



Information Leadership Networking Connection

LINC Notes

March 2022



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1. ARMY COMMUNITY SERVICE (ACS)

ACS Director:

(334) 255-9888

- Check out the virtual SFRG on the Army Family Web Portal. This is your source for great information, updates, and happenings: <https://vsfrg.armyfamilywebportal.com/>
- DYK? – The Army Community Service still offers Spousal Employment Readiness services through our ACS Specialists in room 177 and 373.
- One of several reasons people cite for not getting hired is - gaps in their résumé. Consider volunteering with any agency or entity on the installation to fill that gap. See ACS Specialists for help getting signed up!
- Successful Army living starts with Army Community Service.

Army Emergency Relief:

(334) 255-2341

After Hours Military American Red Cross

(877) 272-7337

You can make a difference in a Soldier's, Family Members or Survivor's life!

Did you know? Army Emergency Relief offers no-interest loan assistance with repair or purchase of reasonably priced essential home appliances limited to refrigerator, stove, washer and/or dryer. Eligibility is limited to newly married Active Duty, Soldiers arriving at first duty station, single parent with first newborn, or single Soldiers authorized to move off-post or to replace items lost because of a fire or natural disaster. Repairs (refrigerator and stove) are limited to a primary residence owned by the applicant or when the lease specifically states the tenant is responsible for the repair and upkeep of appliances.

Army Emergency Relief provides no interest loans and in certain circumstances grants for Active Duty and Retired Soldiers, their Family members and Survivors of the Fallen experiencing unexpected financial hardship. Broad categories of assistance include: emergency travel, vehicle repair, rent, utilities, medical/dental expenses, funerals, minor home repairs, repair or replacement of stove, refrigerators, washer and/or dryer for primary home, basic furniture needs, food and gas.

- Additional information on AER assistance for emergency situations or for the AER scholarship application process, may be obtained by contacting AER at 334.255.2341.

Army Volunteer Corps: Now located with DHR, 2nd floor, bldg. 5700!

(334) 255-3318

- Volunteers are reminded to use the **AFWP VMIS** to register their hours!

Employment Readiness Program:

(334) 255-3161/3735/9639

- Are you "searching" for meaningful employment but just can't seem to crack the hiring code to get that job? Perhaps you're unsure about the quality of your professional résumé, cover letter, or interviewing skills. The Employment Readiness Program (ERP) can serve as your catalyst for landing the job that you want at the pay you deserve!

- For more information on the program contact an ACS Specialist at (334) 255-3161/3765/9639.

Information and Referral Program:

(334) 255-3161/3670



Exceptional Family Member Program: (ACS) (334) 255-9277/3643 and (Medical EFMP) (334) 255-7431

- The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical care, special education, community support, and personal services to families with special needs.

An exceptional family member is a family member, child or adult, with any physical, emotional, developmental, or intellectual disability that requires special treatment, therapy, education, training or counseling.

- Enrollment allows the assignment managers at Army personnel agencies to consider the documented medical and special education needs of exceptional family members in the assignment process. When possible, soldiers are assigned to an area where the medical and special education needs of their exceptional family member can be met.

FAP-Family Advocacy Program:

(334) 255-3246

Victim Advocates: 24/7- HotLine: (334) 379-7947

- **Domestic Violence/Victim Advocacy Program**
- **Family Advocacy Program Classes:** Active Parenting/Cooperative Parenting and Divorce/Anger Management/Stress Management/ contact the Family Advocacy Program at 334-255-3898.
- **New Parent's Support Program:** Please call to see what classes are available. Playgroups start back March 7th. For assistance or questions about the New Parent Support Program, contact NPSP at 334-255-9647, 334-255-9805 or 334-255- 3359

Financial Readiness (FRP):

(334) 255-9631

You have the power to gain Financial Freedom – it is up to you to learn about and work for it! No better date to start than today!

*FRP, partnering with New Parent Support Program, is presenting 1st Child Boot Camp, Tuesdays 22 March – 26 April, 1030-1130. Weekly presentations focus on Family financial Well-being; Parenting, A Special Job; Nutritional and Cost Saving Baby Budget Shopping, Bringing Baby Safely Home; Ages & Stages; and Building Communication with Baby. The program is focused on building strength, endurance, and agility to overcome the challenges of parenthood.

- The Financial Readiness Program, in the Soldier Service Center (Room 350) offers:
 - Free Credit Analysis and CARFAXs.
 - Tips for developing a working spending plan and alleviating debt
 - Blended Retirement System touchpoint consulting/counseling.
 - Investing through the Thrift Savings Plan or thinking of purchasing a home? Let a financial counselor answer questions you may have. To schedule an appointment, please call (334) 255-9631
- HQDA has established a mandatory *Financial Readiness Common Military Training for Soldiers*. Financial milestones occur throughout Military careers and having up-to-date relevant financial tools to address those touchpoints are the key to financial well-being. The Fort Rucker ACS FRP program is here to provide this essential training to include PCS move, Vesting in TSP, TSP Continuation Pay, Promotion, Marriage, Birth/adoption, Disabling Conditions, Divorce, and Pre/Post Deployment. Soldiers will receive a certificate of completion required for upload into their DTMS individual training record.

Relocation Readiness Program:

(334) 255-3735

March 2022: Newcomers Welcome: For Virtual attendance (mandatory for all newly arriving Soldiers) and as a quick reference for Fort Rucker programs and agencies please go to:

<https://home.army.mil/rucker/index.php/newcomers> For more information, please call the Relocation Readiness Program at (334) 255-3735

Survivor Outreach Services (SOS) –Support Coordinator/ACS Specialist (334) 255-9639/ (334) 226-0979

- If you're a surviving Family member, **Survivor Outreach Services (SOS)** offers you access to support, information, and services, closest to where you live, when you need it and for as long as you need it.
- Survivor Outreach Services is part of the Army Casualty Continuum of Care. It's designed to provide long-term support to surviving Families of Fallen Soldiers. Our goal is to reassure Survivors that they remain valued members of the Army Family.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Twitter: @fortruckeracs

Webpage: <https://rucker.armymwr.com/us/rucker/programs/army-community-service>

Facebook: <https://www.facebook.com/pages/Fort-Rucker-Army-Community-Service/323789580072>

Instagram: fortruckeracs

TO
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TOP

2. CHILD & YOUTH SERVICES

Child & Youth Services Director

(334) 255-2375

School Liaison Officer

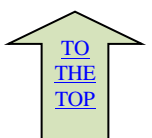
(334) 255-9812

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- **Parent Central Services** is open Monday – Friday, 7:30 a.m. – 4:30 p.m. (334) 255-9638
 - **The Child Development Center** is open Monday – Friday, 5:30 a.m. – 6:00 p.m. Hourly and Part-day programs are not available at this time. For more information please call the CDC at **255-2262**.
 - **The School Age Center** is open for Before/After School Care. Hours of operations are 0530-1800. Hourly Care is not available at this time. For more information call the SAC at **255-9108**.
 - **The Youth Center** offering **FREE After School** Open Recreation during the school year: Monday-Thursday 2:30-7:00pm, Friday 2:30-10:30pm. The 1st Tuesday of each month Open Rec opens at 1:30pm. This **FREE** Program is for youth age 11 **and** in the 6th grade -12th grade. Open Recreation is offered the 1st Saturday of each month 1:00–9:00 p.m. . **January 2022: Open Rec Saturday will be on the 8th from 1:00pm-9:00pm.** **Youth must be a registered CYS patron to use the facility.** Call **255-2260/2271** for more information.
 - **Instructional classes (SKIES)** Ongoing for Gymnastics, and Music (Piano, and Guitar). Registration is NOW OPEN on WebTrac and/or Parent Central Services.
 - **Youth Fitness Center, Building 8950**, open, limit to 5 participants at a time and offers Functional Fitness program. Hours of operation are Monday - Thursday 1600 – 1800. COVID 19 guidelines will be followed throughout the facility. For more information call Youth Sports at **255-2254/9105**.
 1. **Youth Functional Fitness** – Extreme Strength & Conditioning: **FREE \$\$** for ages 8-18yrs old Monday-Friday 1500-1700
 2. **Home School PE**: FREE program offered every Wednesday from 9:00-9:55 for 6-10 year olds and 10:00 -11:00 for 11-12 year olds. Location: Bldg. 8950 on 7th Avenue (weather permitting-if not then in the Youth Center Gym, Bldg. 2800 on 7th Ave. Changes will be sent to your email prior to Homeschool and posted on CYS Rucker Facebook and the Homeschool Facebook page. Must register at Parent Central Services..
 3. **Home School Classes**: Tuesday and Thursday 0900-1000 Location: Bldg. 8950 on 7th Avenue. Must register at Parent Central Services.
 4. Spring Outdoor Sports are currently on-going. Volunteer coaches are needed for our upcoming sports. **Please call Youth Sports at 255-2254/9105 or stop by 8950 7th Avenue, Fort Rucker, AL if interested in coaching.**
 - CYS bus transportation from Enterprise Schools is on-going. Please visit Parent Central Services, School Age Center, or the Youth Center to complete bus registration packet. Space is available on a first come first serve basis. All children and youth must register for bus transportation annually.

School Liaison:

(334) 255-9812

- Army Emergency Relief Program Home School and Remote Education Assistance Program is ongoing. Assistance for costs associated with traditional full-time home school education and remote education during COVID-19. Please see the flyer provided and for more information, please visit: www.ARMYEMERGENCYRELIEF.ORG
- **Attention High School Seniors!** Your school career centers and counselors have plenty of information and advice. Please see attachment for scholarship information and more.
- The Military Child Education Coalition has designed an interactive tool, SchoolQuest, specially designed to support highly mobile military families and students. Making the best choices for your student before, during and after a PCS move increases the chance of academic success and social well being. Check out SchoolQuest at www.militarychild.org to help you manage an upcoming school transition.



- Tutor.com provides military affiliated learners of all ages with free online live tutoring, 24/7, throughout the year. Also, SAT/ACT test preparation with practice problems, drills and video lessons. For free tutoring and so much more, please visit www.tutor.com/military.

- If you are new or you know someone new to the Ft. Rucker community, please know that I will gladly arrange school tours before deciding where you'd like to live. Please contact me to better assist in making the school district of choice decision.

3. DEFENSE COMMISSARY AGENCY (FT RUCKER COMMISSARY): (334) 255-6671 EXT. 3300
Assistant Commissary Officer: (334) 255-6671 EXT. 3302

The following patrons have priority shopping during the first hour of operation Tuesday-Saturday (0900-1000).
Regular Hours 1000-1900: Sunday No Priority Shopping (1000-1700)

- Military in Uniform
- 62 Years or Older
- Immunocompromised
- Disabled
- Spouses of Deployed Soldiers with Young Children

✓ Click2Go – Online Shopping 24/7 up to 6 days ahead. NO SERVICE FEE. Pickup days and time are Tuesday-Friday 1100-1730

✓ Come Visit your Ft. Rucker grab-n-go Dietitian Approved Fueling Station which has been developed to demonstrate that the commissary is a great destination for an alternative to fast food where we provide quick meals and snacks that are also dietitian-approved.

4. DIRECTORATE OF PUBLIC WORKS / CORVIAS: (334) 255-2984 / (440) 8988/8992/8990

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <https://rucker.corviaspm.com/>

Scholarship Information: <http://corviasfoundation.org/>

5. DIRECTORATE OF PUBLIC SAFETY

Director/Provost Marshal for Directorate of Public Safety (DPS): (334) 255-2511
Deputy Director, DPS (334) 255-0405
Provost Sergeant Major, DPS (334) 255-1922

Safety Reminders For Cell Phone Users:

- Keep conversations short and sweet. Don't use the cell phone for social visiting, hang up in tricky traffic situations without warning if necessary. Resist dialing a number while in heavy traffic.

- Consider using a "hands-free" speakerphone system, so you can keep your hands on the wheel and your eyes on the road and still keep talking. These speakerphones are available for many popular telephone models.
Only hands-free authorized while vehicle in motion on post!!!

Primary Cause of Vehicle Accidents on Fort Rucker. The most frequent cause for accidents on Fort Rucker is due to vehicle backing or turning movements in parking lots. Armed with this knowledge drivers should exercise extreme caution when entering a parking lot and drive slowly, (the speed limit in all post parking lots is 10 MPH) and look out for vehicles backing up. Drivers in parking spaces must look in both directions for oncoming traffic before they back up and then back up very slowly to avoid an accident.



Access Control. The Directorate of Public Safety asks drivers entering an access control point have their identification readily available to present to the guards to help decrease the waiting time for everyone else in traffic. In addition, when approaching a gate and it's raining, drivers are asked to please turn off their windshield wipers when approaching the guard to avoid splattering them with water.

Armed Forces Disciplinary Control Board (AFDCB) – AR 190-24

a. Chapter 2 - Armed Forces Disciplinary Control Board; 2-1. Establishment of AFDCB. "Established by installation, base, or station commanders to advise and make recommendations to commanders on matters concerning eliminating conditions, which adversely affect the health, safety, welfare, morale, and discipline of the Armed Forces".

- The Fort Rucker AFDCB meets quarterly, the fourth Tuesday of each Feb, May, Aug, and Nov.
- President of the AFDCB is the Garrison CDR, moderated by DPS SGM.
- Voting Members: 1 AB, 110 AB, LAHC, DPS, CID, Safety, ASAP, EO.
- Non-voting Members: RSO, SJA, DFMWR, PAO, DPW, CORVIAS/Housing, Recorder (DPS OPS).

b. The AFDCB reviews any business/entity on or off the installation where the potential exists for:
(1) Disorder and lack of discipline; (2) Prostitution; (3) Sexually transmitted diseases; (4) Liquor violations; (5) Racial and other discriminatory practices; (6) Alcohol and drug abuse; (7) Drug abuse paraphernalia; (8) Criminal or illegal activities involving cults or hate groups; (9) Illicit gambling; (10) Areas susceptible to terrorist activity; (11) Unfair commercial or consumer practices; (12) Other undesirable conditions deemed unsafe, which may adversely affect the health and well-being of military personnel or their families.

c. Currently off-limits: Avenue 6 Bar and Grille (Daleville, AL); Teaser's Gentlemen's Club (Newton, AL)

6. ARMY & AIR FORCE EXCHANGE SERVICE

GM: (334) 262-3533

- **25 Feb - 17 March:** The Spring Book is here! Save in-store and online at shopmyexchange.com! \$5 off \$50+ beauty purchases (any tender) or \$15 off \$100 or more beauty purchases with MILITARY STAR. Limited to cosmetics, fragrances, bath and body, hair and skin care, and nail products. Coupon required or online promo code BeautySP22.
- **14 Mar:** Celebrate Pi (π) Day with Hunt Brothers Pizza located in the Mini Mall Express!
- **29 Mar: Vietnam Veterans Day** - Join the Fort Rucker Exchange in honoring Vietnam Veterans at 1100 with a drive thru pinning commemoration. Veterans can receive a pin at the front of the PX curbside (signing will indicate the flow of traffic).
 - U.S. Armed Forces personnel with active-duty service between 1 November 1955 and 30 April 1975, regardless of location served, may receive a pin.
- **Advanced Tabloids & Sales Flyers:** Find low prices and great deals in our Digital Ads by clicking here: shopmyexchange.com.
- **We're Hiring!** If you know of anyone who is interested in a fun job in a safe on-post environment serving the greatest customers in the world, please let them know to apply at www.applymyexchange.com. Positions starting at \$15 per hour plus benefits!
- **Tax Season is here!** The Exchange is helping make the filing season less taxing by working with *H&R Block* to provide tax preparation services to military members at a 10% discount. Visit the Mini Mall location at the corner of Andrews and Dustoff in building 6600 or call (334) 406-7994 for an appointment. Open Mon – Fri 0900 - 1800hrs and Sat 0900 -1600hrs
- **17 Apr** (Easter Sunday): PX holiday hours: 1030-1700hrs
- Expanded Easter goodies and selections for your at-home super egg hunt at shopmyexchange.com!
- **Tax Free Shopping, Military Exclusive Pricing, and Military Star Card Rewards:**
 - **Tax Free** - On top of already great deals on clothing, electronics and more.



- **Military Exclusive Pricing** - Military-exclusive pricing offered only to members of the military community.
- **Military Star Card Rewards**
 - Support MWR with every purchase
 - Save 10% on food purchases at Exchange restaurants
 - Save 5% on fuel at the Exchange
 - Earn 2 points for every \$1 spent on installation and online
 - FREE shipping with online purchases
- **You Made the Grade Program:**
 - **Exchange Rewards High-Achieving Military Students** - For military children at Fort Rucker, good grades can earn great rewards and a chance at an Exchange Gift Card thanks to the Army & Air Force Exchange Service's You Made the Grade the program.
- **Main Exchange, Food Court and Mall Renovations Update:**
 - Subway and Popeye's work is in progress.
 - Work in the upper portion of the Main Store is underway. As with the Four Seasons, the work will be done in phases to allow for maximum customer access to merchandise and services. This necessitates some shuffling of fixtures and merchandise, and we apologize for any shopping headaches this may cause.
 - The Four Seasons entrance is nearing completion and the main/front entrance will be next, please monitor our Facebook page for updates.
 - Thank you for your understanding and support during this major undertaking! We appreciate you!
- The Fort Rucker Exchange **BE FIT** program's holistic approach to health and well-being includes wellness services such as Optical and optometry services to help make life better for the community.
- **Anyone Can Dine**, everyone is eligible to dine our Exchange restaurants. Our food court offers Starbucks, Charley's Grilled Subs, and Qdoba. Burger King is conveniently located across the street from the PX.
- **Helping those in need is always in season!** Exchange shoppers can support military relief funds all year round by donating to **Army Emergency Relief** or the **Air Force Assistance Fund** on-line.
 - Shoppers have the option to donate in increments of **\$1**, **\$5** and **\$10** or can enter in a custom amount. Online donations can be made in \$5 increments during checkout at shopmyexchange.com.
- **It Matters Where You Shop:** The Fort Rucker Exchange contributed **\$1,542,692.13** in earnings directly to the Fort Rucker MWR and their critical military Quality-of-Life programs in 2020.
- **Advanced Tabloids & Sales Flyers** – Find low prices and great deals here in these Digital Ads by clicking here: shopmyexchange.com.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.shopmyexchange.com

Facebook: www.facebook.com/ruckerexchange

7. DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION: (334) 255-2100

Silver Wings Golf Course- Annual Membership On Sale Now

The 2022 SWGC Annual Membership Drive is underway. Get your annual membership today and take advantage of all the savings and benefits that your annual membership has to offer. Call SWGC at 255-0089 or stop by the Pro Shop for more information.



Arts & Crafts- Beginner Ceramics Class

Sign up today for the Beginners Ceramics Classes that are being offered at Arts & Crafts. These classes are offered in a 4-week block and cover an overview of ceramics, throwing, glazing as well as trimming and handles. Classes are limited to 5 students per class and are filling up fast. Call Arts & Crafts today to secure your slot or for more information 255-9020.

Pickle Ball Courts Now Open – Pickle Ball Clinic

Pickle Ball Courts are now open. Gather your friends and family and enjoy some Pickle Ball at the tennis courts. Two courts are currently available for use and equipment can be checked out at the Main PFC. Are you asking yourself...What is Pickle Ball? Have no fear scan the QR code on the flyer for all the rules or sign up for our Free Pickle Ball Clinic happening Saturday March 19th. For more information stop by the Main PFC or call 255-2671.

Riding Stables

There will be a Natural Horsemanship Skill Clinic on March 5th & 6th at the Riding Stables. There will be an Adult Beginners/Intermediate Class and an Adult Advanced Class available. Call the Riding Stables to register or for more information 255-0021.

Now Hiring – Join Our Team

A wide variety of employment opportunities are currently available with Fort Rucker Family & MWR, from entry level to management, and various career paths to choose from. We currently have over 20 different positions posted on USA JOBS DOT COM with some positions looking to fill multiple vacancies. See our website for more information and a list of links or see all of the current jobs available at USA JOBS DOT COM (Keyword: Fort Rucker).

-Connect with MWR Today Via Social Media or our Website, Links for both are Below-

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.rucker.armymwr.com

Facebook: <https://www.facebook.com/fruckermwr>

8. FORT RUCKER COMMUNITY SPOUSES CLUB:

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.fortruckeresc.com

Email: presidentfrsc@gmail.com

9. LEGAL ASSISTANCE OFFICE – OFFICE OF THE STAFF JUDGE ADVOCATE (334) 255-3482

Located in Building 5700 (Soldier Service Center), Suite 320

Open: M,T,W,F 0830-1630, Th 1300-1630 (closed Federal Holidays and DONSA's)

1. **Did you know?** *The Legal Assistance Office provides one-on-one legal advice to individual Service members, Dependents, and Retirees!*

a. This service is provided by licensed attorneys.

b. Best of all, legal assistance is FREE and CONFIDENTIAL (with very few exceptions)!

2. **Legal Assistance - Come see us!** We see clients on a walk-in basis for Notarizations, Bills of Sale, Powers of Attorney, and Sworn Statements, but any other consultation requires an appointment. Call 334-255-3482 today!

a. Our office helps entitled personnel with personal legal matters, such as legal representation for Wills, Living Wills/Durable Healthcare Powers of Attorney, Servicemembers' Civil Relief Act, GOMORs, FLIPLs, as well as general legal assistance regarding Real Estate, Landlord/Tenant issues, Adoption, Divorce, Contracts, Debt Collection, Taxes, Claims and many other topics!



b. Our paralegals and legal assistants help with Notarizations, Bills of Sale, Powers of Attorney, and Sworn Statements.

3. **Help us eliminate the Barracks Lawyer!** Do you get your legal advice from random people on Facebook? Do you know that Soldier who claims to know everything about the law? Or would you rather ask a licensed JAG attorney?

a. Go to <https://www.facebook.com/RuckerLAO> and like our page.

b. Additionally, the page is frequently updated with useful legal information and resources.

4. **Claims Office**

a. Did you recently PCS? Were some of your household goods damaged? Did you know the Army has consolidated all personnel claims processing at Fort Knox?

b. Contact the Army's new Center for Personnel Claims Support (CPCS) at (502) 626-3000 to seek reimbursement for your damaged items.

c. Remember, transferring your claim on the DPS website does not allow CPCS to view it. You must also call CPCS!

5. **Special Victim Counsel (SVC)**

a. Are you a victim of sexual assault? If so, contact our SVC at 703-347-4297.

i. Purpose of SVC Program is to provide zealous advocacy for the victims of sexual assaults throughout the Military Justice process.

ii. As a victim, you are **entitled to certain services and protections**. An SVC is YOUR attorney that can guide you through the entire process, from reporting to court-martial and beyond!

b. Services Provided:

i. Legal consultation regarding potential collateral misconduct;

ii. Legal consultation regarding the Victim Witness Assistance Program;

iii. Legal consultation regarding SARC and VA;

v. Legal consultation regarding the military justice system;

vi. Accompanying the victim to military prosecution proceedings;

vii. Assistance in obtaining emotional and mental health services; and

viii. Legal consultation and assistance regarding traditional legal assistance and MPO/CPOs.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <http://www.rucker.army.mil/sja/clientservices/>

Email: <https://www.facebook.com/RuckerLAO>

10. LYSTER ARMY HEALTH CLINIC:

(334) 255-7359

Lyster Patient Appointment System

(800) 261-7193

Tricare Online: www.tricareonline.com

Military Health System (MHS) Nurse Advice Line: 1-800-TRICARE (874-2273)

Lyster Website: <https://lyster.tricare.mil/>

Lyster Facebook page: <https://www.facebook.com/LysterArmyHealthClinic/>

Upcoming Closures/Adjusted Hours:

16 Mar: 3rd Wednesday Training Day, Closing at 1200

Prior to Entering Clinic: We remind everyone of the importance of Reporting All Symptoms prior to entering the clinic. During the screening process prior to entering the clinic, staff will ensure you have a mask on and then ask if you are experiencing any COVID-like symptom(s) or if you have been exposed to someone positive. It is your duty to report any symptom or exposure at the time of screening. We are in a fight to stop the spread of COVID; we all play a role in ending this pandemic. Please be honest with your symptoms so we can best direct your care to the appropriate clinic (Primary Care Clinic, COVID Clinic, or Virtual/Telehealth Appointment). If you fail to disclose COVID-like symptoms or exposure, you could lose access to care at Lyster. COVID-like symptoms include: Fever or Chills, Cough, Shortness of Breath or Difficulty Breathing,

Fatigue, Muscle or Body Aches, Headache, New Loss of Taste or Smell, Sore Throat, Congestion or Runny Nose, Nausea or Vomiting, Diarrhea. If you are experiencing a COVID like symptom, we encourage you to call the clinic prior to coming to an already scheduled appointment (such as well baby, routine health appointment, etc.) Lyster Army Health Clinic Appointment Line 800-261-7193. TRICARE Nurse Advice Line (NAL) at 800-874-2273. The COVID Clinic is located at Lyster. An appointment is required to be seen in the COVID Clinic, you will receive instructions on how to access the clinic if required to be seen there. You do not enter the COVID Clinic through the front clinic entrance. The COVID Clinic is located on the left side entrance/near Behavior Health/MRI.

Know Before You Go:

To ensure our Service Members do not experience out of pocket expenses when utilizing off post medical care – Know Before You Go.

If you get care without seeing your PCM first, you may be responsible to pay for the care out-of-pocket.

- Routine COVID-19 test as a preventive service for any TRICARE beneficiary is NOT a covered benefit.
- **COVID-19 Testing off post requires a referral and authorization for Service Members.**

Referrals and Authorization for Active Duty Service Members:

- You need a referral from your primary care manager (PCM) for any care he/she doesn't provide. This includes urgent, routine, preventive, and specialty care services.
- Your PCM works with your regional contractor for the referral and authorization.
- Your regional contractor will try to refer you to a military hospital or clinic first. If not available, you're referred to a network provider (in your region).

Emergencies, and after hours care: For life, limb, or eyesight Call 911 or go to the nearest Emergency Room.

For Active Duty pre-authorization to Urgent Care Centers, please call the TRICARE Nurse Advice Line (NAL) at 800-874-2273.

Contact the MHS Nurse Advice Line for care advice at any hour or day of the week. We can assist you in finding local care services as necessary. The MHS Nurse Advice Line is available 24/7 by phone, web chat, and video chat. <https://tricare.mil/ContactUs/CallUs/NAL>

COVID Vaccinations: COVID-19 Moderna vaccinations including boosters are available to Active Duty, DoD civilians, and TRICARE beneficiaries ages 18 and over. Schedule online at <https://informatics-stage.health.mil/LysterCOVIDApp/>

Beneficiaries can also visit vaccines.gov to find a COVID-19 vaccine within the local community.

USPS Free At-Home COVID Tests: Residential households in the U.S. can order one set of #4 free at-home tests from USPS.com. Visit <https://www.covidtests.gov/> to learn more.

COVID Vaccination Card: Lost your Vaccine Card and need proof of vaccination? Print your record from TRICARE Online or MEDPROS!

TRICARE online: Click on Health Record, then Immunizations. Select “Download/Share my data” and open pdf file to print.

MEDPROS: Click for Electronic Immunization Record, COVID vaccine does not show on Immunization Dashboard.

Become a Patient and Family Partnership Council Member: Patient and Family Partnership Council members provide a voice that represents all patients and families of patients who receive care at Lyster Army Health Clinic. They partner with clinic doctors, nurses, and administrators to help improve the quality of our clinic’s care for all patients and families.

A patient and family partnership council member is someone who:

- Wants to help improve the quality of our clinic’s care for all patients and family members.
- Gives feedback to the clinic based on his or her own experiences as a patient or family member.
- Helps us plan changes to improve how we take care of patients.
- Works with the clinic for either short or long term commitments, depending on the project.



- Volunteers his or her time usually at least 1 hour and not more than 4 hours a month.
- Listen and share their opinions respectfully.
- Think about ways to improve health care.
- Work well with others.

Committee Members are composed of Active Duty, Family Members, Retirees, and TRICARE for Life members. For more information about becoming an advisor, please contact the Patient Advocate in room E113 near the Coffee Zone or call 334-255-7229 or email usarmy.rucker.medcom-lahc.list.patient-rep@mail.mil

Yellow Card: Please remember to bring your Yellow Card and present it when utilizing all clinic services including pharmacy pick up. For the convenience of our Beneficiaries, the latest version of the Lyster Yellow card is now a “Family Friendly” Card that lists all family members on the back of the card that have a completed DD2569 Form. See your clinic staff, pharmacy staff, or contact Lyster’s Third Party Collection in the Resource Management Division to receive your Yellow Card. Completion of a DD2569 Form is an annual regulatory requirement that each beneficiary (except Active Component) must complete. You do not have to fill out a DD2569 each visit. If you do not bring your current Yellow Card, you will be asked to complete another DD2569 form, so please bring your card to all clinic visits including pharmacy pick up. Any questions please call Third Party Collection at (334) 255-7139/7689/7241. The team is happy to assist.

Educational and Developmental Intervention Services (EDIS): Why would a family need EDIS?

- Your baby starts learning the day he or she is born. This learning happens through everyday activities and interactions, such as getting dressed, eating meals, playing with toys and being part of family activities.
- During the first three years, your baby will learn many important skills needed for future learning and getting ready for school
- Every child learns differently. Some will reach certain milestones faster than others. Some will need a little help.
- Because you know your child best, you might notice that he or she is growing or developing differently than other children the same age.
- If you have questions, concerns or think your baby needs a little help to learn, it is very important to ask for it as early as possible to be sure your baby has the best outcome and is better prepared for school.

Who is eligible?

The Army EDIS provides early intervention services to military families in the Department of Defense (DoD) who:

- Have a child less than three years of age who has a developmental delay or a diagnosed medical condition that places the child at high risk for developmental delay.
- Live on a military installation in the United States with a Department of Defense Education Activity (DoDEA) elementary school.

What services does EDIS provide?

- Developmental Screenings to assist you with determining if your child is meeting his/her developmental milestones.
- Developmental Evaluations to determine if your child has delays in development and is eligible for early intervention services (EDIS).
- Individualized Family Service Plan (IFSP) for eligible children to identify your goals and needs with regard to your child’s development.
- Early Intervention Services to support you with reaching the goals you have for your child and family.
- Transition assistance to help you and your child move on to another program if needed as he/she turns three years of age. Or to help you access services at your next duty location.

Where are services delivered?

- Services are provided in the natural environment (on post children and families only). The natural environment includes home visits, the base Child Development Center (CDC), playgrounds on base,

base library New Parent Support Program (NPSP) playgroups, and at the EDIS office at LAHC. We have other hybrid services that include telephone and email.

How do families access services?

- Families may request developmental screening or evaluations directly from EDIS.
- Health care providers in military treatment facilities (MTF) may refer families directly to EDIS.
- All services the Army EDIS teams provide are free of charge to eligible families.
- **Fort Rucker Educational and Developmental Intervention Services (334)255-7237 or email**

usarmy.rucker.medcom-lahc.list.edis@mail.mil

Pharmacy: How to Initiate Getting Your NEW Prescriptions Filled at Your Lyster Pharmacy

Because prescription labels do not print automatically when a prescription is sent by your doctor, you will need to let us know that you have a medication that needs to be filled by completing a Drop-Off Pharmacy Form.

The form notifies us to fill the prescription, you have the following options available to initiate that process.

1. You may visit the clinic and fill out a Pharmacy Drop-Off Form. This is the only option for physical/hard copy prescriptions.

2. Fill out the form & submit through <https://app.tolsecuremessaging.com>

If using Secure Messaging, <https://app.tolsecuremessaging.com>

Complete the form, save to your device or take a photo of the completed form, and then upload, using the paperclip icon after you start “Compose a Message”.

Note: “Pharmacy New Prescription Drop-Off” must be added to your Provider list to send your request to the pharmacy, same as messaging your PCM.

If you need assistance setting up your TOL or Secure Messaging, please contact the 24/7 Customer Service at 866-309-4138. Once your account is set up, if you have additional questions you can also reach out Lyster Patient Educator at 334-255-7038.

Call the pharmacy at: (334) 255-7178 and (334) 255-7175, regarding questions about your prescriptions/medications.

Park and Pick Up times are 0730-1615, Monday through Friday, except on 3rd Wednesday Training Days (0730-1200)

Prescriptions/drop off forms are accepted 0730-1530, Monday through Friday.

Additional Pharmacy Options:

Did you know TRICARE offers Pharmacy Home Delivery?

- Get up to a 90-day supply of most maintenance drugs
- Never leave the comfort of your home

How to Switch to Home Delivery:

- Ask your military pharmacist to transfer your prescription to home delivery.
- Call 1-877-363-1303 and have your prescription bottle ready.
- Transfer an existing prescription using the Express Scripts mobile app.
- Switch online at <https://militaryrx.express-scripts.com/home-delivery>.
- Ask your doctor to submit your prescription electronically (e-Prescribe).
- Download and follow instructions on the Home Delivery Order Form to mail your prescription: <https://militaryrx.express-scripts.com/home-delivery>.



Another option for RX, You can visit a TRICARE retail network pharmacy. There are more than 56,000 locations in the U.S. and U.S. Territories.

Costs may be incurred with home delivery or network pharmacies. Learn more at <https://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions>



	Generic Formulary Copayment	Brand-Name Formulary Copayment	Non-Formulary Copayment	Non-Covered
Military Pharmacy (90 Day Supply)	\$0	\$0	Generally not available without medical necessity.	Not Available
TRICARE Pharmacy Home Delivery (90 Day Supply)	\$12	\$34	\$68	Not Available
Retail Network (30 Day Supply)	\$14	\$38*	\$68*	Full Cost

Active duty service members have a \$0 copay for covered drugs at any pharmacy.

* For all beneficiaries except active duty service members, select brand-name maintenance medications (taken for long-term conditions) may only be filled twice at retail and then must be filled via home delivery or military pharmacy.

TRICARE.mil/costs



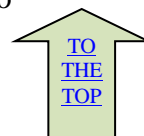
Pharmacy Kiosk: Check-in kiosk to serve Active Duty and patients seen in the clinic for acute appointments. This kiosk will help streamline work processes, improve patient satisfaction, and reduce wait times.

Nutrition Clinic Metabolism Testing: Your metabolism is the amount of calories you use each day. It is unique to you and determines how many calories your body needs to consume each day at rest. Knowing your metabolic rate along with your daily calorie intake from food and beverages along with calories used from activities can help you be more successful at controlling your weight. Contact Nutrition Care Service 334-255-7986 for more information.

Fit For Performance Weight Control Program: The program is a comprehensive, weight management program focusing on behavior, nutrition, and physical activity that help you learn how to make healthy, permanent diet and activity changes to achieve and maintain a healthy weight. The program consist of four weekly sessions offered to active duty Soldiers, retirees, and their family members. Contact Nutrition Care Service 334-255-7986 for more information.

Heart Healthy Prevention and Education Program: A program designed to help improve high cholesterol and high blood pressure. Classes are offered each month for Active Duty Soldiers, Retirees, and their Family Members. Class topics include what is cholesterol, LDL, HDL, triglycerides and high blood pressure. The program also offers more in depth focus on prevention of heart disease, heart attacks, strokes and peripheral vascular disease. Contact Nutrition Care Service 334-255-7986 for more information

Virtual PHA option: to complete part 2 of PHA by phone (once part 1 online is completed) call 844-VMEDCEN (863-3236) for the VIPRR (Virtually Integrated Patient Readiness and Remote Care) Clinic to



arrange a time to complete with a provider at Ft. Sam Houston, TX. Hours of operation are Mon-Fri, 0500-2000.

Virtual Yoga: LAHC is offering Virtual Yoga Classes from the comfort of your home, office or anywhere you are. The virtual Yoga classes will stream via Microsoft Teams which can be viewed on a mobile device, tablet, laptop or computer. Classes are on Monday, Wednesday and Thursday from 1145 – 1245 (except for Federal Holidays). Visit <https://mizanifitness.com/lahc/> to register.

TOL: Utilize Tricare Online and Secure Messaging to view your health record including labs and radiology studies, renew prescriptions, make an appointment, and securely email your provider. You can even attach forms or images for your provider. www.TOLSecureMessaging.com

Humana Military - Referrals: Humana Military has moved referrals and authorizations to digital delivery. With this new switch, you can now access your referrals and authorizations via self-service or on our mobile app. <https://www.humanamilitary.com/MyReferrals>

JOES Surveys: If you receive a Joint Outpatient Experience Survey, please fill it out and let LAHC know about your recent experience. Your response helps the clinic know what improvements can be made and what the clinic is doing well. The surveys also assists LAHC financially, with money received from positive feedback on the surveys going towards patients' healthcare and resources.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <https://lyster.tricare.mil>

Facebook: <https://www.facebook.com/LysterArmyHealthClinic>

Twitter: @LysterAHC

11. RELIGIOUS SUPPORT OFFICE:

(334) 255-2989/2012

CURRENT WORSHIP SERVICES:

All worship services are "in person,"

- Tuesday-Friday, 1205-1235, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Friday, 1250-1400, Islamic Time of Prayer, Wings Chapel, Bldg. 6036, Andrews Avenue
- Saturday, 1600-1700, Catholic Confessions, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Saturday, 1700-1800, Catholic Mass, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Sunday, 0900-1000, Catholic Mass, Main Post Chapel, Bldg 8940, Red Cloud Road
- Sunday, 1100-1200, General Protestant, Wings Chapel, Bldg 6036, Andrews Avenue
- Sunday, 1100-1200, LDS Service, Wings Chapel, Bldg 6036, Andrews Avenue

Women's Fellowship and Ministry:

Catholic Women of the Chapel

For details email: ftruckerwoc@gmail.com

Location: Spiritual Life Center Rm 39/40

Virtual Meetings—Monday Evenings: 7:30-8:30 PM

In Person Meetings—Wednesday Mornings: 9:00-11:00 AM

Protestant Women of the Chapel

Location: Wings Chapel

In Person Meetings—Tuesday Mornings 9:00-11:30 AM

Tuesday Evenings 6:30-8:00 PM

For more information and other FAITH GROUP SERVICES, contact the Religious Support Office, 334-255-2989.



Visit the Fort Rucker Chaplain Webpage at: <https://home.army.mil/rucker/index.php/chaplain> and Facebook at www.facebook.com/fort.rucker.chapels.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <http://www.rucker.army.mil/chaplain>

Facebook: <https://www.facebook.com/fort.rucker.chapels>

12. THRIFT SHOP:

(334) 255-9595

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.fortruckerthriftshop.org

Facebook: <https://www.facebook.com/thefortruckerthriftshop>

13. U.S. ARMY AVIATION MUSEUM:

(334) 598-2508

Museum

- The U.S. Army Aviation Museum is OPEN!
- Museum Hours of Operation:
 - Monday – Friday 9:00 a.m. – 4:00 p.m.
 - Saturday 9:00 a.m. – 3:00 p.m.
- Can't visit in person? Check out our New Virtual Tour!
 - Available Now: www.armyaviationmuseum.org (Click "Virtual Tour")

Foundation

- Learn more about how you can support the U.S. Army Aviation Museum on our website: www.armyaviationmuseum.org (click 'Get Involved')

Gift Shop

- The Museum Gift Shop is OPEN and receiving new merchandise daily!
- Gift Shop business hours:
 - Monday – Friday 9:00 a.m. – 4:00 p.m.
 - Saturday 9:00 a.m. – 2:45 p.m.
 - Shop with us Online: www.armyaviationmuseum.org (Click 'Shop')

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.armyaviationmuseum.org

Facebook: <https://www.facebook.com/armyaviationmuseumfoundationAAMF>

DEPUTY GARRISON COMMANDER:

(334) 255-2618

