Germany will process your request to reside on the economy, lease agreement, realtor fee and other documents. However, it is advisable to work with your sponsor to get legal support on your lease from the JCBRN Defence COE as the housing office in Ansbach, Germany is not aware of all the Czech Republic laws, policies and common practices on leases. Please contact the following personnel and the C Company HQs NSE when you arrive to anticipate their administrative requirements.

Kirstin Boynton, GM
NATO/Remote Site Manager
USAG Ansbach Housing
E-mail: Kirstin.s.boynton2.ln@mail.mil
DSN: 314-467-3696
Comm: +49 9802-83-3696

The rental market across the Czech Rep. is very limited. Outside the major cities it might be considered as scarce. Very small apartments are available, but family size apartments and houses which meet the space requirements of a U.S. Army Family of 3-4 are very limited. Available apartments are usually at least partially furnished, and landlords are usually unwilling to clear them to make space for shipped HHGs. TRANSCOM has not updated the JTR to reflect these limitations still authorize (as of JUN 2019) in-coming personnel to ship 100% of authorized HHGs. Personnel should begin searching for lodging through your sponsor and the JCBRN Defence COE International Assistance Specialist 3-4 months before arriving, so that expectations are managed and HHG shipments (and storage) may be properly calculated. With a few exceptions, an assignment to the Czech Republic should be viewed much like an assignment to the Germany with regard to a minimum of shipped HHGs. Exceptions to this rule will only be identified through early house-hunting.

Passports/Visa

Family members and US Government civilians traveling overseas are required to have passports. "No-fee passports" can be obtained at Government expense. The application process may take 4 to 6 weeks, so, you should begin the passport application process as soon as you receive your travel orders. Usually, the military member will be issued a brown official passport and family members will receive a blue "no-fee" tourist passport with "This passport is valid only for use in connection with the bearer's residence abroad as a member of the family of a member of the American Armed Forces on active duty outside of the United States" stamp. While the service member does not require a VISA in accordance with the NATO SOFA, whether or not the family members do changes from year-to-year. It is advisable to check with your sponsor as soon as possible to determine the current guidance, but if time if available, it is advisable to get VISA's for family members. This is usually difficult because you first must have your "no-fee" passport before you can submit for a VISA, which means it can take 2-3 months to get the VISA.

Tourist passports are needed for personal travel in Europe. You may apply for tourist passports on arrival, but for convenience it is recommended that you apply for the tourist passport while you're still residing in the United States. You can find more information on tourist passports from your local personnel services detachment, passport office nearest you, or from the U.S. State Departments official website at <http://travel.state.gov>.

Mail

Military Mail support is provided through the APO CMR at Grafenwoehr (about 295 miles from Vyskov or 276 miles from Brno). In addition, with the new International Cooperative

Administrative Support Services (ICASS) agreement with the Embassy in Prague (3 hours from the JCBRN Defence COE), you can receive mail at the DPO.

The Czech postal service is slow, but seems to be reliable. UPS, DHL, TNT, and others are reliable for packages. Recipients of Parcel mail from outside the Czech Republic will often incur very high import taxes, therefore, it is recommended that the APO CMR or Embassy DPO is used for receiving such parcels. It should be noted that there are many restrictions to mailing items through the APO due to the US-German SOFA and the DPO (mainly size restrictions), so you must review the restrictions carefully. Some of the more unusual APO restrictions are: Cigarettes and other tobacco products; Medicines (prescription, over-the-counter, vitamins, and supplements); coffee; and perfumes. The medication restriction means that you are unable to use Tricare Express Scripts to mail your routine medications to you at the APO, but you can mail them to the Embassy DPO.

Banking

Internet, cellular and TV providers, utilities and contract-based services require a host nation bank account for payment. Your sponsor may be able to recommend financial institutions that provide convenient branch and ATM locations. Please remember that conversion fees apply to your transactions when transferring dollars to the local currency or at point of sale (if paying in USD). Many people make the mistake of calculating the equivalent currency when looking at the price of a good or service, but vendors and banks offer different conversion rates that is not equal to a simple conversion. Banks often provide more competitive conversion rates, so it may be best to transfer USD to local currency within your account to avoid excessive transaction fees or conversion rates at the point of sale. It will be important to know your bank's International Bank Account Number (IBAN) or SWIFT number, as this information will almost always be needed when paying bills, tickets or contract services online.

It is advisable to get a DoD Community Bank (<https://www.dodcommunitybank.com/>) account at US Army Garrison Bavaria – Grafenwoehr Germany while in-processing as this can make transferring money to your Czech bank account easier. A common method of doing this is to either set up an DFAS allotment to or transfer money from a U.S. bank account to the DoD Community Bank, and then use Euro Bill Pay (\$1 fee plus exchange fee) to send money to your Czech bank account. This normally incurs the least amount of fees including exchange fees.

A important warning is that whenever your foreign bank account exceeds \$10,000 USD (the DOD Community bank is not a foreign account), they must report it to the IRS and this will complicate your tax return. Therefore, it is advisable to never allow your foreign bank account to exceed \$10,000 USD.

Internet Access: Access to internet is excellent, though EU regulations have limited the access to many online vendors because of their refusal to adhere to the new General Data Protection Regulations (GDPR).

Vehicles

License: To legally operate your POV, you will need to apply for, and purchase an international driver's license. Many U.S. personnel in NATO accomplish this through AAA, but this version is only valid for 1-year at a time. Please reach out to your sponsor for alternatives if AAA is not available to you. When you in-process at US Army Garrison Bavaria – Grafenwoehr Germany, it is advisable to apply for the German International Driver's license, which is valid for 3-years. To get this version you will need to get paperwork from the US Army Garrison Bavaria – Grafenwoehr Germany Driver's License office, which your sponsor can assist with. You will also need to apply for the US Army Europe Driver's license to be authorized to register your vehicle(s) on base, and to drive on U.S. military bases and through Germany. While initially, you can use your international driver's

license to drive on and off base, you should get the US Army Europe license as soon as possible. While this license required on-line training and testing before applying for it, you can complete this prior to leaving your last assignment, but it must be taken within 60-days of applying for the license (see <https://home.army.mil/bavaria/index.php/newcomers> for more information). Other licenses can be acquired, depending on agreements with the local government.

Registration: It is best to register your vehicle(s) with US Army Garrison Bavaria – Grafenwoehr Germany as registration is often a complicated task. Before registration begins, you will need to have your vehicle inspected at a reputable mechanic shop or inspection station. The inspectors will ask for translated copies of your previous registration and a data sheet that outlines the technical specifications for your vehicle. European inspections are rigorous. Technicians will complete a bumper-to-bumper, top to bottom, inspection that states any deficiencies. You will then have up to two weeks to correct the deficiencies, i.e. repair it, or you will need to pay for a whole new inspection at full-cost. Be prepared to pay for repairs or parts replacement if your vehicle is not new or well-maintained. Once completed, you will need to have written permission from your finance company to register in your host nation (translated), a bill of sale (translated), previous registration, customs documents, local inspection and (in some cases) a drivers history from the past seven years (translated) for the insurance company. You will need assistance from a language specialist or local national to take your documents to the local DMV, pay the fees, and receive your temporary plates. After you are entered into the DMV database, permanent plates will be issued. All of this can be much easier to accomplish if you use US Army Garrison Bavaria – Grafenwoehr Germany vehicle registration. In addition, in Europe, winter tires are required for part of the year, so verify that your tires are either winter or M&S tires, or you will need to purchase winter tires in Europe.

Fuel: Gas and Diesel fuel is available, but the Military Fuel Ration Card (ESSO Card) is not valid in Czech Republic, so no discount is available. Consequently, the majority of COLA is expended for fuel. An increase in the number of miles driven will exceed COLA. COLA does not reflect the real cost of living, particularly if a Service Member is commuting by car. COLA has increased since, but the cost of fuel is well over five dollars per gallon.

Transportation

The Transportation office located on USAG Bavaria – Grafenwoehr. The arrival of Household Goods (HHG) will be coordinated through this office. Your sponsor will assist you in working with transportation personnel to ensure the delivery of your HHGs after you find a home. Once your housing contract is complete you can track your move at: <http://www.move.mil/> website. Upon notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to your location should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven by the local authorities and there is no guarantee request will be approved. Newcomers will not have the option to store POFs in the unit arms room due to the limited available space or prohibition of POFs in your orders.

IT Support

IT support is not available at Vyskov. Instead this service is found at the C Co HQ at Szczecin. The company will process NIPR account requests and issue NIPR computers and hotspot devices with VPN access to access your .mil emails. It is also possible to obtain a DMCC (SIPR) phone to have limited access to SIPR as required. You will receive NATO and COE IT support for both your unclassified and classified NATO accounts from the JCBRN Defence COE.

Reassignments

When a SM out-processes from C Co their main POC is the C Company HQs NSE in Szczecin, Poland. The Company coordinates issuance of PCS orders from the BN MPD/S1 at Mons, Belgium and coordinates all out-processing requirements such as transportation and housing with the USAGs

in Ansbach and Grafenwoehr.

Clearance

The NATO Secret, SF86 renewals, and other clearances are process by the AFNORTH BN S2 through the NSE at C Co HQ in Szczecin. If fingerprints are required, the Service member must travel to Grafenwoehr on TDY. You will need to have your NATO clearance certificate sent to the JCBRN Defence COE.

Hand Receipts

The property books are controlled by the Company Commander at C Co HQ Szczecin, Poland.

UCMJ

UCMJ Company Grade is held by the Company Commander at Szczecin Poland C Co HQ.

UCMJ Field Grade is held by the AFNORTH Battalion Commander at Mons, Belgium.

GCMCA is held by the 7th ATC at Grafenwoehr

SCMCA for E1 through E7 will be held by the AFNORTH Battalion Commander at Mons, Belgium.

SCMCA E8 and above will be held at 7th ATC at Grafenwoehr.

Anti-terrorism (AT) and Force Protection (FP)

Your TACON for FP to U.S. Army Europe, who has delegated that to 7th ATC at Grafenwoehr.

Senior National Representative (SNR) and Senior Army Officer (SAO)

You are the US SNR and SAO at the JCBRN Defence COE. While there is not an SNR or Sao above you to consult or confer with, you can seek assistance or guidance from either the USANATO BDE or the SNR at SHAPE.

Required Documents to Carry With You

- PCS orders.
- Medical, dental, and Immunization Records.
- Marriage Certificates, Divorce Decrees, and Birth Certificates
- Passports (Soldier and family members).
- Social Security Cards.
- Wills and Powers of attorney.
- Education Records.
- Car titles and shipping papers, car registrations, car insurance policies and driver's license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.
- Proof of citizenship, if a naturalized citizen.