



ARMY

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A guide for the families of deployed Regular Army Personnel

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The contents of this guide are designed to provide general advice - it is important to ensure you have the most up to date information and in most cases this should be sought from your nominated unit welfare officer.

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Section 1

Introduction



This guide has been prepared to help you during the time that your serving soldier¹ is away on an operational deployment.

A guide alone will never replace the vital part that your family and friends can play in supporting you through what may be a difficult and at times lonely period. Remember that Army welfare support, in one form or another, can extend to everyone; spouse, civil partner, partner, mother, father, son or daughter, you all have someone to turn to. A list of useful phone numbers and websites is included in this guide, so read on and use what you feel you need.

This guide focuses on spouses and civil partners in the UK and any differences for those assigned overseas are explained in the related sections. However, parents of single soldiers and single soldier's partners may also find it useful both as a reminder to put things in order before deployment and as a guide of where to turn to for help.

Not all of the information here will be relevant to everybody – but keep it handy (perhaps by the phone) in case you need it later.

Before your soldier leaves you should be contacted by your soldier's nominated Unit Welfare Officer (UWO) who should be your first

point of contact for most matters. UWOs are there to support members of a unit and their families. They are trained to provide welfare support and offer a confidential service. Put their phone number in the front of the guide as well. If you do not know who they are check with your serving soldier who should provide you with the contact details. You can also use the other numbers inside the front cover if you need to.

To get the most benefit from the support that is available, if you can do try to attend briefings, join the internet family support groups and where possible try out or even volunteer to support the arranged activities in order to get the most out of what the Army makes available.

The Army does not want you to feel isolated whilst your loved one is away. Your friends and family will probably be your strongest support network, however, if you have any issues you feel unable to handle, or you just need to talk, please remember that there is always someone in the Army you can turn to for advice and support.

¹Throughout the guide the term serving soldier is used. This is a generic term used to cover officers and other ranks, male or female of any Regiment or Corps.



Start by writing your soldier's details on the inside front cover as you will need them nearly every time you make a phone call about them to someone in the Army.

Section 2

Preparing for deployment



As soon as you know that your soldier is going to be deployed on operations you should start making plans to help you and your family manage whilst they are away. Many areas of your life will be affected by their departure but the deployment will be a lot easier to bear if you and your family are well prepared. Some key areas you might want to think about are in this section.

Sorting out the Finances

Your soldier being away may affect your family's financial affairs. You need to be confident that everything is set up correctly and that you will be able to continue making any regular payments, such as mortgages, loans or insurance policies. Army pay and allowances are covered in more detail later in this section.

Once your soldier leaves, you may be responsible for all of the household finances, including sorting out any problems that may arise. The following tips may help you to avoid any difficulties:

- Talk over a budget with your soldier prior to deployment. Consider agreeing a realistic amount for spending whilst away, and budget for their cheques cashed in theatre to come out of the account.
- If you have separate bank accounts ensure that you both have access to whatever funds you may require and that funds are available in case of an emergency.
- It may be that the only means for your soldier to get cash whilst deployed is by cashing UK cheques. Make sure your soldier has plenty of cheques to last the deployment and be aware that they may take a long time to come out of the account.
- Consider making bill payments by direct debit or standing order from your bank account.
- Discuss where you might be able to save money whilst your soldier is away (e.g. cancelling/reducing the package from your satellite TV provider, their gym membership, subscriptions etc) but be realistic about the additional cost of entertaining children as a lone parent.
- Consider asking your soldier to authorise you to deal with all the finances and insurances they may have in their sole name. Check what the companies concerned will need to make this arrangement, such as a letter of authorisation or Power of Attorney, which can be set up with a solicitor.
- Take time to think about reviewing regular savings. The deployment may be an opportunity to save. There are many tax-efficient options available, and numerous ways of making the most of your money.

Consider consulting an Independent Financial Advisor.

- Consider consulting, for example, MoneyFacts for information on the best rates available www.moneyfacts.co.uk. Most national newspapers will also feature articles on financial matters. Additional information and booklets on a wide range of financial matters including free booklets, budget calculators, compare products tables and website material are available from the UK Financial Watchdog – the Financial Services Authority at: www.moneymadeclear.fsa.gov.uk.

Ensure you know the whereabouts of all the key documents you may need whilst your soldier is away, a checklist is at Section 7.

Wills and Insurance

Those deploying are strongly advised to draw up a will with a solicitor prior to deployment. In addition there will normally be a pre-deployment

briefing where your unit will discuss what will happen when your soldier is away which may cover the following:

- Every adult should have a will detailing their specific wishes in the event of their death, this is especially important when embarking on a deployment.
- Wills can be stored with a solicitor, with a bank, at home or with a relative. Military personnel can also make a simple will by completing a MOD Form 106. This can be stored at the MOD Document Holding Centre in Glasgow. Consult a solicitor if you feel that your current arrangements are not adequate. This is particularly important if you own property or other valuable assets or have special wishes that you want noted formally. It is also worth discussing what your soldier might want you to do if they are seriously wounded or killed in action - if you are not married

or in a civil partnership, your soldier might want to formalise these wishes in their will. Those nominating individuals as beneficiaries in their wills (who are in receipt of UK state benefits) may wish to consider taking financial/legal advice about how any financial payments may impact on continued eligibility to UK state benefits. Those assigned in Germany can seek advice from Army Legal Assistance (HQ ALA) Tel: 0521 9254 3191/3196, if you are assigned elsewhere overseas you should contact the UWO for advice on who to turn to.

- If you are buying property you may suggest to the solicitor who is working on your behalf to produce a will at the same time.
- If you have recently married, formed a civil partnership, divorced or undergone dissolution, or your personal or family circumstances have changed you should



consider updating your existing will to reflect the changed situation.

- You and your soldier are encouraged to review your family's personal insurance needs. Whilst it remains MOD policy not to sponsor any commercial organisation, you and your soldier should consider joining the Services Life Insurance or PAX insurance schemes, which offer accident cover and life cover options and can be taken out for the duration of the tour or longer term, and

are especially designed to take account of the unique needs of Armed Forces service. Further details are in Section 3. Decisions about selecting financial insurance services or products are a personal responsibility and if appropriate you should seek advice from a qualified financial advisor.

- All soldiers should consider joining the Army Dependants' Trust (ADT) for the duration of their service. Application forms are held at the Reserve Training and Mobilisation Centre (RTMC) or your soldiers Regimental Administrative Office (RAO). ADT offers immediate financial support to families, following the death of an ADT member.

Operational Commitments Establishment (OCE)

Service Personnel who are deployed as part of the OCE should ensure that arrangements are put in place for the support of their families while on assignment before they deploy. You should have welfare contact details for a UWO that your family can contact should they require assistance during your deployment.

If you have not been provided with UWO details and are not sure who to contact, please ring AWIS between 9am – 5pm work days 01980 61 5975.



Legal Matters

Power of Attorney. You and your soldier may wish to consider a Power of Attorney (Lasting Power of Attorney in England and Wales, Continuing Power of Attorney in Scotland and Enduring Power of Attorney in Northern Ireland) which is a legal document authorising you to act on behalf of your serving soldier in some circumstances. In England and Wales a form can be downloaded from the www.publicguardian.co.uk, those with more complex affairs and those normally resident in Scotland or Northern Ireland should seek the advice of a solicitor. A Power of Attorney can be revoked on your soldier's return or left in place indefinitely.

Parental Responsibility. Those unmarried fathers remaining behind who are either step-parents or partners with responsibility for children (if they haven't registered as the father on the birth certificate of the child) should consider getting parental responsibility and female spouses, civil partners or partners left with the care of step-children may also need to seek advice to provide formal legal recognition of their status when dealing with authorities over child(ren) issues such as schooling and health matters.

In loco parentis. the legal doctrine under which an individual assumes parental rights, duties and obligations without going through the formalities of Legal Adoption.

Private Housing. If renting a private property and the tenancy is in the name of the deploying soldier, ensure that this will not cause any difficulties with the landlord before deployment. Those who own property registered only in the name of the deploying soldier may wish to seek legal advice to ensure that there will be no complications whilst the owner of the property is deployed.

Private Fostering. If during deployment any children are to be left in the care of someone who is not a close relative for a period of over 28 days

there are legal requirements to notify the local authorities to ensure the child receives the best possible care. The Army Welfare Service or your Local Authority Children Services department will be able to provide you with more advice.

Access to Military Establishments

Dependants of deployed soldiers may be able to apply for a Visitors Pass/Dependants ID Card at their local unit or military station for the duration of a deployment. Contact your UWO for more information.

Army Pay, Allowances and Compensation

These notes are to help you to understand these allowances – your soldier will know about how to make a claim. If you have any questions whilst they are away, speak to your UWO.

Army Pay. Army pay is determined by rank, profession/branch or trade, qualifications held and satisfactory performance. Your soldier will be able to find out their details from their unit Human Resources (HR) admin staff and their monthly pay slip or via ArmyNET.

- **Army Allowances.** Allowances exist to ensure that your soldier receives financial recompense for the additional costs incurred through the vagaries of Service life.

Rates are available on ArmyNET or through unit HR admin staff and may include:

- **Longer Separation Allowance (LSA).** This allowance compensates personnel experiencing separation over and above that compensated for by the X-Factor element of basic pay. As a general principle, it is paid at increasing amounts in order to target those who experience the most separation throughout their service.
- **Local Overseas Allowance (LOA).** This may be payable to those who deploy through for instance Germany or Cyprus but it is not paid in an area or theatre where the Deployment Welfare Package (DWP) is authorised. Those deploying on operations from overseas are entitled to residual rates of LOA if their families remain in the overseas locations.
- **Operational Allowance (OA).** OA is paid at a current flat rate for each day that your soldier serves on authorised operations.
- **Concessionary Families Travel Warrants.** For deployments travel warrant or motor mileage claims may be available for the spouse/civil partner of a soldier deployed



for travel to visit parents, parents-in-law or Nominated Next of Kin/Emergency Contact.

The number of travel warrants increases the longer the soldier is deployed. Travel warrants can also be reversed to allow parents, family etc to visit you at your home especially if it is difficult for you to travel.

For information regarding family travel warrants, or if you are a citizen from the commonwealth who is accompanying your soldier posted overseas, and need to know more about travel between your unit and the

UK; please contact your soldier's unit HR admin staff or your UWO, who will be able to explain eligibility.

- **Post Operational Leave (POL).** All personnel on a 6 month tour will be granted 20 working days POL. For those who do not complete 6 months, their POL is assessed as 1 day POL per 9 days deployed. Any Public Holidays that fall during POL are to be added to the overall entitlement.
- **Annual Leave Allowance.** Annual Leave is an authorised period of absence of one or more days up to 38 days including Public Holidays (PH) plus any Annual Leave carried forward per leave year which runs from 1 April to 31 March for all Service personnel. Weekends that fall within periods of Annual Leave are classed as periods when an individual is not required for duty see para 2.017. PH are: New Year's Day; Good Friday; Easter Monday; Early Spring Bank Holiday ; Late Spring Bank Holiday ; Late Summer Bank Holiday; Christmas Day; and Boxing Day. Establishments may alter these days to suit local circumstances.

For example, in England, Wales and Northern Ireland, the May Day Holiday will regularly be taken on the first Monday in May. In Scotland it will be taken on the last Monday in May as the first Monday is usually the Spring Bank Holiday in Scotland. Although part of the leave allocation PH do not have to be taken on the exact date; when they are taken remains at the discretion of the chain of command. Personnel are to record all periods of absence they take, including PHs on JPA. Stand-down is additional to any Annual Leave an individual may be granted. The taking of the additional PH in NI (2 days), Scotland (1 day) or overseas is at the discretion of the Commanding Officer (CO).

- **Council Tax Relief for Troops on Operations.** Soldiers deploying on operations will benefit from a tax-free rebate on the cost of council tax. Your soldier will be able to find out the details from their unit HR admin staff.

Local Currency. The currency used by your soldier on operations will depend on the local situation, they should be able to tell you more about this after their pre-deployment briefing.

Forces Railcard. Although not an allowance, your soldier is entitled to purchase a Forces Railcard for themselves and their spouse/civil partner which provides discounted rail travel. Railcards are available from your soldier's unit HR admin staff. There is a fee, and a requirement for a passport sized photograph. Once issued they may provide discounted rail travel in the UK.

Compensation. Serving personnel or Veterans (a soldier discharged from the Services) can apply for compensation if they have an illness or injury and service is the only or main cause. The scheme under which they can claim

depends on whether the period of service was before or after 6 April 2005. The schemes are administered by the Service Personnel and Veterans Agency (SPVA). For more information about either pension options and compensation schemes, visit (www.veterans-uk.info) or ring the SPVA helpline on UK 0800 169 2277 or overseas +44 (0)1253 866043.

Enquiries. All enquiries about Army pay, allowances and pensions matters should be made to your soldier's unit admin or welfare staff in the first instance. Where this is not practicable it is possible to contact the Joint Personnel Administration Centre -Enquiry Centre by email JSPC@SPVA.MOD.UK phone 0800 0853600 or fax on 0141224 3586 though data protection issues will affect the amount of personal information that can be provided.

Service Family Accommodation (SFA)

Daily Maintenance. It is recommended that you make yourself familiar with the following before your soldier departs:

- Central heating controls
- Fuse box and trip switch
- Location of main electricity isolation switch
- Turn off for main water supply
- Turn off for main gas supply
- Install/test smoke alarms

In addition make sure you keep electricity and gas emergency contact telephone numbers handy.

Repairs. If you live in Service Family Accommodation (SFA) and need to report a fault, either routine or emergency, please contact the following:

England, Wales and Scotland

MODern Housing Solutions for England and Wales Tel 0800 707 6000
Regional Prime Contract for Scotland Tel 0800 328 6337.

This is a 24/7 service, available to you 365 days a year including Christmas and New Year's Day.

Northern Ireland

Defence Estates Operations Housing Lisburn Tel 02892 2661 72 or 74 -Monday to Friday 08.00 to 16.30, contact the Guardroom outside these hours.

Defence Estates Operations Housing Hollywood Tel 02890 420 344
 Monday to Friday 08.00 to 16.00, contact the Guardroom outside these hours.

Defence Estates Operations Housing Ballykinler Tel 02844 610 410
 Monday to Friday 08.00 to 16.00, contact the Guardroom outside these hours.

Defence Estates Operations Housing Aldergrove Tel 02894 455 012
 Monday to Thursday 08.30 to 16.30, Friday 08.30 to 15.30, contact the Guardroom outside these hours.

British Forces Germany (BFG).

Within BFG the responsibility for the repairs to SFA rests with Defence Estates (Europe)/ Garrison Works Alliance (DE(E)/GWA).

During normal working hours defects, faults or repairs are to be reported to the DE(E)/GWA Help Desk. Each Garrison or Station DE(E)/GWA Help Desk has its own individual telephone number, the details of which are provided by the Housing & Estate Manager (HEM) to the licensee on moving into the SFA.

Out of Hours. DE(E)/GWA Emergency Service - An emergency repair is defined as one which is necessary because life or health is endangered, or the building is in danger of extensive damage. In such circumstances you are to contact the duty telephone number provided by the HEM when moving into your SFA. If you have not received a duty contact number then you should contact your unit Duty Officer via your unit guard room.

British Forces Cyprus (BFC).

INTERSERVE Tel 8000 2400 Monday 07.00 to 17.00, Tuesday to Friday 07.00 to 15.00, contact the Guardroom outside of these hours.

BATUS

The occupant is to report all faults in SFA and Hirings to the Estate Managers Assistant (Est Man Asst) on Ext 5565. The Est Man Asst logs all faults in Ralston MQ's and forwards them to the Canadian Forces Housing Agency (CFHA) by fax on Ext 5537. The Est Man

Asst logs all faults in hirings and reports them direct to the relevant landlord by telephone and or fax if available. If it is an out of hours emergency the occupant should call the help desk in Ottawa on Free phone 1 800 903 2342 who will allocate the work service to an on call tradesman. The occupant must then inform the Est Man Asst the next working day.

Brunei and other BFPOs.

Before your soldier deploys ensure that your soldiers leaves you the contact details. Alternatively contact your UWO or local housing provider.

Substitute Service Family Accommodation

England, Wales and Scotland only.

If you live in Substitute Service Family Accommodation (SSFA) and need to report a fault please contact both of the following for routine repairs:

Your Landlord

HCR Maintenance Cell

Tel 01256 313764

(during normal working hours
09.00 - 17.30 Monday to Friday)

The HCR maintenance cell needs to record all reported faults and will then monitor the

progress of the repair carried out by the landlord or his contractor.

For emergency repairs please contact the HCR out of hours emergency Tel 0870 162 8185.

You may also seek support or advice from your Unit Welfare Office (UWO) or local HIVE.

Serving Parents and Carers

The Army has a vested interest in helping soldiers balance the needs of their employment with their family life. However as soldiers, serving parents or carers must be available for deployment at anytime and so have a personal responsibility for ensuring that they have arrangements in place to care for their child(ren) or relatives for whom they have care responsibility during any absences; or should they need to be away for deployment. Key to this is making arrangements well in advance and ensuring that advice and support is sought from either the Unit Welfare Staff or the Army Welfare Service.

If during the deployment any children are to be left in the care of someone who is not a close relative for a period of over 28 days there are legal requirements to notify the local authorities to ensure the child receives the best possible care.

The Army Welfare Service or your Local Authority Children Services department will be

able to provide you with more advice and for those assigned overseas, the British Forces Social Work Services can assist.

Young Carers

Deploying Service personnel with families who live and manage additional needs and disability with the support of a young carer, should ensure that they inform their chain of command and welfare staff (UWO) pre-deployment to highlight any concerns the family have during their soldiers deployment. Serving personnel are reminded that it remains a personal responsibility to ensure appropriate support arrangements are in place whilst they are away. Additional information is available about young carers support on the Directgov Young Carers website:

<http://www.direct.gov.uk/en/AdvancedSearch/Searchresults/index.htm?fullText=Young+Carers>

Families with Children, Young People or Adult with Additional Needs or Disabilities

Families should consider and put in place the additional arrangements they may need for support to the non-deployed parent with children or young people with additional needs or disability. Families should also make sure

that if the non-deployed parent has a additional need or disability that additional arrangements for their requirements are also considered. This must include care over and above your normal arrangements, if support should be required at short notice and include overnight arrangements for children should the non-deployed parent be taken ill or away in the event of an emergency.

Prepare Children and Young People

Many parents worry about the negative impact of deployments on children. However, deployments offer many positive growth opportunities. Several psychological studies show that despite the distress during separation significant developmental gains are made by many children'. Some positive aspects of separation include:

Fosters maturity. Military children encounter more situations and have broader and more varied experiences than children from non-military families.

Induces growth. Military children learn more about the world and how to function within a community at an earlier age. Taking on additional responsibilities in a parent's absence provides a chance to develop new skills and develop hidden interests and abilities.

Encourages independence. Military children tend to be more resourceful and self-starters.

Prepares for separations. In a life-style filled with greetings and farewells from deployments and relocations, helps for future farewells and building new friendships.

Strengthens family bonds. Military families make emotional adjustments during a separation which often lead them to discover new sources of strength and support among themselves. A major function of family readiness is assuring that the family is aware of all support services available to them and how to access these services. It is imperative that the family realize that they are not alone and, chances are, whatever problem or situation they encounter has been addressed before.



With this in mind:

- Be honest with them about where their parent or carer is going, but explain things in simple terms in an unemotional way if you can – if they see that you are worried or upset, they may feel the same way.
- Consider telling the school that your child has a serving parent deployed overseas and provide them with the details of a person to contact in an emergency if you are unavailable.
- Even young children talk to each other, and older children may pick up on stories in the media. Be aware of what they are seeing and hearing, and be ready to explain what is happening to allay any fears.
- Consider starting up some new activities or clubs for the children whilst their serving parent or carer is away. This will help whilst they are missing their parent or carer, and will also provide a break for you.
- Plan to keep your children's routine as normal as possible. Usually, when normal things continue to take place, children will feel that everything is actually normal. This is especially true of younger children.
- Seek advice if you think that your child needs help to deal with their issues. Consider talking to a teacher, your health visitor or GP, or refer to the welfare agencies listed in this guide.

Storybook Soldiers

Storybook Soldiers is a scheme which provides a link between parents who are away on operations and their children. Soldiers are recorded reading a bedtime story for their children to listen to. Music and sound effects are added and the finished disk is really special - a wonderful way for soldiers to be part of their child's life while they are deployed, not just at bedtime but on car journeys and at other times of the day.

How to make a Storybook CD for your child? Go to www.storybooksoldiers.co.uk the contact telephone numbers and details for UK and Germany are on the website.

Hello from Home

This free Army booklet is produced for younger children to help them keep in touch with their parent while away. This book can be ordered for each family through your welfare support staff using reference AC 64444 and MSN 091LAN0348944. Please ask if you would like a copy for your child or children.

'Trusted Friends' Schemes

Your soldier's unit may operate a 'trusted friends' scheme. These are local unit initiatives



enabling you to record with your soldier's unit, the name and contact details of a trusted friend willing to support you and your children if you have an emergency. For instance if you were left without transport or childcare at short notice. Your UWO should be asked for more details.

Families Support Groups

Your unit may run a Families Support Group scheme both on camp and through virtual communities using ArmyNET by exchanging (where consent has been given) email addressees/mobile phone numbers and also running activities which provide opportunities for families to meet and exchange experiences (where necessary 'virtually' through ArmyNET forums or instant messaging services). If you want to get involved ask your Unit Welfare

Office/Regimental Operations Support Officer for more information.

Relationships

You may not have been separated from your soldier for long periods before, and this can be a worrying time especially if it is an operational deployment. Increased fears and worrying may play a part in the run-up to departure, for both of you and your soldier.

Try to make time to talk to each other. You will know what works best for both of you, but here are some tips to think about:

- Your soldier's brain may 'arrive' in theatre before their body does. They will be thinking about their job and what they have to do when deployed, which may leave you feeling that they aren't thinking about you. This won't be true, so try to make allowances if their mind seems to be elsewhere.
- Consider going out together for a quiet meal or even just for a walk. This might help you both to focus on whatever issues need discussing, without distractions.
- Don't let them leave with any unresolved problems, and try to make up before they leave if you've had an argument.

ArmyNET

ArmyNET is a secure website that every soldier and their family members can register to use. It contains a huge amount of useful information, email, instant messaging facilities, access to unit discussion forums and is a means of keeping up to date with immediate news during the tour.

Your soldier will need to register first, before any other member of the family can be given a guest login. Ask your soldier to arrange for you to be registered before they depart.

The serving soldier needs to give their name, National Insurance number and blood group to register and obtain a username and password. They can then 'sponsor' family members to use the site, and guests will be issued with their own username and password. Anyone logging on will also need to answer questions about a pre-saved memorable word as additional security.

Soldier's family members will need to register to use the site www.armynet.mod.uk using the guest log-in facility on the home page, making sure that you have your soldier's username to hand. An individual username and password will be given to you to use at each visit to the site.

The Car

If the car is not being used

- Your soldier should complete a SORN (Statutory Off Road Notification) declaration (available from the Post Office). This should mean that you do not have to pay Road Tax for the period of their deployment. You can also do this by phone, by contacting DVLA on 0870 240 0010.
- The car should be parked OFF the road.
- Change the car insurance to “Laid Up” cover for the period that the car will not be driven. This often means paying full insurance for the duration but claiming back 50% of the premiums at the end of the laid up period. Do check that your soldier will be able to drive the car during R&R.
- If you do not drive, your soldier should consider arranging for someone to start the car and run the engine, regularly whilst they are away.

If you are using the car

Make sure that:

- The car is fit for driving before your soldier goes away, eg: water /coolant/ spare blankets and torch in the boot in case of breakdowns.
- The car is serviced at the correct intervals and MOT'd on or before the due date.
- The car tax and insurance are renewed when they are due.
- You know where the spare key is.
- Check car insurance ‘Main Named Driver’ to see if main driver is outside the UK, do you need to become the named ‘Main Driver’?
- You keep details of who to contact in an emergency in the car.
- You consider joining a reputable breakdown, repair and recovery organisation for additional peace of mind.

Key Documents

Think about the documents you may need access to.
The following check list may be of help:

- Will
- Power of Attorney
- Birth Certificates.
- National Insurance Numbers.
- Passports.
- Marriage/Civil Partnership Certificate.
- Insurance policies including house, contents, life health, pets and critical illness.
- Car Insurance policy and certificate (and how to claim).
- Car Registration Document.
- Car MOT Certificate.
- Bank Statements.
- Guarantees for domestic appliances.
- TV Licence.
- European Health Insurance Card (EHIC) - if travelling within the EC.
- Savings Accounts books and the details of other investments including TESSA, PEPs, ISA shares and unit trusts.
- Make sure your families’ passports and any visas required are up to date and valid.
- Don’t forget you may need passwords for Internet or online banking accounts.
- ArmyNET account, soldier’s authorisation and username.

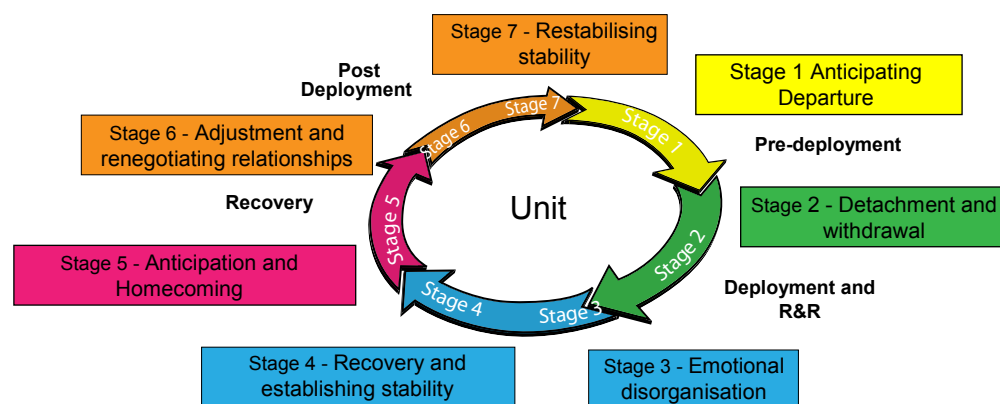
Dates to Note (please remember these may change)

| Event | Date |
|------------------------------------|------|
| Pre-Operational Leave | |
| Departure Day | |
| Rest and Recuperation (R&R) starts | |
| Rest and Recuperation (R&R) ends | |
| Home at Last! | |
| Post Operational Leave starts | |
| Post Operational Leave ends | |

Section 3

During Deployment

The Emotional Cycle of Deployment



Introduction

Keeping your emotions in balance can be a real challenge when your serving soldier is deployed. You may experience different emotions in clearly defined stages, starting when you first learn about the deployment and continuing until well after your serving soldier has returned.

As you go through this “emotional cycle of deployment,” you may experience feelings ranging from fear, anger, and loneliness to joy, relief, and anticipation. Sometimes you may feel a combination of these emotions all at one time.

The section will help you know what to expect. It will also help you recognize signs that you may be having trouble coping during any stage of the cycle. Finally, it will help you understand where to find help if you need it. This knowledge and awareness will help you manage the emotions that families may experience during their loved one's deployment.

Before the deployment

When you first learn about the deployment, you're likely to see-saw between pretending that the deployment isn't really going to happen (sometimes called “denial”) and starting to think about what it will be like to live without

your serving soldier for a long period of time. You may feel confused, stressed, resentful, or depressed. Many couples argue more than usual as they try to take care of all of their pre-deployment tasks.

As the time of departure comes closer, some family members begin to feel detached or withdrawn as their serving soldier invests more time and emotional commitment in the operational mission.

Common reactions to an impending deployment include feelings of hopelessness and impatience. Some couples may feel a decrease in emotional or physical closeness.

If you experience any of these emotions during the pre-deployment period, remember that it's important to:

- **Keep the lines of communication open.** It's important to talk about your own feelings and to listen when your serving soldier shares his or her feelings. It's also helpful to discuss what you expect from each other during the deployment.
- **Create opportunities for lasting memories during the separation.** It may not be easy to set aside the “darling-do” lists, the pre-deployment preparations, or your mixed feelings about getting too close before the separation. But building in some quality time together in a relaxed atmosphere will provide warm memories to sustain you during the deployment.
- **Get to know other military spouses who are going through the same experience.** By participating in family briefs and organized activities within the unit you can find comfort in sharing your experiences and begin building a network of support during the deployment.

During the deployment

Family members may go through an adjustment period in the first weeks after their serving soldier leaves.

You may have feelings of sadness, depression, disorientation, anxiety, loneliness, or anger, or combinations of those feelings. At times you may feel overwhelmed. Fortunately, this feeling of being on an emotional roller coaster often gives way to a growing sense of self confidence, independence, and freedom.

Here are some suggestions that have helped others cope during a serving soldier deployment:

- **Try to find things to look forward to.** Take a class, volunteer, or start a project you've always wanted to do. Set some personal goals for yourself during the deployment period and make a point of be open to new experiences and friendships.
- **Reach out to others who are in the same situation.** Remember that you aren't alone. Plan an event with other families who are coping with a deployment or find a support group through your military community.
- **Don't try to hide your feelings.** It's normal to feel sad, lonely, or angry when you've been separated from your serving soldier. You don't have to hide these feelings -- that may just make it harder to deal with them. Talk about how you feel with people whom you trust.
- **Do something special for yourself and your family.** Rent a film or cook a

meal that your serving soldier wouldn't necessarily enjoy. Plan fun outings with the children during free time. Make time to read a book you've wanted to read or visit with a friend.

- **Try to concentrate on the things you can control.** It's normal to worry about your serving soldier's safety during a deployment or about when he or she will come home, but remember, these are things you can't control. Try to focus on things that you can control, like spending time with family and friends or signing up for a course or volunteer opportunity.
- **Ignore rumours.** The military may not be able to give detailed information about the whereabouts and activities of specific units during a deployment. This makes for a climate where it's easy for rumours and gossip to get started. It may be difficult to ignore rumours or gossip, but you'll be much better off if you do. Rely on official

sources of information when your serving soldier has been deployed.

- **Learn some stress management techniques that work for you.** The stress of living without your serving soldier can take a toll on the way you feel and think. Try out some different ways to relieve stress, such as an exercise class, keeping a journal of your thoughts and feelings, or practicing relaxation or deep breathing.
- **Seek support from your faith community** Many people find comfort and solace in their faith communities during difficult times.
- **Take care of yourself.** Get enough sleep and exercise, eat healthy meals, and be sure to carry a bottle of water with you. It can be easy to become dehydrated when you're preoccupied and under stress.

Homecoming and the post-deployment period

As the end of the deployment gets nearer, you may experience growing excitement and anticipation, as well as apprehension. You'll wonder how your serving soldier has changed, knowing that you have changed, too. You may have concerns about what your relationship will be like after you've been apart for so long. The post-deployment period can last from a few weeks to several months. You may experience stress and frustration as you and your serving soldier renegotiate your relationships roles and responsibilities.

You may also feel confused and uncertain, as well as joyful, as you work with your serving soldier to reclaim your intimacy. The reintegration process may be more complicated if your serving soldier is having finding it difficult readjusting after the deployment.

There are several things you can focus on to reduce stress. Here are a few suggestions:

- **Maintain a positive, non-judgmental attitude.** There may be uncomfortable moments as you and your service member get reacquainted and begin rebuilding your relationship. The right attitude will help to lower stress and frustration when getting back together doesn't seem to be going the way you expected.
- **Talk openly and honestly about your experiences during the deployment and how you've changed.** It can help you re-establish a foundation of healthy communication and encourage your service member to trust you with his or her deployment experiences.
- **Try to be patient.** It may be some time before you and your spouse feel relaxed and comfortable together. You may have to modify your expectations often during the post-deployment period, so it's important to keep in mind that time

and patience are critical to the process of recovering from combat experience and in re-establishing an intimate relationship.

- **Make plans.** Making plans together whether it's for a weekend outing or something more elaborate -- can help you focus on your life together and the future. Talking together about dreams and ideas can help you feel closer. It can also help reduce anxiety about where your relationship is going.
- **Children.** Don't overwhelm children with expectations of rosy reunions. They may worry about their role in the drama. If anything, play it down somewhat. Serving parents : Don't rush at your children and sweep them into your arms. If they haven't seen you for months they will easily be frightened. Be casual and let them come to you. Take your time.

Sources of Support

At any stage in the emotional cycle of deployment, families can feel overwhelmed and unsure about their ability to cope. It's critical to remember that asking for help isn't a sign of weakness -- it's a sign that you care about yourself and your family.

Use the support available to find help in assessing your needs if you're still having trouble adjusting after a few months, seek professional help.

There are many organisations, Service and voluntary, offering advice, assistance and financial support to Servicemen and women, their spouses and their children. Your soldier's Unit Welfare Officer or (OCE) your nominated local Army Unit Welfare Officer should be your first point of contact. If you don't know who this is ask your soldier or contact the AWIS Tel: 01980 615975.

Remember Reunion Is a Process...Not An Event...So... Be Realistic, Go Slow, Share Your Expectations, Stick To Your Budget, Communicate and Be Open To Help.

Keeping in Touch

During deployment, communication is more important than ever.
Find the method that works best for you and your loved ones.

Social Networking Sites. Blogs and sites such as YouTube, Flickr, Facebook and Twitter offer great opportunities to share information both between the deployed, their families and the support groups that remain behind. If you are using these sites it is really important to apply some sensible security precautions to help protect yourself, your family and your deployed loved. Remember, journalists increasingly use the internet to source quotes, pictures and stories and hostile intelligence agencies. Also criminals and terrorists use the internet to gather information in order to conduct their business. So here are some tips to consider:

- Avoid openly publishing personal information such as your full home address and telephone numbers this kind of information is always at a premium in the criminal and espionage world.
- Do not give your account details to third parties. Criminal groups may also try to

gain access to online, telephone or other accounts using your account details.

- Be careful about disclosing information about friends and colleagues. In particular take care not to disclose personal information about your friends and colleagues that they might want to keep private, for example medical or family problems or forthcoming deployments.
- Help maintain operational security by being careful what you post online. Don't put operational information online. Hostile agencies or groups will be very interested in deployment details, equipment shortfalls, casualty details, morale and mission-specific information. Don't let your post help the enemy counter our operations, putting lives at greater risk.

Here are some simple steps you can take to protect yourself, your family and your deployed soldier online:

- Understand and apply the website security settings.
- Choose your online friends carefully and be careful about what information you share with them.
- Only post items that would be acceptable to your family, friends or colleagues.
- Make sure photographs don't give away information you want to protect.
- Do not give out unnecessary information. If in doubt about what's safe, acceptable or report a potential problem: seek advice from a trusted friend, colleague or your unit welfare officer.

A number of posters have been produced to give warning and guidance and are available via the defence intranet for units to access locally using Army Deployment Resources Toolkit:

<http://defenceintranet.diiweb.r.mil.uk/DefenceIntranet/Library/Army/BrowseDocumentCategories/Personnel/WelfareAndFamilySupport/ArmyDeploymentResourcesToolkit.htm>

Posters available:

- What you say could make his day
- What you text could reach him next
- Don't put on the Net what you'll later regret
- Don't put your life on line

Forces Aerogrammes. Also known as 'Blueys', these are a way of sending letters and messages FREE to your soldier. It is a good idea to number or date your blueys, so that you will both know if any have gone astray. Please note that you should never put anything inside a bluey, or it will be treated as surface mail and take ages to arrive! Normal delivery time is 4-6 days. Ask in your local Post Office or unit for a supply of blueys for you, your children and family to use. Blueys can be obtained free from post offices and can be posted free of charge

The postal addresses should be obtained from your soldier and it should include:

**Number, Rank, Name
Platoon or Department
(Company/Squadron or Battery)
Unit
Operation NAME
BFPO Number**

Letters. Letters are inexpensive and always eagerly received and they can be re-read during times of loneliness.

Write letters as if you are talking to your loved one.



Let him or her know about daily activities, share family news. Send local newspaper articles of interest. Number your letters because delivery can be irregular.

Send photos or the children's artwork, which can be easily carried and proudly displayed. Photographs of family members doing everyday chores and activities can lessen the miles between you. Most of all, write often!

Care Packages. These are like sending a little bit of home to your loved one. Use sturdy containers and be careful about sending perishable goods - mail can take longer than expected. Safeguard your privacy - packages are often opened in front of others.

Don't send anything that would embarrass you or your loved one in front of others. Items such as alcohol, tobacco, toxic or flammable items

and aerosols/pressurised containers should not be sent, and note that all packages are x-rayed as a safeguard. Check the BFPO website for up to date information on what is allowed:

www.bfpo.MOD.uk

Enduring Families Free Mail Service (EFFMS). This service now allows friends and family to send packages of up to 2kg to named service personnel on Operations HERRICK and TELIC for free. Visit www.bfpo.MOD.uk for further information.

Phone Calls. Your soldier will normally get a welfare phone allowance of 30 mins per week during the operation but please be aware that there may be times due to circumstances out of their control when your soldier, for a variety of reasons, a large queue at the telephone, telephone system temporarily off

(for operational reasons), specific operations or just busy is unable to make a call. You may have agreed a set time arrangement and it may have been working really well between you, but just remember if they are late making a call this should not be a cause for you to worry, the best advice is to carry your mobile and ensure that your soldier knows the number.

Please remember that it is unlikely that you will be able to phone your soldiers directly whilst they are away on operations. So write down the key points you want to discuss and organise, wherever possible, a time for calls to be received by you, ensuring that the children are not outside playing, making the most of the time available.



Paradigm Additional top up cards can be brought in theatre or topped up by you by ringing the Paradigm contact centre Tel: +44 (0) 01438282121 (You will need a credit/debit card and your soldiers Paradigm and Service number). Website: www.paradigmservices.com

Free Voice Messages. Using Land Line for free – Ring the Paradim Service Tel: 0800 0510737 Voice Mail. Type your soldiers Paradim number using the land-line key pad, leave your message. The voice mail service holds a number of messages in the system, these are then free for your soldier to pick up when they have time.

CDs/DVDs/Audio and Videocassettes.

Children and loved ones want to see where the soldier is, what things look like “over there”. The soldier wants to know that everyone is happy and healthy. CDs/DVDs/Audio and Videocassettes are a great way to share thoughts and feelings, and can be replayed over and over again.

E-mail. E-mail facilities may be available in theatre for your soldier to use. Consider using ArmyNET for your emails it provides a safeguarded e-mail facility.

BFBS, Garrison Radio. The Services Sound and Vision Corporation (SSVC) provide a radio and TV service in some operational theatres. Requests can be made and messages passed by going to www.ssvc.com and a short video showing the services in Iraq and Afghanistan can be viewed at: www.ssvc.co/bfbs/tv/dtt/index.htm. Information on Garrison radio and requests can be found at: www.army.MOD.uk/garrisonradio.

E-Blueys. Sending an e-bluey is usually much faster than using normal mail. Please see the next section for instructions on e-blueys – once you have registered, it's an easy way to stay in touch.

- E-bluey is a means of sending a letter, composed on a computer, to someone overseas. It is much quicker than sending a hand-written bluey, and is completely private, arriving in theatre in a sealed envelope. You will need a PC that connects to the internet and an email address. (If you do not have your own email address, you have the option to register for a free Yahoo email account during the set-up procedure.) You can register at www.bfpo.org.uk
- The e-bluey combines speed and privacy because of the integrated mail printer in the overseas theatre. It prints, folds and seals all e-blueys without anyone seeing the content.



E-blueys sent from overseas to the UK or other BFPO addressees are downloaded and printed, then posted first class.

Worried About Internet Costs? Letters can be composed off-line using MS Word or a similar word processing package, then copied and pasted into the system. Alternatively, you can download the Offline Composer from the E-bluey website, so you only need to connect to the internet when you are ready to send your letter.

Don't Have a Computer with Internet Access? Most local libraries have internet computers that can be used either free or at minimal cost. You could also seek assistance from your local HIVE which provides free internet access.

Mobile Phones

It may be better not to rely on mobiles for keeping in touch because their use can be restricted due to security in certain areas.

In addition, it may be difficult to get a signal and connections cannot be guaranteed. Any calls and texts are likely to be expensive.

If you do use a mobile, remember they are not secure so be careful what you discuss.

If you experience any unusual, anonymous or nuisance phone calls be cautious always call the UWO or the police and report anything that has concerned you or is unusual (remember this may be the work of a foreign intelligence agency).

Rest and Recuperation (R&R)

All soldiers deploying for six months will normally be eligible for a maximum of 14 nights R&R inclusive of travelling time. Depending on the situation R&R may be taken in or as close to theatre as possible or where the operational situations permits, and with endorsement back in the home base.

Soldiers will be asked for their preferred dates for R&R, and these will be accommodated where possible, subject to availability of seats on flights and other operational factors.

There may be occasions when personnel 'lose' some or all of an anticipated period of R&R as a result of changes to the tactical situation or delays to the strategic airbridge. Operational imperatives and the inherent inflexibility of the R&R programme will usually mean that an extension to compensate for days lost at the beginning of an R&R period will prove impractical. In circumstances where the lost days of R&R is as a result of Service reasons, the requisite number of lost days should be recorded by in theatre Unit HR staff on an individual's JPA record. Thereafter on return from operations, Unit HR staff should check the status of the individual's POL and lost R&R status. Commanding Officers should ensure that

the appropriate number of days are added to the individual's POL. For the purposes of this policy any delay of an aircraft's scheduled arrival time in the UK of more than 12 hours should initiate the first day of compensation. Thereafter additional compensatory leave will be granted on a day for a day basis. Theatre Commanders are reminded of the vital role R&R plays in ensuring Personnel have an effective break to 'recharge their batteries' in order to sustain operational effectiveness.

Remember that your soldier is away on operations where uncertainty and change are normal – R&R dates are subject to change at short notice. Be prepared for dates to change and stay flexible.

Having to rapidly readjust to home life only to have to say goodbye again a few days later can be stressful. Here are some tips to consider:

Family:

- Remember that the 14 nights R&R includes travel time – expect your soldier to be home for about 12 days.
- Try to chill out, relax, and just enjoy some quiet time as a family.
- If you book a holiday during R&R it is advised by Services Insurance & Investment



Soldiers:

- Advisory Panel (SIAP) that you should have adequate travel insurance in the event that your soldier's R&R dates change at short notice.
- Don't make plans to do a whistle-stop tour of all the relations – the soldier may just want to do nothing.
- Keep R&R plans flexible – just do what you feel like whilst your soldier is home.
- Remember if you do plan on going away with the children during term time you should ask permission from their head teacher and at the very least, do let the school know how long they will be away. The school has discretion and may refuse permission but most are sympathetic to Service needs if cited as 'special reasons'. Additional advice should be sought from Children's Education Advisory Service Tel: 01980 618244.
- Don't overdo things, or try and cram too many activities into the available time.
- Try to respect the routine that your family have in place – don't try to take control of the house!
- The best gift that you could bring home is to spend quality time with your family and friends.
- REMEMBER: When you return to theatre, even after only 2 weeks, you may need to re-acclimatise to the local climate.
- Your loved one has managed without you, praise them and recognise what they have achieved.

Deployment Welfare Package

This provides soldiers on eligible operations with a few 'home comforts', such as TV, video, leisure and fitness equipment and retail facilities. On a six-month tour, it normally provides for soldiers to have:

- Access to telephones for private use
- Welfare telephone allowance of 30 minutes per week
- Blueys
- E-blueys
- Sky TV
- DVD and videos
- BFBS TV & SSVC Radio
- Rest and Recuperation (R&R)
- Post Operational Leave (20 working days for a 6 month tour)
- Concessionary Travel for Families (Two trips per 6 month tour)
- Internet facilities
- Newspapers

Looking After the Family

Security

The responsibility for personal safety starts with yourself and it may be helpful to be reminded of some of the facts we tend to take for granted. Remember the simple rules below to maximise your safety.

When out alone

- Take extra care when out alone after dark.
- Always be alert to your surroundings.
- Avoid short-cuts and dark deserted areas.
- Walk near the kerb away from bushes and buildings.
- Walk facing the traffic.
- Do not hitch hike.
- Carry a torch after dark.
- To avoid delay keep your keys in your hand.

When at home alone

- Secure all windows and doors.
- Fit and use a door chain and viewer.
- Ask all callers to show their ID, and make sure you examine it carefully.
- If you are at all suspicious then call the local police or the Royal Military Police, it does not matter if it turns out to be a false alarm.

Shopping

- Don't put your wallet/handbag down where it can be easily stolen.
- Don't leave your wallet/purse on top of your shopping bag or pram.
- Avoid unlit or deserted car parks or areas.
- Don't carry excessive amounts of money in your wallet/handbag or purse.
- Do not carry your credit cards and cheque book in the same place.
- Remember; first protect yourself then your belongings.

Travelling by car. If you have car trouble, find a phone and call for help. Don't accept help from passing motorists, if they want to help get them to go to a phone for you and call for help. Whilst waiting with your car don't sit inside, it attracts attention to your plight. Sit next to your car away from the flow of traffic, if practical. If not sit in the passenger seat.

- Where possible always travel on main or well-lit roads.
- Check the interior of your car before entering especially the back seat.
- Park in well lit areas.
- Keep valuables out of sight.

- If followed home do not get out of the car, make sure the doors are locked, sound the horn and flash your lights to attract attention.

Telephones and the Internet. A telephone is not only a source of comfort but an important element of security. If you receive anonymous or nuisance phone calls always call the police or your UWO. If they persist, the police can take action. As a precaution do not discuss Army movement plans or dates on public internet forums/chat rooms or on your mobile phone.

Rumours and 'Bad Press'. There will be no shortage of rumours and sensational media coverage of incidents both at home and about what is happening where your soldier is. This is a common cause of upset and can lead to distress. Do find out the truth by speaking to your UWO – he or she is in daily contact with the unit and will be able to establish if your fears are real or not.





Going away

If you decide to go away for a length of time during your soldiers' deployment – **make sure you tell someone in the Army** (either your UWO, RMP or local police) particularly if your house will be empty.

It is important that the Army has reliable information on how to contact the Emergency Contact (EC) quickly in case of an emergency. Sometimes having a mobile phone number is **NOT** enough so it is important that the Army knows where you are in case of an emergency involving your soldier.

If you live in your own house make sure your trusted neighbours or friends know where you are.

If you don't know who to notify, contact the Army Welfare Information Service whose details are at the beginning of this guide.

Further advice is available on ArmyNET under Crime Reduction www.armynet.mod.uk

Children

Tips to help children deal with deployment:

- **Make sure children know they are loved.** Often, young children see themselves as the cause of separation. They may feel their parent is going away because they have been bad, or because their parent doesn't love them anymore. Make sure children know this isn't the case.
- **Be truthful.** Many children can sense when they are being lied to. Often what they imagine is worse than reality, and they may worry unnecessarily. It helps to talk openly and honestly about separation.
- **Share concerns.** Children often have a hard time talking about their feelings. Let children know it's OK to talk about their feelings - even negative feelings, by sharing your own.
- **Discipline consistently.** Don't let separation mean free rein. But don't threaten your child with "wait until they get home!" It's hard work to look forward to the return of someone expected to punish you.
- **Let children help around the house.** Ask children which chores they would like to do. Let children know they are making a valuable contribution.
- **Maintain routines.** Regular mealtimes and bedtimes can help children feel more secure. Try to keep the same family rules and routines that were used before separation.
- **Help children mark the passing of time.** Many families find it helpful to mark off the days on a calendar, but 6 months is a long time! Try to find some visual way to let children count the days until their parent comes home - perhaps in blocks of a week or two, leading up to a treat or trip.

Health (including emotional health)

Maintaining a healthy lifestyle is always important and can assist as part of your overall coping strategy during any deployment. There is a wealth of information available on the NHS Direct Live Well website covering topics such as Alcohol, Fitness, Good food, Losing weight, Pregnancy, Sexual health and Stopping smoking. If you're worried about any aspect of your, or any of your children's health, seek advice from your GP. You may also find it helpful to know that mental health problems are equally common in men and women, but the types of problems differ. Women are one-and-a-half times more likely to be affected by anxiety and depression, while men suffer more from substance abuse (according to

the NHS, one in eight men is dependent on alcohol) and anti-social personality disorders. If you're worried about your mental health, or if someone in your life is affected, there is no stigma attached to seeking support and there are plenty of ways to get help including the mental health section of the NHS Direct Live Well website, speaking to your GP or one of the mental health charities such as Sane or the Mental Health Foundation (links are to external sites). For more web based information go to www.nhs.uk/Livewell/Pages/Livewellhub.aspx. If you think your serving soldier has a mental health problem there is more information on this topic in the Homecoming section 5.



Pregnancy

Under normal circumstances the birth of a child is not regarded as a reason for your soldier to return home from operations or they may not be able to return from operations on time. Instead they should attempt to book R&R around the expected due date.

In view of this, you may be as well to consider a second choice of birth partner, just in case, such as a good friend or relative. Some tips are:

- Keep a note of all your emergency contact numbers handy.
- Have a plan in place for all eventualities, such as a friend to look after other children at short notice.
- Even if you drive, you may find it useful to put other transport arrangements in place, just in case.

Keep a bag of essential items packed – not only for yourself but for your other children, too. This will avoid having to pack pyjamas and toothbrushes in the middle of the night between labour pains or with broken waters!

Unmarried parents should be aware that unless the father is actually present at the time of registering the baby's birth his name will not be inserted on the birth certificate. If a soldier is away on deployment this can be added at a later date when he returns. Alternatively the father to complete an Oath Declaration available from www.gro.gov.uk and this can be attested (signed off by a qualified person (normally Major or above) in the deployment area of operations. You can also seek advice from the Registrar Office.

Debt

If you have difficulties with debt, admitting that you are struggling and seeking help is an important first step towards resolving your debt problems.

Don't be embarrassed or ashamed to disclose all your debts and financial difficulties because ignoring the problem and not replying to correspondence will only make things worse. Your problems will not go away without specific remedial action.

Use free specialist advice (avoid commercial debt management companies that you see advertised in the media). Local Citizens Advice Bureau (CAB) and Royal British Legion (RBL) have a partnership to provide money and benefit advice to Service personnel and their dependants. CAB website: www.citizensadvice.co.uk RBL website: www.britishlegion.org.uk HIVE offer signposting advice, AFF have a DVD available and the Consumer Credit Counseling Service Debt Helpline (0800) 138 1111 also has a useful website www.cccs.co.uk

Separation Survival Guide

The Golden Rule - Boredom is your worst enemy. Keeping busy doing whatever makes you feel fulfilled is especially important during your soldier's deployment.

Take time out for yourself. Life as a temporary single parent can be stressful, so it's important to try to unwind.

Have a night out. Getting away from the children for a night out painting the town red is great, unless you suffer from hangovers the following morning. Babysitting can be a problem, so it may be worth asking your family or friends for extra support during this time.

Don't feel that they have got it easy.

Many of us would love to swap jobs with our spouses for a day or two, just to see them failing to cope with the children, the school runs, the washing, cooking and cleaning! However, life for those on operations is not a mixture of sunbathing and chilling out – far from it.

Life on deployment comes with its own challenges. Telling your soldier how cheesed off you are might remove the weight of the world from your shoulders, but it'll have the opposite effect on them. It'll probably leave them feeling frustrated that they can't be there to help.



Make the most of your 30 minutes talk time. It's pointless to spend time arguing about daft things, as it just makes you dread the next call instead of looking forward to it. Focus on the really important things, and count to ten if you feel like blowing your top.

If you're STILL angry with your soldier....

....write them a letter! This may sound really silly, but write a 'humdinger' of a letter and tell them exactly what you think of the situation no holds barred. Once you've got it all down on paper, you'll feel as if you've got it all off your chest, and feel much better for doing so. Now, the hard bit – don't post it, destroy it.

Use the absence constructively.

Now could be the time to stop putting off those things that you meant to achieve ages ago, and still haven't managed. If you can't drive yet, why not book your first lesson right now?

Alternatively, why not book a course – local colleges have many courses to choose from. If you've got dreams of a high-flying career once the kids are older, why not start studying towards it now from home?

If the children get bored, they'll drive you bonkers. Think of new activities for the children to try, or a new hobby or club to join. Your local library can provide information on what is available locally, or you could always try making up a rota of household chores, or making cards or a family newsletter to send off to your soldier.

Plan something to look forward to.

Booking a holiday, or planning some family days out for after the tour helps you to focus on the great time you're going to have when your soldier gets back. BUT be aware that leave and return dates may change.

Get some help if you're on a downer.

If that fed-up feeling just won't go away, speak to your GP or Health Visitor for some advice. There are loads of support agencies, such as the Army Welfare Service or the Confidential Support Line that you can talk to; all are completely confidential.



WHY ARE YOU GOING AWAY?



WHERE ARE YOU GOING?



Supporting other Families during difficult times

You may find that a friend, neighbour, colleague or family member has experienced bereavement or has a soldier with a serious or minor injury.

How you handle this will depend on your personal relationship with those most affected. You may find the following advice useful in such circumstances:

- Shock affects reason, thinking and memory; you can help by making allowances for this.
- Silence is fine, they may not want to speak; you can just be there for them.
- Allow them to talk and really listen.
- It is difficult but if you are able to, try not to avoid anyone who finds themselves in this situation.

Always remember, those affected normally get lots of support immediately after a traumatic event, but that sometimes they can feel at their most lonely and in need of compassion and support in the months and years that follow.

Who you can turn to for Help

Unit Welfare Office. Your soldier's UWO or your nominated local Army UWO officer should be your first point of contact. If you don't know who this is ask your soldier or contact the Army Welfare Service for advice.

There are many organisations, service and voluntary, offering advice, assistance and financial support to Service Personnel, their spouses and their children.

Armed Forces Sources of Support

ArmyNET. The British Army's own internet portal. Website www.armynet.MOD.uk

Army Welfare Service (AWS). The AWS provides professional and confidential welfare support for Army personnel and their families wherever they are located. For welfare enquiries contact The Army Welfare Information Service, HQ LAND, Louisburg Block, Erskine Barracks, Wilton, Salisbury SP2 0AG. Tel: 01722 436569 Fax: 01722 436307 or email: awis@hqland.army.MOD.uk Website <http://www.army.MOD.uk/soldierwelfare/supportagencies/aws/index.htm>

British Forces Post Office (BFPO). Provides a postal and courier service for the Armed Forces Worldwide. Website www.bfpo.org.uk.

Children's Education Advisory Service.

Guidance to families on schools, special educational needs and MOD educational allowances. Tel 01980 618244. Website www.ceas.MOD.uk

Confidential Support Line (CSL). The CSL is a free-phone help-line run for soldiers and their families. It offers totally confidential, non judgmental, guidance to the Army community, from anywhere in the world. The line operates 7 days a week from 1030 to 2230 hrs (local UK time).

Any vulnerable soldier or family member phoning or emailing the trained civilian support staff of the CSL receives guidance as to what their options are, the soldier/family member must then make their own decision as to how to progress the issues raised.

Interpreting facilities exist for callers whose language is other than English.

The CSL may be contacted:

- From UK 0800 731 4880
- From Germany 0800 1827 395
- From Cyprus 800 91065
- From the Falkland Islands #6111
- From anywhere in the world +44[0] 1980 630854 and the support staff will phone you back.

Website: via www.ssafa.org.uk

Crime Reduction Unit. The Royal Military Police provide crime reduction information via the ArmyNET website. This Army portal will provide access a wealth of information regarding crime reduction and personal matters. Website: www.armynet.uk

Debt Advice. Use free specialist advice (avoid commercial debt management companies that you see advertised in the media). HIVE offer signposting advice and the Consumer Credit Counselling Service Debt Helpline (0800) 138 1111 also has a useful website www.cccs.co.uk

Financial Advice Debt can be a significant source of stress which adds to the pressures of Military life. For one on one debt advice individuals can contact Legion Line 08457725725 (UK) or 0044 20 3207 2100 (overseas).

Defence Medical Welfare Services (DMWS). If your soldier is admitted to the Royal College of Defence Medicine at Selly Oak Birmingham or a Military of Defence Hospital Unit, you and your soldier may be supported by the Defence Medical Welfare Services. Contact details should be sought through your UWO or the Army Welfare Service.

Defence Discount Brochure. This is a guide produced annually that offers discounted services to Serving personnel and their families more information at their website www.forcesdiscounts-MOD.co.uk

Forces Additional Needs and Disability Forum (FANDF). FANDF exists with support from SSAFA-FH, to keep Service families with disabled and additional needs dependants (children and adults) in touch with issues that affect them both inside and outside of Service life; FANDF produces newsletters and holds meetings. For more information ring the fully qualified and experienced additional needs advisor who is able to provide guidance and advice on any disability or additional needs matter. Tel: 0102 4639234 or Website: www.ssafa.org.uk

HIVE. Army HIVE information centres provides help, information and signpost's you to professional agencies. Their core function is the provision of information – virtually anything from bus times to “confidential welfare signposting”.

This means that although they can't sort out all your problems for you, HIVE information officers can point you towards the best sources of advice and assistance across both military and



civilian organisations. HIVE information centres can give you practical assistance in sending e-blueys and messaging through BFBS and in some cases free internet access. HIVE online can be found at: www.hive.mod.uk

MODern Housing Solutions. For Service Families Accommodation in the UK routine and emergencies work contact the following:

- MODern Housing Solutions for England and Wales Tel 0800 707 6000
- Regional Prime Contract for Scotland Tel 0800 328 6337

Pastoral Care. The Royal Army Chaplains' Department provides spiritual leadership, moral guidance and pastoral support to soldiers and their families irrespective of their religion or belief. To contact your local chaplain or padre use the details in your local Service Community guide or ask at the HIVE.

Reserves Training and Mobilisation Centre (RTMC). Some soldiers are posted to an operational deployment away from their normal unit as individual augmentees on what is called the Operational Commitments Establishment. All these soldiers carry out a period of pre-deployment training at the RTMC. The Unit Welfare Officer at RTMC can provide welfare support to the families of soldiers during these kind of deployments. To contact the Unit Welfare Officer at RTMC freephone 0800 2855533 or visit their website at www2.army.mod.uk/rtmc/index.htm

Service Children's Education (SCE). SCE is an agency of the MoD and is dedicated to the education of the children of Service families and MOD personnel serving outside the United Kingdom, they seek to provide a first class system of school and educational support services. The aim is to provide effective and efficient education service, from Foundation Stage through to sixth form, and to enable children to benefit from their residence abroad. If you wish to discuss any matters affecting your child's education during a deployment, contact your Child's school or teacher. SCE Website: www.sceschools.com Telephone Numbers; SCE Area Offices: Rhine +49 (0)2161 472 8505 Gütersloh and Osnabrück +49 (0)521 9254 3541 or visit the website at www.ssafa.org.uk



Service Personnel and Veterans Agency (SPVA).

This is the single point of contact within the Ministry of Defence for providing information and advice on personnel administration pay, allowances, pensions and compensation for serving personnel, veterans and their families.

All enquiries about Army pay, allowances and pensions matters should be made to your soldier's unit admin or welfare staff in the first instance. Where this is not practicable it is possible to contact the Joint Personnel Administration Centre -Enquiry Centre by email JSPC@SPVA.MOD.UK phone 0800 0853600 or fax on 0141224 3586 though data protection issues will affect the amount of personal information that can be provided.

The term "veteran" is used to mean all those who have served in the UK Armed Forces and includes their widow(er)s and dependants. There is no minimum length of service required and there is no requirement to have been on active service in order to be considered a veteran.

Callers to the Veterans Helpline can receive advice on a wide range of subjects such as welfare issues, war pensions, Armed Forces Compensation Scheme, service records, medals and military graves. Free Helpline 0800 169 2277, Textphone 0800 169 3458, Telephone Number (Overseas) +44 (0) 1253 866043, Email veterans.help@spva.gsi.gov.uk website www.veterans-uk.info

Other sources of help

ABF The Soldiers Charity. The ABF The Soldiers Charity is the Army's leading charity and helps fund many other charities and organisations that operate either directly or indirectly in support of the Army family, children, the elderly, the disabled and those seeking employment. It works in partnership or close co-operation with Corps, Regimental Associations and charities to whom it is normally best to direct enquires in the first instance. It has provided support to such organisations as the AFF, RELATE, SSAFA-FH and makes individual grants to both serving and ex-Service personnel. Tel: 0207-591 2000

Army Dependants' Trust. The aim of the Trust is to provide support to the dependants or next of kin of a deceased member in the immediate period following their loss. The Army Dependants' Trust is not an insurance scheme but rather a charity which provides discretionary cash grants. Membership is by annual subscription, and will run from the day of joining until the last day of paid service in the Army. Tel: 01980 615734/615736 or Mil: 94344 5734/5736.

Army Families Federation (AFF). The AFF exists to make life better for Army families, by

raising issues that are causing concerns, with the chain of command. Visit the AFF's website, or contact them on Tel: 01980 615525 or website www.aff.org.uk

Army Widows Association (AWA). The aim is to offer comfort, support and friendship to the widows and widowers of Service personnel and then resolve some of the difficulties they may face after the death of their spouse. www.armywidows.org.uk

Citizens Advice Bureau. Every Citizens Advice Bureau is a registered charity reliant on the commitment of trained volunteers and funds to provide vital services for local communities. www.Citizensadvice.org.uk

Combat Stress. The Ex-Services Mental Welfare Society specialises in the welfare of ex-Service personnel who suffer from psychiatric disabilities arising from military service. It has 3 short stay treatment centres and a residential home. Tel: 01372 841600 or website: www.combatstress.org.uk/

Connexions. This organisation supports teenagers 13-19 yrs, and can help your teen to deal with all sorts of problems. Counselling can also be arranged through Connexions if necessary. Tel: 0808 0013219 Website www.connexions-direct.com

Cruse. Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides support and offers information, advice, education and training services. Day by Day Helpline 0844 477 9400 There is a information link on the website Help for bereaved military families.
www.crusebereavement.org.uk

Financial Services Authority (FSA). The FSA is the UK's financial watchdog set up by the government to regulate financial services and protect your rights. This means they set standards that financial services firms have to meet and take action if they don't. The FSA don't sell anything all their information is impartial and clear, they have a website which has information about financial products and services to help make money matters clearer for you with downloadable booklets and internet based calculators to help you take a debt test and compare products, mortgages, budget plans all for free.
www.moneymadeclear.fsa.gov.uk

Your General Practitioner or Health Visitor.

Both your local general practitioner and health visitor will provide support and advice, particularly concerning younger children's well-being. Contact detail through your GP or local telephone directory.

Homestart. Homestart is a national voluntary organisation that offers support, friendship and practical help to young families under stress in their own homes. Contact details can be found in local telephone directory. Tel: 0800 0686368 Website: www.homestart.org.uk

Home Calls. provide a daily telephone check, to ensure that older or dependant members of a family are safe and well whilst living in their own home, those who are care providers may find this a useful aid. www.home-calls.co.uk

National Association of Widows. The National Association of Widows is run by the widowed for the widowed - men and women. They offer support, friendship and understanding to those who have lost their partners through bereavement.www.nawidows.org.uk

PAX. PAX has been the major provider of Personal Accident Insurance to HM Regular Armed Forces since 1989 and almost 58,000 members are currently protected by the Plan - that's around one in four of all regular Service personnel. For further information and details of the monthly premiums, please contact them as follows: PAX customers' service contact details Phone: 0800212480 (from the UK) +44 (0) 20 8662 8126 (from overseas) Email: paxinsurance@ars.aon.co.uk website: www.paxinsurance.co.uk

Relate. Relate offers counselling for relationship problems, either face-to-face or on the phone. Relate also offers Relateen, which is counselling for children aged 10-16. Tel: 0845 1304016 Website www.relate.org.uk In Northern Ireland contact Staffcare who provide secure and confidential relationship counselling for individuals and couples. Tel: 028 9226 6008.

Royal British Legion (RBL). The RBL is the UK's leading charity safeguarding the welfare, interests and memory of those who have served in the Armed Forces and their dependants. It provides financial, social and emotional support to millions and its benevolence spans all age

groups from the oldest to the very young. Tel: 08457 725 725 Website www.britishlegion.org.uk/

Samaritans. The Samaritans provide confidential non-judgmental emotional support 24 hours a day for people who are experiencing feelings of distress or despair including those which could lead to suicide. Tel: 0845 909090 www.samaritans.org

Service Life Insurance. Sterling Life, in close association with the MOD, has launched a new life insurance scheme aimed exclusively at Service personnel - Service Life Insurance (SLI). SLI guarantees affordable cover, including against risks of war and terrorism, throughout the years of Service and seamlessly beyond, up to age 65. It is available now to all Service personnel (both Regulars and Reserves).

Cover is available irrespective of likelihood of operational deployment. There are few specified exclusions and no extra costs for high-risk trades. Premiums are comparable to those offered to civilians. More detail is available at Tel: +44 (0) 208334 1557 Website www.servicelifeinsurance.co.uk

Services Insurance & Investment Advisory Panel (SIIAP).

This is an advisory panel of regulated insurance and independent investment advisers. They all specialise in offering services to members of HM Forces and regulated by the appropriate authority in the United Kingdom, therefore offering full compensation rights to clients whether serving overseas or in the UK.

By purchasing an insurance or financial product from SIIAP member, customers have the peace of mind that they are dealing with a competent organisation who has made all the necessary arrangements to look after their interests – whether they are based in the UK or anywhere else in the world. For more information on a wide range of companies and products designed with Service personnel and their families in mind check out their website:

www.siiap.org

Soldiers', Sailors' and Airmen's Families' Association – Forces Help (SSAFA-FH).

SSAFA-FH is the national charity helping serving and ex-Service men, women and their families in need. It is committed to helping people in need, suffering or in distress, regardless of

age or condition. SSAFA-FH is committed to helping anyone who has served just one paid day in any of our Armed Forces, including the Reserves and those who did National Service – and their dependants, including their husbands or wives, civil partners or partners, children, widows and widowers. It provides financial assistance and debt advice but also offers practical as well as financial support.

SSAFA-FH have set up four support groups: Bereaved Families Support Group, Bereaved Siblings Support Group, Forces Additional Needs and Disability Forum, Families of Injured Service Personnel Support Group. For many it is a friendly face in a new community, a shoulder to cry on when times are hard, a listening service for those in need

Tel 020 740 38783, Email: info@ssafa.org.uk

Website www.ssafa.org.uk

Victim Support.

Victim Support is the independent charity which helps people cope with the effects of crime.

They provide free and confidential support and information to help you deal your experience.

As the laws and systems affecting victims and witnesses differ across the UK and Ireland, there are separate Victim Support links on the website. www.victim support.org.uk



Section 4

Emergencies



The most important thing to remember is that if something serious happens to your soldier on deployment the Army will normally tell you **in person** and as soon as possible.

Help is also available via JCCC for those spouses or civil partners on accompanied tours overseas to return to the UK. If you have a concern, get in touch with your nominated Unit Welfare Officer.

This section covers two types of emergency procedures, for which tried and tested systems are in place.

- The first part has information on what happens if a soldier is injured during the deployment, including how the member of the family (called an Emergency Contact - the person they wish to be notified in the event of them becoming a listed casualty or of their involvement in an incident of public interest) are kept informed and supported.
- The second part covers what you need to do if you require your soldier to be sent home because of a serious family emergency, illness, compassionate leave and travel.

Part 1:

Casualty Procedures

Joint Casualty and Compassionate Centre (JCCC). The JCCC is primarily responsible for monitoring and actioning certain procedures for Army personnel if they become notifiable casualties (see 'frequently asked questions'), both in the UK and overseas, and also for their dependants overseas. These roles ensure that the nominated Emergency Contact is notified appropriately and as quickly as possible should an individual become a notifiable casualty. Notification is carried out by a Casualty Notification Officer (CNO).

The JCCC is also responsible for authorising Compassionate Leave Travel from overseas for Service personnel, their dependants based overseas, and mobilised Reservists and Territorial Army. The Joint Casualty and Compassionate Centre is located at Service Personnel and Veterans Agency (SPVA), RAF Innsworth, Imjin Barracks, Gloucester, GL3 1HW. It is manned 24 hours a day 365 days per year. JCCC Tel: (0044) 01452 519951.

Dangerously ill - Forwarding of Relatives (DILFOR). The JCCC will authorise and in the case of travel overseas make arrangements for DILFOR travel and also provides cost accommodation including feeding at public expense where authorised for periods up to two weeks at a time. This allows two people to be moved at public expense to visit a Service person at their bedside if they are listed as Very Seriously Ill (VSI), Seriously Ill (SI), Incapacitating Illness/Injury (III) and the medical authorities have recommended such a visit. In some instances DILFOR might also be authorised for Unlisted (UL) if medically recommended.

Part 2:

Compassionate Leave and Travel

If there is a requirement for a soldier serving overseas to return to the UK for compassionate reasons, for example if a close relative becomes very seriously ill (normally life threatening) or dies, then it is the role of the JCCC to investigate the circumstances and make a recommendation as to whether compassionate travel should be granted.

When a soldier is on operational duties overseas, any requests for them to be allowed home on compassionate grounds MUST go through the JCCC rather than the Unit Welfare Office.

Should circumstances arise which make it necessary for you to apply for your soldier to be returned to the UK from overseas on compassionate grounds you should telephone the JCCC on + 44 (0) 1452 519951. This telephone number is manned 24hrs a day every day of the year.

To avoid delays, contact should be made with the JCCC first, contacting your soldier may lead to delay because they or their unit will then have to contact the JCCC in order for the appropriate investigations to be carried out. When you telephone the JCCC you will be asked to provide the following information of the service person:

- Number, Rank and Name.
- Unit and address of Service person.
- Name and telephone number of doctor or hospital (if applicable) who are treating the subject of the compassionate request.
- The details of the person very seriously ill (normally life threatening) or who has died.
- Note that compassionate travel may be authorised for the following:
 - Parents including step-parents, spouse or partner (including former relationships, if their condition affects the welfare of any children from that relationship).
 - Children including step-children of current marriage or 'entitled'

partnership, children outside marriage providing they are the child of the serving person (not children by another relationship) and where the serving person provides permanent financial support and/or the permanence of the relationship can be supported by the CO of a unit.

- Siblings.
- Legal guardians or grandparents who have acted in loco parentis, which means the legal responsibility of a person to act in place of a parent and assume parental rights and duties for a minor, and where this can be shown to have been in effect for a significant period of time.
- For all other relatives a message only will be passed to the unit.

Compassionate leave may also be granted in the following circumstances:

- When the spouse or 'entitled' partner, child or where an entitled parent of a serving person is very seriously ill or has died. In the case of death, every endeavour will be made to enable the serving person to arrive in time for the funeral.

- When a serving person's presence is the only means of preventing the break up of his or her immediate family. Under these circumstances, a great deal of care should be taken and specialist assistance in assessing the need should be sought. For example, there may well be cases where the break up of the family is inevitable, has been an issue for some considerable time, or where the return of the individual to the family home will not contribute to the resolution of the problem.
- Where the care of young children can only be provided satisfactorily by the serving person's presence.
- When the death of an 'In Scope'² relative is imminent. In these cases, every endeavour is to be made to enable the serving person to arrive before the death.
- When an 'In Scope' relative is very seriously ill, provided that the serving person will be of practical help and that there is no other appropriate relative who is available to help.

²'In Scope' relative refers to spouse or entitled partner, child or where entitled; parent.

Frequently asked questions

Will the JCCC be sympathetic?

It will consider each case very carefully and investigate and verify each one. Only after that will they make the necessary recommendation for travel and subsequently inform the Service person's unit overseas.

What is a Notifiable Casualty?

The JCCC has a system that categorises casualties depending on the nature of their illness or injury, and uses the word 'notifiable' to ensure that the casualty's Emergency Contact (EC) is notified as quickly and accurately and possible.

The categories used are defined as:

- **Unlisted (UL).** Unlisted is applied to an individual whose illness or injury requires hospitalisation but whose condition does not fall into the categories below. The responsibility for notifying EC of personnel within this category rests with the individual and his unit, not the JCCC, and in most cases a telephone call will suffice.
- **Missing.** Missing is a general category of which there are several variations e.g. Detained Against Will. It does not, however, include illegal absence.
- **Incapacitating Illness/Injury (III).** Incapacitating Injury/Illness. Any illness or injury (including battle casualties) which does not warrant classification of VSI or SI but where there is a reasonable expectation that their hospitalisation will exceed 72 hours (with effect from date and time of admission or that their injury renders them physically or mentally unable to communicate with NOK.
- **Seriously Ill (SI).** The category of SI is applied to an individual whose illness or injury is of such severity that there is cause for immediate concern but there is no imminent danger to life.
- **Very Seriously Ill (VSI).** The category of VSI is applied to an individual whose illness or injury is of such severity that life is imminently endangered
- **Death.** Death has to be verified by a Medical Officer/Doctor and again the JCCC has both a monitoring and action role. In matters of death the JCCC has the additional role of ensuring appropriate advice and assistance is given to the family, particularly regarding the funeral but also that they are provided with the appropriate advice and aftercare.

What Do You Mean By "Emergency Contact (EC)"?

- Service personnel are required to give details of the person they wish to be notified in the event of them becoming a listed casualty or of their involvement in an incident of public interest.
- It should be stressed that the person nominated is not necessarily the legal next-of-kin and that being nominated as an EC does not give the person any legal rights.
- Initial notification of the casualty incident is made to the person recorded as the notifiable EC (as above) on the Service person's EC record but all other matters, including funeral arrangements may be the subject of a will or the wishes of the legal next-of-kin.

Who is the Next of Kin (NOK)? ⁴

- An individual cannot choose their NOK. It is determined in the following order. If married, civil partner or separated (but not divorced or in the case of a civil partnership undergone dissolution), this will be their spouse/civil partner. If single, a widow, widower, divorcee or where the civil

partnership has undergone dissolution it will be their eldest child, a parent, sibling, or other relative, or if they have no living relatives, it may be a friend.

If a Service person dies, their NOK has certain rights regarding funeral arrangements and inheritance (unless specifically excluded in a legal document such as a will). Consequently, the MOD is obliged to inform the NOK of a Service person's death or if they are missing. In the event of death it is generally the NOK who will be the focus of the support and assistance provided by the MOD.

- Whilst a partner/fiancée can be the emergency contact, other than where partners of the same sex have undergone a civil partnership ceremony, they are not the NOK.
- An estranged spouse remains the NOK until a divorce is finalised by decree absolute or in the case of a civil partnership dissolution has taken place
- Service Personnel must list their NOK on JPA if this person is different from the EC or ADD EC

⁴ **Next of Kin (NOK).** All Service persons are requested to provide details of their NOK. If married or separated (but not divorced), this will be their spouse/civil partner. If single, a widow, widower or divorcee it will be their eldest child, a parent, sibling, or other relative, or if they have no living relatives, it may be a friend. If a Service person dies, their NOK has certain rights regarding funeral arrangements and inheritance (unless specifically excluded in a legal document such as a will). Consequently, the MOD is obliged to inform the NOK of a Service person's death or if they are missing. In the event of death it is generally the NOK who will be the focus of the support and assistance provided by the MOD.

What is an Additional EC?

An additional EC is someone the Service person nominates to be notified in addition to or instead of the EC. An additional nominee should only be notified of a casualty instead of the EC when:

- The Service person considers direct notification to the EC could have serious consequences and arranges for the additional nominee to bear the responsibility. This may happen, for example, when the nominated EC is elderly or infirm and bad news could contribute to a deterioration of their physical or mental state.
- The nominated EC is a minor.

What is a Casualty Notification Officer?

- When a Soldier becomes a notifiable casualty, the JCCC will task the relevant Army Headquarters to appoint a Casualty Notification Officer (CNO) to inform in person, the EC and/or the additional EC. This is usually by a personal visit but if the service person is listed as Ill or UL notification is normally via a telephone call.
- Where the EC lives near the Service person's permanent unit, notification will normally be undertaken by an officer from the unit.

There may be times when this is not possible and in those circumstances a request will be made to the Divisional or Brigade Headquarters nearest to where the EC and/or additional EC reside to appoint a CNO.

- If there are no Army Units within a reasonable travelling distance of the EC or immediate notification is required, a request may be made to the nearest Royal Navy, Royal Air Force or Royal Marines establishment to appoint a CNO.
- In some circumstances the civilian police may undertake notification.
- The CNO will arrange visits to hospital for the EC plus one other if the casualty is listed VSI and a visit is recommended by the medical authority

What is a Visiting Officer?

- A Visiting Officer (VO) is appointed after a bereavement. The Army is fully aware of the anxiety and confusion that a family suffers in such distressing times and therefore a VO will continue to be available after the Casualty Notification Officer has left. The VO will be there to advise the EC and next of kin on matters such as welfare support arrangements, financial affairs, and any other

areas of concern, calling on subject matter experts as necessary.

Self Informing.

- Casualties, who are based overseas and categorised as UL only and are sufficiently compos mentis to deliver bad news, may wish to personally notify their nominated EC/NOK of their condition. Hospital staffs will authorise and supervise the telephone call. When self informing is permitted for operational casualties, a follow-up call to the EC/NOK will be made by a member of the unit Rear Operations Group.

What is the Army Recovery Capability (ARC)?

- The Army Recovery capability has been created to command and care seriously wounded, injured and sick personnel. It comprises of a Personnel Recovery Branch within Headquarters Land Forces, 11 x Personnel Recovery Units spread across the UK and Germany, 4 x Personnel Recovery Centres (Edinburgh, Catterick, Tidworth, Colchester) and a Battle Back Centre (Midlands) which is focused at providing opportunities for regular participation in inclusive sport and outdoor activities. The centres are all coming online over the period 2011/12.

- Units are required to prioritise their wounded, injured and sick personnel and apply for their transfer to a Personnel Recovery Unit via their higher Headquarters at the appropriate time. Once assigned to a Personnel Recovery Unit, the soldier will be allocated a dedicated Personnel Recovery Officer. As soon as practicable he/she is likely to attend an assessment course, during which a comprehensive Individual Recovery Plan will be formulated, focused at the soldier's likely outcome – returning to duty or transitioning to civilian life. The Personnel Recovery Unit will remain responsible for coordinating all activities along the soldier's recovery pathway in conjunction with a variety of supporting military and civilian agencies.

- Personnel Recovery Officers are remitted to form and maintain close relationships with their individual cases in order to monitor and maintain progress - regular visits occur. Family members with outstanding issues could raise them with the Personnel Recovery Officer who will seek to resolve them with the appropriate organisation.

Families can also continue to seek support from their UWO or the AWS.

Can I Visit a Casualty Overseas?

- The MOD operates a scheme known as DILFOR (Dangerously Ill - Forwarding of Relatives) which allows a visit at public expense to the bedside of a casualty who has been medical evacuated to a hospital away from the theatre of operations. It will not mean travel to an operational theatre. DILFOR is only authorised on the direct recommendation of the medical authority concerned and has to be approved by the JCCC once they are satisfied that certain criteria have been met.
- It must be stressed that the DILFOR scheme is intended solely for the benefit of the patient and there is no automatic entitlement for next-of-kin to visit the patient at public expense.
- The DILFOR scheme normally allows two people, the nominated EC and a companion, to travel at public expense (i.e. paid for by the MOD) to visit a Service person at the bedside upon medical recommendation. The JCCC is responsible for making all the travel arrangements and liaises very closely with the CNO or VO and the soldier/spouse or civil partner's unit.

Can I visit in Hospital?

Yes you will be allowed to visit in the normal way and on your first visit you will be accompanied and settled at Birmingham.

Following a death in service how will I pay the mortgage/rent/bills/turn to for help?

Should the worst happen and your soldier dies, a VO will be appointed to support the family. They will be able to offer you advice directly or put you in contact with experts in the MOD who can help with a range of issues such as:

- Funerals
- Accommodation
- Pension Entitlement
- Matters relating to the Estate
- Benefits and allowances

What Arrangements are made for Repatriations?

- In the unfortunate cases where Army personnel die overseas the MOD will repatriate the body to the UK and (where applicable) onwards at the family's request to the soldier's country of origin. The JCCC will make the necessary arrangements.
- Repatriations from most areas of the world are carried out using scheduled flights with little or no ceremony. For those repatriated



from operational theatres military transport aircraft are used and a repatriation ceremony is held at the UK airhead, to which the immediate family will be invited.

What Arrangements are made for Funerals?

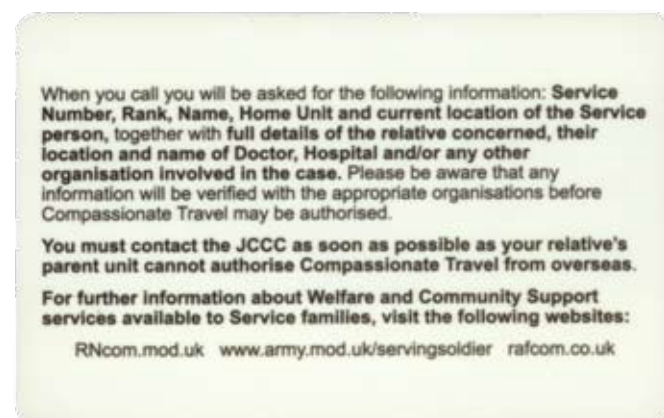
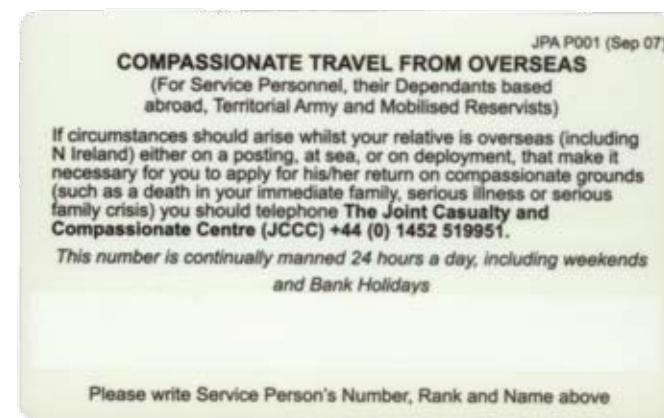
- All serving military personnel are entitled to a Service funeral, with as much or little ceremonial/military presence as the family require. The arrangements and costs involved, within certain limits, will be met by the MOD. If the family prefer to arrange the event themselves (a private funeral) a grant towards the cost is made by the MOD once the funeral has taken place.
- The Army will take great care to ensure that funeral arrangements are made with as little distress to the family as possible and with sensitivity to the wishes of the relatives, and of course to any wish the soldier may have made in a will.
- The soldier's unit or the VO will explain to the family what options are open to them and what entitlements they have.
- If family members are unable to agree on the funeral arrangements, in the absence of instructions left by the deceased, the Army will liaise with the Executor of the will (or NOK if no will is found) over the arrangements.

Is it different if I am a non-British national?

- The Army provides support regardless of nationality. Families of wounded soldiers are provided with support by the British Army regardless of nationality, for example the Dangerously Ill Forwarding of Relatives (DILFOR) scheme enables eligible family members to be moved at public expense from anywhere in the world to the hospital bedside of a seriously injured soldier.
- The Home Office have confirmed that non-British soldiers' widows(ers) will not be removed automatically to their country of origin upon the death of a serving spouse. Immigration instructions allow widows(ers) or orphans of Gurkha and non-British soldiers to apply for settlement in the UK irrespective of whether the deceased soldier was serving or had retired from the service. All applications need to meet the criteria and are considered individually by the Home Office, which treats each case sympathetically.

Overseas compassionate leave/ travel Card & JCCC Help Is At Hand fridge magnet

All soldiers deploying should give this card to their family members, there is now also available a fridge magnet. If you have not received such a card, this picture shows you what it looks like. If you don't have a card and want to get a one for yourself please ask your UWO.



Section 5

Homecoming



Homecoming is a time when members of a military family get back together again after separation.

Settling back to a family routine after your soldier has been away from home for any period of time can be difficult, it is a time of adjustment after separation for the whole family. The returning soldier can upset routines that may be in place, or a partner may feel undermined at giving up control of things they have managed perfectly well during the deployment.

Homecomings from an operational theatre can be especially difficult; soldiers may bring home unpleasant memories, or be wondering if the family still need them, or if the children will still recognise them or will the family be able to understand what they as a soldier have experienced.

Your unit welfare office will normally offer a 'Homecoming Briefing' prior to your soldier returning. You may find it helpful to attend as it will provide you an opportunity to ask questions about anything that you have concerns about.

The Army Welfare Information Service produce a leaflet titled: Homecoming & Reunions
Tel: 01722 436569 or ask your UWO for a copy.

Prior to returning home after a deployment your soldier will go through a period of decompression. This normally comprises a formal break away from the operational theatre followed by a period of return to work within barracks before taking post operational tour leave. This process is designed to place individuals into a formal, structured and, most important, monitored environment in which to begin 'winding-down' and rehabilitating to a normal, routine, peace-time environment in order to reduce the impact of post operational stress.

Usually, it can take a few weeks for things to get back to normal, and the key here is communication. Talking through any negative feelings and giving yourselves time to reacquaint should ease any problems, but every couple will find their own way.

Things to consider

Homecoming Build-Up. The majority of deployed soldiers and members of their family will experience a feeling of anticipation as the tour draws to an end. This may take the form of eagerness to get home, or a dread of a return that potentially could be filled with problems, or a mixture of both. Few get much sleep the night before homecoming and children may be more moody and irritable than usual. This could cause the whole family to be keyed-up and exhausted before you reunite.

Adjustment. After the completion of an operational tour, it is not unusual to experience a 'homecoming let-down' or 'post tour blues'. This is because in your mind you create a

fantasy of how it will be, and reality is seldom the same as fantasy. So don't set your expectations too high and keep a sense of proportion to your plans. Be receptive to each others needs, as they will probably differ.

Compromise. Your soldier may want to stay at home and do nothing initially. Alternatively, you may want your partner to do all of those little jobs around the house that need doing, but they may not see the urgency. You will need to compromise with each other, and use a bit of 'give and take' to avoid arguments and hurt feelings. Don't force issues and be patient and tolerant with each other.

Unresolved Problems. If there were unresolved relationship or family issues before deployment, or that arose during R&R, they are likely to still be there when your soldier returns. It is not a good idea to tackle these issues straight away, but to let a period of adjustment take its course.

If you are worried about an issue it will no doubt be on your soldier's mind too. Carefully choose a time to talk, and don't force the issue as soon as they walk in the door. This again will only cause confrontation and defensiveness, and could make matters worse.

Promises and Feelings. If anyone has made promises over the phone or by email or letter during the tour, especially to children, then that person to whom the promise was made will expect it to happen. The returning soldier may be surprised or even put out that you have managed so well without them being around. They may even feel jealous that you and your children may have become closer and have done things that they have missed out on.

Alternatively, the children may look to their returning parent for attention or decision making which, after six months of absence, may make you feel as though you no longer matter. All of these feelings and actions are normal behaviour and you should not take them personally.

Problem Solving. Perhaps one or the other partner could have been concerned about a relationship issue, or run up a large amount of debt during the tour. Worrying, trying to cover up a problem or being defensive is not going to help. The key is to sort things out, discussing the ways to resolve matters is far more useful than shouting and finger-pointing!

Some tips to help you to solve problems are:

- Pick the right moment and bring up the issue calmly.
- Be honest.
- Don't blame each other.
- Realise that things sometimes happen simply because of the stress of separation.



Avoiding Traffic Accidents

- Work out a solution together that you both agree on.
- Try not to involve the children, and discuss matters out of earshot.
- Seek help from a professional agency if needed.
- Talk over steps that you can take to avoid a repeat of the problem.
- Discourage family visits for the first two weeks – your soldier may have a lot of pent-up frustration to get rid of.

After an operational deployment, some soldiers may take time to readjust to making judgements about taking acceptable risks in a non-operational environment, particularly when driving. This has seen a reported increase in road traffic accidents involving soldiers post-deployment. If you or your soldier need more information either, for general road safety matters, check out the website at www.thinkroadsafety.gov.uk, or for specific advice, contact your Unit Welfare Officer or the Army Welfare Service. They in turn may seek guidance from unit transport staff or their regional Master Driver.

Children and Reunion

Introduction. Change is at least as stressful for children as it is for adults. The soldier's return is a major change for the children in the household. They have grown in every way physically, emotionally and socially during the deployment.

Children have very little life experience and are not equipped to deal with stress, so their behaviour may change when a parent comes home and regress to more immature behaviour. They may become unruly and misbehave more often, or they might even withdraw inside themselves as a reaction to the changes within the household. The re-adjustment period may take around four to six weeks or sometimes longer for the entire family.

You can greatly enhance your family's reunion by developing realistic expectations of how your child will respond, based upon their age.

Infants up to 12 Months. An infant has not yet developed much of an ability to remember people or events, so do not be surprised when your baby does not recognise its returning parent. Small babies will cry when picked up by this 'stranger', which may be upsetting at first.

However, the child will respond to what is going on around them, and if the other parent is happy for this 'strange person' to be around then so will your baby. Speeding up the baby's acceptance of this new person can be encouraged by taking part in activities together, such as bathing, feeding and changing the baby. Be patient and let your baby set the pace of the reunion.



Toddlers (Age 1 to 3). A typical response from a toddler may be to run and hide from the newly returned parent, or to cling to mum and cry. Sometimes, toddlers can regress to younger stages of behaviour or bedwetting.

This may be more relevant if the returning parent has issues that they have brought back from their tour. This 'new' person may look intimidating to a small child, so talk at eye level, and offer to play or do an activity. Don't force the pace, as this could make the child uncomfortable. It could help to show pictures of the returning parent a few weeks before they return and mention them more often in conversation.

It is at this age that 'out of sight out of mind' rings true, which is normal behaviour for this age-group.

Pre-School Age (3 to 5). Children of this age tend to think that the world revolves around them. Keeping that in mind, it is not surprising that your child may think they somehow made their parent go away because of something they did, or that their parent does not love them.

If this is the case with your child, they may feel guilty or abandoned. As a result, your child may express intense anger as a way of keeping a returning parent at a distance, thereby protecting themselves from further disappointment. Your child is likely to do some form of limit-testing to see if the rules applied during the parent's absence still apply now they are back.



School Age (5 to 12). Children of this age group are likely to give parents a very warm welcome as long as the relationship was strong before the parent left. This age will most likely run to their returning parent as soon as they see them, try and manipulate all their attention and talk their socks off! They will probably be genuinely excited about the homecoming.

If the relationship was not so strong, or strained in some way, the child may dread or even fear the return of a parent. This could be because of worry that they may be punished for any misbehaviour that was highlighted during the period of absence.

The best advice for this is to take a friendly interest in what your child is doing or has done, and focus on giving praise for any accomplishments and efforts.

Adolescents (13 to 18). If you have a teenager in your family then you will be fully aware of mood swings, which manifest themselves in a roller-coaster of emotions. They may be excited about their parent's return, but they could be concerned that they may be unfavourably judged or criticised. They might try to hide their real emotions to try and look "cool", so you should be aware of this and try to take time to talk to your teenager. Try to discuss what is happening in their lives, and how they feel.

Tips on dealing with Traumatic Stress in Children and Young People

If your soldier becomes a casualty and is injured, traumatic stress can affect all the members of the family. Children, like adults, sometimes experience traumatic stress reaction, which affects the way the child thinks, feels and behaves; children can be as severely affected as adults. If you recognise stress, you will be better able to help your child to recover, and also to know when to seek professional help.

What are the signs of traumatic stress?

Individual children react in different ways to traumatic events. How they react may also depend on their age. Immediately after the traumatic event, children may find it hard to sleep and have bad dreams and nightmares. If you recognise traumatic stress behaviour, you will be better able to help your child recover, and also know when to seek professional help.

What are the signs of traumatic stress?

Individual children react in different ways to traumatic events. How they react may also depend on their age. Sometimes the effects may not appear for days or weeks.. Children may however:

- become fearful, clingy and anxious about being separated for their parents;

- start bedwetting and thumb-sucking again;
- become preoccupied with thoughts about the event;
- be unable to concentrate;
- be irritable and disobedient;
- complain of physical symptoms such as headaches and stomach-aches

All these are normal reactions to an extremely frightening situation. With support from the people close to them, children begin to get over the shock.

Longer-lasting effects

Sometimes a child has feelings of depression and anxiety that go on for several weeks and may get worse. These reactions can interfere considerably with a child's daily living. They may be unable to enjoy playing or find it difficult to concentrate on their school work. If they go on for a long period of time, it is likely that the child may need some help to feel better.

Sometimes, children find it easier to talk to adults rather than their parent. Professional help may be needed to get them back to normal more quickly, and to prevent or reduce the harmful effects of prolonged stress reactions *ask for help.*

Where can I get help?

If you are concerned about your child, consult your general practitioner, who will be able to offer you help and support. If problems continue, the doctor may suggest extra help from the local child and adolescent mental health service.

A useful website is The Royal College of Psychiatrists: www.rcpsych.ac.uk/mentalhealthinfo/

The above section adapted with permission from Traumatic stress in children, part of Mental Health and Growing Up (produced by the Royal College of Psychiatrists).

Tips for Parents of Returning Soldiers

Your son or daughter may need time to adjust to their life at home and they may not easily settle. They have been closely bonded together with their friends for many months and may miss them. After a few days at home they may wish to and re-join them to catch up. Do not take this personally or as rejection.

Give your soldier the opportunity to talk about their experiences, let them know that you are willing to listen in a non-judgmental way. Do not push. If you have had your own combat or non-military intense experiences you may discover that this is a good opportunity to deepen connections with your offspring by discussing the issues with them.

If you are concerned about an aspect of your spouse, civil partner, son or daughters behaviour since their return, they may need additional help. More detail can be found in the next section.

Tips on dealing with Stress and Post Traumatic Stress Disorder

Post Traumatic Stress Disorder is the name for what was historically known as 'battle fatigue' or 'shell shock', and can affect anyone who has experienced something traumatic or disturbing. Soldiers may be affected by some degree of stress after an operation. There is no way to know who will be affected, and it is not necessarily those that had the most distressing experiences that may experience any of the following symptoms:

- Flashbacks and nightmares.
- Depression, confusion or inability to make simple decisions.
- Trouble sleeping.
- Irritability and a quick temper.
- Anger at life in general.
- Hyper-alertness, anxiety or panic attacks.
- Feeling of isolation or being 'the only one feeling like this'.
- Using excess alcohol or drugs to 'forget' it.
- Feeling suicidal.

If you recognise any of these in yourself or your returning soldier, you should seek medical advice as soon as possible

Any condition won't usually go away without treatment, so early medical intervention is vital. If you notice a change in your soldier, seek support – you can always discuss it with confidence with a doctor, your UWO or a member of the Army Welfare Service. For you or your family your GP should be the first medical port of call for help with family stress and anxiety problems during or after the deployment.

Finally please keep this information at the back of your mind, symptoms can sometimes take years or even decades to appear. The key point is that, once medically diagnosed, the condition is treatable.

Section 6

Explaining the Army

Abbreviations and Terminology

Army Structure

The Army carries out tasks given to it by the democratically elected Government. Its main job is to help defend the interests of the United Kingdom, which consists of England, Wales, Scotland and Northern Ireland.

This may involve service overseas as part of a North Atlantic Treaty Organisation (NATO) Force or any other multi-national deployment. Soldiers may also be deployed on United Nations (UN) operations and used to help in other emergencies. The list below shows how a regiment fits into the Army and how the Army is controlled by Government.

- The Queen.
- The Government.
- Parliament.
- Ministry of Defence (MOD).
 - Secretary of State for Defence.
 - Ministers.
- Army Board.
- Chief of the General Staff.
- Army Commands.
- Divisions (about 20,000 people).
- Brigades (about 5000 people).
- Regiments/Battalions (about 700 people).
- Companies/Squadrons/Batteries (about 120 people).
- Platoons/Troops (about 30 people).



Since 1949 the UK has belonged to NATO. NATO aims to provide a common defence for its members in both Europe and further afield.

The Army has garrisons in Germany. British troops also serve in Brunei, Cyprus, Gibraltar and the Falkland Islands.

In addition soldiers are deployed on operations world-wide, for instance to the Middle East.

Commissioned Ranks

| | |
|---------|--------------------|
| Gen | General |
| Lt Gen | Lieutenant General |
| Maj Gen | Major General |
| Brig | Brigadier |
| Col | Colonel |
| Lt Col | Lieutenant Colonel |
| Maj | Major |
| Capt | Captain |
| Lt | Lieutenant |
| 2 Lt | 2nd Lieutenant |

Non-Commissioned Ranks

| | |
|-----------|------------------------------------|
| WO1 | Warrant Officer Class 1 |
| WO2 | Warrant Officer Class 2 |
| CSgt/SSgt | Colour Sergeant/ Staff Sergeant |
| Sgt | Sergeant |
| Cpl | Corporal |
| LCpl | Lance Corporal |
| Pte | Private |

Abbreviations and Army Terminology

| | | | |
|--------|--|-----------|---|
| 2IC | 2nd In Command | FFR | Fixed Forces Rate (of exchange) |
| AOR | Area of Responsibility | | |
| AFF | Army Families Federation | HIVE | HIVE Forces Information Centre |
| AWIS | Army Welfare Information Service | HR Staff | Human Resources Staff (also known as Regimental staff or pay staff) |
| AWS | Army Welfare Service | | |
| Bde | Brigade | JCCC | Joint Casualty & Compassionate Centre |
| BFPO | British Forces Post Office | | |
| BFBS | British Forces Broadcasting Service | LSA | Longer Separation Allowance |
| Bn | Battalion | MND | Multi National Division |
| CNO | Casualty Notification Officer | MOD | Ministry of Defence |
| CO | Commanding Officer | MT | Military Transport |
| CoFC | Chain of Command | MTO | Military Transport Officer |
| Coy | Company | NAAFI | Navy, Army and Air Force Institute |
| CQMS | Company Quartermaster Sergeant | NOK | Next of Kin |
| CSM | Company Sergeant Major (a WO2) | OC | Officer Commanding |
| DBE | Department of Border Enforcement | Ops | Operations |
| Div | Division | PAX | Forces Life and Personal Injury Insurance |
| DILFOR | Dangerously Ill Forwarding of Relatives | PI | Platoon |
| DWP | Deployment Welfare Package | POL | Post Operational Leave |
| EFI | Expeditionary Forces Institute (Shop) | PTSD | Post Traumatic Stress Disorder |
| EC | Emergency Contact | PTSR | Post Traumatic Stress Reaction |
| | | QM | Quartermaster |
| | | R&R | Rest & Recuperation |
| | | RAO | Regimental Administration |
| | | Office(r) | |



| | |
|----------|--|
| Regt | Regiment |
| RMO | Regimental Medical Officer |
| ROP | Rear Operations Group |
| ROSO | Regimental Operations Support Officer |
| RQMS | Regimental Quartermaster Sergeant |
| RSM | Regimental Sergeant Major (a WO1) |
| SITREP | Situation Report |
| SORN | Statutory Off Road Notification |
| SLI | Service Life Insurance |
| SSR | Security Sector Reform |
| SSVC | Services Sound & Vision Corporation |
| SSAFA-FH | Soldiers, Sailors & Airmen's Families Association – Forces Help |
| TAOR | Tactical Area of Responsibility |
| Theatre | Area of Operation |
| TRiM | Trauma Risk Management |
| UWO | Unit Welfare Office(r) |
| VO | Visiting Officer |

Section 7

Pre-Deployment Checklist

| Check List | Tick (when complete) |
|---|-------------------------|
| Do you know who your nominated UWO is and how to make contact with them? | |
| Have you got the correct contact details including postal address and BFPO number for your soldier written down in this booklet? | |
| Do you have a 'guest' account for ArmyNET? | |
| Are you content that finances (Standing Orders/Direct Debits set up) are arranged during the deployment? | |
| Are you authorised to deal with the bank, credit card agencies and other financial organisations? | |
| Have you checked up on any legal matters, spoken to a solicitor (if necessary), and do you know where the will is? | |
| Is the car prepared (serviced, MOT etc)? Do you know a trusted mechanic or garage? | |
| Have you noted down important dates for insurance renewals etc? | |
| Has your soldier checked and arranged life insurance/SLI/PAX etc? | |
| Do you know where all the key documents are should you need them? | |
| Do you know what to do in a home emergency for your: <ul style="list-style-type: none"> • Water? • Gas? • Electricity? | |
| Do you know how and when to phone the Joint Casualty and Compassionate Centre (JCCC)? | |
| Do you know who to contact in an emergency? | |
| ArmyNET login: | |



Finally

If you have any suggestions for inclusion or amendments please send them to:

*HQ Land Forces
DPS(A)
SO3 Families PS4(A)
IDL 428
Ramillies Building
Marlborough Lines
Andover
Hampshire
SP11 8HJ*

Tel: Civil 0126438 2159 or Mil: 94391 Ext 2159

Email LF-DPSA-PS4A-D2@mod.uk or via DII [LF-DPS\(A\)-PS4A-D2](mailto:LF-DPS(A)-PS4A-D2)

Many thanks to the Army Families Federation for their support in supplying some of the photographs included in this guide.

Notes

Your feedback

We would very much appreciate your feedback on this guide, your views and comments are valued and thank you for taking the time to respond.

Did you get this guide in preparation for deployment: YES/NO

Did you use this guide for information:
Pre deployment YES/NO
During deployment YES/NO

Did you find the information useful YES/NO

Did you find that the guide complemented the support from your UWO YES/NO

Fold Here

Is the information understandable YES/NO

Did you ask your UWO to clarify anything
Covered in the guide that you didn't understand YES/NO

Is there anything you would like us to include: (please provide details)

Tear Perforated edge

SO3 Families,
Headquarters Land Forces
Directorate of Personal Services Army
PS4(A),
IDL 428, Ramillies Bldg,
Marlborough Lines,
Andover
SP1 1 8HJ

Affix a
Stamp
here

Useful Telephone Numbers

| | |
|--|--|
| Your nominated Unit Welfare Officer - your first point of contact for routine enquiries | Name: Tel No: |
| Your nearest HIVE - help, information and signposting to professional support agencies. | Online at www.hive.mod.uk |
| Army Welfare Information Service - confidential information and access to the Army's Welfare Service | +44 (0)) 01980 615975 |
| Reserve Training and Mobilization Centre – additional Unit Welfare Officer support for those families of soldiers on the Operational Commitments Establishment | 0800 2855533 |
| Confidential Support Line - personal support from a confidential telephone support worker | 0800 7314880 (UK) +44 (0) 1980 630854 |
| Joint Casualty and Compassionate Centre - emergency casualty and compassionate support (in the case of death, injury or illness of the soldier or their immediate family) | +44 (0)1452 519951 |
| RN | www.rncom.mod.uk |
| RAF | www.rafcom.co.uk |

Write down your soldier's contact details here, you may need them later

Full name

Rank Regimental number

Unit name

Unit contact telephone number

Unit address prior to deployment

Unit address during deployment

ArmyNET login