

**U.S. ARMY**

# Welcome to the Community Action Council

## Hot Topics

COL Hollie J. Martin  
Garrison Commander  
USARMY

Jun 02 2020



# Agenda

- ✓ **Tips for a successful PCS move—Logistics Readiness Center**
  - Including tips on clearing quarters (Housing)
- ✓ **Events to help you survive the summer (in a COVID-19 environment)—Directorate of Family and Morale, Welfare & Recreation**



# **Tips on a successful PCS move**

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**FORT LEE LRC**



# Tips for a successful PCS move

## 7 Steps to Make Your Household Goods Move a Smart Move

When you receive permanent change of station, or PCS, orders, it's important to coordinate your move immediately. Here's how to do it:



**Make an appointment** at your local transportation office for you and your spouse.



**Go to move.mil** and set up your Defense Property System, or DPS, account.



**Schedule your move** in DPS.

### Timing Tips

You might need to move one day before or after the date you select.  
Schedule travel at least two days after your selected moving date to avoid trouble.



**Inventory and take pictures** of high-value items before you move.



**Keep items that won't be packed** in a locked room or inside your car.

### Don't Pack It

There are some things that you should hand-carry to your new location.

Put these items where the movers won't pack them:

- Treasured items like family heirlooms, jewelry or signed sports memorabilia
- Important paperwork like medical records, car titles and insurance documents
- Items you'll need in the first week like clothing, medicines, laptops and your kids' favorite toys



**Check for damaged or missing items**, upon delivery.

### Filing a Claim

You have 75 days to file your claim for lost or damaged items.

Contact your local transportation office for help filing a claim with your mover.



**Do the customer satisfaction survey** in DPS.

Answer eight easy questions to make future moves better for military families.

**FT. Lee Transportation Office:**  
**(804)734-4449/4187**

**Everyone must be counseled by  
a Transportation Counselor  
either virtually or face to face**

**Explore the Army PCS Move  
App:**  
Videos, brochures, FAQs,  
checklists, information galore



**MILITARY  
ONE  
SOURCE**

**MILITARY  
INSTALLATIONS**

**PLAN  
MY MOVE**

Military OneSource is standing by 24/7 with answers, information and support to make your relocation a success. Click or call to connect: [www.militaryonesource.mil](http://www.militaryonesource.mil) | 800-342-9647

**FT. Lee Transportation Office: (804)734-4449/4187**







# Tips for a successful PCS move

## DOD Commitment To Moving in a COVID-19 Environment

### OUR COMMITMENT TO DP3 CUSTOMERS WHILE MOVING IN A COVID-19 ENVIRONMENT



The coronavirus disease 2019 (COVID-19) continues to present significant risk to our force as the DOD considers domestic and overseas personnel travel. These movements present a threat of spreading COVID-19 within our ranks and communities; as such, DOD implemented a Stop Movement Order as a means to protect Service Members and their Families.

As you have been directed or authorized to relocate during the Stop Movement period, the Department is committed to delivering safe, quality moving and storage services to you and your family.

#### Safety

The relocation process is intrusive, with moving professionals working in your home alongside you and your family. The Department has directed that industry personnel handling your move, adhere to Centers for Disease Control protocols regarding health protection while working in your residence.

These measures include:

- wearing face coverings
- minimizing crew size to enable social distancing
- routinely cleaning frequently touched surfaces and practice good hand hygiene

Your moving company will verify to you—in writing—that their personnel have been screened for illness and will be properly equipped to work in your home.

You and your family must comply with CDC protocols and installation guidelines for your own protection. Notify your transportation office or moving company to reschedule your move if you—or anyone in your family—is ill or has been directed to self-quarantine.

#### Decision Making

- *You are empowered* to decide who enters your residence.
- *You are empowered* to question moving company personnel on their adherence to the aforementioned protocols.
- *You are empowered* to say 'stop' at any point in the process. You are not required to compromise your safety for the sake of meeting a moving company's timeline; if needed, ask to reschedule your move.

  
Stephen R. Lyons  
General, U.S. Army  
Commanding

#### Resources

You are empowered—but you are not alone. A DOD representative will contact you during the relocation process to verify that your service provider is following all safety protocols, and to take swift corrective action when needed.

If you are uncomfortable at any time during the household goods pack-out or delivery process, inform your service provider, contact your local transportation office, and—if needed—your chain of command. Points of contact from your Service Headquarters and U.S. Transportation Command are listed below.

#### WHO TO CALL FOR HELP

1. **Local Transportation Office (TO):**  
<https://www.move.mil/resources/locator-maps>

2. **Branch of Service Customer Service:**



**Army**  
Toll-Free: (800) 762-7186  
Comm: (703) 806-4900



**Marine Corps**  
Contact your local Distribution Management Office (DMO) or Comm: (703) 483-0820



**Navy**  
Toll-Free: (855) 444-6683



**Air Force**  
Comm: (210) 652-3357



**Coast Guard**  
Toll-Free: (833) 551-0887

3. **USTRANSCOM Customer Support Center (Open 24 hrs):**  
Toll-Free: (833) MIL-MOVE [645-6683]

### Measures to protect your health while moving in a COVID 19 Environment

**1. Reschedule your pack out if you are not comfortable at any point of your move**

**2. Know the symptoms**

- ❖ If you have sick family members – reschedule your move
- ❖ Your Transportation Service Provider will certify that their personnel are healthy

**3. Limit the number of family members in the residence to those needed to supervise your move**

**4. Wear cloth face coverings – everyone in the home**

**5. Routinely clean frequently touched surfaces**

- ❖ Moving companies will be equipped to routinely clean frequently touched surfaces ; they will seek your permission first

**FT. Lee Transportation Office: (804)734-4449/4187**





# Tips for a successful PCS move

## *When can I schedule my move?*

✓ In an effort to decrease the flood of shipments when the Stop Move ends

Army guidance on 30/60 day authorization to schedule shipments:

- Example: CONUS order with a report date 1 July and after
  - ITOs can schedule the pickup and onward movement of the HHGs starting 30 days prior (or 1 June)
  - No ETP required
- Example: to/from OCONUS order with a report date 1 July and after
  - ITOs can schedule the pickup and onward movement of the HHGs starting 60 days prior (or 1 May)
  - No ETP required

***FT. Lee Transportation Office: (804)734-4449/4187***





# Tips for a successful PCS move

## *100% Physical or Virtual Quality Assurance Inspections*

- **Expect at Quality Assurance Inspector to visit your residence or contact you during your pack-out and or pick-up.**
- **The Ft. Lee Transportation Office Quality Assurance Inspectors contact information.**
  - **(804) 734-4179 Desk / (804) 896-6594 Mobile**
- **LRC-Lee will have additional seasonal inspectors onboard this year to meet our goal of 100% physical (75%) or virtual (25%) inspections.**

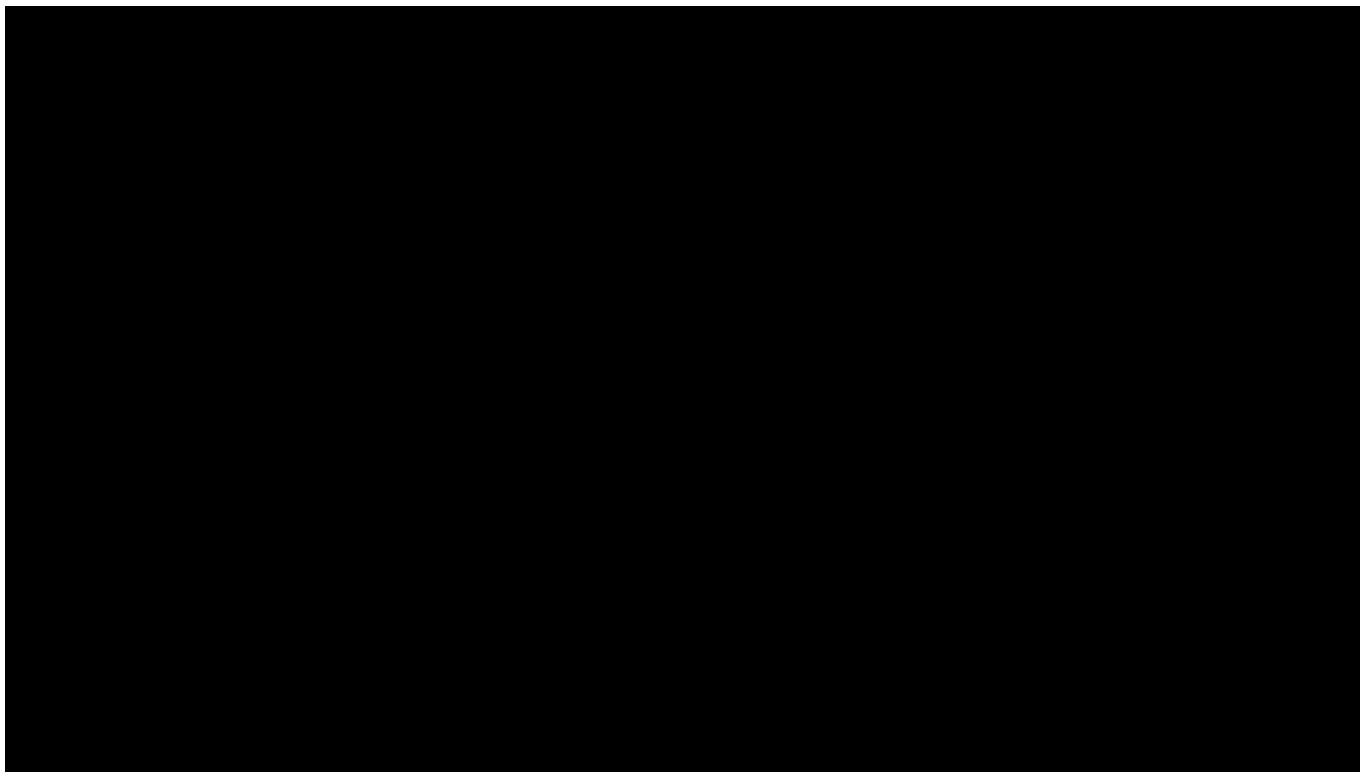
***FT. Lee Transportation Office: (804)734-4449/4187***





# Tips for a successful PCS move

- HQDA Smart Phone App



***FT. Lee Transportation Office: (804)734-4449/4187***







# Tips on clearing quarters (Housing)

## *Departing Fort Lee Family Housing*

- ✓ **Establish your transportation pickup date**
  - Make this date >30 days out when calling the ITO
  - Lots of families are moving; prepare early
- ✓ **Submit your 30 day Notice to Vacate (NTV)**
  - Provide complete form to your RSS
    - Via email; Use the drop box; Deliver to the RSS
    - Schedule your final move out date ASAP
  - Your pre-inspection is key
    - Review of the home can be virtually or with your RSS
      - Discuss fair wear and tear items (no surprises)
      - Know what you are responsible for
  - Start cleaning early and often
  - Trash removal is the resident responsibility
    - Utilize roll-offs at Welcome Center or Post Recycle Center
- ✓ **Complete your virtual post clearance with the HSO**
- ✓ **Your success will ensure the home is ready for the next resident**

## *Fort Lee Family Housing Move Out Process*



# **Events to help you survive the summer**

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DFMWR



# Activities to enjoy this summer

## On-post

- Play Frisbee Golf
- Take a Walk through Petersburg Battlefield State Park
- Participate in Virtual Fitness Classes (Yoga, Zumba, Circuit Training)
- Stay Fit with Motivational Word of the Day Workouts
- Play Life at Lee Bingo
- Enjoy the Sport of Golf at Cardinal Golf Course
- Volunteer at Fort Lee Stray Animal Facility
- Rent Equipment from MWR/ODR and Enjoy Outdoor Activities

## Off-post\*

- Mountain bike at Pocahontas State Park
- Visit False Cape State Park in Virginia Beach
- Take a walk on the Virginia Capital Trail
- Visit Virginia's Natural Bridge ([www.naturalbridgeva.com](http://www.naturalbridgeva.com))
- Walk the Deep Run Park Trails
- Virtual Tours of Local Attractions
- Plan a Family Picnic
- Participate in weekly *"tRiViA trivia"*
- Pass time with a Puzzle

\*No federal endorsement implied. Off post suggestions are not operated by Fort Lee Family and MWR.





# The Community Action Council (CAC)

**Next CAC  
Scheduled for 09:30  
July 07, 2020**

