



MARINE CORPS
**SPONSORSHIP
PROGRAM
HANDBOOK**

MCAS IWAKUNI

PURPOSE

› WHY TAKE THIS CLASS?

Numerous surveys have confirmed that by providing personalized relocation support to servicemembers and their families, they are more likely to have a positive moving experience, adjust faster to their new homes/base and provide for happier and more productive Marines/Sailors on the job. Today's information is designed to give each of you the tools, resources and incentive to be an effective and successful sponsor.

› WHAT IS A SPONSOR?

A sponsor's role is to provide needed assistance and a warm "welcome" to personnel relocating to Marine Corps Air Station Iwakuni. A sponsor should help newcomers "settle-in" by providing reliable information, introducing them to members of the unit and showing them around the base and local community.

A sponsor gives support and assistance during relocation and is knowledgeable about the command, facilities, programs and services that are available on the base and in the local community. A sponsor is dependable and goes "above and beyond" to assure that the newcomer(s) is as comfortable as possible when he/she arrives in Iwakuni. A sponsor does not have to be a relocation expert; just needs to be able to connect the newcomer with the appropriate services.

AN EFFECTIVE SPONSOR

- An effective sponsor provides a positive first impression for the newcomer.
- Personal contact goes a long way in making someone feel welcome and a part of their new workplace and community.
- An effective sponsor is motivated and trained.
- Paves the way for a smooth transition.
- Assesses the needs of the newcomer and family.
- Has a backup sponsor in case of an emergency or TAD assignment.
- Be responsive to your newcomer
 - **LISTEN**
Many times a newcomer just needs to talk to someone who cares.
 - **DETERMINE THE NEED**
If your newcomer does not know what they need, ask some questions to help identify what those needs might be.
 - **INCLUDE THE FAMILY**
Ask about the newcomer's family and their needs.
 - **RESPOND PROMPTLY**
If the newcomer leaves a message or sends an e-mail make sure you get back to him/her within 24 hours.

JUST THE FACTS

Make sure you only share facts about the Air Station and allow the newcomer and their family to make their own opinions.

HOW ARE SPONSORS ASSIGNED?

Sponsors are usually appointed by the command, or they can volunteer. Newcomers and sponsors are matched according to marital status, job specialty and rank/grade.

STAGES OF SPONSORSHIP

► PRE-ARRIVAL

As soon as you are assigned as a sponsor, make contact with the newcomer via e-mail, phone call, or a brief letter (sample letter on page 14).

- Introduce yourself
- Welcome the newcomer
- Describe your unit or department
- Include your contact information
- E-mail address
- Phone number (DSN & home)
- Mailing address
- Provide instructions on how to call:
 - Base 011-81-827-79-XXXX
 - DSN 315- XXX-XXXX
 - Cell phone: 011-81-XX-XXXX-XXXX (Omit the first zero)

Suggest to the newcomer to visit the Relocation assistance Office at their duty station. Stop by the Information & Referral Office located in building 411, suite 101 to get an electronic "Welcome Aboard" packet to send to the newcomer.

INFORMATION YOU WILL NEED

- Obtain a copy of the newcomer's orders and area clearance (if accompanied) as soon as possible
- Ask for the newcomer's mailing address
- Obtain flight information, arrival date and time
- Determine family status & number and ages of children
- Determine if pets will be involved in the relocation

REQUIRED PAPERWORK

- Copy of Orders
- Area Clearance - USMC & Civilians
- Dependent Entry Approval - USN

OVERSEAS SCREENING, AREA CLEARANCE, DEPENDENT ENTRY APPROVAL

- The newcomer and any family members MUST go through an overseas screening and obtain area clearance or dependent entry approval before they leave their present duty station.

*** Without area clearance, family members cannot come to Japan ***

*** The newcomer will not qualify for housing without an area clearance ***

- If the newcomer has family members with exceptional needs (e.g., special education, medical condition, or physical disability), the overseas coordinator must be notified so that it can be determined whether or not MCAS Iwakuni can support those needs.
- Please stress the importance of obtaining an overseas screening, area clearance or dependent entry approval. For more information, contact the Station Adjutant at 253-5539.





GOVERNMENT HOUSING INFORMATION

Family Housing Office ☎ 253-5541

- Eligibility: All military pay grades E-4 and above with accompanied orders, area clearance and accompanying bona fide family members.
- U.S. Civilians GS-11 and above with accompanying bona fide family members, transportation agreement and who receive Living Quarters Allowance (LQA).
- Accompanying bona fide family members are those family members who have received dependency status and command sponsorship approval/area clearance, and who will reside with the sponsor for nine consecutive months or more each year.
- If member is traveling non-concurrent, the member must have an itinerary showing family member's arrival within 45 days before official offer can be made.
- Members who submit an advance housing application (DD 1746) and a copy of web orders/orders, will be placed on the appropriate waiting list in accordance to rank and family size, but will not activate until members physically check-in with copy of endorsed original orders and area clearance.
- The control date will be date housing receives all required paperwork. Housing provides a stove, refrigerator, dishwasher, electric washer and dryer in on-base quarters.
- Newcomers may be required to live off station when they first arrive. If family members have special needs (ex: wheelchair, walker/cane, other disabilities etc) please make sure they contact Family Housing Office as soon as they have orders or when they expect to report to Iwakuni. This is an Overseas Command and all needs may not be accommodated.

WAITING LIST

- Applicants are placed on list according to rank, family size and control date.
- An offer will be made on first available unit in member's category regardless of having pet(s).
- First refusal will lead to termination of Temporary Lodging Allowance.
- The townhouse is the only quarters where dogs are allowed. Cats or small pets such as hamsters (a limit of 2 per household) are allowed in the Midrise apartments.
- It is strongly recommended that families DO NOT bring a pet. We have a large number of on base housing units that are down for whole house renovation which directly is affecting the availability of on base housing and has lead to longer than normal waiting times.
- Contact Family Housing for waiting times.

ON-BASE & OFF-BASE

- It is not recommended that newcomers bring heavy and/or oversized furniture.
 - Quarters both on and off base may be smaller than stateside homes.
 - Housing provides a stove, refrigerator, dishwasher, electric washer and dryer in on-base quarters.
- For command sponsored accompanied with dependent personnel who reside off-base, they can be provided a conventional oven, American stove, refrigerator and Japanese style washer and dryer (upon availability).
 - An American washer or dryer usually won't fit into a Japanese house.
- Due to the high humidity in Iwakuni it is recommended you bring or purchase a dehumidifier.
- If your household goods have not arrived when you move into either on or off-base quarters, temporary furniture is available for up to 60 days (for command sponsored accompanied personnel only).
- Linen and television is not provided. You may want to put all items that would be immediately needed in your express shipment.

OFF-BASE HOUSING

- Newcomers need to plan on having \$3,000 - \$5,000 for moving expenses. Expenses may include agent's fees, deposits, automobile purchase and so on.
- When newcomers move off-base they will get Overseas Housing Allowance (OHA), Move-in Housing Allowance (MIHA) and Utility allowance (Living Quarters Allowance (LQA) for DOD civilians).
- The Off-base Referral Specialists will assist newcomers in bi-lingual contracts, setting up local bank accounts and establishing of telephone and utility service.
- Any members who will be residing off-base will need to attend the brief which is held every Tuesday at 1 PM. The brief will be by appointment only. Please schedule your appointment at the Family Housing Office, Bldg. 200 to schedule an appointment. An Off-Base housing package will be provided.



HOUSEHOLD GOODS INBOUND INFORMATION

Distribution Management Office ☎ 253-4076

- The Distribution Management Office (DMO) will provide the newcomer with all the necessary information to make their move a smooth one.
- Newcomers can do an "express shipment", which averages approximately 30 days for delivery, and a "household goods shipment", which averages approximately 60 days for delivery.
- Again, please inform the newcomer not to ship his/her washer and dryer.
- Once the newcomer arrives in Iwakuni ensure they check in with DMO.

THINGS TO INCLUDE IN THE "EXPRESS" SHIPMENT

- Seasonal clothing
- Linens (sheets, pillows, towels, blankets)
- Set of dishes, pots & pans, cooking & eating utensils
- Coffeemaker
- Iron & ironing board
- Vacuum cleaner
- Baby items, if applicable (stroller, high chair, car seat, crib)
- Child(ren)'s favorite toys
- TV, DVD
- Phone
- Radio, CD player
- Alarm clock

THINGS YOU CAN DO FOR THE NEWCOMER

POSTAL INFORMATION

All SOFA status personnel under Permanent Change of Station orders at MCAS Iwakuni qualify for a PSC Box.

- With a copy of the newcomer's orders you can arrange for a post office box
- Give the newcomer the new mailing address as soon as possible
- The newcomer should fill out a "Change of Address" card at present post office

TEMPORARY LODGING

Temporary Lodging Facility ☎ 253-3221

As soon as you know the newcomer's date of arrival, make reservations at the Temporary Lodging Facility for 60 days and inform the newcomer about the cost per night.

Information required by TLF to make reservations:

- Name, rank, & SSN
- Total number of family members
- Ages of children
- Check-in date



PETS

There is a two pet policy on station for family housing residents, this is a conditional privilege. Even though members are authorized to bring their pets to Iwakuni, it is not recommended. It is difficult to find off-base housing that will accept cats. Bringing pets to Japan is highly discouraged. Personnel traveling with pets are reminded that transportation costs for pets are not reimbursable. U.S. carriers flying to Tokyo (Narita Airport) and Osaka (Kansai International Airport) generally charge rates from \$90 to \$300, depending on the size of the pet. However, during the summer season, transportation may be refused, depending on temperatures at the point of departure or arrival.

IMPORT REQUIREMENTS TO HAND CARRY

- Microchip implantation
- Rabies vaccination
- Serological testing for rabies antibody (FAVN test)
- Advance notification to Japanese Animal Quarantine Service:
- Health Certification

For more information please refer the newcomer to the following websites.

Japan District Veterinary Command

usarj.army.mil/organization/vet/

Animal Quarantine Service

maff.go.jp/aqs/english/animal/dog/index.html

VETERINARY SERVICES

Iwakuni has a permanent Veterinary Treatment Facility. The services provided are routine preventative medicine, daily sick call and routine surgical procedures as schedules allow. Office hours are Monday through Friday from 8:00 AM - 4:00 PM. Appointments are required. After hours emergency services are not provided however contacts for local veterinarians and symptom translation sheets are available.

Pet owners and sponsors are encouraged to call or email with any questions or concerns regarding import requirements and quarantine at 253-6471 or iwakunitvf@gmail.com.

BARKING LOT BOARDING FACILITY

☎ 253-3588

Hours: Monday - Friday | 8:30 AM - 3:30 PM

For the safety and welfare of the employees, the following animals will not be boarded at the kennel:

- Pit Bulls
- Rottweilers
- Mixed Breed Pit Bulls/Rottweilers
- Candid/Wolf Hybrids
- Any dog determined to be dangerous, in accordance with MCO P11000.22, Chapter 6"

For pricing information you can visit the MCCA website mccsiwakuni.com.

The Boarding Facility is located within the Iwakuni Veterinary Treatment Facility; however it is not affiliated with the Iwakuni Veterinary Treatment Facility, 253-6471.

For more information about this policy please contact your local housing office as this policy affects all of the Marine Corps Bases worldwide.



SCHOOL INFORMATION

If there are children, please tell the newcomer to hand-carry school records. These records are required to register children at M.C. Perry Elementary School and/or M.C. Perry High School.

Tell the newcomer to get the phone and fax numbers of their child(ren)'s school(s) in the event that he/she does not have their school records when they arrive in Iwakuni. The schools here will then be able to contact the previous school(s) to obtain a copy of the school record(s).

DOCUMENTS REQUIRED

- Orders
- Area clearance/Dependent Entry Approval
- Passport
- Immunization Records
- Original Birth Certificate (if child will be starting kindergarten)
- School records from previous school (must be originally sealed to be valid)
- Remind the newcomer about online pre-registration

High School

 perry-hs.pac.dodea.edu/welcome/welcome.html

Elementary School

 perry-es.pac.dodea.edu/

DOCUMENTS TO HAND CARRY

- Orders & Area Clearance
- Valid Passport / Military ID card
- SSN cards
- Pet Records
- Immunization Records
- Valid Driver's License
- Birth & Marriage Certificates
- Family Care Plan
- EFMP Records
- Tax Records
- Education Records
- Employment Records
- Power of Attorney
- Medical/Dental Records





SCHOOL TRANSITIONS CHECK LIST

PARENT/GUARDIAN

Student's Birth Certificate *

Student's Social Security Number *

Student's Shot Record *

Legal Documents, as needed (example; custody or guardianship) *

Proof of Residency/Military Orders *

SCHOOL INFORMATION

Address, Phone Numbers, Other Contact Information

Course Description Book/Grading Scale (if available, for grades 6 and above)

Copy of the Cover of Each Textbook or the Title Page

School Profile/Handbook

School Web Page

Other: _____

SCHOOL RECORDS

Copy of Cumulative Folder (only official if mailed between schools)

Current Schedule

Report Cards

Attendance and Tardy Records

Standardized Testing Records

Withdrawal Grades or Progress Reports *

Test Scores (Standardized or Special Program Testing, etc.)

Activities Record (such as co/extracurricular)

ROTC Records (if applicable/available)

Fees Owed (if applicable/available)

Alternative Schools Records (if applicable/available)

Letters of Recommendations (especially for senior students)

Writing Samples (if available)

Portfolios (if available)

Accelerated Reader Points (if applicable/available)

Service Learning/community service Hours (if applicable/available)

Other: _____

SPECIAL PROGRAMS RECORDS AS APPROPRIATE

Individual Education Plan (IEP)/Individual Accommodation Plan 504 *

Gifted Program Description *

English as a Second Language (ESL) or Bilingual Education *

At-Risk or Other Action Plans for Classroom Modifications *

Other: _____

* These documents will allow you to start the enrollment process.



SCHOOL TRANSITIONS CHECK LIST (CONT.)

OTHER DOCUMENTS & EXAMPLES

Other Work or Performance Examples
Academic Recognitions and Competition Participation
Other: _____

ADDITIONAL RECOMMENDATIONS FOR SCHOOL TRANSITION

3-6 MONTHS BEFORE THE MOVE

Research the new school district
Call the school liaison to answer any questions you may have about the local schools

1-2 MONTHS BEFORE THE MOVE

Review - the list and gather any missing documents
Copy - proof of residence or housing documents that show where you will be living
Set up - a time to meet with a school counselor at the receiving school to go over school transcripts (note contact information for key school staff)
Find out - what the withdrawal process is at the school and make a plan to withdraw your child from school

2 WEEKS BEFORE THE MOVE

Review checklist and ensure that all documents are as current as possible
Remind school of student's last day

MOVING BEFORE THE END OF A SCHOOL YEAR

Make a copy of the front cover of your child's textbooks
Copy course outlines or topics covered
Know what to expect with the transfer of credits (your school liaison can help!). This step could reduce a lot of stress!

SCHOOL LIAISON MISSION

The mission of the School Liaison is to mobilize and coordinate community resources to reduce the impact the mobile military life style has on military school-age children and families; to implement predictable support services that assist children/youth with relocations, life transitions and achieving academic success; and providing a wide range of resources that facilitate school transitions to parent, students, schools, commanders and communities.

Bldg. 9540, Rm. 108
253-3691 or 080-4753-3060
ombiwaschoolliaisonprogram@usmc-mccs.org



PRE-ARRIVAL CHECK LIST

- Contact inbound Marine/Sailor
 - Email _____
 - Phone _____
 - Address _____
- Get all relevant info (Full Name, Phone, Pets, Family, etc.)
- Send Command Welcome Aboard Package
(Command welcome letter, Sponsor welcome letter, Contact info, Youth Sponsorship)
Send the electronic welcome aboard package
- Request copy of orders, area clearance
 - Received Date _____
 - Orders _____
 - Clearance _____
 - Department's Approval _____
- Request copy of dependant entry clearance
 - Received Date _____
 - Traveling with pets _____
- Notify command of any status changes
- Have a back-up sponsor
 - Info _____
- Request PO Box
 - Box # _____
- Notify inbound of PO Box address
 - Email _____
 - Phone _____
 - Address _____
- Reserve billeting / TLF (TLF no less than 3 weeks out in summer month)
 - Location/Room # _____
 - Reserve kennel for pets _____
- Inquire about any needed items from commissary (i.e. milk, juice, bread, kid friendly items, etc.)
- Lock on transportation for day of arrival
 - POC _____
- Register inbounds for Welcome Aboard Indoctrination
 - Date _____ Arrange daycare if required _____
- Make appointment for housing brief
Provide copy of housing form: DD Form 1746

▶ ARRIVAL

ARRIVING TO IWAKUNI

- Newcomers will be given a Port Call Date. This will either be an Air Mobility Command (AMC) flight or it will be a commercial flight.
- Confirm flight information and arrival date/time
- If the newcomer is taking a military flight, you must meet him/her at their assigned TLF.
- Meet and greet the newcomer at the arrival point (e.g., Temporary Lodging, Shin Iwakuni station, local JR train station). It is not necessary to travel to Fukuoka or Osaka airports.

IF THE NEWCOMER TAKES A COMMERCIAL FLIGHT

- Get a copy of the itinerary.
- You are not required to pick the newcomer from the airport. However, you should obtain airport and Shinkansen train information that you can give to the newcomer so that they can get to Iwakuni with little difficulty.
- Information on international airports (Fukuoka, Osaka/Kansai, and Hiroshima) and Shinkansen train information for each airport is available at the Information, Referral & Relocation Office, building 411, room 101, or call 253-3357 and also in the ITT office located in building 410.
- The preferred method of transportation is to reserve a shuttle pick-up with the Information, Tours & Travel.
- If you decide to rent a vehicle from MCCS Car Rental, call 253-4245. You will be given toll passes for the Sanyo Express toll road, so there will be no additional cost; however, you will be responsible for the rental fee as well as the fee for gas to refill the vehicle. Remember that all of these expenses are out of pocket fees and are not reimbursable.
- For further information regarding the shuttle, please call IT&T at 253-4377. From the U.S., call 011-81-827-79-4377.

WHAT IS REIMBURSABLE?

Official expenses the sponsor will incur

- Mileage
- Parking

NICE THINGS TO DO FOR THE NEWCOMER

- Before the newcomer and family arrive, you can purchase some food and drinks (the basics—milk, bread, juice, deli meat, peanut butter and jelly, for example) and put them in their TLF room
- Find out about allergies
- Invite them to dinner
- Offer to take the newcomer to the laundromat or offer the use of your washer and dryer
- Assist the newcomer with finding a motor vehicle

EMPLOYMENT INFORMATION

MCCS Human Resources ☎ 253-3030

Civilian Human Resources Office ☎ 253-5691

- Job listings are posted at the MCCS Personnel and the Civilian Human Resource Offices.
- Many jobs are clerical/administrative, retail, and food service.
- The Family Member Employment Assistance Program (FMEAP) Advisor can assist spouses, and working aged dependents seeking employment aboard MCAS Iwakuni. For more information please call 253-6352.



ARRIVAL CHECK LIST

- Ensure transportation is still locked on and adequate
- Ask about and resolve any immediate needs the newcomer and family may have (e.g., hunger)
- Take the newcomer and family to the Temporary Lodging Facility (pets taken to kennel)
- If newcomer/s arrived via commercial flight, take them to the SDO to check in
- Take the newcomer to the Family Housing Welcome Center to sign up for housing
- Take the newcomer to the commissary and Exchange to purchase basic necessities
- Accompany the newcomer to all in-processing locations
- Take the newcomer to DMO to check on their household goods shipment
- Introduce the newcomer to members of the unit
- Provide a map and tour of the air station
- Remind the newcomer and family about the Welcome Aboard Indoctrination Brief. For more information, contact the Information & Referral office at 253-3311.
- Remind the newcomer to check in with the Tricare office at Branch Heath Clinic to update his/her information and obtain a new card
- Provide SOFA course information to be able to get a SOFA driving license
- Assist with vehicle registration and driver's license
- Inform the newcomer about the Lending Locker service



▶ **POST-ARRIVAL**

- Keep in touch while the newcomer is settling in and continue to assist during the first few weeks or months with other needs.
- The newcomer must fill out a Sponsorship Survey. In case a survey was not filled out, ensure that the newcomer completes one and submit it to the Information & Referral Office. These surveys allow the Air Station to periodically evaluate the Sponsorship Program and makes changes for improvement.



ADDITIONAL TIPS

- Avoid opinions; let the newcomer form his/her own
- Answer questions honestly
- Keep a positive attitude.
- Follow the sponsorship checklist
- Have a backup sponsor
- Get the whole family involved
- Inform the command of any changes
- Pay it forward
- Set an example for your unit by being an outstanding sponsor!



POST-ARRIVAL CHECK LIST

- Assist with cultural adaptation- Do's and Don'ts
- Provide assistance and information (Information & Referral/Temporary Lending Locker)
- Assist with obtaining drivers license
- Assist with car/house hunting
- Provide a tour of base/community
- Assist with CDC/School enrollment
- Assist with household goods shipment

• RESOURCES •

DESCRIBE THE SERVICES THAT MARINE & FAMILY PROGRAMS OFFERS AS WELL AS OTHER PROGRAMS AROUND THE AIR STATION.

- Information & Referral
- Family Member Employment Assistance Program
- Personal Financial Management
- Exceptional Family Member Program
- Marine Corps Family Team Building
- Family Readiness Officers
- Navy Marine Corps Relief Society
- Semper Fit
- Base Chapel
- Single Marine Program

MARINE CORPS COMMUNITY SERVICES

 mccsiwakuni.com

 facebook.com/MCCSIwakuni

WELCOME ABOARD PACKAGE

 marines.mil/unit/mcasiwakuni/Pages/welcome-aboard/Welcom aboard.aspx

MCCS IWAKUNI - RELOCATION

 mccsiwakuni.com/index.php?p=53

ONESOURCE

 militaryonesource.com/skins/MOS/home.aspx

PER DIEM

 defensetravel.dod.mil

MCAS IWAKUNI COMMISSARY

 commissaries.com/stores/html/store.cfm?dodaac=HQCWHJ

MOVE.MIL

 move.mil

SAMPLE “WELCOME ABOARD” LETTER

Dear _____:

I would like to welcome you and your family to MCAS Iwakuni. Whether you've been stationed here before or not, I think you'll be pleasantly surprised and will enjoy your tour of duty here. As your sponsor, I will make your transition as smooth as possible.

Please notify me as soon as you know your flight number and date of arrival. If you haven't received the relocation package by (allow two weeks for delivery) please let me know. You can also visit our local websites for online information, at www.iwakuni.usmc.mil and www.mccsiwakuni.com.

I encourage you and your family to visit the nearest Relocation Assistance Program office to receive information and assistance with your PCS move. This program is designed to provide assistance to all servicemembers and their families who are relocating from one duty station to another. A highlight of the program is the computerized data system that contains current information on all military installation worldwide. Known as the Standard Topic Exchange Services (SITES). This system produces an extremely useful Iwakuni informational booklet that is yours to keep. Sites can be accessed at www.dmdc.osd.mil/sites.

The range of other assistance the Relocation Assistance Program offers is quite substantial:

- Pre-departure planning
- Determining needs and priorities
- Destination information (Sample Welcome Aboard Packages)
- Sponsorship Assistance
- Base and community information worldwide
- Automated Road Atlas
- Resource library, to include videos of Marine Corps and Navy installations
- Relocation Workshops (Smooth move/Newcomers' Orientation)

Our Library also has a Lending Locker to provide you with a few household necessities while you are awaiting your household shipment. A flyer of available items can be found at our local Information & Referral office

(If known) You have been tentatively slated for assignment to (unit). Your official mailing address will be: (complete organizational address). Your duty phone number will be: DSN 253-XXXX, commercial: 011-81-6117-53-XXXX. Remember, this is a tentative assignment and may be changed by the needs of this command.

I have been informed that you are coming on an accompanied tour and will arrive during (month). You will need an area clearance and no-fee passport for each of your family member(s), as well as medical screening for you and your family member(s). Additionally, please consult if you and/or your family member(s) have any requirements for prescriptions.

Finally, plan on attending a Welcome Aboard Indoctrination the week following your arrival. This is a mandatory brief for servicemembers and family members age 13 and up, and is extremely useful and full of good information about policies, programs, and services here in the local area, both on and off base. Free childcare is also available, and we will provide the providers with the names and ages of your children, so that they are expected. Local policy does dictate that attendance at ALL components of this brief is required in order to acquire a SOFA driving license. As soon as I receive your arrival information, I can schedule you and your family to attend this brief and if needed, I can assist with arranging childcare.

Welcome Aboard!

