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PLAN MY MOVE

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

## Plan My Move Booklet for Naval Station Norfolk

### Overview



**Location**

The Naval Station (NS) Norfolk is geographically located in the Southeastern corner of the Commonwealth of Virginia. Hampton Roads is a region including the cities of Williamsburg, Newport News, Hampton, Norfolk, Portsmouth, Virginia Beach, Chesapeake, and Suffolk. Hampton Roads is considered to be a military town with the cost of living being slightly higher than average. The base operator's phone number is 757-444-0000 or DSN 312-564-0000.

Norfolk's attractions include the battleship U.S.S. Wisconsin and Nauticus, The National Maritime Center, an interactive science and technology center.

### **History**

The land on which Naval Station is located was originally the site of the 1907 Jamestown Exposition. During this exposition, high-ranking naval officers agreed that this site was ideal for a naval activity. A bill was passed in 1908 proposing Congress to allow \$1 million for the purchase of the property and buildings, but it died when the Assistant Secretary of the Navy was given a choice between this property and a new coal ship. He replied that a new ship was an absolute necessity. However, immediately after the United States entered World War I in April 1917, the Secretary of the Navy was persuaded to buy the property.

That property is where today's NS Norfolk is situated in the Sewells Point area of the City of Norfolk, near the site of the Civil War battle of the Monitor and Merrimac (CSS Virginia). It is the largest naval installation in the world based on support population and is the home of the U.S. Atlantic Fleet. For a thorough history of the installation visit the installation's [homepage](#).

### **Mission**

Naval Station Norfolk supports the operational readiness of the US Atlantic Fleet, providing facilities and services to enable mission accomplishment. We are committed to safety, security, and continuous improvement in quality of life and quality of service for our Sailors and families.

### **Population Served**

The region has over 1.4 million people and serves a very large community of active duty, retirees, family members and dependents, reservists, DoD civilians and Joint Forces.

### **Base Transportation**

Shuttle buses are free to military and civilian personnel. The buses drive in a continuous loop around the base at approximately 30-minute intervals. In addition to shuttle services, taxi service and local bus transportation is available.

## **Sponsorship**

When you receive your orders to NS Norfolk, immediately contact your gaining command to request a sponsor. The sponsor will assist you with your transition. You may also request a sponsor by using the Sponsor Assignment Aid (SSA) found on the sponsorship [website](#). The SAA e-mails your request (with an assigned tracking number) to your gaining command's sponsor coordinator, who will assign a sponsor.

If you are unsure where you should check in at Norfolk Naval Station, call Personnel Support Detachment (PSD) 757-445-5200 for directions and guidance. If you are arriving after working hours you will report to Carter Hall (building J53). All mail should be forwarded to your gaining command's address. Your sponsor can make arrangements for holding your mail until your arrival.

## **Temporary Quarters**

There are 3 Navy Lodges (1-800-NAVYINN) and 7 Visitors Quarters (VQ) (1-877-ZUMWALT) in the Hampton Roads area. Newly reporting personnel are eligible to make reservations in advance and every effort is made to accommodate them. The Regional Housing Office maintains a list of temporary/short-term options. There are many local hotels and motels that can accommodate military members and families. Be aware that you may have to pay significantly more depending upon the season. Try to make reservations for lodging as early as possible. Pets are not allowed in the VQ or the Navy Lodges, some of the hotels and motels do not accept pets. This ["pets welcome" website](#) will help you locate accommodations that accept pets.

## **Relocation Assistance**

The Fleet and Family Support Center (FFSC) offers one-on-one consultations providing information about both military and community resources such as schools, housing, employment, and recreation. Other services include workshops such as a Newcomers Brief, 'Welcome Aboard Packages' and the opportunity for personnel on PCS orders to borrow loaner items at no cost from the Lending Locker. The locker has items such as dish packs, tri-fold mattresses and tables and chairs available. Items can be borrowed for up to 8 weeks. Contact 757-444-2102, DSN 312-564-2102 or 1-800-FSC-LINE.

## **Critical Installation Information**

There is a lengthy waiting list for childcare centers in the Hampton Roads area. Consider family home care in military housing or civilian childcare options if care is needed immediately.

Cell phones are prohibited from use while driving on the installation, this includes hands free devices.

Effective July 1, 2007, children riding in motor vehicles are required to be properly restrained in a booster seat until they reach eight years of age. The new law requires rear-facing child seats be placed only in the back seat of a vehicle. If the vehicle does not have a back seat, the device may be placed in the front passenger seat, provided the airbag has been deactivated, or there is no airbag equipment.

## 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:

- Provides 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. Contact your Relocation Manager to inquire about a youth sponsor.

## **Directions to Installation**

### **Directions to Naval Station Norfolk**

#### **Airports**

Hampton Roads has 2 major airports:

- [Norfolk International Airport](#) which can be accessed online or by calling 757-857-3351.
- [Newport News/Williamsburg International Airport](#) which can be accessed online or by calling 757-877-0221.

Personnel flying in to Hampton Roads should make arrangements with their sponsor for transportation from the airport to the command.

In the event the service member arrives and previously arranged transportation is not available, he or she should report to the Military Information Booth. Military Booth staff will call the command for transportation. If the booth is not staffed, the service member should proceed upstairs to the USO where USO staff will contact the command for assistance. Taxi fees from the airport to Naval Station Norfolk are as much as \$30.00.

*Contact numbers and hours of operation for Norfolk International Airport:*

Military Booth -- 757-444-3040; Hours are Sunday - Saturday 8:30 a.m. - 12:00 p.m. or until the last flight comes in.

USO -- 757-233-0567; Hours are Sunday - Thursday 8:30 a.m. - 8:00 p.m. & Friday and Saturday 8:30 a.m. - 10:00 p.m.

Personnel flying into the Newport News/Williamsburg International Airport should report to the airport Information Booth for directions to Naval Station Norfolk. Taxi fees from the airport to Naval Station Norfolk from the Newport News/Williamsburg airport are as much as \$55.00.

*Contact Number and hours of operation for Newport News/Williamsburg International Airport:*

Information Booth -- 757-877-0221 extension 255; Hours vary with staffing

Public transportation does not run to or from the airports.

#### **Driving Directions**

##### *From Richmond*

Take I-64 East through the Peninsula consisting of Williamsburg, Newport News, and Hampton. Interstate I-64 will continue to the Southside through the Hampton Roads Bridge Tunnel. Naval Base exit 276 is approximately 4 miles after the tunnel. Take I-564 3 miles to Admiral Taussig Blvd to the base. Gates 1 and 2 of the Naval Base are located at the intersection of Admiral Taussig Blvd. and Hampton Blvd.

##### *From Philadelphia*

Take I-95 South to US 13 South from the Southside of Wilmington Delaware. Follow US 13 down the length of the Delmarva Peninsula to the Chesapeake Bay Bridge and Tunnel. Cross the Bay Bridge and Tunnel and you will be in Norfolk. Take US 13 to I-64 West to I-564 West to the base. The cost of the Chesapeake Bay Bridge Tunnel is \$12.00 one way.

##### *From Washington DC*

Take I-95 South to I-295 South (exit 84) go approximately 15 miles to I-64 West (exit 28) follow for approximately 76 miles to I-564 and you are at the base.

##### *From the South*

Take I-95 North into Virginia to US 58 in Emporia (exit 11). US 58 will bring you into Norfolk take I-64 for approximately 25 miles to (exit 276) to the base.

Prior to entering the base, you will need a temporary base pass or permanent decal. To obtain one, stop at the Pass and ID office located on Hampton Boulevard and Seabee Road. You will need:

- Proof of insurance
- Vehicle registration
- Identification

When you arrive at the main gate show your pass or decal and military identification to the gate guard. If everything is in order, access to the Naval Station will be permitted.

## **Check-in Procedures**

### **Reporting Procedures**

If you are unsure of where you should "check in" for your new command in the Norfolk Naval Station area, call the Transient Personnel Unit Quarterdeck for directions and guidance as to proper check-in procedures. They can be reached 24 hours a day by calling 757-444-1640 or DSN 312-564-1640.

The Transient Personnel Unit is a component of the Naval Station Norfolk and is headed by a Commanding Officer. The unit consists of an Administrative Services Department, Administrative Discharges Division, Master-At-Arms Force, Maintenance Department, Discipline Department, Transient Personnel Department, Enlisted Performance, and Legal Department.

The mission of TPU is to expeditiously process sailors through administrative, transfer, discipline, and/or medical transition pipelines for commands who, because of deployment or overseas location, can not provide appropriate facilitation themselves.

If you check aboard during normal working hours, please report to Naval Station Admin located in Bldg. N-26, Room 1101. If you check aboard after normal working hours, please report to the Duty Office located in Bldg. N-26.

### **Documents to Hand Carry**

Keep copies of all important papers these should include: orders, passports, birth certificates, marriage certificates, ID cards, insurance cards, etc. Keep your sponsor, quarterdeck, and command ombudsman phone numbers with you at all times.

### **Travel Planning**

Make lodging reservations in advance, make kennel arrangements for pets if you will be staying in the military lodge system or hotel/motels that are not pet friendly. Keep important travel numbers with you such as Red Cross, Navy Marine Corp Relief Society (NMCRS) Fleet and Family Support Centers (FFSC) and remember to have a safe and fun trip!

### **What to do if you Get Married Enroute**

If you get married before you PCS, you must inform your commander and follow the procedures exactly as you are given them. The 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**

The Fleet and Family Support Center (FFSC) offers one-on-one consultations providing information about both military and community resources such as schools, housing, employment, and recreation. Other services include 'Welcome Aboard Packets' and the Lending Locker.

The Lending Locker provides short-term loaner household items such as dish packs, tri-fold mattresses, pack n play, tables and chairs. These items are available to personnel on PCS orders. Please call in advance for item availability at

757-444-2102 or DSN 312-262-2102.

*Foreign Born Spouses*

Foreign Born Spouse Workshop--this workshop addresses issues such as Citizenship & Immigration, English-as-a-Second -Language, military lifestyle, community & military resources and provides an opportunity to meet other foreign born spouses.

Foreign Born Spouse Support Group-the group meets every 4th Friday of the month at the Wadsworth Community Center. It is an informal group so children are welcome and we provide activities for the children. For the adults we have guest speakers, discussions, information & resources and support from other spouses who are facing the same challenges. Members arrange social get togethers outside of the group such as shopping trips, Mommy & me outings, lunches and other social events. The group has a quarterly potluck dinner which provides an opportunity for all family members to meet and have fun.

## **Emergency Assistance**

### **Planning for Emergencies**

Emergencies can happen no matter how much planning you do, so part of your plan needs to be "What if". If an emergency occurs while in transit and it is possible, contact the nearest military installation for assistance. If you are not near a military installation and/or your emergency occurs after hours, contact the American Red Cross (877-272-7337). If a financial emergency occurs, you can request Navy-Marine Corps Relief Society assistance through the American Red Cross. Military One Source is available 24/7 and can provide you with resources by calling 800-342-9647.

### **Information and Referral Assistance**

The Fleet and Family Support Center (FFSC) Information & Referral Specialists can provide up to date information on military and community resources the local area and beyond. If you have questions or concerns and need a starting point, call FFSC Norfolk's I&R Specialist on 757-444-2102.

Fleet & Family Support Centers Hampton Roads operates a 24/7 Information & Referral line manned by military I&R Specialists. They can be reached by calling 757-444-NAVY or 800-FSC-LINE.

### **2-1-1 VIRGINIA**

2-1-1 Virginia is a free state-wide Information & Referral system that provides a wide variety of health and human service referrals. You can access their [database](#) or you can talk with a certified call specialist by dialing 2-1-1 toll free, seven days a week from 8:30 a.m. to midnight.

### **Financial Assistance**

The Navy-Marine Corps Relief Society (NMCRS) provides interest free loans or grants to help with emergency needs such as emergency transportation, medical/dental bills, food, rent, disaster relief assistance, child care expenses, and essential vehicle repairs. For more information or to make an appointment, call 757-423-8830.

### **American Red Cross**

The American Red Cross provides social welfare services to needy military personnel and their families. They assist with emergency communications, financial assistance, and help with humanitarian reassignment and hardship. For assistance, call 877-272-7337.

### **Salvation Army**

The Salvation Army is active in the Hampton Roads region by providing social services and emergency assistance. For more information and to enquire about services call the Tidewater Area Command at 757-543-8100.

### **Important Documents/Hand Carry**

Remember while traveling to carry important medical papers, prescriptions, and important telephone numbers so that you can contact your sponsor and your next duty station in case an emergency arises.

## **Motor Vehicles**

### **Registration & Licensing Requirements**

Virginia 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. Effective July 1, 2007, children riding in motor vehicles will be required to be properly restrained in a booster seat until they reach eight (8) years of age. Additionally, the new law requires rear-facing child seats be placed only in the back seat of a vehicle. If the vehicle does not have a back seat, the device may be placed in the front passenger seat, provided the airbag has been deactivated, or there is no airbag equipment.

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. Cell phones are prohibited from use while driving on any installation in the Hampton Roads area, this includes hands free devices.

Virginia drivers younger than 18 years of age may not operate a motor vehicle in Virginia while using a cellular telephone or other wireless communication devices. The new law prohibits the use of cell phones even if they are considered to be hands free. It also prohibits text -messaging while driving.

### **Base Decals**

To obtain a military base decal for your Personally Owned Vehicle (POV) the following documentation is required:

- Vehicle registration
- Military ID
- Drivers license
- Proof of insurance
- Proof of safety inspection, if registered in the state of VA

A COMNAVREGMIDLANT decal can be obtained at the following locations and is good for all of Hampton Roads Military Installations. You can download and print the Vehicle Registration form [online](#).

#### *Southside*

Naval Base Norfolk  
Pass & ID  
9040 Hampton Blvd  
Norfolk, VA 23511

You can obtain base decals Monday - Friday 5:00 a.m. - 6:00 p.m. If you need more information, call 757-322-2976/2974.

#### *Peninsula*

NWS Yorktown  
Pass & ID

Located outside Gate #3

You can obtain base decals Monday - Friday 6:45 a.m. - 4:45 p.m. If you need more information, call 757-887-7338.

**Cell Phones**

Cell phones are prohibited from use while driving on any installation in the Hampton Roads area this includes hands free devices.

**Speed Limits**

Speed limits are strictly enforced on all bases in the Hampton Roads region. Failure to comply will result in fines and lose of driving privileges on all bases.

## **Loan Closet**

### **Items Available**

The Fleet and Family Support Center (FFSC) has Lending Locker items that may be checked out.

### **How to Borrow**

Military ID and PCS orders are required for inbound and outbound customers. Items are available free of charge, and are checked out for two-week intervals. Additional extensions may be obtained for up to 60 days. Contact the FFSC to check on the availability of specific items.

## **Housing - Overview**

### **Government Housing**

Hampton Roads military families and eligible single service members (with dependents) may live in Private - Public Venture (PPV) privatized housing areas throughout the region. Housing is located in and around the base as well as privatized housing located in the local community.

All military personnel, married or single, reporting to sea or shore commands in the Hampton Roads area are required to report to the Regional Housing Referral Office in Norfolk prior to executing any agreement for non-government quarters. The Regional Housing Referral Office is authorized to maintain a signed acknowledgement of notification to military members of any housing areas restricted by sanction.

The Hampton Roads region has several housing areas. There are 18 enlisted housing areas with a total 3902 units, 6 officer housing areas with a total of 226 units and 37 flag officer units. The housing assignment is predicated upon your needs and availability. Wait time can be as little as 0-3 months, or as long as 18-24 months. For a current list of wait times go to the [CNIC Housing Web site](#).

Priority of assignment to Government housing is determined by the date of detachment (control date) from your last permanent duty station, provided you check in and apply for government housing within the first thirty days after your arrival. If you complete the application after the thirty day window the control date becomes the date you turn in your application.

#### *Policy*

Two pets are allowed per family. Waterbeds may be allowed in PPV housing with some restrictions. Check with the housing manager for permission and insurance requirements. Smoking is prohibited in some housing units. For a complete policy statement on privatized housing refer to the Community Handbook available through the Regional Housing Referral Office.

### **Family Housing**

Service members with eligible family members must check in with the Regional Housing Referral Office located in Norfolk on 7924 14th Street Norfolk, Virginia (building SDA 337) within 30 days of arrival. This does NOT obligate you to move into base housing. You may request a specific area based on your needs, requirements and eligibility entitlements. You will be placed in the appropriate housing area or wait list.

For more information, housing locations, pictures and floor plans visit the [housing website](#) and click on the relocation tab.

### **Single Service Member Housing**

Single service members who are E4 over 4 on both shore and sea duty are authorized to reside in the local community and be paid BAH. E4 under 4 stationed ashore will stay in the barracks and be put on a waiting list until the BH manning reaches 95%. E4 under 4 may be eligible to reside out in town and receive BAH entitlements. Barracks restrictions include smoking and overnight guests. All guests must depart from the barracks by 2200.

Single enlisted service members with at least 6 months left in service can move into the Hampton Roads Public/Private Venture (PPV) barracks. Service members having less than 6 months can move into navy operated barracks. Single sailors E4 under 4 who elect to reside in PPV housing will collect the higher rate of the partial BAH.

Newly reporting personnel should who are not sure where to check in or if their ship is not in port should report to the nearest Transient Personnel Unit (TPU) where the command is home-ported at their assigned base.

The phone number for Combined Bachelors Quarters is 1-877-986-9258.

#### *Application Procedures*

PPV barracks require signing a lease and filling out an application. The period of the lease is 6 months for the initial period and then a month to month lease will apply.

Service members will need to bring a valid ID card, orders, emergency contact name, an address and phone number where the member can be reached. In addition, the member must bring an automobile license plate number, a contact number and work number and a copy of the most current LES.

There is no application fee for PPV barracks; however, the service member will be required to pay a security deposit and the first months rent if an allotment is not set up.

#### *Availability*

Availability at enlisted barracks is on a space available basis. Currently the Enlisted barracks are at 95% capacity.

Newly reporting officers may be afforded transient berthing for thirty (30) days at any of the 7 Navy Gateway Inns and Suites serving the Hampton Roads region. Transient berthing is at market rates of (\$25/day) and is on a space available basis, pets are prohibited. For reservations call 1-877-ZUMWALT.

#### *Off Base Housing*

Single service members and geographic bachelors are strongly encouraged to check in with housing before starting an independent housing search. The housing office assists service members to find housing in the local community and offers information of the Rental Partnership Program (RPP). HRO has up-to-date listings of affordable apartments, condos and mobile homes as well as a data base of available houses for rent. Most rental properties require a 6-12 month lease; be sure your lease includes a military clause. There are very few furnished apartments for rent. The housing office can help with lease screening, and tenant rights and relations. Service members should call 1-800 628-7510 or 757-445-2832 to speak to a housing counselor for more information.

#### **Exceptional Family Member Program**

Exceptional family members (EFM) in categories 4 and 5 are eligible for priority housing with control dates below the freeze zone (top 10% of any waitlist) Other EFM categories and situations are reviewed on a case-by-case basis. Some units are handicap accessible and available upon request. Adjustments may be made as necessary within houses in other areas. All housing is air conditioned. Generators are not part of the standard equipment offered privatized housing.

#### **Non-Government Housing**

Hampton Roads has a relatively high cost of living with the price of rentals ranging from \$700 - \$1800 per month. Most rental properties require a first and sometimes last months rent for deposit. Many landlords require an additional pet deposit.

It is standard practice for landlords and property managers to run credit history checks on potential tenants. Negative findings may limit your rental options and make the rental process very difficult. If you are having credit issues, the Fleet and Family Support Center staff can help you start the lengthy credit repair process.

*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.

#### *Rental Options*

Regional Housing Referral Office -- Before negotiating a lease or mortgage contract, you are required to check-in the Regional Housing Referral Office to have your orders endorsed as part of your check-in process. The office has a variety of services designed to help military families locate housing, whether they are renting or buying. The Regional Housing Referral Office maintains a database of rental listings.

The Regional Housing Referral Office is your contact for any problems you may encounter such as discrimination complaints, tenant/landlord disputes, or any questions or problems about off-base housing. The Regional Housing Referral Office will provide you a list of rentals and give you information regarding the communities in which the rentals are located. All renters should carry renters insurance against fire, theft and other damages. The property owner's insurance will cover the property but not the renter's personal property. Transfer coverage after you arrive.

In addition, Hampton Roads Navy Housing Referral Offices offers the Rental Partnership Program (RPP), Landlord Tenant Mediation, and a Showing Service. Take advantage of the resources available to you before you decide to sign a lease.

#### *Purchase Options*

The HRO offers Home Buying workshops and in conjunction with the Fleet and Family Support Center, facilitates Virginia Housing and Development Authority (VHDA) Homeownership workshop. The workshops educate the buyer on the process of purchasing a home, help with understanding financing, working with real estate agents and lenders as well as learning about home inspections. Be it a first time home buyer or a seasoned buyer - everyone can benefit from the combined local knowledge of the workshop leaders. These workshops are routinely presented. For a current schedule of workshops, contact the Housing Office or your Fleet and Family Support Center.

Houses in Hampton Roads are relatively expensive with the average home sale hovering around \$250,000. The housing market in Hampton Roads experiences the same trends as that of other areas. Because this is an area populated by military members there are always new members arriving who will want to purchase instead of rent.

#### *Mobile Homes*

There are no military owned mobile home parks on base.

## **Housing - Temporary**

### **Temporary Lodging**

There are three options for temporary lodging for transferring service members and their families - Visitors Quarters, Navy Lodge or local hotels.

#### *Visitors Quarters*

There are 7 Visitors Quarters Navy Inns and Suites in the Hampton Roads region. These facilities are available to both single and married service members and offer a variety of rooms: suites, single rooms, rooms with kitchenettes and rooms that are handicap accessible. For reservations and rates call 1-877 - ZUMWALT.

#### *Navy Lodges*

There are three Navy Lodges in the Hampton Roads area - Naval Amphibious Base Little Creek, Norfolk Naval Base, and Dam Neck Annex. Amenities include: kitchenette, free local telephone calls, cable tv, air conditioning, cribs and rollaways, and irons/ironing boards. Call 1-800-NAVY INN in advance to make reservations or make reservations [online](#).

#### *Local Hotels*

There are many hotels in the surrounding area. Room rates vary depending upon the hotel, size of the room and time of the year. Visit the [Hampton Roads Chamber of Commerce website](#) for more information on accommodations.

### **Eligibility**

Reservations are accepted for all eligible personnel on an as-received basis. Official guests and visitors of the command may stay at the VQ and Navy Lodges. Reservations are to be made and guaranteed by the sponsor. Family members, staying at VQ and Navy Lodges without the military member, are required to show their identification at check-in. Guests of military personnel may stay at Navy Lodges provided the military member is present at check-in. Reservations and room assignments are made without regard to rank or rate, or time of reservations. You may make advance reservations based on your classification, keep in mind you may receive priority based on PCS orders.

### **Availability/Costs/Reservations**

We recommend you make advance hotel/motel reservations in order to assure you have a place to stay while seeking permanent housing. The approximate cost of a unit at the VQ or Navy Lodge is \$45.00 - \$80.00 per day. Civilian hotels/motels are available in all price ranges. Many of them exceed the VQ and Navy Lodge especially in the summer months.

### **Maximum Length of Stay**

Length of stay depends on availability. Please contact the VQ, Navy Lodge or local hotel/motel for more information.

### **Pets**

The Visitors Quarters and the Navy Lodge do not accept pets. Some of the local hotels will accept pets for an additional room fee.

## **Housing - Government**

### **Family Housing**

All military personnel, married or single, reporting to sea or shore commands in the Hampton Roads area are required to report to the Regional Housing Referral Office in Norfolk, before negotiating a lease or rental agreement for housing. The Regional Housing Referral Office is authorized to maintain a signed acknowledgment of notification to military members of any housing areas restricted by sanction.

#### *Availability*

There is over 3000 family housing units in the Hampton Roads area. Wait times for military housing vary and are dependent on rank, date of application and bedroom entitlement. Contact the housing office for updated information on wait times.

#### *Application*

Upon receipt of your PCS orders, you may send a copy of your orders and a copy of your page 2 with a housing application (form DD 1746) to the Regional Housing Referral Office. This information and application will be put into a holding file until the active duty member checks into his/her command and comes into the Housing Office to activate their application. Your application will be back dated to the time of your detachment from your last duty station provided you apply within 30 days after your report not later than date. If the date you check into the Housing Referral Office is more than 30 days of your report date, you will go on the wait list on the date you check into the Housing Office. For more detailed information regarding military housing in Hampton Roads, be sure to view Navy Housing OneStop web site.

If the spouse submits the housing application, he/she will also need to bring a specific power of attorney from the service member.

#### *Policy*

Two pets are allowed per family. No waterbeds are allowed in government housing though the policies may be different in military leased housing. For example Midway Manor has some units that are no pets/no smoking units.

### **Single Service Member Housing**

#### *Eligibility*

Single service members who are E4 over 4 on both shore and sea duty are authorized to reside in the local community and be paid BAH. E4 under 4 stationed ashore will stay in the barracks and be put on a waiting list until the BH manning reaches 95%. E4 under 4 may be eligible to reside out in town and receive BAH entitlements.

Single enlisted service members with at least 6 months left in service can move into the Hampton Roads Public/Private Venture (PPV) barracks. Service members having less than 6 months can move into navy operated barracks. Single sailors E4 under 4 who elect to reside in PPV housing will collect the higher rate of the partial BAH.

Newly reporting officers may be afforded transient berthing for thirty (30) days at Navy Gateway Inns and Suites Naval Station Norfolk. Transient berthing is at market rates of \$25/day and is on a space available basis.

The phone number for Combined Bachelors Quarters is 1-877-986-9258.

#### *Application Procedures*

PPV barracks require signing a lease and filling out an application. The period of the lease is 6 months for the initial period and then a month to month lease will apply.

Service members will need to bring a valid ID card, orders, emergency contact name, an address and phone number where the member can be reached. In addition, the member must bring an automobile license plate number, a contact number and work number and a copy of the most current LES.

There is no application fee for PPV barracks; however, the service member will be required to pay a security deposit and the first months rent if an allotment is not set up.

#### *Availability*

Enlisted -- Availability at enlisted barracks is on a space available basis. Currently the Enlisted barracks are at 95% capacity.

Officer -- Transient berthing is on a space available basis. The maximum stay is 30 days after which off base housing must be secured.

#### *Off Base Housing*

Single service members and geographic bachelors are strongly encouraged to check in with housing before starting an independent housing search. The housing office assists service members to find housing in the local community. They have up-to-date listings of affordable apartments and condos as well as a data base of available houses for rent. There is assistance with lease screening and tenant rights and relations. Service members can call 1-800 628-7510 or 757-445-2832 to speak to a housing counselor for more information.

## **Household Goods - Overview**

### **Arranging Household Goods Shipments**

As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. If you are going overseas, you should begin to plan what items you will take in your 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**

Looking for a hotel that will allow your pet/s to stay with you? Check with the [Hampton Roads Chamber of Commerce](#) or [PetsWelcome website](#). Making arrangements for boarding your pet/s before you arrive will make the move less stressful on you as well as your pet/s. Keep in mind that military installations in the Hampton Roads area do not have boarding facilities. The cost of boarding your pet will be determined by the weight of the animal. The average cost for animals 50 pounds or less is \$17 per night and animals over 50 pounds range from \$18 to \$40.00 per night. The following is a list of kennels nearby:

- [Boulevard Veterinary Hospital](#): 757- 461-4416
- [Wags Doggie Daycare](#): 757-965-9052
- [VCA Animal Care Center](#): 757-432-3900
- [Buyrningwood Kennel](#): 757-427-1330

### **Pet Transportation**

Airlines have various animal transport rules. If traveling by a civilian air carrier, please check with the airline well in advance of travel. A few airline Transport Websites are listed below:

[American](#)

[Continental](#)

[Delta](#)

[Northwest](#)

[USAir](#)

For the health and safety of your animal/s during periods of extreme temperatures, please consider these guidelines. The optimum temperature range for transporting most warm-blooded animals, including birds, is between 45 and 85 degrees Fahrenheit. Most civilian airlines will not transport your animal/s if the actual or forecasted temperature exceeds 85 degrees Fahrenheit at any city on the routing.

AMC charter flights now ship pets on most of their flights as part of the normal service to DoD passengers. This service is provided to/from Germany, Italy, Spain, Greece, Turkey, Panama, Newfoundland, the Azores, Guantanamo Bay, Japan, and Guam. Pet shipment is limited to passengers in a permanent change of station (PCS) status only. Pets are defined as dogs and cats and restricted to a maximum of two pets per family.

There are limited pet spaces on all flights and reservations are handled on a first-come, first served basis through the local transportation office. The passenger must provide an IATA-approved container for pet shipment, which is available at many exchanges or retail stores. The passenger is also responsible for complying with all required documentation, immunizations, and border clearance requirements and should be prepared to defray any associated costs. Pet/s accompanying service or family members on the flight must be in a hard sided cage that conforms to specified measurement. Fees associated with shipping pets are based on the weight of the animal/s and cage combined: 70 lbs or less is \$90.00, 71-140 is \$180.00 and 141-150 is \$270.00.

For information on booking flights with your pet/s, contact the Navy Personnel Transport Office. For general information on traveling with pet/s, contact the American Society for the Prevention of Cruelty to Animals (ASPCA), or your nearest Military Veterinary clinic.

### **Quarantines**

There are no pet quarantines in the state of Virginia for domestic pets, defined as (cats & dogs). For quarantine requirements for all other animals or exotic animals, visit the [USDA website](#).

### **Vaccinations, Licensing and Registration**

In order to obtain a dog license for your dog/s in one of the Hampton Roads cities, a current rabies certificate is required. Additionally, documentation that your animal has been spayed or neutered is required in order to receive the reduced rate for a dog license. Licenses are purchased annually. They are valid for one (1) year, beginning January 1 and expire on December 31. Licenses for spayed dogs through out Hampton roads cities run \$5.00 to \$7.00 and unsprayed dogs run \$10.00 to \$25.00 depending on the city in which you register your dog/s. The city of Norfolk and Virginia Beach requires that all cats be licensed as well. A license for spayed cat/s is \$5.00 and unsprayed is \$10.00. Dogs must be on a leash at all times while in public areas.

There is a maximum of two (2) pets (dogs or cats) permitted in Government housing. Designated streets or units at Midway Manor do not allow pets. Units without rear fenced yards will not be allowed pets without prior permission from the Housing Authority. Barnyard or exotic pets (reptiles, ducks, rabbits, chickens, ferrets, etc.) are not allowed.

### **Veterinary Services**

The Veterinary Treatment Facility (VTF) is professionally staffed and operated by the Army Veterinary Corps personnel. For most overseas duty stations pet/s are required to have microchips installed. The VTF's will install them for a fee of \$20.00. Services are provided for: active duty, retired active duty personnel, their dependents, and reservists serving on active duty. All services except over-the-counter purchases are made by appointment only.

The VTF offers the following services for small animals:

- Micro-chipping
- Immunizations
- Parasite control
- Health certificates
- Treatment of Zoonotic Diseases

Due to the small waiting room and mixed animal population awaiting services, children have a high risk of being injured. For this reason, they regret that children 12 years of age and under will not be permitted in the facility while vaccination and sick call clinics are being held. Dogs must be on a leash, however, cats and other small animals must be in a cage or carrier at all times in the facility.

#### *Local area VTFs:*

- Naval Station Norfolk 757-445-0922
- Langley Air Force Base 757-764-5678
- Fort Eustis 757-878-5824
- Fort Story 757-422-7734

## **Education - General Overview**

### **Public Schools**

No matter where you live in Hampton Roads, you will find superior schools and specialty programs to serve you. Whether you are looking for elementary, middle, or high schools, gifted/talented programs, magnet schools or special education centers, you're sure to find what's right for your family. Additionally, private schools, private pre-schools and kindergarten facilities throughout the region provide parents with abundant educational choices. All public schools run a 180 day calendar year, with at least 2 major breaks (Winter & Spring) during the year. Most schools in the area offer before school programs for the elementary students, as well as free/reduced lunch programs, school sports programs, special education classes.

Note: There are no DODDS, public or private schools on any installation in the Hampton Roads region.

### *Registration Requirements*

Newcomers and those registering their children for the first time are required by Virginia law to provide proof of immunizations against a number of contagious diseases. Children entering school up to the seventh grade must submit a birth certificate and have had a complete physical examination within the past twelve months.

Children entering kindergarten must be age 5 on or before 30 September of the enrollment year.

Contact the appropriate school system for additional information on registration requirements, specific academic or extracurricular activities.

### **Schools by City**

[Norfolk Public Schools](#) --800 East City Hall Avenue Norfolk, VA 23510; Phone: 757-628-3830

Norfolk Public Schools includes 37 Elementary Schools, 9 Middle Schools and 5 High Schools. Student population is 36,925; Teacher - 2755 / Student/Teacher Ratio = 22/1.

Grading Scale: A 93-100 B 92-86 C 85-77 D 76-70 E below 70

Norfolk Public Schools include; Arts and Sciences Secondary Extended Day Program, Gifted Programs, Advance Placement Program, Dual Enrollment Programs, Governor's School, International Baccalaureate Courses, TECH-PREP Program and Norfolk Technical Vocational Center, Adult Education Center and many Sports Programs and Clubs.

[Virginia Beach Public Schools](#) -- 2512 George Mason Virginia Beach, VA 23456-0038; Phone: 757-263-1000/FAX: 757-263-1010.

Virginia Beach Public Schools include 56 Elementary Schools, 15 Middle Schools, 14 High Schools and 6 Special Purpose Schools (Advance Programs Schools). Student population is 75,000; Teachers- 5900 / Student/Teacher Ratio =25/1.

Grading Scale: K-2 4-Exceeds Standard 3- Meets Standard 2-Experiences Difficulty meeting standard 1- Does Not Meet Standard N/A Not Applicable NE- Not Evaluated X- Area Of Concern

Grades 3-12: A 94-100 B 86-93 C 78-85 D 77-70 E 69 & Below

Virginia Beach Public Schools include: Foreign Language Partial Immersion Academy, Math and Science Academy, Global Studies and World Language Academy, Health and Sciences Academy, Legal Studies, Technology Academy, Visual and Performing Arts Academy, Advance Placement Classes, Special Education, Dual Enrollment Classes, Distance Learning Program( Virtual Virginia Beach E-Learning), Adult Education Centers and many Sports Programs and Clubs.

[Chesapeake Public Schools](#) -- 312 Cedar Road Chesapeake, VA 23322; Phone: 757-547-0165/FAX: 757-766-2989

Chesapeake Public Schools include 28 Elementary Schools, 10 Middle Schools and 6 High Schools. Student population is 40,121; Teachers-2,908 / Student/Teacher Ratio = 24/1.

Grading Scale: A 94-100 B 86-93 C 78-85 D 70-77 E 69 & Below

Chesapeake Public Schools include; Honors programs, Gifted and Talented, Vocational TV and Radio Class, Special Education for Physically, Intellectually and Behaviorally Challenged; Adult Education, Lab, Pre-School and Alternative Schools as well and Sports Programs and Clubs.

[Portsmouth Public Schools](#) -- P.O. Box 998 Portsmouth, VA 23705-0998; Phone: 757-393-8751/FAX: 757-393-5238.

Portsmouth Public Schools includes 14 Elementary Schools, 3 Middle Schools, 3 High Schools and 4 Alternative Schools. Student population is 16,844 / Teachers - 1,017 / Student/Teacher Ratio = 12/1.

Grading Scale: A 93-100 B 92-86 C 85-77 D 76-70 E 69 & Below

Portsmouth Public Schools include: Advanced Studies Program, High School Dual Enrollment, Magnet Programs, and English as a Second Language, Special Education Services, Gifted and Talented Programs, 4-A Good Start Pre-school Program, Sports Programs, and Clubs and Adult Education Programs.

[Suffolk Public Schools](#) -- 100 N. Main Street P.O. Box 1549 Suffolk, VA 23434; Phone: 757-925-6750/FAX: 757-925-6751.

Suffolk Public Schools includes 14 Elementary Schools, 4 Middle Schools and 3 High Schools. Student population is 14,026 / Teachers - 1,087 / Student/Teacher Ratio = 25/1.

Grading Scale: A 4.0 / 93-100 B 3.0 / 93-86 C 2.0 / 85-78 D 1.0 / 77-70 F 0. / 69 & Below

Suffolk Public Schools include: Full-day Kindergarten, Early Start Program for at-risk 4 year olds, Sign Language offered for Foreign Language Credit, Advance Placement Classes, Dual Enrollment Classes, Adult Education (The Center for Lifelong Learning), Sports Programs and clubs.

### *The Standard of Learning (SOL)*

The Standards of Learning for Virginia Public Schools describe the expectations for student learning and achievement in grades K-12 in English, mathematics, science, history/social science, technology, the fine arts, foreign language, health and physical education, and driver education. SOL scores have become an important tool for the state to see how well the schools are educating the children. Students must earn the required number of verified units of credit to receive a high school diploma. Feel free to use these scores as a part of your relocating tools.

### **Alternative Schools**

These are generally schools whose educational philosophies are different from traditional programs. Typically, alternative schools have small classes, social and emotional development curriculum, and self-paced academic curriculum. This title is used officially as well as informally to describe a wide range of schools, so it's important to ask specific schools why they are classified as "alternative."

### **Magnet Schools**

These are schools that focus on certain program of study; i.e. Environmental Sciences, Art, Music as well as general studies. Contact the school district your child will be attending to get specific information on requirements and enrollment.

### **Home Schooling**

Another option is for the parents to teach their children at home instead of sending them to a public or private school. Each state has different laws governing home schooling. Many communities have organizations that assist home schooling families with curriculum and opportunities to meet other home schoolers. To home school your child, you can register with the local school district or the Virginia Department of Education. You'll be given a standard curriculum to follow and an assigned teacher who will monitor your child's progress. More information on Home Schooling can be found on the School Outreach/Liaison website.

### **Private School**

Norfolk/Virginia Beach area is home to more than 200 private schools. Such options to public schools offer families a learning atmosphere tailored to their own philosophies and their children's specific needs. In addition to the many church affiliated schools, there are a number of private schools that serve students who are handicap impaired or possess learning disabilities or emotional and behavioral problems.

Private schools vary widely, from highly structured to self-directed learning environments, to college prep and curriculum strong in artistic expression. Most private schools are church affiliated; however they often accept students of any religious background. Parents should also inquire about scholarships, entrance requirements and waiting lists.

For more information regarding private school choices in the Hampton Roads region, contact Information & Referral at 757-444-2102.

### **The Governor's School**

The [Virginia's Governor's School Program](#), which began in 1973 when Governor Linwood Holton established the first summer residential programs for 400 gifted students across the commonwealth, is still strong today. With the support of the Virginia Board of Education and the General Assembly, the Governor's schools have expanded to not only include summer programs, but summer regional and academic year programs. These programs serve more than 7,500-gifted /talented students from all parts of the commonwealth. Each school creates a program tailored to meet the needs of its gifted high school students. Gifted students are able to explore and accelerate in areas ranging from arts, to government and international studies, global economics, mathematics, science and technology. Students are involved in classroom and laboratory work, field studies, research, individual and group projects, performances, and seminars with noted scholars, visiting artists and other professionals.

### **School Outreach/Liaison Coordinator**

The [School Outreach/Liaison Coordinator](#) is located in the Fleet and Family Support Center (Bldg 3129) on D Street, NAB and can be reached at 757-462-7563 or DSN 312- 253-7563.

The mission of the Navy's School Outreach Education Program is to establish and maintain school and community partnerships which promote the academic, social, and emotional success of military connected children.

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

### **Navy College Program**

The Navy College Program (NCP) provides opportunities to Sailors to earn college degrees by providing academic credit for Navy training, work experience, and off-duty education. The Navy College Program integrates all components of Voluntary Education. While the NCP is primarily geared toward enlisted Sailors some NCP components are also available to officers. The NCP services include: educational counseling, apprenticeship opportunities, distance learning, college credit by examination/experience, tuition assistance and much more.

Navy College Program serves the needs of our mobile Sailors. They provide uncomplicated access to information along the path to a degree including transferability of college credit and access to education regardless of the Sailor's location or duty station. Participation is voluntary. Sailors participate at their own pace when they are ready.

You may reach the Navy College Program by calling 757-444-7454/7453.

#### *The Navy College Learning Program*

The Navy College Program provides instruction in basic subjects. You may work on your English, Mathematics, and Reading skills ashore at either the Navy College Learning Centers (NCLC) computer labs or in the Navy College Learning Program (NCLP) instructor taught classes. In either program, you will be given diagnostic tests and will begin at a level appropriate to your needs.

At the NCLC, you may also work in the following subject areas: Algebra, Calculus, Geometry, Trigonometry, Chemistry, Physics, Science, Social Studies, Life and Job Skills, and Parenting Skills. Also, test preparations for the ASVAB, GED, and CLEP examinations are available for your use.

Professional Education Services Specialists, Education Technicians, and Guidance Counselors advise Navy members on all matters relating to academic programs, authorize tuition assistance, and administer all on-base education programs.

Visit the Navy College Office and find out how to:

- Complete a high school diploma
- Work on a technical or occupational certificate
- Improve your academic skills in reading, math and English
- Earn a college degree

#### *Tuition Assistance - Active Duty*

Tuition Assistance (TA) is the Navy's educational financial assistance program. It provides active duty personnel funding for tuition costs for courses taken in an off-duty status at a regionally, nationally or professionally accredited college, university, or vocational/technical institution recognized by the Department of Education. Navy TA pays for both classroom and independent study/distance learning courses, regardless of course length.

Navy Tuition Assistance pays up-front the tuition and fees charged by educational institutions of course enrollment. It is no longer necessary for Navy students to pay tuition and show successful completion before they are reimbursed. Navy TA pays 100% of tuition cost for courses applicable to the completion of a high school diploma or equivalency certificate. For other education levels, there is a fiscal year limit of 16 Semester Hours, 24 Quarter Hours, 240 Clock Hours per individual.

Payment for tuition and fees will not exceed the following caps:

- \$250.00 per semester hour
- \$166.67 per quarter hour
- \$16.67 per clock hour

Requesting a waiver remains a viable option for those Sailors who want to take more than 16-semester hours per fiscal year, and have a compelling reason to do so.

Veterans' Affairs (VA) educational assistance is financial aid available for eligible veterans and active-duty personnel to attend school. Veterans' educational assistance is available primarily through the Post-Vietnam Era Veterans' Educational Assistance (VEAP) and the Montgomery GI Bill (MGIB) For More detailed information, contact your local Navy College Office, the VA office at the college or university you are attending, or the Navy Personnel Command, PERS-604, at DSN 312-882-4258/59 or 901-874-4258/59. You may visit the [VA Educational Assistance programs web site](#). BUPERSINST 1780.1 contains more detailed information about VA educational benefits.

The Navy College Office provides a wide range of educational programs and services to meet all needs from basic academic skills enhancement to post-graduate programs. The cross-section of educational opportunities offers all personnel the opportunity to recognize and achieve their higher potential.

### **College Classes**

Several colleges offer classes that will fit into your schedule such as 8 - 10 week semesters and weekend programs. Contact the school of your choice for current class schedules and registration information or call the Navy College Office for more detailed list of colleges. Examples of some of the colleges offering classes on the local installations are:

#### [Saint Leo University](#)

On-base programs include:

- AA - Liberal Arts
- BA - Business Administration with specializations in Accounting, Management Information Systems, Management Marketing and Technology Management
- BA - Criminology
- BA - Human Resources Administration
- BA - Psychology
- BA - Public Administration
- BA - Religious Studies
- BA - Sociology
- BS - Computer Information Systems

For more information, call 757-464-6449

#### [Troy State University](#)

On-base programs include:

- MBA - Master of Business Administration
- MPA - Public Administration
- MPA - Public Personnel Management
- MPA - Management Information Systems
- MPA - Government Contracting
- MPA - Justice Administration
- MPA - Financial Management
- MS - Foundations of Education
- MS - Human Resources Management
- MS - Management

For more information, call 757-451-0152

#### [Old Dominion University \(ODU\)](#)

On-base programs include:

- Military Career transition Program (Teaching Certification)

- MS - Early Childhood Education
- MS - Middle School Education
- MS - Secondary School Education
- Special Education Endorsements

#### [Tidewater Community College \(TCC\)](#)

The college grants two-year associate degrees and certificates in more than 130 programs of study. Included in the degree programs are liberal arts, science, engineering, nursing, computer information systems and graphic design.

#### *Tuition Costs/Assistance*

The cost per credit ranges \$185.00 to \$250.00 depending on the college and the course you enroll in. The cost per credit at TCC is \$95.00. ODU and TCC offer In-State tuition for spouses with appropriate identification and proof of military dependency.

Please contact the Navy College Office for question or information on resources for adult continuing education 757-444-7454/7453.

## **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**

Hampton Roads, with only a 4.1% unemployment rate, possesses a broad and competitive job market within the military, municipalities, financial institutions, retail and service industries.

A few of Hampton Roads' major employers are:

- The various public school districts
- Bank of America
- GEICO
- Norfolk Southern Corp.
- Sentara Health Systems
- United Services Automobile Association (USAA)
- Portsmouth Marine Terminal
- Norfolk Naval Shipyard
- Moon Engineering

Many telemarketing companies and call centers for major companies call Hampton Roads home.

Virginia's minimum wage is \$5.75 and is due to increase to \$6.55 in July 2008. Some examples of current wages in the area are:

- Clerical: \$8.00 - \$12.00/hour. Bilingual skills, advanced computer skills and/or certification may command higher hourly rate.
- Unskilled Labor: \$5.75 - \$8.00
- Teachers: \$30,000 - \$35,000/year
- Professional (White collar): \$30,000 - \$45,000

### **Employment Assistance**

The Fleet and Family Support Center's (FFSC) Norfolk Family Employment Readiness Program (FERP) can assist all eligible family members with their job search and career planning. Our Career Development Resource Center (CDRC) provides up to date Job Leads binders (on and off base opportunities), local college information and computers to assist in your job search.

Once a month, FFSC Norfolk offers 'Career Week' which consists of the following employment classes:

*Effective Resume Writing*-- These days, only a top-notch resume will get you an interview. Learn how to market your skills, knowledge, accomplishments, and experience with an impressive resume. This single-session workshop includes tips on translating military terminology.

*Federal Job Application Process* -- In this single-session workshop gain the advantage in your job search with the federal government by learning how to find vacancies and job listings, complete the application process, and how to understand standard qualifications and testing requirements.

*Interviewing Techniques* -- Want to feel more confident at your next job interview? This workshop teaches you how! Topics include positive answers to difficult questions, dressing for success, and the importance of body language and positive attitude. Interview follow-up and salary negotiations are also discussed.

*Job Search Strategies* -- Learn more about the crucial steps in the job search process. This workshop covers everything from assessing the hidden job market to finding a job long-distance, as well as job searching on the Internet. Many of the resources and services available to job seekers are also discussed, including major employers in the Hampton Roads area and the Virginia Employment Commission (VEC).

Another workshop offered by FFSC is the Career Planning, which is a 3 hour self-assessment to help you make career choices based on life goals, personal skills, abilities, preferences and work values. Employment Specialists are available to provide individual consultations and Mock Interviews. Call 757-444-2102 for an appointment.

### **Employment Documentation**

To start your job search off on the right foot, remember to hand-carry all your employment records and information, references, resumes, federal resumes, transcripts, certificates and licenses. If you are civil service and you transferring with the service member, don't forget to bring your SF-50.

### **Unemployment Benefits**

Most military spouses are eligible to file an unemployment claim in Virginia as long as you meet the required 680 hours of covered employment. For information and questions regarding filing your first claim, contact the Virginia Employment Commission (VEC) at 866-832-2363. For a complete listing of the documents and information you will need in order to file a claim, visit their [website](#).

Keep in mind you may be initially considered ineligible for unemployment benefits and may have to file an appeal because you left your job voluntarily to accompany your service member. This is normal and most military spouses win the appeal.

### **Transition Assistance**

Over 200,000 people are discharged or retired from the military each year according to the Department of Veterans Affairs. TAP is a four-day workshop for pre-retirement or pre-separation military members. It covers resume writing, interviewing skills, salary negotiations, military benefits, and other topics that facilitate a smooth transition from the military to the civilian community. TAP classes are held in Bldg. U-93 on Naval Station Norfolk inside Gate 3. For additional information please call 757-444-3522/6089 or visit [FFSC Hampton Roads' website](#).

The Transition Assistance Program consists of the following classes:

*Separatee TAP* is a four-day class for individuals who are separating from the military, which includes veteran's benefits, transition services, resume preparation, job-hunting skills, job search overview, interviewing skills and the required Navy Reserve Affiliation Brief.

*Retiree TAP* is a four-day class for individuals who are retiring from the military, which includes veteran and retiree benefits, transition services, resume preparation, job-hunting skills, job search overview, and interviewing skills.

*Senior Retiree TAP* is a four-day class for individuals pay grade E7 and above who are retiring from the military, which includes veteran's and retiree benefits, transition services, resume preparation, job-hunting skills, job search overview, and interviewing skills.

*Executive Retiree TAP* is a four-day class for Commanding Officers, Executive Officers, and Command Master Chiefs who are retiring from the military, which includes veteran's and retiree benefits, transition services, resume preparation, job-hunting skills, job search overview, and interviewing skills.

### **CONSEP (Career Options & Navy Skills Evaluation Program)**

*1st Term CONSEP* is a four-day class for individuals who are in their first enlistment. This workshop will provide insight into various aspects of managing a career - financially, professionally, and personally.

*Mid-Career CONSEP* is a four-day class designed to assist mid-career Sailors (E-4 to E-6 with 6-12 years of service) with career change.

To sign up for any of these classes, you will need to contact your command career counselor.

### **Tuition Assistance**

Currently there are no tuition assistance programs for military spouses. Spouses can contact the Navy College Office 757-444-7453 or the Educational Opportunity Center (EOC) 757-683-2312 Southside or 757-926-6107 Peninsula for

updates and scholarship opportunities.

## **Child Care**

### **Child Development Center (CDC)**

The NS Norfolk Child Development Center (CDC) has a full-time child care program for children 6 weeks through five years of age. The CDC is certified by the Department of Defense and is regulated by the Navy as well as accredited by the National Association for the Education of Young Children (NAEYC). The waiting time for enrollment depends on the age of the child. You can reach the CDC at 757-444-3379.

#### *Hours of Operation*

The CDC is open Monday through Friday, 6:00 a.m. to 6:00 p.m. Closed Saturday, Sunday and Holidays.

#### *Programs Offered*

The CDC offers full time weekly care. Drop-in care is provided on a space available basis. A parent wanting drop-in care needs to call early in the morning on the day care is wanted.

#### *Costs*

Fees are due on 1st and 15th of each month and range between \$121 -\$262 depending on total family income. A 20% discount is offered for the eldest child when two or more children are enrolled for care. Hourly rate is \$3 per hour for each child. Late charges are \$15 per 15 minutes or any fraction thereof.

#### *Registration*

Applications for child care are available at the center or you may contact the Regional Child Placement Program office at 866-628-9232.

#### *Eligibility and Priority of Care*

There are two levels of Priority of care:

- Level 1: Active duty members - single parents, dual military couples and active duty with a civilian spouse. When applying for care the civilian spouse must be employed full time or be a full-time student.
- Level 2: DoD employees and contractors working on base.

#### *Waiting List*

Currently the waiting time for infants is 8-11 months and children 2+ years the wait time is 5-7 months. For more information on the waiting list call 757-444-3379 or 866-628-9232.

### **Military Child Care Options**

#### *Child Development Homes*

Child Development Homes in military housing are regulated and monitored by the military. Residents of military housing who want to do child care in their own homes on a regular or full-time basis must pass a criminal background check; have fire, safety, and health inspections; complete mandatory training; and be monitored regularly. For more information contact the Navy Mid-Atlantic Region Child Placement Program 866-628-9232.

#### *School Age Care*

On-base Youth Centers provide a variety of before and after school programs as well as summer, spring and winter camps. The cost of care depends on total family income and the care program selected.

#### *Child Development Group Home*

The group home is located in Norfolk and provides 24/7 care for watch standers and shift workers. The group home incorporates the features of both a home and child care center. For more information contact the Navy Mid-Atlantic Region Child Placement Program 866-628-9232.

### *Child Waiting Center*

Naval Medical Center Portsmouth (NMCP) provides free child care for children 6 weeks to 5 years old when active duty and/or family members have medical appointments at NMCP. You will need the child's current immunization record. For reservations or more information, call 757-953-6873 or visit their [website](#).

### *Respite Care*

Occasional care for special needs children may be offered by some family care providers. For more information contact the Navy Mid-Atlantic Region Child Placement Program 866-628-9232.

## **New Parent Support Program**

### *The New Parent Support Team (NPSP)*

This is a regional program within the Hampton Roads area and is housed at Fleet & Family Support Center Little Creek. This program is designed to assist the expectant or new parents with parenting and military lifestyle challenges. There are two levels of services:

- Level I - information and referral services.
- Level II - provides home visitation including family support, developmental screening of children, parent/home education as well as information and referral services.

For more information on the NPSP and other resources that might be available, call FFSC Little Creek 757-462-7563.

### *Budgeting for Baby*

The Navy Marine Corps Relief Society (NMCRS) has 'Budgeting for Baby', a two-hour class to help prepare families financially for the arrival of a new baby. Upon completion of the class, participants will receive a "Junior Seabag" which contains over \$75 worth of items for your newborn including a handmade blanket and sweater set. Budgeting for Baby is open to all ranks of Navy, Marine Corp and Coast Guard expectant parents and is not limited to first pregnancies.

NAS Oceana -- Classes are held 2nd and 4th Wednesdays of the month. To register for the class, contact the NMCRS at 757-433-3383.

NS Norfolk -- Classes are held weekly on Tuesday. To register for the class, contact the NMCRS at 757-423-8833.

NAB Little Creek -- Classes are held 1st and 3rd Fridays of the month. To register for the class, contact the NMCRS at 757-464-9364.

NWS Yorktown -- Classes held by appointment, please call NMCR Norfolk 757-423-8833 and specify Yorktown. Evening classes are available at Little Creek and Norfolk - call for dates and times.

NMC Portsmouth -- Classes are held 3rd Tuesday of the month. To register for the class, contact the NMCRS at 757-953-5956.

### *Visiting Nurse*

The Navy Marine Corps Relief Society's (NMCRS) Visiting Nurse Program offers home visits to military families with a new baby, which includes an initial assessment for both mom and baby. Each visit is approximately 30 -45 minutes and tailored to the needs of mother & child. For more information or to schedule a visit, contact NMCRS Norfolk 757-423-0599 or NMC Portsmouth 757-953-5693.

## Youth Services

### **Youth Services**

The Morale, Welfare, and Recreation (MWR) Department provides a variety of programs for 6-17 year olds throughout the year as well as a series of summer camps through the Youth and Teen Programs.

#### *Naval Station Norfolk Youth Center*

The Norfolk Youth Center, located in Building U-40, 1st Avenue & Bellinger Blvd offers computers, board games, video games and pool table. The center is opened Monday through Friday 6:00 am to 6:00 pm. In addition, the Center offers:

- Before and After school programs - K thru 6th grade
- Summer day camp
- Spring and Winter break programs
- Teen social program (open to grades 7 - 12) - Monday & Friday 4:00 pm - 8:00pm; Wednesday 4:30 pm - 6:45 pm; Tuesday & Thursday 6:00 pm - 8:00 pm. The Teen program is located at the Camp Allen Housing Center in the Norfolk Crossing Housing.
- Youth Sports Program - Spring & Fall soccer, cheerleading and basketball

You may contact the Norfolk Youth Center at 757-445-0996.

#### *Summer Camp*

All Hampton Roads Youth Centers offer a Summer Camp program. This year the program will run from 16 June to 29 August 2008. Registration will begin on 14 April for active duty families and 21 April for DoD families. There is a \$50.00 deposit per family. The summer program features the Drug Education for Youth (DEFY) Program sponsored and funded by the Department of Justice and the Drug Reduction Task Force.

#### *Boy and Girl Scouts*

Installations in Hampton Roads do not sponsor any scouting programs; however scouting programs are available in the community. To find out more about Boy Scouts in the Hampton Roads area, visit the [Boy Scouts website](#) or call 757-497-2688. For more information about the Girl Scouts in the Hampton Roads area, contact the Girl Scouts Council of Colonial Coast at 757-547-4405 or visit their [website](#).

#### *Youth Religious Programs*

The base Chapel offers programs for both Protestant and Catholic youths - religious development classes, summer Bible camps and group social gatherings. For more information about the programs offered, times and days, please call 757-444-7361 or DSN 312-564-7361.

#### *Youth Employment*

Employment Readiness -- one-on-one counseling is available to include resume writing, job search techniques, completing an application, preparing for the interview, information about area Youth Employment Fairs and much more. For appointments, call FFSC Oceana at 757-433-2912.

#### *Youth Calendar and Sponsorship Program*

The youth activities calendar is available for pick up at the Youth Center.

### **Curfew Information**

In the Hampton Roads area, the various cities impose a curfew on youth designed to ensure their safety. A child under the age of 18 may not be out between the hours of midnight and 5:00 am unless accompanied by the parent, guardian, or other adult who has the care, custody, or control of the child. The curfew states that youth may not be present on "any street, road, alley, avenue, park, or other public place" or in "any vehicle operating or parked thereon." Parents cannot give their child permission to break curfew.

Driving Curfew: Virginia's curfew laws prohibit drivers under age 18 who hold a learner's permit or driver's license from driving midnight to 5:00 am. If you hold a driver's license you may drive during these hours:

- In case of an emergency
- when traveling to and from work or a school-sponsored event
- when accompanied by a parent or other adult acting in place of a parent
- when responding to an emergency call as a volunteer firefighter or rescue squad personnel

## **Financial Assistance**

### **Financial Assistance**

#### **Personal Financial Management Program**

The Fleet and Family Support Center's Personal Financial Management (PFM) Program goals are to:

- Assist Navy personnel in establishing and maintaining sound money management practices
- Empower service members and their families to better manage financial resources and meet financial goals by developing their skills and increasing their knowledge
- Provide a continuum of training, information and counseling services.

The Fleet and Family Support Center (FFSC) provide individual financial counseling sessions to all service members and their families. To assist you and your family in being financial prepared the FFSC offers workshops on topics including basic money management, investing, home buying, credit card management, car buying, consumer awareness, TSP, and much more.

Protect your financial health- it is important to You and Your Career. Need help with your Finances? How to seek help:

- Talk to your Command Financial Specialist (CFS)- they have tools to help and will respect your privacy
- Visit one of six Fleet and Family Support Centers in Hampton Roads for valuable and confidential advice and assistance.
- Navy Marine Corps Relief Society-Shipmates helping Shipmates in financial trouble
- Banks and Credit Unions are tasked to help you-let them work for You!

Watch your money carefully while in transit; many unexpected expenditures can deplete your resources quickly! To help prepare for the move, stop by your local Personnel Support Detachment (PSD) and ask about the following entitlements: Per Diem, Temporary Lodging Allowance (TLA) for OCONUS, Temporary Lodging Expense (TLE) for CONUS, Mileage in Lieu of transportation (MALT), Advance Pay and most importantly Dislocation Allowance (DLA). Remember when taking Advanced Pay, repayment starts immediately reducing your monthly income, in some cases, drastically. Also, don't forget the loss of your spouse's income until you are settled in your new area.

If you will be staying in temporary lodging upon arrival, expect to pay at least \$77.00 per night at local hotels but to into account prices will vary based on location and season. When asking for rates be sure to ask for a military discount! There are Navy Lodges at NAVSTA Norfolk, NAS Oceana-Dam Neck Annex, and NAB Little Creek located near/on bases.

### **Cost of Living**

Hampton Roads, Virginia, consists of the "Southside" and the "Peninsula". The area is home to more than 20% of the entire United States Navy! Other services also call Hampton Roads home- MC Camp Allen, Langley Air Force Base, Fort Monroe, Fort Eustis, and NASA. The culturally diverse region is consistently growing and offers something for everyone.

Hampton Roads has many options for your housing needs. There are a lot of parts to the "where to live" decision. Do you have kids and want to check out the schools? Do you want to live near the water or be near your job? Do you want an apartment or house? Rent or own?

#### *Housing*

Homes for sale are plentiful in Hampton Roads and prices vary depending on your needs. Apartments, townhouses, duplexes, and condos for rent are plentiful in Hampton Roads. Rents vary greatly, depending on what you're looking for. Average apartment rentals can range from \$700.00 for a one bedroom to \$1800.00 for a three bedroom depending on the location. Some places allow pets, but keep in mind most rentals require a pet deposit. Inquire about a "military clause" before signing a rental agreement. Standard leases in Virginia are for one year but shorter terms are available. Generally the cost of living in Hampton Roads is high. Housing costs may be lower on the Peninsula and North Carolina.

The basic living allowance (BAH) for Hampton Roads and the Peninsula currently ranges from \$1100.00 to \$2200.00. Need a second opinion? Before you sign on the dotted line, have the Navy Legal Service Office look over your contract.

### *Utilities*

Utility companies (telephone, water, and gas) require deposits, but these can be waived with a letter of credit from your current utility company. Credit Unions have programs for their members and utility deposit. Ask about military waivers and policies when shopping for service. Prices vary, depending on your needs.

Budget Billing-when setting up new accounts for utilities, be sure to ask about Budget Billing as a way to manage your bills to avoid seasonal fluctuations. The monthly budget bill amount is based on an average of the usage at your address and is assessed every 6 months.

### *Car Insurance*

Virginia law requires the following minimum insurance coverage for all registered vehicles.

- Bodily injury/death of one person \$25,000
- Bodily injury/death of two or more persons \$50,000
- Property damage \$20,000

Note: Lesser amounts of insurance are acceptable if they meet the minimum requirements for the state the vehicle is registered in.

### *Vehicle Registration*

Vehicles of armed forces personnel must be registered in their own names or in the name of their legal dependents. If the vehicle is titled in both services member and spouse's names or spouse's name only, there will be a property tax assessment. Taxes are approximately 3% of the assessed value of the vehicle, annually. This can be quite an expense, especially on a new or late model car.

NOTE: The titled owner of the vehicle must be an active duty nonresident to qualify for an exemption of annual personal property tax.

### *Things to keep in mind while Transferring*

Resources to assist you with travel emergencies:

- American Red Cross (Regional emergency center) at 1-877-272-7337
- Navy Marine Corp Relief Society (NMCRS) (Emergency after hours) 444-NAVY
- Military OneSource at 1-800-342-9647
- Local information operator in Virginia dial 211
- I & R 24-Hour Hotline (FFSC Norfolk) 444-NAVY/1-800-FSC-LINE
- Base Operator for Hampton Roads Installations- 757-444-0000
- Navy Inn (Worldwide Reservations) 1-800-628-9466
- Ombudsman Careline 757-444-6288
- Contact your new command for advice if needed

### *TRICARE Prime and Transferring*

If you are enrolled in TRICARE Prime and there is a medical emergency such as a case of a life, limb, or eye sight, go to the nearest hospital and remember to call your TRICARE Prime office within 24 hours after the emergency for authorization to avoid costly co-pays. For other medical care, call your TRICARE Prime office before seeking medical assistance, again to avoid costly co-pays. TRICARE will be able to assist you in locating a provider for you to see in the area. Virginia is located in the TRICARE North Region.

- TRICARE North (HealthNet) 877-874-2273
- TRICARE South (Humana) 800-444-5445
- TRICARE West (TriWest) 888-874-9378
- TRICARE Overseas (TRICARE) 888-777-8343

## **Legal Assistance**

### **Legal Services**

Navy Legal Services Office (NLSO) Mid-Atlantic's primary mission is to provide legal services to support fleet operation readiness. Legal assistance is available to eligible clients seeking assistance with personal civil legal matters. Assistance may include advice, analysis, research, negotiation, notary services, and document review or preparation. Legal assistance also provides services to educate eligible persons and command representatives regarding personal legal rights and responsibilities.

Legal Assistance attorneys counsel clients on numerous topics, but not on any that involve military justice or actions against the United States government. (No felony cases and no military to military issues) This list is not intended to be comprehensive and attorneys may provide assistance on additional matters.

- Adoptions and Name Changes
- Attorney referral
- Consumer Law
- Criminal Matters
- Domestic relations
- Immigration and Naturalization
- Landlord-Tenant Issues
- Military Rights and Benefits
- Notary Service/Powers of Attorney (walk-in)
- Other Personal Issues (walk-in)
- Preventative Law
- Real Estate
- Soldiers and Sailors Civil Relief Act
- Wills and Estate Planning (walk-in)

### *Eligibility for Services*

The Legal Assistance Department provides legal assistance services to Active Duty members of the U.S. Navy, U.S. Marine Corps, U.S. Army, U.S. Air Force and U.S. Coast Guard, and their dependents. Assistance is provided to retirees as resources permit. Proper valid military ID is required to receive services.

### *Legal Assistance Office Locations*

Naval Station Norfolk

Hours: Monday - Friday 8:00 am - 4:00 pm

Main Office: 757- 444-4565

Appointments: 757- 444-5053 \*\* Call Tuesday through Thursday

### *Seeing an Attorney*

Legal assistance is handled on a walk-in or appointment basis, and attorneys are available to see clients Monday through Thursday. Clients must be in the uniform of the day and provide proof of eligibility for services by showing a valid military identification card upon check-in. Appointments may be made one week in advance. You must arrive 10 minutes prior to your appointment to check in or you will not be seen. If you need to reschedule or cancel your appointment, please give at least 24 hours notice by phone.

### *Walk-ins*

Walk-in clients are seen each morning in the order they arrive. A limited number of slots are available. Once all available slots are filled, no more clients will be seen that day. The office opens at 8:00 am for walk-in clients however; you should arrive early to obtain a place in line.

### *Notary & Power of Attorney Service*

Powers of Attorney and Notarizations are provided on a walk-in basis and do not require consultation with an attorney. (Monday - Thursday 8:00 am - 2:00 pm) Clients needing wills or other estate planning documents prepared should make an appointment to see an attorney or come during walk-in hours. Pick up packet from legal and have filled out before obtaining services.

#### *Family Law Seminar*

NLSO encourages clients to attend a Family Law Seminar before making an appointment to see an attorney regarding separation, divorce, and custody. The seminar is one hour long and covers very basic information about separation, divorce, and custody ONLY as it applies to VA law.

- Norfolk (Wednesdays at 5:30 p.m.)
- Oceana (Wednesdays at 12:00 p.m.)
- Little Creek (Every 4th Wednesday at 11:00 a.m.)

#### *Children and Divorce*

Fleet & Family Support Center (FFSC) offers a four hour workshop that addresses the pain and loss of a family breakup from the child's perspective. This class meets the Virginia State Law mandate requiring divorcing parents of minors to attend four hours of parent education. Several other parenting classes are also available at FFSC.

#### *Claims Assistance*

Personnel Claims Unit Norfolk  
9053 First Street Suite 102  
Norfolk, VA 23511-3605

Toll Free: 888-897-8217  
Commercial: 757-440-6315  
FAX: 866-782-7297

NLSOs provides PCA claims packages to prospective claimants, and will also provide needed assistance to claimants who require further help in completing claims forms. PCA claims packages will also be available at all Staff Judge Advocates' offices and Personal Property Offices, and will be available electronically at [NKO](#); [Military One Source](#) and, the "Packets & Forms" section of the [OJAG website](#).

Completed claims will be accepted by mail, by facsimile transmission or via a scanned e-mail to PCA Claims Unit Norfolk/PCA Claims Unit Branch Office Pacific.

The PCA telephone "Help Line" (1-888-897-8217) is available to assist prospective claimants with the preparation and submission of PCA claims forms and supporting information. The "Help Line" is connected to a help desk in the PCA Claims Unit Norfolk, which is manned from 7:30 am to 7:00 pm, Monday through Friday.

## **Deployment Support**

### **Family Deployment Support**

Deployments are an inevitable part of military life. Despite the challenges of separation and change, deployments can be managed; information, planning and skill building are the keys to managing the deployment. Working in concert with Command Leadership, the Family Readiness Group (FRG) and Ombudsmen, the FFSC will help provide the necessary information and practical skills that allow service members and family members to cope with deployment challenges.

Years of experience and knowledge about the deployment process make it possible to design a series of informational programs and support services. Fleet & Family Support Center (FFSC) provides support during the three stages of the deployment cycle:

- *Pre-Deployment Program* -- covers topics such as the emotional cycles of deployment, financial management, children's reactions, combat stress and inventory of important documents.
- *Mid-Deployment Brief* -- is designed for spouses and children to assist with the ups and downs of a deployment. Topics could be on a variety of issues such as stress management, parenting issues, holiday blues, communication concerns, and financial management.
- *Return & Reunion* -- FFSC teams ride the ships back to their homeport and present such topics as Returning to Children, Reestablishing Intimacy, a variety of financial programs, combat and operational stress awareness, conflict management and Communication Skills.
- *Homecoming* -- FFSC can provide presentations to the Family Readiness Group (FRG) in preparation for the homecoming of their service members. Topics can include Reestablishing Intimacy, expectations, changes and children.

### *Children and Deployment*

Fleet & Family Support Centers of Hampton Roads provide age appropriate materials for children whose parent is deploying. These materials are given out during the Pre-deployment Brief or during one-on-one consultations with our Deployment Specialists. FFSC Hampton Roads have puppet show geared to helping young children identify and relate to their feelings of concern, anxiety, and other emotions or questions they may have about their parent's deployment.

### *Individual Augmentee Support*

With the current demands and need for support for the Global War on Terrorism (GWOT), many service members are being selected to serve as Individual Augmentees. This can be a voluntary or non-voluntary assignment depending on the skills needed. Contact FFSC Norfolk 757-444-2102 or visit the [FFSC website](#) for information regarding resources, support groups, and any other questions you might have.

## **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 provider 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**

#### *Charette Health Center*

The Charette Health Center, Portsmouth (informally known as Portsmouth Naval Medical Center- NMCP) provides a comprehensive range of emergency, outpatient and inpatient health care services to active duty Navy and Marine Corps personnel, their families and the many retired military members in the Hampton Roads area (approximately 450,000 active duty, retired, and dependent military members are eligible to use this facility and its clinics).

#### *Hampton Roads Health Clinics*

There are 7 Branch Health clinics and 3 TRICARE Prime clinics, within the Hampton Roads region to meet the medical needs of service members and family members. Personnel should contact the health care facility nearest them to obtain information on the availability of services.

- Branch Health Clinic, NAS Oceana: 757-953-3933
- Branch Health Clinic, Dam Neck Annex: 757-953-9914
- Admiral Joel T. Boone Branch Health Clinic, NAB Little Creek: 757-953-8351
- Sewells Point Branch Health Clinic, Norfolk Naval Base: 757-953-9000
- Branch Health Clinic, Norfolk Naval Shipyard: 757-953-6500
- Branch Health Clinic, NSA Northwest Annex: 757-421-8220/1
- Branch Health Clinic, Yorktown Naval Weapons Station: 757-953-8454
- TRICARE Prime Clinic, Chesapeake: 757-953-6366
- TRICARE Prime Clinic, Northwest: 757-421-8220
- TRICARE Prime Clinic, Virginia Beach: 757-953-6708

*Medical Records* -- Newly reporting Active Duty members must check into Medical Records for a medical record screening and (CHCS) Composite Health Care System computer entry.

*Appointments* -- All appointments are made through the TRICARE central phone number at 866-465-4584.

*Eligibility* -- Medical care services are offered on a priority basis. First priority of care is to active duty military. Second priority is to family members of active duty, with retired military and family members of retired military following in the eligibility chain.

#### *Emergency Care*

Charette Medical Center, Portsmouth has the only military emergency room on the Southside Hampton Roads. The branch health clinics are not equipped to handle life-threatening emergencies. All life-threatening emergencies should be taken to the Charette Health Care Center, Portsmouth, or the nearest civilian facility. On the peninsula side of Hampton Roads, for emergencies go to the nearest civilian hospital.

Active duty personnel need to remember that they must use military care facilities. If an emergency does arise and an active duty person must use a civilian hospital, TRICARE must be notified at once, or insurance coverage is not assured.

### **Dental Care**

*Active Duty* -- Active Duty Personnel receive dental care at one of the branch dental clinics in the area:

- Naval Dental Clinic, Norfolk: 757-953-8526

- Branch Dental Clinic, Boone Health Clinic Little Creek: 757-953-8334
- Branch Dental Clinic, Health Clinic Naval Shipyard Norfolk: 757-953-6509
- Branch Dental Clinic, Health Clinic NAS Oceana: 757-953-3910
- Branch Dental Clinic, Health Clinic Yorktown: 757-953-8454

*Family Members* --The TRICARE Dental Program (TDP) is a comprehensive dental plan available to family members of active duty uniformed services personnel. There are many dentists in the Hampton Roads area who accept TDP. For information regarding participating dentists or other questions you may have call United Concordia, 800-866-8499 or visit their [website](#).

### **Civilian Health Care**

If you use TRICARE Standard/Extra, Hampton Roads area has many excellent facilities to meet your health care needs. You will find several private hospitals, outpatient treatment facilities, medical practices and many specialty clinics. For more information regarding your choices, call Health Net, 877-874-2273, or visit their [website](#).

## **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 is designed to identify family members with long-term health care, psychological, or special education needs. Exceptional Family Member Program enrollment is mandatory.

#### Relocation Tips (Prior to leaving your area)

- Contact Social Security Administration to see if SSI benefits are transferable.
- Obtain consults (including prescriptions for therapies) from any specialists your family members are seeing at your current Medical Treatment Facility.
- Ensure that you have copies of all medical records.
- Review your child's confidential and cumulative folders of school records for accuracy. Make changes and updates as needed. Ask for removal of any records that no longer apply or are appropriate.
- Request copies of all school records 60 days prior to transfer.
- Contact the Parent Training and Information Center in your new state.

The EFM Program suggests that services members hand carry the following documents when they PCS:

- A copy of the child's Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP).
- A summary of educational activities and performances for the current school year.
- Medical and diagnostic records.
- Notes to/from school or medical personnel.
- Homework and classwork samples.

## **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.

Washington PAVE  
STOMP Project  
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**

Personnel arriving with children who have special education needs should contact the Special Education Department of the applicable school district for information on enrollment procedures and available support services.

In addition, the Exceptional Family Member Program (EFMP) is designed to identify family members with long term health care, psychological, or special education needs. An EFMP regional representative is at the Naval Medical Center, Portsmouth. For more information about EFMP benefits and questions concerning enrollment, speak with your Command EFM POC or the Fleet and Family Support Center EFMP Liaison at 757-953-7805.

## **Contact Information**

1530 Gilbert Street  
Bldg. N 26  
Norfolk, VA 23511-2722  
Phone 757 322-2366  
Phone (DSN) 312-262-2366  
Fax (DSN) 312-564-0748

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

### **Automotive Services**

*Automotive Services - Citgo, Navy Exchange Mall*  
1560 Mall Drive  
Norfolk, VA 23511  
Phone 757-423-3602

Monday – Saturday 7:00 a.m. – 9:30 p.m.  
Sunday – 8:00 a.m. – 7:30 p.m.  
Holidays - Closed – Thanksgiving and Christmas

### **Beauty/Barber Shops**

*Beauty/Barber Shop - Main Exchange*  
1560 Mall Drive  
Norfolk, VA 23511  
Phone 757-440-2385

Barber Shop:  
Monday – Friday 8:00 a.m. – 9:00 p.m.  
Saturday – 9:00 a.m. – 9:00 p.m.  
Sunday – 9:00 a.m. – 8:00 p.m.  
Holidays – Closed – Thanksgiving and Christmas  
Beauty Shop:  
Monday – Friday 9:00 a.m. – 8:00 p.m.  
Saturday – Sunday – 9:00 a.m. – 6:00 p.m.  
Holidays – Closed – Thanksgiving and Christmas

### **Adult Education Centers**

*Navy College Office NAVSTA Norfolk, Va*  
1680 Gilbert Street  
Building I-E Suite 201  
Norfolk, VA 23511

Phone 757-444-7453  
Phone (DSN) 312-564-7453  
Fax 757-444-7005  
Fax (DSN) 312-564-7005

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

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

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

*Navy Gateway Inn and Suites/Combined Bachelor Housing*  
7918 Blandy Road  
Suite 100

Norfolk, VA 23511  
Phone 1-877-986-9258 Reservations  
Phone (DSN) 312-564-4686  
Fax 757-444-5271  
Fax (DSN) 312-564-5271

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

Monday – Friday 7:00 a.m. – 9:00 p.m.  
Saturday and Sunday – Closed  
Holidays - Closed

### **Beneficiary Counseling Assistance Coordinators**

*Health Benefits Advisor*  
1721 Taussig Blvd  
Norfolk, VA 23511-2989

Phone 757-953-8708  
Phone (DSN) 312-386-8708  
Fax 757-642-8311/757- 953-8981  
Fax (DSN) 312-386-8981

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

Monday – Friday 7:30 a.m. – 3:30 p.m.

**Chapels***Chapel*

1530 Gilbert Street

Norfolk, VA 23511

Phone 757-444-7361

Phone (DSN) 312-564-7361

Fax 757-444-7362

Fax (DSN) 312- 564-7362

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

Monday – Friday 7:30 a.m. – 4:00 p.m., 7:30 p.m. – 8:30 p.m.

Saturday – 4:00 p.m. – 6:00 p.m.

Sunday – 10:00 a.m. – 12:00 p.m.

Holidays - Open

**Child and Youth Registration and Referral***Mid-Atlantic Region Child Care Resource & Referral Office*

1565 Piersey Street

Naval Station Norfolk

Norfolk, VA 23511

Phone 1-866-NAVY CDC / 757-444-3670 / 757-444-1277

Phone (DSN) 312-564-3670

Fax 757-444-2314/757-445-1005

Fax (DSN) 312-445-1005

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

Monday – Friday 7:30 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays - Closed

**Commissary/Shopette***Commissary - Norfolk Naval Station*

1588 Mall Drive

Norfolk, VA 23511

Phone 757-423-8286

Fax 757-423-1368

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

Sunday, Monday, Tuesday, Wednesday, Friday and Saturday

9:00 a.m. – 7:00 p.m.

Thursday – 9:00 a.m. – 8:00 p.m.

Holidays – Closed

**Child Development Centers***Mid-Atlantic Region Child Care Resource & Referral Office*

1565 Piersey Street

Naval Station Norfolk

Norfolk, VA 23511

Phone 1-866-NAVY CDC / 757-444-3670 / 757-444-1277

Phone (DSN) 312-564-3670

Fax 757-444-2314/757-445-1005

Fax (DSN) 312-445-1005

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

Monday – Friday 7:30 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays - Closed

**Civilian Personnel Office***Human Resource Office*

1262 West C Street

Bldg U-69

Naval Station Norfolk

Norfolk, VA 23511

Phone 757-444-7985

Phone (DSN) 312-564-7985

Fax 757-445-8656

Fax (DSN) 312-565-8656

[Website](#)

Monday – Friday 7:30 a.m. – 4:00 p.m.

**Dental Clinics***Sewells Point Dental Clinic*

1647 Tausig Blvd.

Norfolk, VA 23511

Phone 757-953-8635

Phone (DSN) 312-377-8635

Fax 757-953-8550

Fax (DSN) 312-377-8550

[Website](#)

Monday – Friday 7:00 a.m. – 9:45 a.m. and 12:30 p.m. – 2:00 p.m.

**Emergency Relief Services**

*Navy-Marine Corps Relief Society Norfolk*  
7928 14th Street  
Suite 238

Norfolk, VA 23505  
Phone 757-423-8830  
Fax 757-489-3143

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

Monday – Friday 8:15 a.m. – 4:00 p.m.  
Saturday and Sunday – Closed  
Holidays – Closed  
Emergency After Hours Line – 24 hrs

**Exceptional Family Member Program/Special Needs**

*Exceptional Family Member Program FFSC Norfolk*  
7928 14th Street Suite 102  
FFSC Norfolk

Norfolk, VA 23505  
Phone 757-444-2102 / 757-953-7805  
Phone (DSN) 312-564-2102  
Fax 757-953-6092

Fax (DSN) 312-386-6092

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

Monday – Friday 8:00 a.m. – 4:30 p.m.  
Saturday and Sunday – Closed  
Holidays – Closed  
Emergency After Hours Line – 24 hrs

**Exchange(s)**

*Exchange*  
1560 Mall Drive  
Norfolk, VA 23511

Phone 757-440-6542  
Fax 757-424-4563

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

Monday – Saturday 9:00 a.m. – 9:00 p.m.  
Sunday – 9:00 a.m. – 8:00 p.m.  
Holidays – Closed Thanksgiving and Christmas

**Family Advocacy Program**

*Family Advocacy Program (FAP)*  
1221 Bellinger Blvd.  
Norfolk, VA 23511

Phone 757-444-2230  
Phone (DSN) 312-564-2230  
Fax 757-445-8888

Fax (DSN) 312-565-8888

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

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

**Family Center**

*Fleet and Family Support Center*  
7928 14th Street  
Suite 102

Norfolk, VA 23505-1219  
Phone 757-444-2102 / 1-800-FSC-LINE  
Phone (DSN) 312-564-2102  
Fax 757-445-2495  
Fax (DSN) 312-565-2495

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

Monday – Friday 8:00 a.m. – 4:30 p.m.  
Saturday and Sunday – Closed  
Holidays – Closed  
Emergency After Hours Line – 24 hrs

**Family Child Care/Child Development Homes**

*Mid-Atlantic Region Child Care Resource & Referral Office*  
1565 Piersey Street  
Naval Station Norfolk

Norfolk, VA 23511  
Phone 1-866-NAVY CDC / 757-444-3670 / 757-444-1277  
Phone (DSN) 312-564-3670  
Fax 757-444-2314/757-445-1005  
Fax (DSN) 312-445-1005

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

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

**Finance Office**

*Personnel Support Detachment (PSD)*  
 1755 Powhatan #229  
 Norfolk, VA 23511  
 Phone 757-445-5200  
 Phone (DSN) 312-565-5200  
 Fax 757-445-4392  
 Fax (DSN) 312-565-4392  
[Website](#)  
 Monday – Friday 7:30 a.m. – 4:00 p.m.  
 Saturday and Sunday – Closed  
 Holidays – Closed

**Financial Institutions**

*Chartway Federal Credit Union*  
 Naval Station Norfolk Building V-57  
 Third Street  
 Norfolk, VA 23511  
 Phone 757-552-1000 x.50220  
 Fax 757-423-1526  
[Website](#)  
 Monday – Wednesday 8:30 a.m. – 4:30 p.m.  
 Thursday – Friday 8:30 a.m. – 5:00 p.m.  
 Saturday – Sunday – Closed  
 Holidays – Closed

**Golf Courses**

*Sewells Point Golf Course*  
 660 Ruthven Rd  
 Norfolk, VA 23511  
 Phone 757-444-5572  
 Phone (DSN) 312-564-5572  
 Fax 757-444-5977  
 Fax (DSN) 312-564-5977  
[Website](#)  
 Monday – Friday 7:00 a.m. – 5:30 p.m.  
 Saturday – Sunday – 7:30 a.m. – 5:30 p.m.  
 Holidays – Closed Christmas

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

*Naval Medical Center Portsmouth*  
 620 John Paul Jones Cir # 275  
 Portsmouth, VA 23708  
 Phone 757- 953-5129  
 Phone (DSN) 312-377-5129  
 Fax 757-953-0857  
 Fax (DSN) 312-377-0857  
[Email](#)  
[Website](#)  
 24 HRS A DAY

**Financial Institutions**

*ABNB*  
 9155 Seabee Rd  
 Bldg CD 25  
 Norfolk, VA 23511  
 Phone 757-523-5300  
 Fax 757-489-1796  
[Website](#)  
 Monday – Friday 9:00 a.m. 5:00 p.m.  
 Saturday - 9:00 a.m. - 1:00 p.m.  
 Sunday – Closed  
 Holidays - Closed

**Financial Institutions**

*Bank of America Military Bank*  
 Norfolk Naval Station Banking Center  
 9440 Maryland Avenue  
 Norfolk, VA 23511  
 Phone 757-451-2370  
 Fax 210-835-0643  
[Website](#)  
 Monday – Friday 9:00 a.m. – 5:00 p.m.  
 Saturday and Sunday – Closed  
 Holidays - Closed

**Gymnasiums/Fitness Centers**

*Gymnasium/Fitness Center*  
 Gilbert Street  
 Bldg N-24  
 Norfolk, VA 23511  
 Phone 757-444-0629 / 757-444-7218  
 Phone (DSN) 312-564-0629  
 Fax 757-444-9053  
 Fax (DSN) 312-564-9053  
[Website](#)  
 Monday – Friday 5:00 a.m. – 8:00 p.m.  
 Saturday – Sunday – 9:00 a.m. – 4:00 p.m.  
 Holidays - Closed

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

*Personal Property Office*  
 7920 14th Street  
 Personnel Support Mall Building 336  
 Norfolk, VA 23505  
 Phone 757-443-3700 / 877-619-8596  
 Phone (DSN) 312-646-3700  
 Fax 757-443-3737  
 Fax (DSN) 312-646-3737  
[Website](#)  
 Monday – Thursday 8:00 a.m. – 4:00 p.m.  
 Friday – 8:00 a.m. 11:30 a.m.  
 Saturday and Sunday – Closed  
 Holidays – Closed

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

7920 14th Street

Personnel Support Mall Building 336

Norfolk, VA 23505

Phone 757-443-3700 / 877-619-8596

Phone (DSN) 312-646-3700

Fax 757-443-3737

Fax (DSN) 312-646-3737

[Website](#)

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

Friday – 8:00 a.m. 11:30 a.m.

Saturday and Sunday – Closed

Holidays – Closed

**Housing Office/Government Housing***Norfolk Navy Housing Welcome Center*

7924 14th Street

Norfolk, VA 23505

Phone 757-445-2832 / 1-800-628-7510

Phone (DSN) 312-564-2832

Fax 757-445-6935

Fax (DSN) 312-565-1545

[Website](#)

Monday – Friday 7:30 a.m. – 4:45 p.m.

Saturday and Sunday – Closed

Holidays – Closed

**Housing Referral Office/Housing Privatization***Norfolk Navy Housing Welcome Center*

7924 14th Street

Norfolk, VA 23505

Phone 757-445-2832 / 1-800-628-7510

Phone (DSN) 312-564-2832

Fax 757-445-6935

Fax (DSN) 312-565-1545

[Website](#)

Monday – Friday 7:30 a.m. – 4:45 p.m.

Saturday and Sunday – Closed

Holidays – Closed

**ID/CAC Card Processing***Navy Exchange ID / CAC Card Processing*

1560 Mall Drive

Norfolk, VA 23511

Phone 757-444-8263

Phone (DSN) 312-564-8263

Fax 757-444-9227

Fax (DSN) 312-564-9227

[Website](#)

Monday – Friday 9:00 a.m. – 5:00 p.m.

Saturday – 9:00 a.m. – 3:00 p.m.

Sunday – Closed

Holidays – Closed

**ID/CAC Card Processing***Pass & ID Office*

9040 Hampton Blvd

CD9

Norfolk, VA 23505

Phone 757-322-2976/2974

Phone (DSN) 312-262-2977

Fax 757-444-1881

Fax (DSN) 312-564-1881

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

Monday – Friday 5:00 a.m. – 6:00 p.m. (Decals); 6:00 a.m.

– 6:00 p.m. (CAC/ID Cards)

Saturday – 6:00 a.m. – 12:00 p.m.

Sunday – Closed

Holidays – Closed

**Information and Referral Services***Information and Referral (FFSC)*

7928 14th Street

Suite 102

Norfolk, VA 23505

Phone 1-800-FSC-LINE / 757-444-2102

Phone (DSN) 312-564-2102

Fax 757-445-2495

Fax (DSN) 312-565-2495

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

Monday – Friday 8:00 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays – Closed

Emergency After Hours Line – 24 hrs

**Legal Services/JAG**

*Naval Legal Service Office - Mid Atlantic*  
 9620 Maryland Ave Suite 100 Bldg A50  
 Norfolk, VA 23511-2989

Phone 757-444-4424

Phone (DSN) 312-564-4424

Fax 757-444-4845

Fax (DSN) 312-564-4845

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays – Closed

**Loan Closet**

*Fleet and Family Support Center*  
 7928 14th Street  
 Suite 102

Norfolk, VA 23505-1219

Phone 757-444-2102 / 1-800-FSC-LINE

Phone (DSN) 312-564-2102

Fax 757-445-2495

Fax (DSN) 312-565-2495

[Email](#)

[Website](#)

Monday – Friday 8:00 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays – Closed

Emergency After Hours Line – 24 hrs

**MWR (Morale Welfare and Recreation)**

*Mid-Atlantic Region Morale, Welfare and Recreation*  
 1682 Piersey Street  
 Norfolk, VA 23511-2815

Phone 757-444-7220

Phone (DSN) 312-564-7220

Fax 757-444-8085/757-445-1005

Fax (DSN) 312-564-8085/312-565-1005

[Email](#)

[Website](#)

Monday – Friday 8:00 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays – Closed

**Military Clothing Sales**

*Military Clothing Sales - Main Exchange*  
 1560 Mall Drive  
 Norfolk, VA 23511

Phone 757-440-2225

Fax 757-424-4563

[Website](#)

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

Sunday – 9:00 a.m. – 8:00 p.m.

Holidays – Closed Thanksgiving and Christmas

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

*Regional NAF Personnel Office*  
 1200 Fechteler Rd  
 Norfolk, VA 23505

Phone 757-423-2723

Fax 757-423-2390

[Email](#)

[Website](#)

Monday – Friday 8:00 a.m. – 4:00 p.m.

**Personal Financial Management Services**

*Fleet and Family Support Center*  
 7928 14th Street  
 Suite 102

Norfolk, VA 23505-1219

Phone 757-444-2102 / 1-800-FSC-LINE

Phone (DSN) 312-564-2102

Fax 757-445-2495

Fax (DSN) 312-565-2495

[Email](#)

[Website](#)

Monday – Friday 8:00 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays – Closed

Emergency After Hours Line – 24 hrs

**Personnel Support Office**

*Personnel Support Detachment (PSD)*  
 1755 Powhatan #229  
 Norfolk, VA 23511  
 Phone 757-445-5200/QD / 757-445-4971/Admin  
 Phone (DSN) 312-565-5200  
 Fax 757-445-4392  
 Fax (DSN) 312-565-4392

[Website](#)

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

**Relocation Assistance Program**

*Naval Station Norfolk Fleet and Family Support Center*  
 7928 14th Street  
 Norfolk, VA 23505-1219  
 Phone 757-444-2102 / 1-800-FSC-LINE (24 hrs) /  
 757-444-NAVY (24 hrs)  
 Phone (DSN) 312-564-2102  
 Fax 757-445-2495  
 Fax (DSN) 312-565-2495

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

Monday – Friday 8:00 a.m. – 4:30 p.m.  
 Saturday and Sunday – Closed  
 Holidays – Closed  
 Emergency After Hours Line – 24 hrs

**Restaurants/Fast Food**

*Navy Exchange Mall*  
 1560 Mall Drive  
 Norfolk, VA 23511-2989  
 Phone 757-440-2000  
 Fax 757-424-4563

[Website](#)

Monday – Saturday 9:00 a.m.- 9:00 p.m.  
 Sunday – 9:00 a.m. – 8:00 p.m.  
 Holidays – Closed Thanksgiving and Christmas

**Retirement Services**

*Retirement Services (FFSC)*  
 7928 14th Street  
 Suite 102  
 Norfolk, VA 23505  
 Phone 757-322-9113  
 Phone (DSN) 312- 262-9113  
 Fax 757-445-5328  
 Fax (DSN) 312-565-5328

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

Monday – Friday 10:00 a.m. – 2:00 p.m.  
 Saturday and Sunday – Closed  
 Holidays - Closed

**School Age Care**

*MWR Liberty Program Naval Station Norfolk*  
 Devary Hall  
 Bldg C-9  
 Norfolk, VA 23511  
 Phone 757-444-0981  
 Phone (DSN) 312-564-0981  
 Fax 757-489-9621

[Email](#)[Website](#)**School Age Care**

*Mid-Atlantic Region Morale, Welfare and Recreation*  
 1682 Piersey Street  
 Norfolk, VA 23511-2815  
 Phone 757-444-7220  
 Phone (DSN) 312-564-7220  
 Fax 757-444-8085/757-445-1005  
 Fax (DSN) 312-564-8085/312-565-1005

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

Monday – Friday 8:00 a.m. – 4:30 p.m.  
 Saturday and Sunday – Closed  
 Holidays – Closed

**Spouse Education, Training and Careers**

*Career Development Resource Center*  
7928 14th Street  
Suite 102

Fleet and Family Support Center

Norfolk, VA 23505

Phone 757-444-2102

Phone (DSN) 312-564-2102

Fax 757-445-2495

Fax (DSN) 312-565-2495

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

Monday – Friday 8:00 a.m. – 4:30 p.m.

**Temporary Lodging/Billeting**

*Navy Gateway Inn and Suites/Combined Bachelor Housing*

7918 Blandy Road  
Suite 100

Norfolk, VA 23511

Phone 1-877-986-9258 Reservations

Phone (DSN) 312-564-4686

Fax 757-444-5271

Fax (DSN) 312-564-5271

[Email](#)

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

Monday – Friday 7:00 a.m. – 9:00 p.m.

Saturday and Sunday – Closed

Holidays - Closed

**Temporary Lodging/Billeting**

*Navy Lodge, Norfolk*

7811 Hampton Blvd.

Norfolk, VA 23511

Phone 757-489-2656

Fax 757-489-9621

[Website](#)

Monday – Friday 7:00 a.m. – 9:00 p.m.

Saturday and Sunday – Closed

Holidays - Closed

**Transition Assistance Program**

*Transition Assistance Program*

West C Street

Bldg U 93

Norfolk, VA 23511

Phone 757-444-6089 / 757-444-3522

Phone (DSN) 312- 564-3522

Fax 757-444-6095

Fax (DSN) 312-564-6095

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

Monday – 6:30 a.m. – 5:00 p.m.

Tuesday – Thursday – 7:30 a.m. – 5:00 p.m.

Friday – 7:30 a.m. – 12:30 p.m.

Saturday and Sunday – Closed

Holidays - Closed

**Travel Office**

*SATO*

1278 Franklin Street

Norfolk, VA 23511

Phone 757-440-0621

Fax 757- 444-4593

[Email](#)

[Website](#)

Monday – Friday 7:30 a.m. – 4:00 p.m.

Saturday and Sunday – Closed

Holidays - Closed

**Veterinary Services**

*Norfolk Branch Veterinary Services*

First Ave

Building U-121

Norfolk, VA 23511

Phone 757-445-0922

Phone (DSN) 312-565-0922

Fax 757-444-5186

Fax (DSN) 312-564-5186

[Website](#)

Monday – Saturday 8:00 a.m. – 4:00 p.m. (General Sales)

Tuesday, Friday, Saturday – 8:00 a.m. – 4:00 p.m.

Thursday – 8:00 a.m. – 12:00 p.m. (Clinic Hours)

Sunday - Closed

Holidays - Closed

**Welcome/Visitors Center***Welcome Center*

7924 14th Street

Norfolk, VA 23505

Phone 757-445-2832 / 1-800-628-7510

Phone (DSN) 312-565-2832

Fax 757-445-6935

Fax (DSN) 312-565-6935

[Website](#)

Monday – Friday 7:30 a.m. – 4:45 p.m.

Saturday and Sunday – Closed

Holidays – Closed

**Welcome/Visitors Center***Transient Personnel Unit*

683 Gilbert Street

Norfolk, VA 23511

Phone 757-444-1640

Phone (DSN) 312-564-1640

Fax 757-445-0605

Fax (DSN) 312-565-0605

[Website](#)

Open 24 hours

**Youth Programs/Centers***Mid-Atlantic Region Morale, Welfare and Recreation*

1682 Piersey Street

Norfolk, VA 23511-2815

Phone 757-444-7220

Phone (DSN) 312-564-7220

Fax 757-444-8085/757-445-1005

Fax (DSN) 312-564-8085/312-565-1005

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

Monday – Friday 8:00 a.m. – 4:30 p.m.

Saturday and Sunday – Closed

Holidays – Closed

## **Major Units**

### **CINCLANTFLT**

Contact Information:  
Fleet Master Chief  
COM: 757-836-6738  
DSN: 312-836-6738  
FAX: 757-836-5887  
DSN FAX: 312-836-5887

### **CNRMA**

Contact Information:  
Command Master Chief  
COM: 757-322-2822  
DSN: 312-262-2822  
FAX: 757-444-2133  
DSN FAX: 312-564-2133

### **COMSUBLANT**

Contact Information:  
Force Master Chief  
COM: 757-836-1346  
DSN: 312-836-1346  
FAX: 757-836-1347  
DSN FAX: 312-836-1347

### **USJFCOM**

Contact Information:  
Command Master Chief  
COM: 757-445-3647  
DSN: 312-565-3647  
FAX: 757-836-2886  
DSN FAX: 312-836-2886

### **JTC-I**

Contact Information:  
Command Duty Officer  
COM: 757-836-7000  
DSN: 312-836-7000  
FAX: 757-836-8117  
DSN FAX: 312-836-7117

### **NAVSUPACT**

Contact Information:  
Command Master Chief  
COM: 757-836-1842  
DSN: 312-836-1842  
FAX: 757-836-1897  
DSN FAX: 312-836-1897

### **COMNAVSURFLANT**

Contact Information:  
Force Master Chief  
COM: 757-836-3046  
DSN: 312-836-3046  
FAX: 757-836-3218  
DSN FAX: 312-836-3281

### **COMNAVAIRLANT**

Contact Information:  
Force Master Chief  
COM: 757-444-8666  
DSN: 312-564-8666  
FAX: 757-444-7018  
DSN FAX: 312-564-7018

### **NAVSTA Norfolk**

Contact Information:  
Command Master Chief  
COM: 757-322-2319  
DSN: 312-262-2319  
FAX: 757-444-0721  
DSN FAX: 312-564-0721