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PLAN MY MOVE

Military OneSource 24/7 family assistance 1-800-342-9647

## Plan My Move Booklet for Fort Drum

### Overview



### Location

Welcome to Fort Drum and the North Country in the picturesque Thousand Islands Region of Northern New York State. This installation is located in one of the most unique and beautiful areas in the United States. Fort Drum is located in Jefferson County, approximately 30 miles from Canada, with the Great Lakes to our west and the Adirondack Mountains to the east. The Adirondack Mountains, Lake Ontario, and the St. Lawrence River in the Thousand Islands Region are prime tourist attractions. Watertown, New York and the tri-county areas of Jefferson, Lewis, and St Lawrence surrounding the installation are rich with history and tradition. The nearest large city with an airport is Syracuse, New York. Fort Drum is a generally considered a low-cost area. The base operator's phone number is 315-772-6011 or DSN 312-772-6011.

### History

Fort Drum has been used as a military training site since 1908 however, the Army's presence in the North Country may be traced back to the early 1800's. Presently, Fort Drum consists of 107,265 acres. Its mission includes the command of active component units assigned to the installation, administrative and logistical support to tenant units, support to tenant units, support to active and reserve units from all services in training at Fort Drum, and planning and support for the mobilization and training of almost 80,000 troops annually. Fort Drum is currently one of the elite Army Divisions fighting the War on terror. For more information, go to the [Fort Drum Homepage](#).

### Mission

Fort Drum is committed to providing equitable, efficient, and effective management of Fort Drum resources to support readiness and mission execution of combat-ready forces, while providing for the well-being and security of Soldiers, civilians, and Family members; and improving infrastructure and preserving the environment. Fort Drum, home of the 10th Mountain Division, engages in training pertinent to the continued effort on the global war on terror.

### Population Served

Fort Drum serves a wide range of Soldiers, Families, DoD personnel, civilians, retirees and joint services personnel. Residents of the communities located around Fort Drum work in partnership with the Installation to provide invaluable service to all Soldiers and civilians.

### Base Transportation

Fort Drum offers a post shuttle with stops at key places on the installation. The shuttle does not serve the housing areas on post. The post shuttle operates Monday - Friday 9:30 a.m. - 5:00 p.m. on the half hour, including training holidays. The post shuttle does not operate on Federal holidays. Priority is given to Soldiers in uniform. Family members may ride on a space available basis. There are two routes available, North Route and South Route with a transfer point at Pine Plains Physical Fitness Center. The Fort Drum Shuttle bus schedule is available at various agencies on Fort Drum.

Several taxi companies operate on post. The cost is approximately \$3-4 per person on post. Average cost for taxi service from Fort Drum to Watertown is \$10-15. Taxi companies include Yellow Cab, East Coast Taxi, Sunset Cab, Big Man's Cab and Mama's Taxi.

### **Sponsorship**

To receive a sponsor contact the G1 (Strength Management Branch) at 315-772-5121, DSN 312-772-5121, or write to them at: Commander, HQ, 10th Mountain Division, Attn: IMNE-DRM-HR, Fort Drum, NY 13602-5000 or fax DA Form 5434 to 315-772-2071 or DSN 312-772-2071. En route mail should be addressed to yourself, c/o OMDC, Replacement – Pending Gain, 10720 Mt. Belvedere Blvd, Fort Drum NY 13602.

All personnel arriving at Fort Drum will report to the Reception Activity Welcome Center, Clark Hall, building P-10720 Mount Belvedere Boulevard. The Reception Activity Welcome Center is open 24 hours a day. If you arrive in the area at the Syracuse airport, look for the Fort Drum information sign.

### **Temporary Quarters**

Most newly arriving soldiers and family members will be temporarily housed in Army lodging at the Fort Drum Inn. Those on PCS orders have priority. PCS reservations can be made up to 6 months in advance for up to 29 nights (depending on availability at the time of reservation) by calling 1-800-826-0886, extension 8154, or 315-772-8154, or DSN 312-772-8154.

The Fort Drum Inn has limited pet boarding facilities. The [Housing Service Office](#) maintains a list of kennels in the local communities. It is advised that PCS reservations be made as far in advance as possible as the Fort Drum Inn fills up quickly.

### **Relocation Assistance**

Fort Drums' Relocation Readiness Program offers the following Services: Newcomer's Welcome Tour, Newcomer Spouse's Orientation/Family Medical Information Orientation, Fort Drum Inn Visits, Relocation Outreach, Relocation Counseling Services, Settling-in Services (to include Reentry Assistance for those returning from foreign assignment), and Pre-departure assistance for PCS, ETS, and Retirement. Contact Relocation Readiness at 315-772-6553/6902 or DSN 312-772-6553/6902 for more information. The Loan Closet is located at Army Community Service. Contact 315-772-6557 or DSN 312-772-6557 for more information.

### **Critical Installation Information**

- Fort Drum in the coming years will become the permanent home of 4th Brigade currently located at Fort Polk, Louisiana. Housing is still an issue but most families will find out that wait time has drastically come down recently.
- In the winter, Fort Drum does get below-zero degree temperatures from time to time. If arriving during winter months make sure you have warm, heavy clothing with you.
- New York State law requires children under age 4 to ride in safety seats. Children age 4, 5, and 6 are required to ride in a child restraint system.
- All pets residing on the Installation must be micro-chipped per garrison policy.
- New York State law and Fort Drum forbid the use of a hand-held cell phone while driving.

### *Arrival Information*

If your arrival is at the Syracuse, New York airport it is your responsibility to coordinate and complete your travel to Fort Drum. Ensure that you save all your receipts so that you can make an appropriate travel claim when you in-process the installation. Below is listed some general information that may assist you in your travel decisions:

- Bus Schedule -- Visit the [Adirondack Trailways website](#) for Bus Schedule and Fare Information, entering Syracuse, New York as the Departure Location and Watertown, New York as the Arrival Location. Pay particular attention to the Frequently Asked Questions section of the website. Pets are not allowed on the bus. The only animals that are allowed are service animals specifically trained to aid individuals with a disability. Shuttle Service to the William F. Walsh Regional Transportation Center (Greyhound/Trailways Bus and Amtrak) is available. Reservations can be made at the Century Taxi Counter in the airport. The cost for the shuttle service will be offered at a discount from the taxi fare.
- Shuttle Service -- Airport shuttle service to Fort Drum is limited and expensive. On average, costs can exceed \$150.00. Plan ahead and contact the Airport for more information on possible shuttle services and costs. Remember to get and save your receipts.
- Taxi Service -- Taxi service from Syracuse to Fort Drum is expensive. Average cost for a taxi from Syracuse to Fort Drum is \$150.00. Typically, taxis do not provide receipts, you must ask for one. Ensure that you obtain receipts so that you can claim it as a travel expense.
- Emergency Travel Assistance -- If you require emergency financial travel assistance, contact the Red Cross Travel Assistance at 1-877-272-7337. Additionally, Military OneSource can be contacted at 1-800-342-9647.
- Late Arrivals -- If you are arriving at Syracuse Airport late in the evening when travel options are limited, contact the Reception Activity toll free at 1-800-661-7158 or DSN 312-772-7529. Based on mission requirements, resources available, and weather conditions, we provide limited shuttle services, to In-Processing Personnel at Syracuse Airport at 2330hrs. In the event that shuttle service is not available, ask about overnight accommodations.
- Remember, it is your responsibility to coordinate and complete your travel to Fort Drum. Plan ahead.

## 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 can request a sponsor through your unit, or with help from the 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, 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 1740.3B 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 1740.3B 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 Fort Drum**

Fort Drum lies approximately 70 miles North of Syracuse, New York. Syracuse Hancock International Airport is the closest major airport to Fort Drum. All major airlines arrive and depart daily. It is your responsibility to complete your travel to Fort Drum. Bus service from Syracuse to Watertown is available. Visit the [Adirondack Trailways website](#) for Bus Schedule and Fare Information, entering Syracuse, New York as the Departure Location and Watertown, New York as the Arrival Location. Once you have arrived in Watertown there are several taxi cab companies available to take you to Fort Drum. See the Overview narrative at the beginning of the booklet for a list of taxi companies that operate in the area.

### **Driving Directions**

From Syracuse:

- Follow Interstate 81 North
- Get off at exit 48 East
- Bear right onto New York State (NYS) Route 342 East
- Travel approximately 4.1 miles to the intersection of State Routes 342 and 11
- At the traffic light, turn left onto State Route 11
- Proceed 1.3 miles in right lane, look for the Fort Drum sign
- Bear right onto Iraqi Freedom Drive to Gate #3 (Iraqi Freedom Gate)

You must have a DoD vehicle ID sticker when entering Fort Drum. Individuals who do not have a DoD vehicle ID sticker may obtain a temporary pass at the Iraqi Freedom Gate. You will need to show your ID card, valid vehicle registration, proof of valid vehicle insurance, and valid driver's license.

## **Check-in Procedures**

### **Travel Planning**

#### *Temporary Lodging Reservations*

The Fort Drum Inn is the temporary lodging facility on Fort Drum. PCS reservations can be made up to 6 months in advance for up to 29 nights (depending on availability at the time of reservation) by calling 1-800-826- 0886, extension 8154, or 315-772-8154, or DSN 312-772-8154. It is advised that PCS reservations be made as far in advance as possible as the Fort Drum Inn fills up quickly.

Pets are not allowed in the rooms at the Fort Drum Inn. The Fort Drum Inn does have limited pet boarding facilities. If you are bringing a pet, be sure to ask about pet boarding availability when you make your lodging reservation. The [Housing Service Office](#) maintains a list of kennels in the local communities.

If you are a married Soldier or have custody of your children, make sure your orders state "dependents - yes". If your orders do not state "dependents - yes" seek guidance from your losing unit about having your orders amended.

### **Reporting Procedures**

All soldiers arriving to Fort Drum sign in at the Reception Activity Welcome Center, Clark Hall, building P-10720 Mount Belvedere Boulevard. The Reception Activity Welcome Center is staffed 24 hours a day, 365 days a year. If assistance is needed, call 315-772-7529 or 1-800-661-7158 or 1-800-826-0886.

When you sign in you will need to have with you, your ID card, DA31, orders, and medical and dental records. During duty hours, you must report in Army Combat Uniform (ACU). You will complete an information packet and be given an inprocessing schedule. Your unit will be contacted and informed of your arrival and a sponsor from your unit will arrive to greet you. You will have 5 days to complete your inprocessing. The first day will be spent inprocessing at your unit from 7:00 a.m - 1:00 p.m. You will report to Clark Hall at 1:00 p.m. where you will spend the next 4 ½ days conducting installation inprocessing. Your inprocessing is organized to reduce the time needed to conduct inprocessing. You are expected to follow your inprocessing schedule and to complete it in the time allotted. Our expanded inprocessing consists of installation orientation, activity inprocessing, TA-50 issue, and deployment readiness screening. Our staff will assist you in resolving any problems that may arise during your inprocessing.

If you don't have a sponsor prior to arrival at Fort Drum, a sponsor will be provided to you once you're assigned to a unit.

If you are on permissive Temporary Duty (TDY) you must have the Housing Services Office stamps your leave form before you start house hunting. If you arrive after hours or on a weekend have the Fort Drum Inn stamp your leave form.

Army Community Service Relocation Readiness Program offers a New Spouse's Orientation for newly arriving Spouse's and Family members. The orientation is held from 1:00 p.m. - 3:00 p.m. every 2nd and 4th Monday of the month at Clark Hall, building P-10720 Mount Belvedere Boulevard. Spouses and Family members will receive valuable information about ACS programs, FMWR activities, medical services, child care, the surrounding communities, and much more. Contact Relocation Readiness Program at 315-772-6902 or DSN 312-772-6902 for more information.

### **What 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 military will not pay for travel and housing of your spouse if you do not follow proper procedures.

## **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 Family 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**

Welcome to Fort Drum. All arriving personnel receive a Fort Drum Welcome packet upon signing in at the Welcome Center. If you are not signing in right away be sure to stop by the Relocation Readiness Program office to receive a Welcome Packet, and obtain information you may initially need. The Welcome Packet will help you to familiarize yourselves to local surroundings.

If you have any questions about the installation or the surrounding area please feel free to call us. We will be very

happy to help you and your family while you settle in to life in the North Country.

We are available Monday through Friday from 7:30 am to 4 pm in the Consolidated Soldier and Family Support Center "Clark Hall" Bldg P10720 Mt Belvedere Blvd.

Fort Drum is a great place to live, work, and raise your children. Please take full advantage of Newcomer programs and services available through Army Community Service designed to assist your transition into the Fort Drum Community. In addition and unique to a few military installation, our Relocation Readiness program provides immigration assistance to family members.

Special orientation programs are provided to ease the transition for your spouse. The Newcomer Spouse's Orientation can provide important settling in information for your family, and the Fort Drum/Watertown Tour can help you find your way in and around the installation.

## **Emergency Assistance**

### **Planning for Emergencies**

Before you leave, make sure you hand carry all of your important documents with you. Do not ship these with your household goods. Make sure you have important phone numbers with you, such as an information number for your new duty station and your sponsor's phone number.

#### *Arrival Delay*

If you're in transit and an emergency arises call the Reception Activity Welcome Center at 1-800-661-7158 or 315-772-7529/0423 and let them know the nature of your emergency. Remember, if you cannot arrive on your reporting date and you do not call you may be considered to be Absent Without Leave (AWOL).

### **Emergency Assistance and Referrals**

#### *Army Emergency Relief (AER)*

Army Emergency Relief (AER) provides financial assistance in the form of no interest loans and/or grants to military Families whose resources are not sufficient to meet emergency needs. AER also maintains a list of food pantries in the local area that can assist in an emergency.

Applications for emergency assistance are available at the FMWR offices located in building P-10720, Clark Hall. If the applicant is an active duty Soldier or Family member, the application must be approved by the chain of command. When the applicant has completed the application and gathered all supporting documentation he/she must make an appointment to see a counselor.

### **Who Does Army Emergency Relief Help?**

- Active duty Soldiers, single or married, and their dependents.
- ARNG and USAR Soldiers on active duty for more than 30 days and their dependents.
- Soldiers retired from active duty for longevity or physical disability, and their dependents.
- ARNG and USAR Soldiers who retired at age 60, and their dependents.
- Surviving spouses and orphans of Soldiers who died while on active duty or after they retired.

### **What Can AER Do?**

Help with emergency financial needs for:

- Food, rent or utilities
- Emergency transportation and vehicle repair
- Funeral expenses
- Medical/dental expenses
- Personal needs when pay is delayed or stolen
- Give undergraduate-level education scholarships, based primarily on financial need, to children of Soldiers

### **What AER Cannot Do?**

- Help pay for nonessentials
- Finance ordinary leave or vacation
- Pay fines or legal expenses
- Help liquidate or consolidate debt
- Assist with house purchase or home improvements
- Help purchase, rent or lease a vehicle
- Cover bad checks or pay credit card bills

AER also maintains a list of local emergency food pantries.

For more information call Army Emergency Relief at 315-772-6560 or 1-800-826-0886, ext.6560.

#### *American Red Cross*

The American Red Cross (ARC) is always available to assist in emergency situations. Call toll-free: 1-877-272-7337, 24 hours a day, 365 days a year, or contact the nearest ARC chapter listed in the local phone directory.

The Fort Drum ARC office is located in Clark Hall, building P-10720 Mount Belvedere Boulevard. They can be reached at 315-772-6561 or DSN 312-772-6561. Their hours of operation are Monday - Friday 7:30 a.m. - 4:00 p.m. For after hours emergencies contact the Toll-free number listed above.

#### *Information & Referral*

Army Community Service Information and Referral is available to answer your questions and refer you to the proper agency to meet your needs. For assistance call 315-772-6557 or DSN 312-772-6557 or 1-800-826-0886. Hours of operation are Monday - Friday 7:30 a.m. - 9:00 p.m., Saturday, Sunday, and Holidays 9:00 a.m. - 7:00 p.m.

#### *Salvation Army*

The Salvation Army operates a Family Store and Soup kitchen in Watertown. In addition, they operate an after hours emergency food pantry.

## **Motor Vehicles**

### **Registration & Licensing Requirements**

New York State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

### **State Laws**

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 6 years of age be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information.

Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

### **Base Regulations**

Fort Drum Speed Limit -- The installation speed limit is 25 mph, unless otherwise posted. All vehicles must slow to 10 mph when passing troops in formation.

Parking -- Parking on all roadways in any housing area on Fort Drum is prohibited November 1 - April 1 to allow for snow removal.

Bicycle Helmets - All personnel riding a bicycle on Fort Drum must wear a bike helmet.

Fort Drum is a restricted access post. You must have a Department of Defense decal when entering the installation. Visitors may obtain a temporary access pass. All vehicle operators/passengers and pedestrians entering Fort Drum must have Military ID/Civilian ID. All occupants above the age of 16 must present photo identification to be granted access. Individuals unable to provide a photo identification card will not be permitted access.

#### *Obtaining a Temporary Access Pass*

Individuals needing a visitor's pass may obtain one at the Iraqi Freedom Gate located off of State Route 11. The following documents must be presented in order to obtain a pass:

- Valid state driver's license
- Valid vehicle registration
- Proof of valid vehicle insurance

#### *Obtaining a Post Decal*

Vehicle Registration is mandatory on all military installations and must be completed within 5 days of arriving on Fort Drum. Anyone arriving with a DoD decal is only required to re-register with Fort Drum and will keep that sticker.

To obtain a Fort Drum decal, visit the Directorate of Emergency Services, Military Police Station, Building P-10715 Mount Belvedere Blvd. Hours of operation are Monday - Friday 8:00 a.m. - 4:00 p.m. The following documents must be presented in order to obtain a post decal:

- Valid state driver's license

- Valid vehicle registration
- Proof of valid vehicle insurance
- Military ID card or DoD ID card

### **Obtaining a Driver's License**

When applying for a New York State (NYS) driver's license or exchanging an out-of-state or Canadian driver's license for a NYS driver's license, you must present proof of identity that equals a value of six points, proof of date of birth, and your social security card. A list of [acceptable proofs of identity](#) and their corresponding point values is available online or at any NYS Department of Motor Vehicles (DMV) office.

New York State (NYS) recognizes driver's licenses held by residents of other U.S. states, U.S. territories and Federal districts and Canadian provinces. If you become a resident of NYS you must apply for a NYS driver's license within 30 days of becoming a NYS resident.

#### *Exchanging an Out-of-State or Canadian Driver's License*

You can exchange an out-of-state driver's license or Canadian driver's license for a NYS license if the driver's license has your photograph and the date of issue, the driver's license is not suspended or revoked, and the driver's license has been valid for at least 6 months, or has expired in the past 12 months.

You cannot exchange the following types of driver licenses for a NYS driver license:

- a driver license with no photo
- a driver license that does not show the date that the driver license was issued.
- a learner permit
- a temporary driver license or an interim driver license
- a hardship driver license or an "employment only driver license"
- a driver license expired for more than 12 months
- a non-commercial driver license valid for less than 6 months.
- a driver license marked "non-renewable" or "non-transferable"

To exchange an acceptable out-of-state photo driver license for a NYS driver license:

- Complete application form MV-44 and apply at a local DMV office.
- Pass a vision test at the DMV office, or bring a valid form MV-619 (Eye Test Report) completed by an eye-care professional.
- Surrender your out-of-state driver license.
- Provide at least two points of identification and proof of date of birth, and your out-of-state photo driver license, and your Social Security Card.
- Show your Social Security Card. If you are not eligible for a Social Security Card, you must provide a letter from the U.S. Social Security Administration (SSA) that states that you are not eligible. The SSA Letter must have been issued within the last 30 days. You must also show an I-94 with one of the following codes: B-1, B-2, E-2, F-2, H4, L-2, M-2, O-3, P-4, Q-3, R-2 or TD. At least 11 months of valid, legal status must remain on your I-94.

Pay the \$10 application fee and the driver's license fee (fee varies by age and class of driver's license) with cash, check, money order or credit card.

#### *New Driver - Applying for a New York State Driver's License*

- Apply for a learner permit at a local NYS DMV office.
- Pay the application fee and the driver's license fee (fee's vary by age and class of driver's license).
- Pass the vision test and the written test.
- Receive your permit.
- Practice for your road test.

- Take a mandatory driver education course or a DMV-approved pre-licensing course.
- Use your driver education certificate or pre-licensing course certificate to make an appointment for your road test by phone or on-line.
- Pass your road test and receive your NYS driver license.

### **Local Motor Vehicle Regulations**

Speed Limits -- The speed limit in New York State is 65 MPH on I-81. On all other non-residential roads, the speed limit is 55 MPH unless otherwise posted. Fines for speeding are doubled in roadwork zones.

New York State Bicycle Helmet Law -- New York State Law requires all children under the age of 14 years to wear a helmet when riding a bicycle. All personnel riding a bicycle on Fort Drum must wear a bike helmet.

Windshield Wipers -- When windshield wipers are used due to inclement weather, vehicle headlights must be on.

Cell phone usage -- New York State law and Fort Drum regulation forbids the use of a hand-held cell phone while driving. A hands free cell phone device may be used.

Car seats -- New York State law and Fort Drum regulation requires children under age 4 to ride in child safety seats. Children age 4, 5, and 6 are required to ride in a child restraint system.

#### *Liability Insurance*

A motor vehicle registered in NYS must have liability insurance. Insurance coverage must be a minimum of \$25,000/50,000 for injury, \$50,000/100,000 for death, and \$10,000 for property damage caused by any one accident. New York State is a no-fault state. The liability coverage must remain in effect while the registration is valid, even if the vehicle is not used.

#### *Vehicle Registration*

If you are not a resident of NYS, a vehicle registration from your state of residence is valid in NYS. If you become a resident of NYS, you have 30 days after you become a resident to register your vehicle in NYS. If you are a resident of NYS and you get a vehicle from another state, you must register the vehicle in NYS.

Visit the New York State DMV website or local office for additional licensing and vehicle registration information.

## **Loan Closet**

### **Items Available**

Army Community Service (ACS) has a well equipped Loan Closet. Borrow the items you may need while your family is in transition. Items available include: pots, pans, dishes, coffee makers, toasters, silverware, folding mattresses, folding tables/chairs, high chairs, port-a-cribs, strollers and car seats.

### **How to Borrow**

Items may be borrowed for a 30 day period of time. Extension of the lending period may be granted for special circumstances. Come and see what ACS has available for you and your family. For more information call the ACS Information and Referral Desk at 315-772-6556/6557.

## **Housing - Overview**

### **Government Housing**

Fort Drum has 2,272 quarters on post and 2,000 quarters in thirteen neighboring communities, ranging from Lowville at the foothills of the spectacular Adirondack Mountains, to Clayton on the St. Lawrence River.

#### *Application and Eligibility*

To find out about how to apply for housing, to be placed on a waiting list, and to receive more information about government quarters, visit the Assignments and Terminations Section at Bldg P-10720. During inprocessing a counselor will assist you with your housing application and assure you have all necessary documents.

Documents needed for Housing Inprocessing:

- Orders and any amendments assigning you to Fort Drum
- Orders for TDY enroute or for unaccompanied tour
- Marriage license
- Birth certificates of children
- Custody documents for children other than soldier's or spouse's natural children
- Pregnancy verification (if applicable)

### **Non-Government Housing**

*Housing Referral Office-(HRO)* -- The HRO is your contact for any problems you may encounter such as discrimination complaints, tenant/landlord disputes, or any questions or problems about off-post housing is the HRO. The HRO will provide you a list of rentals with corresponding locator maps and give you information regarding the communities in which the rentals are located.

*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 more than 75 installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- 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
- Receive one-on-one real estate counseling and assistance from the AHRN partner, [Military Moving Station](#) on how to buy and sell smart.

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

### **Temporary Lodging and Permissive TDY Reimbursement**

If you have been authorized to use permissive TDY for house hunting at Fort Drum, you must have your DA Form 31 validated at Bldg P-10720 upon your arrival. If you arrive after duty hours you must immediately have your DA 31 validated at The Inn at Fort Drum, Bldg P-4205. Even with validation from The Inn, you must report to the housing office the next business day. If you fail to do this, you will be charged leave for the entire period. DA Form 1747 (Status of Housing Availability) is no longer required for soldiers departing CONUS, Alaska, and Hawaii. "While on permissive TDY you cannot apply for Family Housing, you must be signed into the installation before you are eligible to apply." TLE will not be authorized to soldiers arriving at Fort Drum on their first or last PCS move. TLE must be used at the Fort Drum Inn. If the Fort Drum Inn is full and there are no rooms available, you must request a statement of non-availability. TLE will not be authorized if you have pets and stay at a hotel that allows pets, when there are rooms available at the Fort Drum Inn.

## **Housing - Temporary**

### **Temporary Lodging Facility**

Temporary lodging is available at the Fort Drum Inn for soldiers permanently assigned to Fort Drum. The Inn traditionally operates at 100% capacity during the summer months. It is very important to make your reservations as soon as you know your travel dates.

### **Reservations**

Reservations (24 Hours a Day/7 Days a Week) at the Fort Drum Inn can be made for up to 29 nights, depending on availability at the time of reservation. To make reservations, call toll Free (Continental U.S.) 1-800-826-0886, extension 8154/1014, commercial 315-772-8154/1014 or DSN 312-772-8154/1014.

### **Pets**

Kennel facilities for dogs and cats only are now available on post (see Kennel Information for details and requirements). *Pets are not permitted* in transient quarters or guest houses at Fort Drum. A Statement of Non-Availability will *not* be issued for this reason.

**Housing - Government**

# Of Quarters (E1 - 3 JENL) w/2 bedrooms: 458

# Of Quarters (E1 - 3 JENL) w/3 bedrooms: 59

# of Quarters (E1 - 3 JENL) w/4 bedrooms: 16

\*\*\*\*\*

# Of Quarters (E4 - 6 JNCO) w/2 bedrooms: 1848

# Of Quarters (E4 - 6 JNCO) w/3 bedrooms: 480

# Of Quarters (E4 - 6 JNCO) w/4 bedrooms: 254

# Of Quarters (all grades) w/5 bedrooms: 24

\*\*\*\*\*

# Of Quarters (E7 - 8 SNCO) w/3 bedrooms: 352

# Of Quarters (E7 - 9 SNCO) w/4 bedrooms: 163

# Of Quarters (E9 - CSM) w/4 bedrooms: 38

\*\*\*\*\*

# Of Quarters (01-03 CGO) w/2 bedrooms: 207

# Of Quarters (01-03 CGO) w/3 bedrooms: 159

# Of Quarters (01-03 CGO) w/4 bedrooms: 53

\*\*\*\*\*

# Of Quarters (04-05 FGO) w/3 bedrooms: 87

# Of Quarters (04-05 FGO) w/4 bedrooms: 27

# Of Quarters (04-05 FGO) w/5 bedrooms: 13

## **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 hold baggage, in your household goods shipment and what might need to go into 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 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 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 and 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. Checking the [SDDC website](#) will provide 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.

### **Delivery of Household Goods Shipments**

It is your responsibility to contact the transportation office 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.

#### *Customer Satisfaction Survey*

Once your personal property is delivered, you'll be asked to [rate the customer service](#) you received from the movers. Make sure you take the time to do this. Your feedback will make the process better for everyone.

#### *Claims*

If you have any loss or damage to your personal property you may need to file a claim. 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 within 70 days of delivery**. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. A claim is separate and distinct from these forms. Your local personal property office and claims office will give you complete instructions on where and how to file DD Form 1840/1840R and your claim.

## **Household Goods - Shipping Pets**

### **Boarding**

Arrangements will need to be made for your pets upon your arrival to Fort Drum. Keep a few things in mind and consider your pet care options before you arrive.

- The Fort Drum Inn *does not* accept pets.
- Household pets *are not* permitted in the transient quarters or guest houses.
- Kennel facilities are available on post for soldiers and families in PCS status. This facility is for cats and dogs only. Guests are responsible for the cleaning and care of their pets. A current Rabies certificate is required for all pets at the time of check-in. The rental fee per day is \$7.50 per pet. Please call for more information.
- A list of *off post* kennels is available upon request from the Fort Drum Inn
- Fort Drum Lodging has contracts with area hotels when on post accommodations are not available (some allow pets). Please ask for further assistance if needed. We are available 24 hours a day to answer your questions. Call us at 315-773-7777 then press "0". Our military number is 315-772-8154 or DSN 312-772-8154.

### **A Message About Veterinarians**

The New York State Education Department oversees the licensure of veterinarians and veterinary technicians. To verify a license and learn more about who must be licensed and currently registered to offer professional services and/or use the professional title, contact the New York State Education Department, Office of the Professions at 518-474-3817.

### **Fort Drum Regulations**

#### *Microchipping*

Fort Drum Installation Policy Memorandum # 19, Mandatory Pet Microchipping and Pet Control, mandates that housing residents will register and microchip all privately owned dogs and cats within three (3) working days of assignment to quarters. Microchipping is a permanent pet identification system that places a small sterile computer microchip under the skin of an animal between the shoulder blades. The cost of the microchip is \$13.00 per animal, plus a \$2.00 user fee per client (not per pet). This cost includes the chip and the registration with the worldwide AVID database.

Failure to comply with the mandatory microchip policy will result in the owner being notified in writing through his/her respective chain of command. Failure to comply after written notification will result in the animal(s) seizure by appropriate authority. The updated policy memorandum is included in every Fort Drum welcome packet. For more information on the Mandatory Pet Microchipping and Registration contact Veterinary Services at 315-772-4262.

#### *Vaccinations*

If a dog or cat is involved in bite case, the animal must be brought to veterinary services. Pets leaving the Fort Drum area and going overseas must have a Rabies shot no less than 30 days old and not older than one year. A Health Certificate must be obtained within 10 days of departure to ensure your pet is healthy for travel. Check with Veterinary Services for pet quarantines overseas.

## **Education - General Overview**

### **Adult Education**

For more information on higher and continuing educational opportunities for service members, their adult family members, and government civilians potentially assigned to Fort Drum, see the Army Education Center.

### **Public School**

There are no Elementary, Middle or High Schools located on the installation. For more information on education centered on school age family members whose sponsor are assigned to Fort Drum contact the DCA School Liaison Officer.

The Board of Cooperative Educational Services, (BOCES) is the governing body for Jefferson, Lewis, Hamilton, Herkimer and Oneida counties. There are more than a dozen different schools in the surrounding area that youth could attend, depending on where you live. However, Indian River Central School is the school that most military youth attend while living at the Fort Drum Inn awaiting housing.

### *Exams*

Currently, New York requires all students to take state exams in five different areas:

- English
- Global Studies
- United States History
- Mathematics
- Science

There are two types of exams: (1) Regents, and (2) Regents Advanced. Regents advanced exams are academically more rigorous than Regents. Those students who pass the required Regents exams will graduate with a New York State Regents diploma. Those who take the RCTs will graduate with a local diploma.

The New York State Board of Regents is currently phasing out all RCTs and will offer Regents exams only beginning with the freshman class entering high school in the 2001-2002 school year. Students may then earn either a Regents diploma or an Advanced Designation on Regents diploma. School Age Family Members.

There are no DoDDS schools on Fort Drum. Location of housing determines which school district children attend. The detailed record listing for each school district is followed by the Army Community housing areas which fall under that specific district.

### *Registration*

Upon entering the school district parents are asked to make an appointment. Parents are requested to bring all available information at that time. The required documents are a birth certificate, immunization record, and any school records for each child to be enrolled.

### *Activities*

Many of our school districts offer after school sports programs with football, soccer, lacrosse, field/ice hockey, basketball, volleyball, track and field, wrestling, baseball, softball, etc.

There are clubs such as Photography, Future Teachers of America, Future Farmers of America, Debating, Honor Society, Foreign Language, Booster, Student Council, Business, etc.

### *Transportation*

About 90% of our school age youth are bussed to school as some of our families live in the country. Youths residing in a mile or less in the city walk to school. This can be fun in the spring, summer, and fall, however in the winter dress warm. Practical boots (warm with good walking surface), warm coats, hats, gloves or mittens, scarves to keep out the wind, and leggings or snow pants are sometimes in order during harsh winter weather.

*School Liaison Officer*

Referrals for school information and coordination can be made to Consolidated Soldier & Family Support Center, "Clark Hall" P10720 (DCA Section 2nd Floor)

## **Education - Training (College/Technical)**

### **Installation Education Center**

The Army Education Center provides a wide range of services to both the soldiers and family members at Fort Drum. Co-located with the McEwen Library in Building P4300, the Education Center provides traditional and nontraditional educational opportunities and counseling services for the military, their families, and the civilian workforce.

Adult and Continuing Education Programs are provided on post for General Educational Development (GED) and English as a Second Language (ESL). These programs are coordinated through Jefferson-Lewis Board of Cooperative Educational Services and the Army Community Service Family Services Program.

General Educational Development (GED) classes are also available on-post for the convenience of spouses and family members who need to study for the GED exam to earn their High School Diploma.

English As A Second Language (ESL) is offered to foreign-born spouses and those entering our community whose native language is not English. ESL also provides cultural adaptation and a social outlet for foreign born residents to meet others who share their native language and heritage.

The Defense Activity for Nontraditional Education Support (DANTES) supports distance learning, credit by examination, and national certifying examination programs available to all of the population served.

Counselors at the Center provide education counseling in support of educational programs, financial assistance through Army Tuition Assistance and other federal program, and veteran's benefits.

Additional information can be obtained on the Education Center web page located in the overview web address.

### **College**

The State University of New York (SUNY) Colleges of the North Country Consortium supports the Center at the college level. The consortium has 6 active member institutions providing community college through graduate level academic programs in both traditional and nontraditional modes.

On July 1, 2002, Fort Drum was designated a primary site for eArmyU, the Army's most innovative system for education and retention. If already enrolled in eArmyU, the soldier is responsible for notifying his departing Army Education Center and eArmyU on the web, the web link is located below in the detail listing. Interested service members should check with their chain of command about unit procedures for registration.

## **Education - Local Schools**

Choosing the right school for their children is a priority for military families. This article describes excellent resources for your use in planning for your child's educational needs. Parents can find current information about public, charter and private schools by using the tools 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](#).

## **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 [Plan My Move](#) and review the installation's Education - Overview article. All of the overseas installations have dedicated a portion of the Education Overview 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.

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 with 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.org](http://MilitaryStudent.org) 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.

## **Employment - Overview**

### **Employment Opportunities**

There are a number of job opportunities available in the Noth Country especially with the current expansion of Fort Drum.

- Good Prospects: Medical Field - Nurses, Emergency Medical Technicians, Licensed Practical Nurses, Nurses-Aides (All require NY State Certification), Medical Record Transcribers, Seasonal Work - Auto Sales.
- Fair Prospects: Banking - Tellers, Restaurants - Cooks, Waitresses, Social Workers, Clerical, Retail, Drivers.
- Poor Prospects: Management/Supervisory, Accounting/Bookkeeping, Drivers, Factory Workers/Laborers, Teaching (NY State Certification required for permanent or permanent substitutes).

To obtain current listing of jobs in the area call 315-772-9611 or Toll Free 1-800-826-0886 Ext. 9611.

## **Child Care**

### **Child Care**

Fort Drum Child and Youth Services Child Development Centers are accredited by the National Association for the Education of Young Children.

Fort Drum has many programs and activities offered through Child and Youth Services. These programs range from full day, part day, and hourly child care, to before and after school programs, sports, and activities for middle school and high school students. A Toddler and Preschool Indoor Playground is open during the winter months at Youth Services, building P-10790 and several programs are offered for various ages during the summer months. Active duty military, DoD civilians, contract employees, National Guard and Reserve members are eligible to utilize Child and Youth Services programs.

### **Child Development Centers (CDC)**

Fort Drum currently operates two Child Development Centers and a Child Development Center Annex on post.

Chapel Drive and Memorial Child Development Centers offer programs for children 6 weeks to Kindergarten. Programs include full and part day care as well as before and after school care for Kindergarteners. Center based programs are staffed with qualified trained personnel who provide a wide range of developmentally appropriate activities for the children. Both facilities are nationally accredited.

The Chapel Drive Child Development Center Annex is a new facility that houses hourly and deployed care programs. Reservations can be made for hourly care by contacting 315-772-7103 or DSN 312-772-7103. Deployed care is based on first come, first serve, walk-in basis only.

### **Family Child Care (FCC)**

Family Child Care homes offer care for children ages 4 weeks to 12 years. FCC homes offer the advantage of flexibility over center-based care, including the ability to offer extended care, and long-term care during deployments or field duty. FCC homes vary widely in services offered: Multi-age homes can accommodate up to six children of various ages. Some homes care for only infants and toddlers, while others cater to preschoolers' needs. FCC homes provide a homelike atmosphere, opportunities for siblings to be in care together and more flexible hours than the centers. FCC trains, certifies, and monitors Family members who provide childcare in government quarters and in homes in various communities surrounding Fort Drum.

The same regulations and safety guidelines enforced in CYS child care centers apply to FCC homes. All providers have regular safety, fire, and regulation compliance inspections. Once a month, an FCC staff member conducts a visit to each FCC home, ensuring a high-quality safe and developmentally appropriate atmosphere for the children. For a list of Family Child Care (FCC) providers located within military housing call 315-772-6716 or DSN 312-772-6716.

### **School Age Services (SAS)**

School Age Services offers a supervised comprehensive program with a variety of options for youth in grades 1 - 5. Among the program options available are Before and/or After School Care, Summer and Vacation Camps and Hourly Care. School Age Services integrates programs such as the Boys and Girls Club, the 4-H club and Character Counts into its daily activities. The goal for SAS is to provide safe, flexible and affordable before and after school child care options for parents with fun and enriching choices for youth. Holiday, school vacation, and school delay care is also available for those enrolled in the program. Be aware that not all school districts provide transportation to the on post site.

#### *Registration*

Children must be registered with the Child and Youth Services Central Enrollment Registry before participating in any CYS program. There is no fee to register with CYS.

Priority for care is given to dual military couples. Currently, there are waiting lists for Child Care. Wait times vary for different types of care so be sure to check with Central Enrollment Registration at 315-772-8675 or DSN 312-772-8675 for current wait times. Fort Drum continues to expand their child care options to meet the growing demand for care.

#### Registration Requirements:

- Completed registration packet
- Child's Current Shot Records
- Child's Social Security Card
- Current LES's, Pay Stubs, and income records for the Family
- 2 local emergency contacts - 1 required day of registration and 2nd due within 30 days
- Completed CYS health assessment form due within 30 days from registration (to include an up to date child's physical)

#### *Child and Youth Service Forms*

Downloadable forms are available on the [Fort Drum Family Moral, Welfare and Recreation website](#). Please print, complete and bring the forms into the Central Registration Office, Clark Hall building P-10720. Available forms include: Check List; Fee Chart; Health Assessment; SNAP; Childcare Fee Application; USDA Application.

#### *CYS Fees*

Child care fees fall into six income categories. Which category you are in is determined by your family income. In support of the Army Family Covenant Fort Drum CYS will begin implementing fee discounts for various programs. The CYS registration fee has been discontinued. In addition, you may qualify for an enrollment fee reduction in full day/part day CDC, SAS SKIES Unlimited, and CYS Sports programs if you are: A working spouse of a deployed Soldier, a Wounded Warrior of the 3-85th BN, a Family member of a Fallen Warrior, a Family member of a Soldier assigned to the Rear Detachment, a Family of a Soldier on TDY (90 - 179 days), a Family of a Soldier on PCS Unaccompanied Tour, and/or a Family of a Soldier on TCS Unaccompanied Tour. Documentation such as Deployment Orders, TDY Orders, Assignment Orders and/or Medical documentation is required. Please contact Central Enrollment at 315-772-8675 or DSN 312-772-8675 for further information.

#### **Family Members with Special Needs**

For those Families requiring child care for a child with special needs, Child and Youth Services will meet with you to ensure your child's needs are met. Additional assistance, resources and support are available through the Exceptional Family Member program. Contact the Exceptional Family Member Program at 315-772-5476 or DSN 312-772-5476.

#### *Respite Care*

Respite care is available to those who have a Family member enrolled in the Exceptional Family Member Program. For information contact the Exceptional Family Member Program at 315-772-5476 or DSN 312-772-5476.

#### **New Parent Support Program (NPSP)**

The New Parent Support (NPSP) is a home visitation program for military families with children from newborn to age three. The program helps new parents cope with the stresses of parenting young children by providing emotional support and parenting information. For more information call 315-772-0748 or DSN 312-772-0748.

#### **Family Advocacy Program (FAP)**

Family Advocacy offers several workshops and classes to assist with the challenges of parenting in today's world. Workshops include Baby Basics, Just for Dad's, and Understanding Your Toddler. Stress and Anger Management classes are offered. For more information call 315-772-2279/4244 or DSN 312-772-2279/4244.

## Youth Services

### **Youth Services**

The Youth Services (YS) staff warmly welcome you to Fort Drum Military Community. Our purpose is to provide activities which promote moral, social, and personal development for family member youth in grades 1st-12th. We are very proud of our Youth Services program and hope that we offer activities you will enjoy. We pledge our best efforts in services to you and your family.

Youth Services includes programs in the areas of Leisure and Recreation, Fitness and Sports, Life Skill and Leadership, and Mentoring, Intervention and Support Services, and Youth Sponsorship.

#### *Registration*

All youth wishing to participate in Youth Services are required to be registered with the the program. Parents are required to come to the youth center for all registration purposes. Registration days and times are Monday through Friday, 2:30 - 7:00pm.

#### *Youth Center*

The youth center is located in building P10790 on Chapel Drive, which is a block behind the AAFES PX and Commissary shopping center. The youth center has 18,000 square feet of programmable space and it includes two lounges, a gymnasium, snack area, computer lab, and instructional classroom. We also have dedicated ball fields adjacent to the youth center.

We offer a wide variety of activities each month. A calendar of events is published for you to find out what is happening at YS. Fort Drum offers Remington Park for a natural swimming and picnic area. The Youth Services Center is always a good place to hang with your friends. The Pine Plains Bowling Center on Ft Drum is a hot place to be on the weekends, and the YS gym is a great place for teens interested in various fitness workout routines.

#### *Youth Sponsorship Program*

The Youth Services Center has just updated their Sponsorship Program and would love to hear from you. If you are coming to Fort Drum and would like to receive a youth sponsor, write a letter to:

Youth Services Attn: Sponsorship Program  
P10790 Chapel Drive  
Fort Drum, NY 13602-5000

#### *Youth Employment*

New York State requires that you are sixteen, with working papers, in order to be hired for employment. These papers can be obtained at your local schools' Guidance Office.

For employment, there are the usual fast food outlets: McDonalds, Arby's, Pizza Hut, Burger King, Dunkin' Donuts, Jreck Sub Shop, etc. We also have other types of employment for teens: in the summer many state parks, and community recreation programs look for seasonal workers, clothing retailers are always looking for good and honest workers. Do not get discouraged if you don't get a job right away, keep trying.

#### *Youth Volunteer Program*

Volunteering with the Youth Volunteer Program is a great way to build marketable job skills and obtain references for future employment applications.

## **Financial Assistance**

### **Financial Readiness Program**

Financial Readiness is an integral part of soldier and family wellbeing. It is especially critical during relocation. It is important for service members with families to be prepared to pay for temporary lodgings, food, rental costs plus security deposits, and other essentials. It is suggested that \$1,500 will assist you with the above expenses.

If you need assistance please contact your local Financial Readiness Program for an appointment to establish a financial plan for your future needs. Our Financial Counselor has Budgeting Classes, Checkbook Management Classes and Finance Classes for First Termers geared to meet all needs. The Financial Counselor will also conduct one on one counseling for those who request it. The Counselor can be reached at 315-772-6894 or 1-800-826-0886 extension 6894.

## **Legal Assistance**

### **Legal Services**

The Legal Assistance Office (LAO) provides free advice and counseling to the individual soldier and family member regarding their personal legal problems. The mission of the LAO is to enhance combat readiness by providing a number of client and preventative law services, during both routine office appointments and pre-deployment processing.

#### *Eligibility for Services*

Active duty service members and their dependants, reserve component members serving on active duty for at least 29 days and their dependants, retired members of the armed services who currently receive military retirement or disability pay and their dependants, and surviving dependants of service members who were eligible to receive services, are all eligible for legal assistance.

#### *Types of Services*

The LAO provides advice in the following areas:

- Family law (marriage, annulment, separation, divorce, paternity, family support, child custody, adoption)
- Wills and estate planning
- Real property law (home purchase, leases)
- Personal property law (contracts, warranties, consumer issues)
- Economic matters (debt, bankruptcy, insurance)
- Civilian administrative law (name change, license suspension)
- Military administrative law (OER, NCOER appeals, reports of survey, memorandums of reprimand, separation actions)
- Taxes
- Powers of attorney
- Notarization

The LAO cannot represent soldiers in civilian court, and cannot advise on private business activities or lawsuits against the government.

#### *Hours of Operation*

The LAO office hours are 8:00am to 4:30pm, Monday through Friday. Powers of attorney and notarizations are done on a walk-in basis. All other matters require an appointment. Clients may call or stop by the office to make an appointment. Appointments are made Monday through Friday, and are scheduled for the same day the clients call.

#### *Contact Information*

The Fort Drum LAO is located in building S-130 on Lewis Avenue, South Post. The phone number is 315-772-5261.

## **Deployment Support**

### **Family Deployment Support**

On occasion Soldiers arriving at Fort Drum New York may be assigned to a unit that is slated for deployment overseas. Deployment is a fact of life in the modern military and Fort Drum's Family Moral, Welfare, and Recreation works hard to support Soldiers and their Families as they experience deployment at every stage. Army Community Service programs such as Operation READY, Army Family Team Building, Financial Readiness, Community Life and Family Advocacy work hard to provide Soldiers and Family members with the tools and resources needed to prepare for and deal with the emotional rigors of deployment.

#### *Operation Ready*

Operation Ready provides Soldiers, their Families, Family Readiness Group Leaders, Commanders including Rear Detachment, First Sergeants, Chaplains, activated Reserve and National Guard Units the necessary training and resources to ensure mission readiness, including the tools for training and preparing for future deployments and reunions. Classes geared specifically toward children are also available. It is essential Army Families are prepared to deal with the rigors and emotional toll of deployments. Volunteers can bring classes to units or Family Readiness Group. Childcare is provided.

Classes and training available:

- Extension Workshops
- FRG Leader Training/Key Caller Training
- Pre-deployment Workshops & Training
- Pre-deployment Briefings
- Reunion Workshops
- Commander/First Sergeant Course Briefs
- Children's Classes - Tricks for Kids, Tips for Teens, Boots On
- Band Aids for FRG'S
- Rear Detachment Training
- Battlemind for Spouses
- Coping with Separation

Classes may also be written to support any issue a unit or FRG requests. [Myarmylifetoo.com](http://Myarmylifetoo.com) offers a wealth of information and resources including downloadable handbooks and brochures to help the military Family through deployments. For more information or to set up a class please call 315-772-0470 or DSN 312-772-0470.

### **Family Readiness Center (FRC)**

The FRC offers a place for Family members to gather for meetings and classes, as well as a Family Lounge with TV/VCR for a place to go to relax and find the company and support of other Spouses experiencing deployment. Internet stations and Video Teleconferencing rooms are available to make communicating with deployed Soldiers easier. Information and Referral has a wealth of information about Fort Drum and the surrounding communities. Crisis intervention is also available. Call the FRC at 315-772-6556/6557 or DSN 312-772-6556/6557.

### **Army Family Team Building (AFTB)**

AFTB is helping empower Army Families through personal and Family preparedness training, which enhances overall Army readiness. AFTB helps Families adapt to Army life by providing information about the resources available to Soldiers and Army Family members. Workshops are held on a regular ongoing basis at the Army Community Service building in the Pine Plains Complex. Child care is provided for all workshops, children must be registered with CYS Central Enrollment Registry. Call AFTB at 315-772-6710 or DSN 312-772-6710 for more information.

### **Financial Readiness Program (FRP)**

Financial Planning and Consumer Affairs Services are offered to help Soldiers and their Families develop and maintain a realistic Family budget, reduce debts, improve their credit, plan for the future through savings and investment, and

resolve consumer complaints. The program offers regularly scheduled classes on budgeting, checkbook management, and financial management. Call 315-772-6894/5196 or DSN 312-772-6894/5196 for more information.

**Additional Resources**

Unit Family Readiness Groups, Family Readiness Support Assistants, and the Division Chaplin's Office are additional resources, offering classes and support to Family members.

## **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 Care*

Fort Drum has three medical facilities where care is provided, including:

- The Guthrie Ambulatory Health Care Clinic -- treats soldiers, retirees and family members
- Connor Troop Medical Clinic (CTMC) -- treats all division/garrison soldiers
- Aviation Troop Medical Clinic (ATMC) -- treats all aviation troops

There are no hospital facilities on Fort Drum. Inpatient medical care is provided at civilian hospitals near Fort Drum.

### *Dental Care*

There are two dental clinics for active duty soldiers only. They are the North Riva Ridge Dental Clinic and the Wilcox Dental Clinic.

The TRICARE Family Member Dental Plan (TFMDP) is a comprehensive and affordable dental plan available to eligible spouses and children of active duty Uniformed Service members. The TFMDP has cost shares, benefit maximums and coverage limitations similar to typical group dental insurance plans.

To be eligible for TFMDP enrollment, sponsors must intend to remain on active duty for at least 24 months and this commitment must be confirmed by their parent Uniformed Service. Enrollment and/or changes to enrollment can be accomplished by billing out a DD Form 2494 or 2494-1 at the sponsor's servicing personnel office. Upon enrollment, the sponsor must pay the monthly premium through their Uniformed Services payroll account - the Government pays 60% of monthly premiums.

Before providing care to family members, some dental providers may ask to see a copy of the sponsor's Leave and Earnings Statement (LES) showing the dental plan payroll Deduction. Coverage is worldwide and portable between assignments. United Concordia Companies, Inc. (UCCI) administers the TFMDP.

For more information about the program, visit UCCI's web site or contact them at 800-866-8499 for information on the TFMDP in the United States, Canada, Guam, Puerto Rico and the U.S. Virgin Islands.

In overseas locations, enrolled sponsors and family members must contact their servicing overseas dental treatment facility and/or Overseas Lead Agent before seeking treatment from host-nation dental providers, except for emergency care.

## **Health Care - Special Needs**

### **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**

#### *Exceptional Family Member Program (EFMP)*

The Exceptional Family Member Program provides information and assistance to families with special needs. Housing for EFMP family members is available. All of the surrounding school districts have programs for EFMP children.

## **Education - Special Education/EIS**

### **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.

### **Children from Birth to Three Years of Age**

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

- Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

### **Children from 3 through 21 Years of Age**

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

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

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

### **Others who can help you:**

- **Parent Training and Information Centers** Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.
- **STOMP (Specialized Training of Military Parents)** is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

6316 So. 12th St.  
Tacoma, WA 98465  
253-565-2266 (v/tty)  
1-800-5-PARENT (v/tty)  
Fax: 253-566-8052

[Email](#)

**Installation Specific Information**

Special Education is offered at all schools in our area. Please call ACS EFMP (Exceptional Family Member Program) Manager at 315-772-5476 for additional information.

## **Contact Information**

4330 Conway Road  
 Building P-4330  
 Fort Drum, NY 13602  
 Phone 315-772-6799 / 315-772-6965  
 Phone (DSN) 312-772-6799  
 Fax 315-772-6965  
 Fax (DSN) 312-772-6965

[Email](#)

### **Adult Education Centers**

*Army Education Center*  
*Pine Plains Activity Center*  
 4300 Conway Road  
 Building P-4330 Education Center  
 Fort Drum, NY 13602  
 Phone 315-772-6878  
 Phone (DSN) 312-772-6878  
 Fax 315-772-8243  
 Fax (DSN) 312-772-8243

[Email](#)

[Website](#)

Monday, Tuesday, Thursday, and Friday – 9:00 a.m. – 4:00 p.m.

Wednesday – 12:45 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays - closed

### **Automotive Services**

*Car Care Center*  
 11110 Iraqi Freedom Drive  
 Building P-11110  
 Fort Drum, NY 13602  
 Phone 315-772-8631  
 Phone (DSN) 312-772-8631

[Website](#)

Monday – Friday – 9:00 a.m. – 5:30 p.m.

Saturday – 9:00 a.m. – 3:00 p.m.

Sunday – closed

Holidays hours vary

### **Barracks/Single Service Member Housing**

*Housing Services Office (HRO)*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room A2-54  
 Fort Drum, NY 13602  
 Phone 315-772-4812/4816  
 Phone (DSN) 312-772-4812/4816  
 Fax 315-772-6383  
 Fax (DSN) 312-772-6383

[Email](#)

[Website](#)

Monday – Friday – 7:30 a.m. – 12:00 p.m. and 12:30 p.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

### **Beauty/Barber Shops**

*Main PX Barber*  
 10730B Enduring Freedom Drive  
 Building P-10730  
 Fort Drum, NY 13602  
 Phone 315-773-3240

[Website](#)

Monday – Friday – 9:00 a.m. – 7:00 p.m.

Saturday – 9:00 a.m. – 5:00 p.m.

Sunday – 10:00 a.m. – 5:00 p.m.

### **Beauty/Barber Shops**

*Beauty Salon*  
 10730B Enduring Freedom Drive  
 Building P-10730  
 Fort Drum, NY 13602  
 Phone 315-773-1990

[Website](#)

Monday – Friday – 9:00 a.m. – 6:00 p.m.

Saturday – 9:00 a.m. – 5:00 p.m.

Sunday - closed

**Beneficiary Counseling Assistance Coordinators***Health Benefits Advisor**Guthrie Ambulatory Health Care Clinic  
11050 Mount Belvedere Boulevard*

Building P-11050

Fort Drum, NY 13602

Phone 315-772-5111

Phone (DSN) 312-772-5111

Fax 315-772-6864

Fax (DSN) 312-772-6864

[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays - closed

**Chapels***Main Post Chapel**10785A Chapel Drive  
Building P-10785A*

Fort Drum, NY 13602

Phone 315-772-5591

Phone (DSN) 312-772-5591

Fax 315-772-6725

Fax (DSN) 312-772-6725

[Email](#)[Website](#)

Administrative office:

Monday – Friday - 8:00 a.m. – 5:00 p.m.

Saturday, Sunday, and Holidays - closed

**Child Development Centers***Child & Youth Services/Central Enrollment Registration**10720 Mount Belvedere Boulevard*

Building P-10720 Clark Hall

2nd Floor Room A2-6

Fort Drum, NY 13602

Phone 315-772-0973/8675

Phone (DSN) 312-772-0973/8675

Fax 315-772-3073

Fax (DSN) 312-772-3073

[Email](#)[Website](#)

Monday – Friday – 8:00 a.m. – 5:30 p.m.

Saturday, Sunday, and Holidays - closed

**Child and Youth Registration and Referral***Child & Youth Services/Central Enrollment Registration**10720 Mount Belvedere Boulevard*

Building P-10720 Clark Hall

2nd Floor Room A2-6

Fort Drum, NY 13602

Phone 315-772-0973/8675

Phone (DSN) 312-772-0973/8675

Fax 315-772-3073

Fax (DSN) 312-772-3073

[Email](#)[Website](#)

Monday – Friday – 8:00 a.m. – 5:30 p.m.

Saturday, Sunday, and Holidays – closed

Registrations:

Last one taken at 4:15 p.m.

Thursday - Appointment only

**Citizenship and Immigration Services***Relocation Readiness Program**Army Community Service*

4330 Conway Road

Building P-4330

Fort Drum, NY 13602

Phone 315-772-6553/6902

Phone (DSN) 312-772-6553/6902

Fax 315-772-6965

Fax (DSN) 312-772-6965

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays - closed

**Civilian Personnel Office***Civilian Personnel Advisory Center (CPAC)**10720 Mount Belvedere Boulevard*

Building P-10720 Clark Hall

2nd Floor Room B2-36

Fort Drum, NY 13602

Phone 315-772-5393

Phone (DSN) 312-772-5393

Fax 315-772-8078

Fax (DSN) 312-772-8078

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 12:00 p.m. and 12:30 p.m.

– 4:00 p.m.

Saturday, Sunday, and Holidays - closed

**Commissary/Shoppette**

*Commissary*  
 10730 Enduring Freedom Drive  
 Building P-10730C  
 Fort Drum, NY 13602  
 Phone 315-772-6581  
 Phone (DSN) 312-772-6581  
 Fax 315-772-4785  
 Fax (DSN) 312-772-4785

[Email](#)

[Website](#)

Monday – closed

Tuesday – Friday – 7:30 a.m. – 8:00 p.m.

Saturday – 9:00 a.m. – 6:00 p.m.

Sunday – 10:00 a.m. – 5:00 p.m.

**Dental Clinics**

*North Riva Ridge Dental Clinic*  
 10205 North Riva Ridge  
 Building P-10205  
 Fort Drum, NY 13602  
 Phone 315-772-8891  
 Phone (DSN) 312-772-8891  
 Fax 315-772-2393  
 Fax (DSN) 312-772-2393

[Website](#)

Monday – Friday – 7:00 a.m. – 4:00 p.m.

Sick Call: Monday – Friday – 7:00 a.m. – 8:30 a.m.

Saturday, Sunday, and Holidays – closed

**Dental Clinics**

*Clark Hall Dental Clinic*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 Fort Drum, NY 13602  
 Phone 315-772-0194/0236  
 Phone (DSN) 312-772-0194/0236  
 Fax 315-772-0224  
 Fax (DSN) 312-772-0224

[Website](#)

Monday – Friday – 7:00 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Emergency Relief Services**

*Army Emergency Relief*  
 10720 Mount Belvedere Boulevard  
 Building 10720 Clark Hall  
 2nd Floor Room A2-6  
 Fort Drum, NY 13602  
 Phone 315-772-6560  
 Phone (DSN) 312-772-6560  
 Fax 315-772-3073  
 Fax (DSN) 312-772-3073

[Email](#)

[Website](#)

Monday – Friday – 7:30 a.m. – 5:00 p.m.

Saturday, Sunday, and Holidays – closed

After hours emergencies: call the Red Cross - 1-877-272-7737

**Exceptional Family Member Program/Special Needs**

*Exceptional Family Member Program - Army Community Service*  
 4330 Conway Road  
 Building P-4330  
 Fort Drum, NY 13602  
 Phone 1-800-826-0886 ext. 5476 / 315-772-5476  
 Phone (DSN) 312-772-5476  
 Fax 315-772-6965  
 Fax (DSN) 312-772-6965

[Email](#)

[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Exchange(s)**

*Post Exchange*  
 10730A Enduring Freedom Drive  
 Building P-10730A  
 Fort Drum, NY 13602  
 Phone 315-772-5638 / 315-773-0061  
 Phone (DSN) 312-772-5638  
 Fax 315-773-2123

[Website](#)

Monday – Saturday – 9:00 a.m. – 9:00 p.m.

Sunday – 9:00 a.m. – 7:00 p.m.

**Family Advocacy Program**

*Family Advocacy Program*  
*Army Community Service*  
 4330 Conway Road  
 Building P-4330  
 Fort Drum, NY 13602  
 Phone 315-772-2279 / 315-772-4244 / 315-772-6929  
 Phone (DSN) 312-772-6929 / 4244 / 2279  
 Fax 315-772-6965  
 Fax (DSN) 312-772-6965

[Email](#)  
[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays – closed

**Family Center**

*Army Community Service*  
*10th Mountain Division*  
 Building P-4330  
 Conway Avenue  
 Fort Drum, NY 13602  
 Phone 1-800-826-0886 / 315-772-6557  
 Phone (DSN) 312-772-6557  
 Fax 315-772-6965  
 Fax (DSN) 312-772-6965

[Email](#)  
[Website](#)

Monday – Friday – 7:30 a.m. – 9:00 p.m.  
 Saturday, Sunday, and Holidays – 9:00 a.m. – 7:00 p.m.

**Family Child Care/Child Development Homes**

*Child & Youth Services/Central Enrollment Registration*  
*10720 Mount Belvedere Boulevard*  
 Building P-10720 Clark Hall  
 2nd Floor Room A2-6  
 Fort Drum, NY 13602  
 Phone 315-772-8675/0973  
 Phone (DSN) 312-772-8675/0973  
 Fax 315-772-3073  
 Fax (DSN) 312-772-3073

[Email](#)  
[Website](#)

Monday – Friday – 8:00 a.m. – 5:30 p.m.  
 Saturday, Sunday, and Holidays – closed

**Finance Office**

*10th Soldier Support Battalion Customer Service*  
*10720 Mount Belvedere Boulevard*  
 Building P-10720 Clark Hall Lobby  
 Fort Drum, NY 13602  
 Phone 315-772-5529  
 Phone (DSN) 312-772-5529  
 Fax 315-772-7446  
 Fax (DSN) 315-772-7446

[Website](#)

Customer Service: Monday – Friday 9:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays – closed

**Financial Institutions**

*AmeriCU Federal Credit Union*  
*10750 Enduring Freedom Drive*  
 Building P-10750  
 Fort Drum, NY 13602  
 Phone 315-772-5244  
 Phone (DSN) 312-772-5244  
 Fax 315-773-3959  
[Website](#)  
 Monday – Wednesday – 9:00 a.m. – 4:30 p.m.  
 Thursday and Friday – 9:00 a.m. – 5:30 p.m.  
 Saturday, Sunday, and Holidays - closed

**Financial Institutions**

*KeyBank, N.A.*  
*Fort Drum Branch*  
 10760 Enduring Freedom Drive  
 Building P-10760  
 Fort Drum, NY 13603  
 Phone 315-773-0155  
[Website](#)  
 Monday – Friday – 9:00 a.m. – 4:30 p.m.  
 Saturday, Sunday, and Holidays – closed

**Gymnasiums/Fitness Centers**

*Pine Plains Physical Fitness Center*  
 4305 Conway Road  
 Building P-4305  
 Fort Drum, NY 13602  
 Phone 315-772-4806  
 Phone (DSN) 312-772-4806  
[Email](#)  
[Website](#)  
 Monday – Friday – 6:00 a.m. – 9:30 p.m.  
 Saturday, Sunday, and Holidays – 9:00 a.m. – 5:00 p.m.

**Gymnasiums/Fitness Centers**

*Magrath Sports Complex*  
 10050 Tigris River Valley Road  
 Building P-10050  
 Fort Drum, NY 13602  
 Phone 315-772-9670  
 Phone (DSN) 312-772-9670  
[Email](#)  
[Website](#)  
 Monday – Friday 5:30 a.m. – 10:00 p.m.  
 Saturday – 9:00 a.m. – 10:00 p.m.  
 Sunday – 9:00 a.m. – 9:00 p.m.  
 Holidays - 9:00 a.m. – 8:00 p.m.

**Hospital/Medical Treatment Facility(s)**

*USA MEDDAC – Guthrie Ambulatory Health Care Clinic*  
 11050 Mount Belvedere Boulevard  
 Building P-11050

Fort Drum, NY 13602

Phone 315-772-2778

Phone (DSN) 312-772-2778

Fax 315-772-9820

Fax (DSN) 312-772-9820

[Website](#)

Monday – Friday 7:00 a.m. – 5:00 p.m.

Saturday, Sunday, and Holidays – closed

Acute Care Clinic: Daily – 9:00 a.m. – 9:00 p.m.

**Hospital/Medical Treatment Facility(s)**

*Connor Troop Medical Clinic*  
 10506 South Riva Ridge Loop  
 Building P-10506

Fort Drum, NY 13602

Phone 315-772-2778

Phone (DSN) 312-772-2778

[Website](#)

Monday – Friday – 6:45 a.m. – 3:45 p.m.

Sick Call: 6:45 a.m. – 7:30 a.m.

Saturday, Sunday, and Holidays – closed

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

*Transportation Division PPSO (Personal Property Shipping Office)*

10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall

2nd Floor Room A2-42

Fort Drum, NY 13602

Phone 315-772-6384

Phone (DSN) 312-772-6320

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 5:00 p.m.

Saturday, Sunday, and Holidays – closed

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

*Transportation Division PPSO (Personal Property Shipping Office)*

10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall

2nd Floor Room A2-42

Fort Drum, NY 13602

Phone 315-772-6314

Phone (DSN) 312-772-6314

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 5:00 p.m.

Saturday, Sunday, and Holidays – closed

**Housing Referral Office/Housing Privatization**

*Housing Services Office (HSO)*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall

2nd Floor Room A2-54

Fort Drum, NY 13602

Phone 315-772-6380

Phone (DSN) 312-772-6380

Fax 315-772-6383

Fax (DSN) 312-772-6383

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 12:00 p.m. and 12:30 p.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Housing Referral Office/Housing Privatization**

*Fort Drum Mountain Community Homes Welcome Center*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall

2nd Floor Room A2-54

Fort Drum, NY 13602

Phone 315-955-6644

Fax 315-773-7671

[Website](#)

Monday – Friday 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**ID/CAC Card Processing***ID Cards/DEERS**10720 Mount Belvedere Boulevard**Building P-10720 Clark Hall**1st Floor Room A1-19**Fort Drum, NY 13602**Phone 315-772-5149**Phone (DSN) 312-772-5149*[Email](#)[Website](#)

Appointments Required

Monday, Tuesday, Thursday, Friday – 7:40 a.m. – 3:20 p.m.

Wednesday – 1:00 p.m. – 3:20 p.m.

Saturday, Sunday, and Holidays – closed

**Legal Services/JAG***Legal Assistance/JAG**10720 Mount Belvedere Boulevard**Building P-10720 Clark Hall**2nd Floor Room A2-68**Fort Drum, NY 13602**Phone 315-772-5261**Phone (DSN) 312-772-5261**Fax 315-772-5311**Fax (DSN) 312-772-5311*

Monday – Friday - 8:00 a.m. – 4:00 p.m.

For appointments: call at 1:00 p.m. for an appointment on the following business day

**Loan Closet***Army Community Service - Loan Closet**4330 Conway Road**Building P-4330**Fort Drum, NY 13602**Phone 315-772-6557/6556 / 1-800-826-0886**Phone (DSN) 312-772-6557/6556**Fax 315-772-6965**Fax (DSN) 312-772-6965*[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 9:00 p.m.

Saturday, Sunday, and Holidays – 9:00 a.m. – 7:00 p.m.

**Information and Referral Services***Army Community Service - Information, Referral & Followup**4330 Conway Road**Building P-4330**Fort Drum, NY 13602**Phone 315-772-6557/6556 / 1-800-826-0886**Phone (DSN) 312-772-6557/6556**Fax 315-772-6965**Fax (DSN) 312-772-6965*[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 9:00 p.m.

Saturday, Sunday, and Holidays – 9:00 a.m. – 7:00 p.m.

**Library***Robert C. McEwen Library**4300 Conway Road**Building P-4300**Fort Drum, NY 13602**Phone 315-772-9099**Phone (DSN) 312-772-9099**Fax 315-772-8529**Fax (DSN) 312-772-8529*[Email](#)[Website](#)

Monday – Thursday – 10:00 a.m. – 9:00 p.m.

Friday – Sunday – 10:00 a.m.

Holidays - closed

**MWR (Morale Welfare and Recreation)***Parks and Recreation**11115 Iraqi Freedom Drive**Building P-11115**Fort Drum, NY 13602**Phone 315-772-8222/5169**Phone (DSN) 312-772-8222/5139*[Email](#)[Website](#)

Tuesday – Friday – 9:00 a.m. – 5:00 p.m.

Sunday and Monday - closed

**MWR (Morale Welfare and Recreation)**

*Community Recreation Division*  
 10050 Tigris River Valley Road  
 Building P-10050 Magrath Sports Complex  
 Fort Drum, NY 13602  
 Phone 315-772-5880 / 315-772-6071  
 Phone (DSN) 312-772-5880/6071

[Email](#)  
[Website](#)

Monday – Friday – 8:00 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**MWR (Morale Welfare and Recreation)**

*FMWR Office*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room A2-6  
 Fort Drum, NY 13602  
 Phone 315-772-5685  
 Phone (DSN) 312-772-5685  
 Fax 315-772-3073  
 Fax (DSN) 312-772-3073

[Email](#)  
[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**MWR (Morale Welfare and Recreation)**

*Better Opportunities for Single Soldiers (BOSS)*  
 2190 Nash Boulevard  
 Building T-2190  
 Fort Drum, NY 13602  
 Phone 315-772-7807  
 Phone (DSN) 312-772-7807

[Email](#)  
[Website](#)

Daily – 9:00 a.m. – 11:00 p.m.

**Military Clothing Sales**

*Military Clothing Sales*  
 10730B Enduring Freedom Drive  
 Building P-10730  
 Fort Drum, NY 13602  
 Phone 315-772-5813  
 Phone (DSN) 312-772-5813

[Website](#)

Monday – Friday – 9:00 a.m. – 7:00 p.m.  
 Saturday – 9:00 a.m. – 6:00 p.m.  
 Sunday – 10:00 a.m. – 6:00 p.m.  
 Holiday hours vary

**New Parent Support Program**

*New Parent Support Program (NPSP)*  
 Army Community Service  
 4330 Conway Road  
 Building P-4330  
 Fort Drum, NY 13602  
 Phone 315-772-0748  
 Phone (DSN) 312-772-0748  
 Fax 315-772-0778  
 Fax (DSN) 312-772-0778

[Email](#)  
[Website](#)

Monday – Friday - 7:30 a.m. – 5:00 p.m.  
 Saturday, Sunday, and Holidays - closed

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

*Civilian Personnel Advisory Center (CPAC)*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room B2-36  
 Fort Drum, NY 13602  
 Phone 315-772-5393  
 Phone (DSN) 312-772-5393  
 Fax 315-772-8078  
 Fax (DSN) 312-772-8078

[Email](#)  
[Website](#)

Monday – Friday - 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**Personal Financial Management Services**

*Army Community Service Financial Readiness Program*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room A2-6  
 Fort Drum, NY 13602  
 Phone 315-772-6894 / 1-800-826-0886 ext. 6894  
 Phone (DSN) 312-772-6894  
 Fax 315-772-3073  
 Fax (DSN) 312-772-3073

[Email](#)  
[Website](#)

Monday – Friday - 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**Personnel Support Office**

*Personnel Services Branch*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room C2-14  
 Fort Drum, NY 13602  
 Phone 315-772-7690/2057/9953/1351  
 Phone (DSN) 312-772-7690/2057/9953/1351  
 Fax 315-772-6045  
 Fax (DSN) 312-772-6045

[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**Relocation Assistance Program***Relocation Readiness Program*

4330 Conway Road

Building P-4330

Fort Drum, NY 13602

Phone 315-772-6553/6902

Phone (DSN) 312-772-6553/6902

Fax 315-772-6965

Fax (DSN) 312-772-6965

[Email](#)[Website](#)

Monday – Friday - 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays - closed

**Restaurants/Fast Food***Buster's Brew Pub*

4350 Euphrates River Valley Road

Building P-4350

Fort Drum, NY 13602

Phone 315-772-1900

Phone (DSN) 312-772-1900

[Email](#)[Website](#)

Food Service:

Monday – Friday – 11 a.m. – 2:00 p.m.

Tuesday – Friday – 5:00 p.m. -9:00 p.m.

Bar:

Tuesday – Friday – 4:00 p.m. – 10:00 p.m.

Saturday and Sunday – closed

**Restaurants/Fast Food***Winner's Circle Sport's Bar*

4350 Euphrates River Valley Road

Building P-4350

Fort Drum, NY 13602

Phone 315-772-7673

Phone (DSN) 312-772-7673

Fax 315-772-2094

Fax (DSN) 312-772-2094

[Email](#)[Website](#)

Tuesday – Family Nights only – 5:00 p.m. – 7:30 p.m.

Wednesday – Friday – 11:00 a.m. – 1:30 p.m.

Saturday, Sunday, and Holidays - closed

**Restaurants/Fast Food***The Commons at Dillenbeck's Corner*

4350 Euphrates River Valley Road

Building P-4350

Fort Drum, NY 13602

Phone 315-772-6222

Phone (DSN) 312-772-6222

Fax 315-772-2094

Fax (DSN) 312-772-2094

[Email](#)[Website](#)

Administration: Monday – Friday – 8:00 a.m. – 5:00 p.m.

Saturday, Sunday, and Holidays - closed

**Restaurants/Fast Food***AAFES Food Court*

10730A Enduring Freedom Drive

Building 10730A

Fort Drum, NY 13602

Phone 315-773-0065

[Website](#)

Monday – Saturday – 10:30 a.m. – 8:00 p.m.

Sunday – 11:00 a.m. – 6:00 p.m.

**Retirement Services***Retirement Services Office*

10720 Mount Belvedere Boulevard

P-10720 Clark Hall

1st Floor Room A1-19

Fort Drum, NY 13602

Phone 315-772-6339 / 315-772-6434 / 1-800-556-9790

Phone (DSN) 312-772-6339 / 6434

Fax 315-772-3885

Fax (DSN) 312-772-3885

[Email](#)[Website](#)

Monday, Tuesday, Thursday, Friday – 7:30 a.m. – 12:00

p.m. and 12:30 p.m. – 3:30 p.m.

Saturday, Sunday, and Holidays - closed

**School Age Care***School Age Services**Child & Youth Services/Central Enrollment Registration*  
10720 Mount Belvedere Boulevard

P-10720 Clark Hall

2nd Floor Room A2-6

Fort Drum, NY 13602

Phone 315-772-8675

Phone (DSN) 312-772-8675

Fax 315-772-3073

Fax (DSN) 312-772-3073

[Email](#)[Website](#)

Monday – Friday – 8:00 a.m. – 5:30 p.m.

Saturday, Sunday, and Holidays – closed

**School Liaison Office/Community Schools***School Liaison Officer**10790 Chapel Drive*

Building 10790 Youth Services

Fort Drum, NY 13602

Phone 315-772-3214

Phone (DSN) 312-772-3214

Fax 315-772-0532

Fax (DSN) 312-772-0532

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Spouse Education, Training and Careers***Employment Readiness Program**10720 Mount Belvedere Boulevard*

Building P-10720 Clark Hall

2nd Floor Room A2-6

Fort Drum, NY 13602

Phone 315-772-9611

Phone (DSN) 312-772-9611

Fax 315-772-3073

Fax (DSN) 312-772-3073

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Temporary Lodging/Billeting***Army Lodging/Transient Lodging**2227 Officers Loop*

Building T-2227

Fort Drum, NY 13602

Phone 315-772-5435

Phone (DSN) 312-772-5435

Fax 315-772-0225

Fax (DSN) 312-772-0225

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Temporary Lodging/Billeting***Fort Drum Lodging**Fort Drum Inn*

4205 Po Valley Road

Fort Drum, NY 13602

Phone 315-773-7777 / 315-772-8154

Phone (DSN) 312-772-8154

Fax 315-772-9647

Fax (DSN) 312-772-9647

[Email](#)[Website](#)

Open 24 hours a day

**Transition Assistance Program***Army Career Alumni Program**10720 Mount Belvedere Boulevard*

Building P-10720 Clark Hall

2nd Floor Room A2-13

Fort Drum, NY 13602

Phone 315-772-3286

Phone (DSN) 312-772-3286

Fax 315-772-3443

Fax (DSN) 312-772-3443

[Website](#)

ACAP:

Monday – Friday – 7:30 a.m. – 4:30 p.m.

Saturday, Sunday, and Holidays – closed

Dept. of Labor:

Monday – Friday – 8:00 a.m. – 4:00 p.m.

Saturday, Sunday, and Holidays – closed

**Travel Office**

*Travel Office (Official) - Carlson Wagonlit*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room A2-20  
 Fort Drum, NY 13602  
 Phone 315-772-5750  
 Phone (DSN) 312-772-5750  
 Fax 315-772-4745  
 Fax (DSN) 312-772-4745

Monday – Friday – 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**VA Facilities**

*Veterans Service Representative*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room B2-13  
 Fort Drum, NY 13602  
 Phone 315-772-3307  
 Phone (DSN) 312-772-3307  
 Fax 315-775-0461

[Website](#)

Monday – Friday – 8:00 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**Victim Advocate Services**

*Sexual Assault Response Coordinator*  
 4330 Conway Road  
 Building P-4330  
 Fort Drum, NY 13602  
 Phone 315-772-8914/5605  
 Phone (DSN) 312-772-8914/5605  
 Fax 315-772-6965  
 Fax (DSN) 312-772-6965

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 5:00 p.m.  
 Saturday, Sunday, and Holidays – closed

**Travel Office**

*Passenger Travel/Port Call*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall  
 2nd Floor Room A2-20  
 Fort Drum, NY 13602  
 Phone 315-772-5816  
 Phone (DSN) 312-772-5816  
 Fax 315-772-3945  
 Fax (DSN) 312-772-3945

Monday – Friday – 7:30 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**Veterinary Services**

*Fort Drum Veterinary Service*  
 10735 Enduring Freedom Drive  
 Building P-10735  
 Fort Drum, NY 13602  
 Phone 315-772-4262  
 Phone (DSN) 312-772-4262  
 Fax 315-772-3407  
 Fax (DSN) 312-772-3407

[Website](#)

Monday – Friday – 8:00 a.m. – 4:00 p.m.  
 Saturday, Sunday, and Holidays - closed

**Welcome/Visitors Center**

*Reception Activity Welcome Center*  
 10720 Mount Belvedere Boulevard  
 Building P-10720 Clark Hall Lobby  
 Fort Drum, NY 13602  
 Phone 315-772-0423/2564 / 1-800-661-7158  
 Phone (DSN) 312-772-0423/2564  
 Fax 315-772-2071  
 Fax (DSN) 312-772-2071

[Website](#)

Open 24 hours a day

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

4330 Conway Road

Building P-4330

Fort Drum, NY 13602

Phone 315-772-6556/6557

Phone (DSN) 312-772-6556/6557

[Email](#)[Website](#)

Monday – Friday – 7:30 a.m. – 9:00 p.m.

Saturday, Sunday, and Holidays – 9:00 a.m. – 7:00 p.m.

**Youth Programs/Centers***Youth Services*

10790 Chapel Drive

Building P-10790

Fort Drum, NY 13602

Phone 315-772-6719/6718

Phone (DSN) 312-772-6719/6718

Fax 315-772-0532

Fax (DSN) 312-7720532

[Email](#)[Website](#)

Grades 9 – 12:

Monday – Thursday – 2:30 p.m. – 7:00 p.m.

Friday – 2:30 p.m. – 7:00 p.m.

Saturday – 12:00 p.m. – 8:00 p.m.

Grades 6 – 8:

Monday – Friday - 2:30 p.m. – 7:00 p.m.

Saturday – 12:00 p.m. – 7:00 p.m.

Grades 1 – 5:

Saturday – 12:00 p.m. – 4:00 p.m.

Sunday and Holidays- closed

Summer and no school days – open at 12:00 p.m.

**Major Units****10th Combat Aviation Brigade (CAB)**

Contact Information:

Commander

COM: 315-772-0207

DSN: 312-772-0207

Command Sergeant Major

COM: 315-772-0272

DSN: 312-772-0272

FAX: 315-772-3195

**10th Support Brigade**

Contact Information:

Commander

COM: 315-772-5201

DSN: 312-772-5201

Command Sergeant Major

COM: 315-772-6365

DSN: 312-772-6365

FAX: 315-772-7220

**Assistant Division Commander-Support**

Contact Information:

COM: 315-772-5304

DSN: 312-772-5304

FAX: 315-772-5165

**Assistant Chief of Staff, G-1**

Contact Information:

Commander

COM: 315-772-5039

DSN: 312-772-5039

FAX: 315-772-6333

**Assistant Chief of Staff, G-3**

Contact Information:

Command

COM: 315-772-6336

DSN: 312-772-6336

FAX: 315-772-6736

**1st Brigade Combat Team (BCT)**

Contact Information:

Commander

COM: 315-772-5936

DSN: 312-772-5396

Command Sergeant Major

COM: 315-772-6059

DSN: 312-772-6059

FAX: 315-772-7260

**642D Combat Support Equipment Company**

Contact Information:

Commander

COM: 315-772-8815

DSN: 312-772-8815

1ST Sergeant

COM: 315-772-3384

DSN: 312-772-3384

**Assistant Division Commander-Operations**

Contact Information:

COM: 315-772-5304

DSN: 312-772-5304

FAX: 315-772-5165

**Garrison Commander**

Contact Information:

Colonel David Clark

COM: 315-772-5501

DSN: 312-772-5501

FAX: 315-772-6330

**Assistant Chief of Staff, G-2**

Contact Information:

Command

COM: 315-772-7509

DSN: 312-772-7509

FAX: 315-772-6826

**Assistant Chief of Staff, G-3**

Contact Information:

Command

COM: 315-772-6336

DSN: 312-772-6336

FAX: 315-772-6736

**2nd Brigade Combat Team (BCT)**

Contact Information:

Commander

COM: 315-772-7341

DSN: 312-772-7341

FAX: 315-772-7343

**Aviation Brigade**  
Contact Information:  
Commander  
COM: 315-772-3177  
DSN: 312-772-3177  
FAX: 315-772-3193

**10th Soldier Support BN**  
Contact Information:  
Commander  
COM: 315-772-6820  
DSN: 312-772-6820

Command Sergeant Major  
COM: 315-772-5639  
DSN: 312-772-5639  
FAX: 315-772-6346

**4th Brigade Combat Team (BCT)**  
Contact Information:  
Commander  
COM: 337-654-2045  
DSN: 312-531-2045

Command Sergeant Major  
COM: 337-653-2104  
DSN: 312-531-2115  
FAX: 315-772-5153

**3D Brigade Combat Team (BCT)**  
Contact Information:  
Commander  
COM: 315-772-4113  
DSN: 312-772-4113

Command Sergeant Major  
COM: 315-772-4741  
DSN: 312-772-4741  
FAX: 315-772-6800

**DENTAC**  
Contact Information:  
Commander  
COM: 315-772-4342  
DSN: 312-772-4342  
FAX: 315-772-9692

**177th Military Police Detachment**  
Contact Information:  
Commander  
COM: 315-772-9087  
DSN: 312-772-9087  
FAX: 315-772-7888

**91st Military Police BN**  
Contact Information:  
Commander  
COM: 315-772-5739  
DSN: 312-772-5739

Command Sergeant Major  
COM: 315-772-4477  
DSN: 312-772-4477  
FAX: 315-772-8813

**10th Signal BN**  
Contact Information:  
Commander  
COM: 315-772-4370  
DSN: 312-772-4370  
FAX: 315-772-4640

**110th Military Intelligence BN**  
Contact Information:  
Commander  
COM: 315-772-7366  
DSN: 312-772-7366  
FAX: 315-772-8087

**10th Mountain Division Band**  
Contact Information:  
Commander  
COM: 315-772-4715  
DSN: 312-772-4715  
FAX: 315-772-6803

**MEDDAC**  
Contact Information:  
Commander  
COM: 315-772-4024  
DSN: 312-772-4024

**10th Military Police Company**  
Contact Information:  
Commander  
COM: 315-772-6397  
DSN: 312-772-6397  
FAX: 315-772-7888

**511th Military Police Company**

Contact Information:

Commander

COM: 315-772-5235

DSN: 312-772-5235

FAX: 315-772-7888

**HHC, 10th Mtn Div**

Contact Information:

Commander

COM: 315-772-8932

DSN: 312-772-8932

FAX: 315-772-9515

**Commanding General**

Contact Information:

COM: 315-772-5565

DSN: 312-772-5565

FAX: 315-772-5165

**Replacement Welcome Center**

Contact Information:

Commander

COM: 315-772-9705

DSN: 312-772-9705

FAX: 315-772-7173

**Light Fighters School**

Contact Information:

COM: 315-772-6731

DSN: 312-772-6731