

DEPARTMENT OF THE ARMY  
414TH BASE SUPPORT BATTALION  
ATTN: ARMY COMMUNITY SERVICE  
UNIT 20193, BOX 0006  
APO AE 09165-0006

AETV-HUG-ZH-ZS (608-1)

15 November 1999

MEMORANDUM FOR RECORD

SUBJECT: Standard Operating Procedures (SOP) for Army Community Service (ACS) Newcomers' Orientations

1. REFERENCE: AR 608-1, Army Community Service Center, dated 1 October 1999.
2. PURPOSE: To establish policies and procedures for the ACS Newcomers' Orientations: Hanau Orientation Tour (HOT), Buedingen/Gelnhausen Orientation Tour, and The Kaserne Express.
3. APPLICABILITY: This SOP is applicable to all soldiers, civilians, and family members assigned to the 414th Base Support Battalion (BSB).
4. OBJECTIVE: The newcomers' orientation tours are designed to reduce relocation related stress which family members may feel when moving into the Hanau area. By providing critical information and a local tour, new community members are armed with self-confidence in their ability to maneuver both on and off post. This knowledge and confidence will provide a sound base upon which newcomers can develop self-sufficiency while they reside in the 414th BSB.
5. RESPONSIBILITIES: The Relocation Readiness Manager (RRM) is responsible for developing, advertising, and conducting the orientation tours. The RRM will ensure that child care is available for the participants of the Hanau and Buedingen/Gelnhausen Orientation Tours.

AETV-HUG-H-ZS (608-1)

SUBJECT: Standard Operating Procedures (SOP) for Army Community Service (ACS) Newcomers' Orientation

6. AGENDA:

a. HOT is offered the second Wednesday of every month, from 0900 to 1430. Participants will meet at building 9, Pioneer Kaserne at 0900. A sample agenda is at enclosure A.

b. Buedingen/Gelnhausen Orientation Tour is offered the fourth Wednesday of every month, from 0900 to 1430. Participants will meet at building 2207, Armstrong Kaserne at 0900. A sample agenda is at enclosure B.

c. The Kaserne Express is offered each Monday from 1000 to 1130. Participants will meet at building 9, Pioneer Kaserne at 1000. A sample agenda is at enclosure C.

d. At the conclusion of each orientation tour, participants are given the opportunity to make comments and suggestions. The Relocation Manager will collect and analyze these comments in order to assess the need to change the agenda.

7. CHILD CARE: To allow for maximum participation, a certified child care provider will be available to care for the children of Hanau and Buedingen/Gelnhausen Orientation Tour participants. ACS will cover the child care provider's fees. Each child must be registered through Child Development Services to be eligible for care.

8. COST: The orientation tours are free of charge.

a. Ordering and eating lunch in a local restaurant is also on the agenda for both the Hanau and Buedingen/Gelnhausen Orientation Tours. Participants are asked to bring a minimum of 25DM for their lunches. HOT participants are asked to pay for their bus rides (4,40DM).

b. Non-appropriated, petty cash funds are used to pay for castle entrance fees (Gelnhausen) and train tickets.

c. Non-appropriated funds transfers between activities are used to pay child care costs.

AETV-HUG-H-ZS (608-1)

SUBJECT: Standard Operating Procedures (SOP) for Army Community Service (ACS) Newcomers' Orientation

9. Point of contact is the undersigned at DSN 322-8963.

Encl. as

KIM HAMILTON  
Relocation Readiness Manager

# HOT

## **Greetings and Introductions Agenda Overview**

### **City Highlights**

- ☞ Goldschmiede Haus
- ☞ Farmers' Market
- ☞ Schloss Phillipsruhe

### **Public Transportation in Germany**

- ☞ Bus System
- ☞ Train System
- ☞ Public Parking

### **Common Transactions**

- ☞ Shopping
- ☞ Dining Out

### **Questions and Answers Comments and Suggestions Conclusion**

Enclosure A

# **Buedingen & Gelnhausen Orientation Tour**

**Greetings and Introductions  
Agenda Overview**

**The Altstadt of Buedingen**

**Public Transportation in Germany**

- œ Bus Schedules
- œ Train System
- œ Public Parking

**The Altstadt of Gelnhausen**

**Common Transactions**

- œ Shopping
- œ Dining Out

**Questions and Answers  
Comments and Suggestions  
Conclusion**

Enclosure B

# Hanau's US Army Kasernes

- ☞ **Fliegerhorst** – Community Bank, Service Mart, Video Rental, Chapel, Outreach Center, Shopette, Fast Food, & ATM
- ☞ **Yorkhof** – CPO & MP Station
- ☞ **Hutier** - ATM & Famous Dining Facility
- ☞ **Cardwell** – Chi Chi's, Play Morning, & Gym
- ☞ **New Argonner** – Medical, Dental and Veterinary Services
- ☞ **Old Argonner** – 414<sup>th</sup> BSB Headquarters, Outdoor Rec, Argonner Cultural Center, & the VAT Office
- ☞ **Underwood**
- ☞ **Rod and Gun Club** – Weekly Family Dinner Specials
- ☞ **Grossauheim** – DRMO and Auto Crafts
- ☞ **Campo Pond** – Training Area, DA Photo Office, Hunting & Fishing License Classes
- ☞ **Wolfgang** – Shopping & Entertainment Complex, Banks, ATM
- ☞ **Pioneer** – ACS, ITC, Chapel, Housing, ACAP, Drivers' Testing, Vehicle & Weapons Registration, Vehicle Inspection, Fast Food, ATM, Self Help, Hanau AST, Service Mart, Red Cross, USO, Legal, Finance (Cashiers Cage), Library, Laundry Mat, Theater.

Enclosure C