

Introduction Karin Lister the Relo Manager

Regular Services

LOAN CLOSET

Whether you are coming or going, you can take advantage of the Loan Closet. We loan out household items for up to 60 days at a time items include:

dishes, silverware, pots, pans, irons, ironing boards, toasters, kettles, coffee makers, high chairs, car seats, booster seats, pack & play cribs, and bake ware. Transformers can be purchased at the Heidelberg Thrift Shop.

INSTALLATION Packets from Military

Homefront PCS or ETS

I will make you a personal installation packet designed just for you and your needs wherever you are going military unit or new city or new state.

NEWCOMERS

Newcomers are met by the ITC Greeter. They receive a welcome package with information about Heidelberg, the ACS services and the USAG.

Family Members are informed about the cultural adaptation class Families Learning About Germany (FLAG) which is the most fun program.

FLAG is a 3 day newcomer orientation similar to the Military's Headstart Program. 2 days we are in the classroom where we introduce everyone to the military community and tell you about the must know information. On the field trip day on Saturday we visit downtown Heidelberg via public transportation, learn a little bit about the culture and history of Germany and Heidelberg, use the few helpful German phrases we have learned in class to purchase food and drinks and point out reasonable restaurants and shopping.

We hope that participants will feel less stressed, more confident and gain a more positive attitude about being in Germany after attending. The Orientations are monthly either in the morning or evening and open to everyone new or even not so new to our area. ACS pays for Childcare costs and children and spouses are welcome to come on the Saturday field trip.

Sponsorship education: TRAIN THE TRAINER WORKSHOPS – SPONSORSHIP TRAINING is offered upon unit, school or commander's request. We train the trainer who trains the

sponsor or we will train the whole unit. We also train civilians and high school students so they can become first-class sponsors. A good sponsor can make the difference between smooth transitions and bad experiences - before, during and after arriving

Also offered:

Smooth Move Classes

Levy Briefs – Mandatory

Foreign Born Spouses Support Groups

English as a Second Language classes

Support Services for Waiting Families