

*Fairchild AFB Washington
Airman and Family Readiness*

*Sponsorship
Training*



**AIRMAN & FAMILY
READINESS**

"The Heart of Fairchild"

4 W Castle St, Fairchild AFB WA 99011
(509) 247-2246 DSN 657-2246



Handbook

Do you need a post office box? Yes _____ No _____

Newcomer's Phone Numbers: _____

Newcomer's e-mail: _____

Newcomer's Address: _____

USEFUL TELEPHONE NUMBERS

Base Operator.....	DSN 657-1212
Airman & Family Readiness Center.....	DSN 657-2246
Lodging.....	(509) 244-2290
Base Post Office.....	(509) 247-2479
Child Development Center.....	DSN 657-2403
Youth Center.....	DSN 657-5601
Housing Office.....	DSN 657-2341
Security Forces.....	DSN 657-5493
Finance Military Pay.....	DSN 657-2135
Military Personnel.....	DSN 657-2701
Civilian Personnel.....	DSN 657-8312
TMO.....	DSN 657-5815
Red Cross.....	(509) 326-3330
Military and Family Life Consultant	(509) 435-1992

USEFUL WEB SITES

Military Homefront:	www.militaryhomefront.dod.mil
Military Installations:	www.militaryinstallations.dod.mil
Sponsorship Training:	http://apps.mhf.dod.mil/ESAT
Fairchild A&FRC:	www.fairchildfamilysupport.org
Air Force Move	http://afmove.hq.af.mil
Military One Source	http://www.militaryonsource.com
Air Force Crossroads	http://www.afcrossroads.com
Military Child Education	www.militaryscholar.org
Air Force Housing	https://www.airforcehousing.hq.af.mil/
Spokane Area	http://www.movetospokane.com/
WA Employment Help	https://fortress.wa.gov/esd/worksource
Spokane Airport	http://www.spokaneairports.net

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Congratulations on your selection as sponsor for a new military or civilian member (and perhaps a family) coming to Fairchild Air Force Base. I cannot underscore enough the importance of your role. We only get one chance to make a good first impression, and the way you sponsor is it!

As you approach this important task, ask yourself, what you would want your sponsor to do for you? Keeping that in mind, ask your newcomer what they want and need: then provide it, if you can. If you cannot, refer them to someone who can help them.

This booklet lists many resources and was designed to help you be the best sponsor you can be. You will also be scheduled for Sponsorship Training.

Fairchild has made a commitment to quality sponsorship and you are the key element in that commitment. I am relying on you to help your newcomer feel welcome, get settled quickly, and develop a positive attitude toward Fairchild, your squadron, and the Air Force mission. Believe me, it will pay us all dividends in mission success!

Chris Marble
 Chief, A&FRC

Sponsorship training addresses military and civilian Permanent Change of Station personnel and sponsorship of the entire family. This booklet is a summary of your sponsorship duties and hints for successful sponsorship.

Newcomer Needs Assessment

Key to superior service is understanding the needs of the customer. It's not good enough to just say "let me know what you need." Good sponsorship is proactive! Use this checklist to help determine specific needs.

Are you married? _____ Single? _____ Single Parent? _____
 Dual Military? _____ Spouse's Squadron and sponsor: _____

Will you be arriving at Fairchild with any family members?

Yes _____ No _____

Names of family members? _____

Ages? _____

Interests? _____

Will you be arriving with any pets?

Yes _____ No _____

Number? _____ Types? _____

When will you be arriving?

Date of Arrival? _____

Time? _____

Airline? _____ Flight Number? _____

Number of people arriving? _____

Do you need information about:

Home Rentals?

Apartment Rentals?

Temporary Lodging?

Childcare? Schools?

Spouse Employment?

Special Medical or Educational Requirements?

Are you in the Special Needs Identification Program?

Weather Conditions?

Other: _____

(See next page)

will help you fax an advance housing application to Fairchild AFB. Privatized housing here is with Balfour-Beatty Communities, <http://www.bbgrp.com/>

You will want to begin your house hunting as soon as possible, however don't sign any contracts until you check with the Housing Office here. You need their briefing to acquaint yourself with Washington state law and local areas.

If you are single, you may contact the First Sergeant or myself to secure a dorm room. If not, you will stay in lodging at (cost) per night.

If your spouse is seeking employment, be sure he or she visits the Airman & Family Readiness Center (A&FRC) for job search assistance, as well as <http://fortress.wa.gov/esd/portal>. The A&FRC at all installations offers services such as employment assistance, volunteer contact, relocation assistance, free childcare for PCS and volunteers, loan closet, financial consultation, and more.

If you have less than 3 years left in the service, contact the Airman and Family Readiness Center for transition services and classes.

You may have your mail sent General Delivery (military only) or you may wish to pay for a Post Office Box. Details are on the Military Installations website.

Installation decals for your vehicle are not required. Vehicle insurance is mandatory; check with your insurance agent to arrange seamless transfer of your coverage.

I'm sure you will have a million questions running through your head and I have probably only hit a few of them. Please look through the resources available, and call or e-mail me with unanswered questions. I will get the answers for you.

Again, welcome to Fairchild AFB. I look forward to meeting and working with you.

Sincerely,

Relocation assistance through the Airman and Family Readiness Center is congressionally mandated to offer help to military and civilian personnel making permanent change of station moves. We provide relocation information, education, and skills development for customers, and ensure current, accurate information is available in the Military Installation directory.

The sponsor program is of great importance to Team Fairchild. An informed, caring sponsor can make the difference whether new arrivals do or don't get off to a good start. The following information offers suggestions as to how sponsors can best help new arrivals and to realize the significance of their role as a sponsor.

Who appoints sponsors?

Sponsorship is a commander's program. Sponsors are appointed through the unit or through the INTRO Monitor.

How is that appointee chosen?

First Term Airmen must be sponsored by an NCO. Ideally, a sponsor is matched to an individual or family of like demographics, i.e., a single member sponsor for a single member, single parent sponsor for a single parent, and a family sponsor for a family. A single member living in the dorms is unlikely to realize the challenges faced by a family of five. It is, therefore, very advantageous to correctly match the sponsor to the newcomer.

It is important that the sponsor has the time needed to take care of the needs of the inbound member/family. Ideally, the sponsor will be available to greet the newcomer and help with settling-in.

What resources are available to sponsors?

Sponsors have this booklet, sponsor training (offered monthly, required annually), the Military Installations directory at Military Homefront, and the Airman and Family Readiness Center staff.

Don't underestimate your importance to quality sponsorship. Please give this your best effort as Team Fairchild continues to provide enviable quality of life support.

Please let us know if we can assist you in any way

What You Need To Do

Contact Incoming Member: Contact the newcomer within 7 working days of your appointment as sponsor. You can phone, fax, or e-mail. Use the Needs Assessment Checklist on page 11 to help you determine their needs. Encourage them to visit the Airman & Family Readiness Center at their current installation. They can also obtain up-to-date information about Fairchild and the local area from the Military Installations directory at militaryhomefront.dod.mil

The needs of each newcomer and family will be different, so find out what those are and respond to them. It's not enough to say "let me know what you need" ...good sponsorship is proactive!

Send Sponsor Package, in CD form: Your unit may mail it— if not, you will need to do so within 7 working days of your assignment as a sponsor. You will need to add your personal letter.

Usually the package includes the commander's letter, and specific unit information. Some may include a letter from the First Sergeant or Phoenix Spouse. The unit information addresses the mission, duty assignment, location, duty hours, and AEF/TDY commitments. This information is normally included in the Squadron Commander's Welcome letter which can be mailed as part of the package of separately. Much of the sponsor package is online at www.fairchildfamilysupport.org; this is especially beneficial for newcomers with a short-notice assignment.

Provide Accurate Information: This is a continuous process until the arrival of the member and family and their settling into the new community. There is a listing in this booklet on page 7 to help you determine referral resources for most questions as they arise. For other questions, please feel free to contact the Airman and Family Readiness Center. It is best to get current information from the source, rather than making a guess or getting third-party information.

Confirm transportation and lodging arrangements: Stay current on day, time, and location of your newcomer's arrival.. Offer to make lodging reservations and kennel reservations, if needed.

Assist with the settling-in process: See the tips on page 8.

Sample Sponsor Personal Letter

Your Name
Your Address
City, State & Zip

Dear _____:

Welcome to your new assignment at Fairchild Air Force Base, just west of Spokane, Washington. Fairchild AFB is currently one of the (most requested, interesting, etc.) installations in the Air Force. The weather here is (describe in detail weather or area). (Brief description of culture or other activities.)

I have been assigned as your sponsor to help your transition to go as smoothly as possible.

You can reach me at:

Organization Name:

Duty Section:

Duty Phone: DSN

Commercial:

Home Phone:

Cell Phone:

E-mail:

(Insert a paragraph describing yourself-married, single, children (names & ages), how long you have been stationed here, unit's mission, and work center.)

Now to business! Please contact your Airman & Family Readiness Center to obtain relocation information and education. Also, visit these websites to get information to help you with relocating to Fairchild AFB: <http://www.militaryhomefront.dod.mil/>; <http://www.fairchildfamilysupport.org>

Here are some basics to get you started:

Temporary living quarters are available on a reservation basis for personnel who are in PCS status. Make your reservations early or tell me what you want and I can do it for you. A few units are reserved for pets.

You may go to your housing office with a copy of your orders and they

The Newcomer's Arrival

Personally meet the newcomer upon arrival. If TDY, exercises or work schedules prevent this, inform your supervisor so a substitute can be arranged.

Ensure newcomer and family are provided transportation, as needed. Help obtain rental car if needed.

Assist in securing temporary housing.

Provide a tour of the installation and familiarize newcomer with the local area.

Accompany newcomer to unit offices and duty section and to Military or Civilian Personnel Flight.

Introduce the newcomer to commander, first sergeant, and coworkers.

Remind the newcomer to check with the Housing Office before renting or buying a house.

Accompany newcomer to Airman and Family Readiness Center for Childcare for PCS certificate and/or Loan Closet. (need orders)

Assist in securing housing.

Encourage the newcomer and family to take advantage of the newcomers' orientation at Right Start. They will be warmly welcomed and have the opportunity to meet a variety of on-base and off base organizations, with a wealth of information. This is a great chance to become more familiar with the local community, and make friends with others new to the installation.

Follow-up with phone calls to see if the new member needs any additional assistance.

Tips For Meeting The Need

As an ambassador for your commander, it's not just what you say or do, but how you say or do it that will effect the first impression in the mind of the newcomer. Quality customer service is the hallmark of a successful organization. Good sponsorship is quality customer service. Here are some pointers about being responsive and making the newcomer feel like an important part of the team.

Listen: Many times a newcomer can reduce stress associated with a move by merely talking to someone "already there" who cares.

Determine the need and meet or exceed it: Sometimes newcomers don't know what they need, so when they answer "nothing," ask further questions, but don't go overboard.

Be a sponsor to the entire family: Ask questions about the newcomer's family and their background, get your spouse or children involved by speaking and writing to their counterparts.

Maintain timely communication: If you miss a call, always call back the same day-even if it's from home. This is an official call which can be placed through the installation operator using DSN. Give the newcomer an alternate number to call if you are going TDY or will be unavailable for some time.

Be open and honest, but stay positive: Let the newcomer form their own impressions about the unit, installation, and local area.

Realize you are not alone: There is a great deal of information available. Your supervisor, First Sergeant, and the Airman & Family Readiness Center can help. Being a good sponsor is really nothing more than being a friend. To understand your basic responsibility, simply think of the kind of help you would want during a move.

Be an active sponsor: If you don't know how to respond, seek assistance. React to questions and concerns as they occur—don't wait.

Checklist For Sponsor's Personal Letter

Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in their place and provide the information you would want to receive.

Don't overdo; tailor it to what the newcomer needs to know.

Use personal tone; write as if you were sending a letter to a friend.

The letter should include, but is not limited to the following:

Congratulate the newcomer on their assignment to your installation. Say that you have been appointed as their sponsor and point of contact until they have in-processed and settled in.

Include the following telephone numbers: duty, home, cell, and fax. Include your e-mail address, and mailing address for both home and work. Ask them to keep you informed of any change of plans.

Tell the newcomer a little about yourself and, if you are married, give spouse's name. Give names and ages of children living with you.

Suggest the newcomer go to the Airman & Family Readiness Center at their installation for relocation information or class, as well as the Childcare for PCS program. They should also be referred to Military Homefront for PCS checklist and Fairchild/area information.

Ask if they need you to make lodging or kennel reservations. (Check with Lodging Office first, for availability and pet-friendly rooms)

Recommend newcomer complete advance application for housing at the losing installation; offer assistance if needed. Remind them not to sign any contracts until reviewed by Fairchild Housing.

If spouse will be seeking employment, provide the website (page 12)

Ask if there are any questions or special concerns. Offer to send additional information. Make sure you follow-up.

Where To Get Some Answers

Airman & Family Readiness Center:

- Trained relocation experts
- Spouse job search assistance in the Discovery Center
- School information
- Air Force Aid Society for emergency financial help, and free Childcare for PCS
- Personal financial planning and budgeting
- Information and referral on community resources
- Household loaner items for temporary housing needs (Loan Closet)

Unit Admin Staff: Sponsor package/CD, commander's welcome letter and other unit-specific information.

Housing Office: Installation housing list/policies, housing hunting, finding an apartment, and dormitory room assignments/policies.

Lodging: Temporary lodging reservations.

TMO: Information on shipment/delivery of hold baggage/household goods, and privately owned vehicle shipment/pickup points.

Post Office: General Delivery (for military only): Name, PSC #1 Box 3500, Fairchild AFB WA 99011-8536. Future dorm residents can no longer get address in advance. To purchase P.O. Box: 509-244-6398.

Security Forces: Specific information on vehicle registration/insurance. Base vehicle decals no longer needed.

Child Development Center: Information on vacancies, policies, and family day care providers. May get on waiting list prior to arrival.

Youth Activities Center: Youth sponsorship program, child care for school-agers.

Unit Key Spouse: Unit specific information for spouses.