



# Misawa Air Base Helping Agencies




(Click for CAF)


**EMERGENCY (Security Forces/Fire/Ambulance): on base 911 or off base/cell 0176-53-1911**

**Airman Against Drunk Driving (AADD): &&!&& &**


**Airman & Family Readiness Center: 226-4735 Bldg 656**

**Air Force Aid Society: 226-47335 or  226-9899**

**Alcohol and Drug Abuse Prevention and Treatment (ADAPT): 226-3230 Bldg 96**


**American Red Cross: 226-3016 or  94-877-272-7337 Bldg 656**

**Behavioral Health Optimization Program (BHOP): 226-6372 Bldg 99**

**Casualty Assistance: 226-4735 or  226-9899**

**Chapel: 226-4630 Bldg 358**

**Command Post:  226-9899**

**Domestic Abuse Victim Advocate (DAVA): 226-2123 or  080-9158-8735 Bldg 96**

**Equal Opportunity: 226-3669 Bldg 656 Rm 1420**

**Family Advocacy: 226-2123 Bldg 96**

**Force Support Squadron: 226-9272 Bldg 656**

**Legal Assistance: 226-4022 Bldg 656**

**Medical Clinic: 226-6111 or 0176-77-6111 Bldg 99**


**Mental Health: 226-3230 or  226-9899 Bldg 96**

**Military Family Life Consultant (MFLC): 226-2147 or 090-2885-8902**

**Military One Source: 94-800-342-9647**

**OSI: 226-3116**

**Security Forces:  226-3600**

**Sexual Assault Prevention & Response: 226-(SAPR)7277 or  226-2772 Bldg 656**

**Suicide Prevention Lifeline:  94-800-273-TALK (8225)**

**Tricare: 226-6111, Option 5 or 94-800-444-5445 Bldg 99 1st Floor**

**Urgent Care: 226-6647**

Helping Airman  
in Distress

Family Support  
&  
Resources

Personal Support  
&  
Resources

Financial Support  
&  
Resources

Legal Support  
&  
Resources

Misawa Helping  
Agency Matrix

Click on underlined agency names for further information

 Indicates 24 hour contact number

Being in another country can cause many headaches when attempting to learn how to call all of these new numbers.

Need some help? [Click here for a guide.](#)

# MISAWA AB HELPING AGENCY MATRIX

Military OneSource  
Chaplain  
Military Family Life Consultant  
Mental Health  
Family Advocacy  
Airman & Family Readiness  
Legal Office  
American Red Cross  
Domestic Abuse Victim Advocate  
Equal Opportunity  
Health Promotion  
SARC  
Supervisor  
First Sergeant / SEL  
Commander

● FAMILY													
Change in Schools	●	●	●	●	●	●	●	●	●	●	●	●	●
Deployments	●	●	●	●	●	●	●	●	●	●	●	●	●
Divorce/Separation/ERD	●	●	●	●	●	●	●	●	●	●	●	●	●
Getting Married	●	●	●	●	●	●	●	●	●	●	●	●	●
Loss of Family/Friend	●	●	●	●	●	●	●	●	●	●	●	●	●
New Parent	●	●	●	●	●	●	●	●	●	●	●	●	●
PCSing	●	●	●	●	●	●	●	●	●	●	●	●	●
Raising Children	●	●	●	●	●	●	●	●	●	●	●	●	●
Relationship Challenges	●	●	●	●	●	●	●	●	●	●	●	●	●
Single Parent	●	●	●	●	●	●	●	●	●	●	●	●	●
Spouse Finding Work	●	●	●	●	●	●	●	●	●	●	●	●	●
Strengthening Marriage	●	●	●	●	●	●	●	●	●	●	●	●	●
● PERSONAL													
Abuse/Trauma	●	●	●	●	●	●	●	●	●	●	●	●	●
Alcohol/Substance Abuse	●	●	●	●	●	●	●	●	●	●	●	●	●
Anger Management	●	●	●	●	●	●	●	●	●	●	●	●	●
Anxiety	●	●	●	●	●	●	●	●	●	●	●	●	●
Dating Violence	●	●	●	●	●	●	●	●	●	●	●	●	●
Discrimination	●	●	●	●	●	●	●	●	●	●	●	●	●
Domestic Violence	●	●	●	●	●	●	●	●	●	●	●	●	●
Health Concerns	●	●	●	●	●	●	●	●	●	●	●	●	●
Loneliness/Isolation	●	●	●	●	●	●	●	●	●	●	●	●	●
Low Self Esteem	●	●	●	●	●	●	●	●	●	●	●	●	●
Mediation	●	●	●	●	●	●	●	●	●	●	●	●	●
Sexual Assault/Rape	×	●	●	●	●	×	×	●	×	●	×	×	×
Sexual Harassment	●	●	●	●	●	●	●	●	●	●	●	●	●
Sleep Difficulties	●	●	●	●	●	●	●	●	●	●	●	●	●
Stress	●	●	●	●	●	●	●	●	●	●	●	●	●
Suicide Ideation/Prevention	●	●	●	●	●	●	●	●	●	●	●	●	●
Weight/Nutrition	●	●	●	●	●	●	●	●	●	●	●	●	●
● FINANCE													
Emergency Need	●	●	●	●	●	●	●	●	●	●	●	●	●
Foreclosure	●	●	●	●	●	●	●	●	●	●	●	●	●
Mortgages/Loans	●	●	●	●	●	●	●	●	●	●	●	●	●
Retirement/Separation	●	●	●	●	●	●	●	●	●	●	●	●	●
● LEGAL													
Divorce	●	●	●	●	●	●	●	●	●	●	●	●	●
Power of Attorney	●	●	●	●	●	●	●	●	●	●	●	●	●
Wills	●	●	●	●	●	●	●	●	●	●	●	●	●



● EMERGENCY SERVICES			
SERVICE	PHONE	BLDG	
<b>**EMERGENCY**</b>	911		
Security Forces Fire	Cell Phone 0176-53-1911		
Ambulance			
<b>Suicide Prevention Hotline</b>	94-800-273-TALK (8225)		
Urgent Care	226-6647	99	
Security Forces	226-3600	646	
Command Post	226-9899	928	
Taxi	226-7433		
	Cell Phone 0176-66-5438		
Base Operator	0176-77-1110		
Military OneSource	94-800-342-9647		
American Red Cross	226-3016		
	94-877-272-7337		

● HELPING AGENCIES			
SERVICE	PHONE	BLDG	
Sexual Assault Prevention & Response (SAPR)	226-7277		
	226-7272	656	
	226-3230		
Mental Health/ADAPT	226-9899	96	
Family Advocacy	226-2123	96	
Domestic Abuse Advocate	Cell Phone 080-9158-8735		
	226-4630		
Chaplain	226-9899	358	
	226-4022	656	
Legal	226-4022	656	
Airman Family Readiness Center	226-4735		
Air Force Aid/Casualty Asst.	226-9899	656	
Military Family Life Consultant	226-2147		
(MFLC)	090-2885-8902	656	

**Notifying the × agencies of a sexual assault will initiate an Unrestricted Report**



# Misawa Air Base Helping Agencies



## Family Support & Resources

- **The Adolescent Support and Counseling Service (ASACS)** provides support and counseling to adolescents who are at risk of, or require early intervention for, behaviors that interrupt positive mental, emotional, and behavioral development, as well as early intervention for youth with an onset of substance use. Call Mr. Bodenhamer at 226-2645/2631
- **Airman & Family Readiness Center** provides professional assistance to develop and maintain resilient airman and families, enabling them to adapt, grow and thrive while serving at home or abroad in the Air Force. Call 226-4735 to make an appointment. Programs include:
  - Give Parents a Break Program and Bundles for Baby Workshop
  - Laugh Your Way to a Better Marriage, PREP, and Marriage Wellness.
  - Heartlink and Key Spouse Training
  - Air Force Families Forever (AFFF) and Casualty/Survivor Benefits
  - Exceptional Family Member Program FS: Resources, information & workshops for individual/family members coded EFMP.
  - Relocation Services Program
- **Behavioral Health Optimization Program (BHOP)** is the Air Force's Primary Care Behavioral Health (PCBH) program. Call 226-6372 to make an appointment. BHOP addresses the following
  - Parenting, Children/Behavioral Concerns, ADHD Screening
  - Sleep Difficulties
  - Lifestyle Changes: Physical Inactivity, Tobacco Use, Weight gain/loss
  - Managing chronic illnesses: Diabetes, Headaches, High Blood Pressure, and Chronic Pain
  - Anger/Anxiety/Fears/Panic/Depression/Stress
- **Chapel Religious Support Teams (RSTs)** provide 100% confidential individual, family and marriage counseling. Call 226-4630 to schedule an appointment.
- **Family Advocacy** provides education, prevention and treatment of abuse and neglect. FAP outreach programs provide education classes that are open to everyone, register at 226-2123
  - New Parent Support Program (NPSP), Dads 101, Systematic Training for Effective Parenting - Education on Parenting Teens, 1, 2, 3, Magic! (Education on Behavioral Management for 2-12 year olds) , Love and Logic (Education on Parenting), Latchkey Training
  - Holiday/Wintertime Blues Briefs
  - Couples Communication
  - Stress and Anger Management
  - Sleep Hygiene
- **Legal Office** provides free, confidential legal assistance on personal, civil legal matters to eligible clients. Examples of personal, civil legal matters include: wills, powers of attorney, immigration, domestic relations, and Servicemembers Civil Relief Act (SCRA) matters. For more information call 226-4022 or visit <http://www.misawa.af.mil/Units/Legal-Office>
- **Misawa Mental Health Clinic** provides mental health evaluations, treatment and therapy for individuals, couples, and groups. To make an appointment please call 226-3230
- **Military Family Life Consultant (MFLC)** Provides short-term, non-medical counseling services to individual service members, couples, and their families on or off of military installations. Call 226-2147 to make an appointment.
- **Military One Source** is your central hub to get to know your benefits and offers non-medical counseling options and other services. Call 94-800-342-9647 or go to <https://www.militaryonesource.mil/family-and-relationships>
- **Supervisor, First Sergeant or Commander** are always resources that can be used if you are in need of support.

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Need some help? [Click here for a guide.](#)



# Misawa Air Base Helping Agencies



## Personal Support & Resources

- **Airman & Family Readiness Center** provides professional assistance to develop and maintain resilient airman and families, enabling them to adapt, grow and thrive while serving at home or abroad in the Air Force. Call 226-4735 to make an appointment. Personal support programs include:
  - Casualty/Survivor Benefits
  - Personal Work Life Program: communication workshops and coaching services
  - Relocation Services
  - Transition Assistance and Pre-Separation Counseling
  - Employment Assistance Program
- **Alcohol & Drug Abuse Prevention & Treatment Program** provides Level 1.0 Treatment, aftercare, evaluations, and alcohol and drug prevention education. Call 226-3230
- **Behavioral Health Optimization Program (BHOP)** is the Air Force's Primary Care Behavioral Health (PCBH) program. Call 226-6372 to make an appointment. BHOP addresses the following
  - Sleep difficulties
  - Managing chronic illnesses: Diabetes, Headache, High Blood Pressure, Chronic Pain
  - Lifestyle Changes: Physical Inactivity, Tobacco Use, Weight gain/loss
  - Anger/Anxiety/Fears/Panic/Stress
  - Depression
  - Parenting, Children/Behavioral Concerns, ADHD Screening
  - Memory/Cognitive Screening
  - Goal Setting
  - Sexual Problems
- **Chapel Religious Support Teams (RSTs)** provide 100% confidential individual, family and marriage counseling. Call 226-4630 to schedule an appointment.
- **Equal Opportunity Office** provides service to active duty personnel, their family members, and retirees on human relations issues. Call 226-3669 if you have questions or would like to make an appointment.
- **Legal Office** provides free, confidential legal assistance on personal, civil legal matters to eligible clients. Examples of personal, civil legal matters include: wills, powers of attorney, immigration, domestic relations, and Servicemembers Civil Relief Act (SCRA) matters. For more information call 226-4022 or visit <http://www.misawa.af.mil/Units/Legal-Office>
- **Military Family Life Consultant (MFLC)** provides short-term, non-medical counseling services to individual service members, couples, and their families on or off of military installations. Counseling services include anger management, communication, relationship issues, parenting, decision making skills, deployment/work stress, homesickness, coping skills, reintegration, separation, relocation adjustment, sadness, and/or grief and loss. Call 226-2147 for an appointment.
- **Military One Source** is your central hub to get to know your benefits and offers non-medical counseling options and other services. Call 94-800-342-9647 or go to <https://www.militaryonesource.mil>
- **Misawa Mental Health Clinic** provides mental health evaluations, treatment and therapy for individuals, couples, and groups. To make an appointment please call 226-3230
- **Sexual Assault & Prevention Response (SAPR)** provides assistance needed to those who have been sexually assaulted. Please contact the Misawa Sexual Assault Response Coordinator at 226-7272 or 0176 77-7272
- **Supervisor, First Sergeant or Commander** are always resources that can be used if you are in need of support.

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# Misawa Air Base Helping Agencies



## Financial Support & Resources



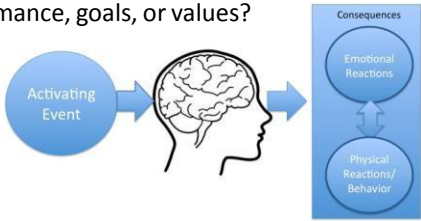


- **Airman & Family Readiness Center** has a certified Accredited Financial Counselor, that provides financial counseling to help individuals and families maintain financial readiness and build resiliency. Services are delivered through three primary avenues: information and referral, one-on-one counseling and financial readiness education. To make an appointment please call A&FRC at 226-4735 and ask for the Financial Counselor. They will be able to assist you about the following topics to support financial readiness:
  - Budgeting
  - Debt Reduction
  - Thrift Savings Plan
  - Saving Investing
  - Retirement Planning
  - Blended Retirement System
  - Financial Planning
- **Air Force Aid Society** emergency assistance is available to Airmen and their eligible family members to meet immediate needs in an emergency situation. The Society provides interest free loans and grants based on the individual situation for needs such as:
  - Basic Living Expenses
  - Emergency Travel
  - Vehicle Expenses
  - Funeral Expenses
  - Medical/Dental
  - Child Care/Respite
  - Moving Expenses
  - Miscellaneous ExpensesFor more information about Air Force Aid Society please visit <http://www.afas.org/EA> or call A&FRC at 226-4735
- **Legal Office** provides free, confidential legal assistance on personal, civil legal matters to eligible clients. Examples of personal, civil legal matters include: wills, powers of attorney, immigration, domestic relations, and Servicemembers Civil Relief Act (SCRA) matters. For more information call 226-4022 or visit <http://www.misawa.af.mil/Units/Legal-Office>
- **Military One Source** is your central hub to get to know your benefits and helpful information and services for budgeting basics, financial planning, protecting your financial health, savings tools, blended retirement system, tax preparation, and filing your taxes. Call 94-800-342-9647 or go to <https://www.militaryonesource.mil/financial-and-legal>
- **Supervisor, First Sergeant or Commander** are always resources that can be used if you are in need of support.





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# Comprehensive Airmen Fitness Resilience Skills Overview



	Goal/When to use it	How do you use it?
<b>Counting Blessings</b>	<p>To cultivate gratitude, build optimism and positive thinking, help you cope with daily hassles and stress, and improve quality of life.</p> <p><i>When to use it:</i></p> <ul style="list-style-type: none"> <li>• Set aside time on a regular basis</li> <li>• In moments of stress—to counter negative thinking</li> </ul>	<ul style="list-style-type: none"> <li>• Write down at least 3 things that went well</li> <li>• Reflect on each item.               <ul style="list-style-type: none"> <li>○ Why did it go well?</li> <li>○ How did you or others in your life contribute to this blessing?</li> </ul> </li> </ul> 
<b>Accomplishing Goals</b>	<p>To gain a sense of purpose and feeling of control; helps to prioritize. This skill also allows us to find opportunities to live our values.</p> <p><i>When to use it:</i></p> <ul style="list-style-type: none"> <li>• Set aside time on a regular basis</li> <li>• When you need a sense of direction</li> </ul> <p>When you need to create a plan for getting from where you are to where you want to be</p> 	<ul style="list-style-type: none"> <li>• Define your values</li> <li>• Set goals based on your values</li> <li>• Chart your course               <ul style="list-style-type: none"> <li>○ Set subgoals—immediate, short-term &amp; long-term</li> <li>○ Consider potential obstacles and strategies to overcome</li> <li>○ Share your goals</li> </ul> </li> <li>• Take action and revisit goals as needed</li> </ul>
<b>A → B → C</b>	<p>Activating event → Brain → Consequences</p> <p>The goal of <b>A → B → C</b> is to be aware of how your brain drives reactions to an event.</p> <p><i>When to use it:</i></p> <ul style="list-style-type: none"> <li>• When you need a better understanding of why you reacted to an event in a certain way.</li> <li>• When you don't think your reactions were helpful in the situation.</li> <li>• In the moment, use it to slow down and ensure your reactions don't interfere with your performance, goals, or values</li> </ul>	<ul style="list-style-type: none"> <li>• Describe the activating event. Be specific and objective.</li> <li>• Record your brain's interpretation and the consequences—emotional reactions and physical/behaviors.</li> <li>• Ask: Did my reactions interfere with my performance, goals, or values?</li> </ul> 
<b>Balance Your Thinking</b>	<p>To help you perceive situations accurately and take action based on the evidence</p> <p><i>When to use it:</i></p> <ul style="list-style-type: none"> <li>• When your brain is driving reactions that interfere with your goals, values or performance</li> <li>• When you are stuck in a cognitive trap or need to improve decision-making</li> </ul> 	<ul style="list-style-type: none"> <li>• Check for Balanced Thinking:               <ul style="list-style-type: none"> <li>○ Examine the evidence</li> <li>○ Check for a double-standard</li> <li>○ Phone-a-friend</li> </ul> </li> <li>• Determine if you need to revise your interpretation based on the new evidence.</li> </ul>
<b>Instant Balance Your Thinking</b>	<p>To attack unbalanced thoughts <b>quickly</b> so you can focus on your performance in the moment</p> <p><i>When to use it:</i></p> <ul style="list-style-type: none"> <li>• When you need to defuse doubt and anxiety so you can focus on your performance</li> <li>• When preparing for a challenging task, event, or interaction</li> </ul>	<ul style="list-style-type: none"> <li>• Use Balance Your Thinking strategies.               <ul style="list-style-type: none"> <li>○ Provide evidence against the belief</li> <li>○ Check for a double-standard</li> </ul> </li> <li>• Decide if the thought is relevant to the task you need to accomplish</li> <li>• Use your experience, training, past accomplishments to combat your unbalanced thinking</li> </ul>
<b>Check Your Playbook</b>	<p>To be aware of what influences unproductive patterns or uncharacteristic consequences that interfere with your performance, goals or relationships</p> <p><i>When to use it:</i></p> <ul style="list-style-type: none"> <li>• If your reactions interfere with your performance, goals or relationships</li> <li>• If you have an uncharacteristic reaction</li> <li>• If you are stuck in an unproductive pattern</li> </ul>	<ul style="list-style-type: none"> <li>• Describe the Activating Event</li> <li>• Record how your brain interpreted the event and the consequences.</li> <li>• What might have influenced this reaction?</li> <li>• What is most important to you? Do you need a new play?</li> </ul> 

		Goal/When to use it	How do you use it?							
	Capitalizing on your Strengths	To identify your strengths, spot strengths in others and find opportunities to use your strengths <i>When to use it:</i> <ul style="list-style-type: none"> <li>When facing a challenge</li> <li>On a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>Know your Signature Strengths</li> <li>Identify how others are using Strengths <ul style="list-style-type: none"> <li>Find ways to <b>develop</b> and <b>use</b> your Signature Strengths</li> </ul> </li> </ul>							
	Mindfulness	To acknowledge and cope with negative aspects of events that you can't control and disengage from negative thoughts that interfere with our performance, values or goals. Mindfulness also allows you to refocus on aspects where you do have control and take action. <i>When to use it:</i> <ul style="list-style-type: none"> <li>When your brain is clouded by negative thoughts or beliefs that prevent you from acting based on your values</li> </ul>	<ul style="list-style-type: none"> <li>Anchor Yourself physically</li> <li>Notice Three Things around you</li> <li>Notice any thoughts and emotions swirling around in your head.</li> <li>Allow your thoughts and emotions to move like waves, ebbing and flowing.</li> <li>Take action based on your values.</li> </ul> 							
	Meaning-making	To help shed light on difficult situations and find ways to grow and benefit from adversity <i>When to use it:</i> <ul style="list-style-type: none"> <li>After you've faced adversity, stress, and daily hassles.</li> </ul>	<ul style="list-style-type: none"> <li>After facing adversity, reflect on opportunities to find meaning: <ul style="list-style-type: none"> <li>What else could this situation mean?</li> <li>Can anything good come from it?</li> <li>What lessons can I learn &amp; apply to the future?</li> <li>Did I develop any strengths as a result?</li> </ul> </li> </ul>							
Spiritual		To strengthen the beliefs, principles or values that sustain our sense of well-being and purpose <i>When to use it:</i> <ul style="list-style-type: none"> <li>Set aside time on a regular basis</li> <li>When you need a sense of direction or renewal</li> </ul> 	<ul style="list-style-type: none"> <li>Identify your essential spiritual beliefs.</li> <li>Identify a simple phrase that will remind you of your essential beliefs. (Spiritual Reminder)</li> <li>Meditate on one's Spiritual Reminder to gain perspective and acceptance</li> </ul>							
	Physical	To understand how the link between physical and mental fitness improves performance, leadership, and overall health; identify and apply tools to effectively manage physical and mental energy. <i>When to use it:</i> <ul style="list-style-type: none"> <li>Everyday</li> </ul> 	<ul style="list-style-type: none"> <li>Choose a varied diet consisting of "real foods."</li> <li>Regulate intake of calories to exercise level.</li> <li>Exercise when stressed, have "brain drain" or to improve overall health and fitness.</li> <li>Supplements will never replace hard work, discipline and sleep.</li> <li>Recover energy by using daily boosters and rejuvenation tools to fill your energy tank.</li> </ul>							
Social	Interpersonal problem-solving	To address problems in a manner that still shows respect for the relationship; lowers the intensity and makes it easier to find a resolution or come to a compromise they can each live with. <i>When to use it:</i> <ul style="list-style-type: none"> <li>When you need to find a resolution to a problem.</li> </ul>	<ul style="list-style-type: none"> <li>Define the problem (use the wind-up approach)</li> <li>Ask for the other person's perspective</li> <li>Work together to generate solutions</li> <li>Evaluate the solutions</li> <li>Choose a solution and seal the agreement</li> </ul> 							
	Good Listening and ACR	The goal of Good Listening is to make someone feel safe in speaking to you as a confidante. <i>When to use it:</i> <ul style="list-style-type: none"> <li>When someone comes to you with news—good or bad</li> </ul>	<ul style="list-style-type: none"> <li><u>A</u>ttend with genuine interest</li> <li><u>B</u>e responsive to what is said</li> <li><u>C</u>are about the other person</li> <li><u>D</u>on't interrupt</li> <li><u>E</u>ncourage the person to say more.</li> </ul>							
		The goal of Active Constructive Responding (ACR) is to build, strengthen, and maintain important relationships <i>When to use it:</i> <ul style="list-style-type: none"> <li>When someone shares good news</li> </ul>	<ul style="list-style-type: none"> <li>Ask questions about the event, show enthusiasm, and seek additional details.</li> </ul> <table border="1"> <thead> <tr> <th></th> <th>Constructive</th> <th>Destructive</th> </tr> </thead> <tbody> <tr> <th>Active</th> <td>Shows authentic interest &amp; support, ask questions</td> <td>Brings up negative aspects</td> </tr> <tr> <th>Passive</th> <td>Distracted or understated support</td> <td>"One-upping" distracts from the news</td> </tr> </tbody> </table>		Constructive	Destructive	Active	Shows authentic interest & support, ask questions	Brings up negative aspects	Passive
	Constructive	Destructive								
Active	Shows authentic interest & support, ask questions	Brings up negative aspects								
Passive	Distracted or understated support	"One-upping" distracts from the news								



Misawa MFLC  
226-2147 or  
090-2885-8902 Bldg 656

## MFLC

# MILITARY AND FAMILY LIFE COUNSELOR PROGRAM





## MILITARY AND FAMILY LIFE COUNSELOR PROGRAM

Military families face unique challenges. They may struggle with issues such as deployment-related stress, reintegration and pressures of managing parenting and finances while a loved one is deployed.

To support military families facing these or additional challenges, the MFLC program:

- » Provides short-term, non-medical counseling services to service members and their families at no cost
- » Provides psycho-education to help military service members and their families understand the impact of deployments, family reunions following deployments and other stresses related to the military life
- » Augments existing military support services
- » Offers flexible service delivery
- » Can provide services on or off of military installations
- » Can provide services to individuals, couples, families and groups

With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential.

## ABOUT MILITARY AND FAMILY LIFE COUNSELORS

- » Masters or Doctorate-level licensed counselors
- » Work with families, individuals, couples and children
- » Work with existing military and family support programs to complement services provided

## NON-MEDICAL COUNSELING SERVICES

### Life skills

- » Anger management
- » Communication
- » Relationship issues
- » Conflict resolution
- » Parenting
- » Decision-making skills

### Military lifestyle

- » Deployment stress
- » Coping skills
- » Homesickness
- » Relocation adjustment
- » Reintegration
- » Separation
- » Building resiliency
- » Sadness, grief and loss



## SHOWING SUPPORT



### The Mission of the American Red Cross

The American Red Cross is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its congressional charter and the fundamental principles of the International Red Cross movement.

#### Fundamental Principles:

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality



**American Red Cross**

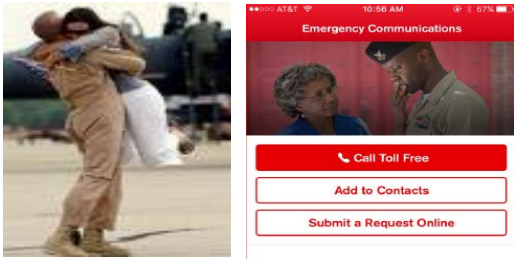
### Services to the Armed Forces



Misawa Air Base  
Japan

# Keeping families in touch

## Emergency communication



The Red Cross keeps military members and DOD civilians in touch with their families following the serious illness or death of an immediate family member, the birth of a child or other family emergencies. In the event of a medical emergency, the patient or family member should sign a medical release form to authorize the doctor/hospital to release medical information to the Red Cross. Red Cross emergency communication messages provide military members and DOD civilian personnel (and their families) with fast, reliable information. This helps them to make decisions regarding emergency leave, deferment and compassionate reassignment.

### Hero Care Mobile App

This free Red Cross app is designed to help members of the military and veterans and their families identify and access both emergency and non-emergency Red Cross services from anywhere around the world.

\*This includes requesting Red Cross Emergency Messaging service

The **Hero Care App** is available for free in app stores, by texting **'GETHEROCARE' to 90999**



### WHY VOLUNTEER?

- Community Service
- Personal Experience
- Maintain or Gain Skills
- Enhance Career

### VOLUNTEER OPPORTUNITIES:

- Post Office
- Library
- Hospital
- Chapel
- PAWS
- Youth Center
- Thrift Store
- EDIS
- Health and Safety Services
- Special Projects/Events
- Leadership Opportunities
- American red Cross Disaster Action Team -Disaster Educators
- American Red Cross Emergency Case Work

### Health & Safety Courses:

First Aid/CPR/AED Course  
First Aid/CPR/AED Instructor Course

Babysitter's Training

Babysitter's Training Instructor

Learn To Swim (Outdoor Rec./Pool)

## Misawa Air Base, Japan

**Office Hours:**  
Monday - Friday  
0730 – 1630

**Office Phone:**  
DSN 226-3016  
Comm: 0176-77-3016

Location: Bldg 656  
Room 1465

**Office Email:**  
[misawa@redcross.org](mailto:misawa@redcross.org)



**Follow us on Facebook:**  
**Misawa American Red Cross**



**After Hours Emergency Contact:**  
**1-877-272-7337**

# Mental Health

## **Office hours:**

Monday-Wednesday: 7:30 a.m. - 4:30 p.m.  
Thursday: 7:30 a.m. - 3:30 p.m.  
Friday: 7:30 a.m. - 4:30 p.m.

## **Location:**

Building **96**, adjacent to the Main Hospital (Bldg 99)

## **Contact information:**

Mental Health/ADAPT: 226-3230  
Family Advocacy: 226-2123  
Outreach: 226-2123  
Commercial: 0176-77-3230  
Domestic Abuse Victim Advocate (**DAVA**) 24/7: 080-9158-8735

## **Department services available for Tricare Prime beneficiaries\*:**

Mental Health Evaluations, Treatment, and Therapy (Individual, Marital, & Group)  
Special Duty Clearances (MTI/MTL/SERE/PRP)  
Psychological and Cognitive Assessments  
Command Directed Evaluations  
Disaster Mental Health Team  
Clinical Psychology  
Clinical Social Work  
Psychiatry (ages 14 and up)

*\*Non-Tricare Prime patients will be seen on a space available basis*

## **Alcohol & Drug Abuse Prevention & Treatment Program Information:**

Alcohol Related Incident Reduction Initiatives  
Level 1.0 Treatment  
Aftercare Treatment  
ADAPT Outreach  
Evaluations  
Education

**Family Advocacy Program (FAP): Education, Prevention and Treatment of Abuse and Neglect. FAP outreach programs provide education classes that are open to everyone, register at 226-2123.**



## New Parent Support Program (NPSP)

Services Provided for Parents with Newborns to Age 3  
Breastfeeding Support Group (coordinated with WIC)  
Baby Care Basics

## **Family Advocacy Strengths Treatment (FAST) Services: Counseling that is confidential prevention based for couples and families on a limited basis**

Systematic Training for Effective Parenting - Education on Parenting Teens  
1, 2, 3, Magic! (Education on Behavioral Management for 2-12 year olds)  
Love and Logic (Education on Parenting)  
Holiday/Wintertime Blues Briefs  
Couples Communication  
Stress Management  
Anger Management  
Latchkey Training  
Sleep Hygiene  
Dads 101

## **Active Duty Only Briefs:**

New CC/Shirt Orientation Briefs  
Pre Deployment Preparation  
Reintegrating from Deployment

## **Mental Health Confidentiality: IAW AFI 44-172**

Command notification by healthcare providers that a service member has sought and/or is in MH treatment or is taking medication is not necessarily required when an individual voluntarily seeks MH care. However, pursuant to Department of Defense Regulations, healthcare providers must notify your Commander if you meet one of the following criteria:

Harm to Self; Harm to Others; Harm to Mission; PRP or other Special Duty Status; Need for Inpatient Hospitalization; Command-Directed Mental Health Evaluation; Other Special Circumstances\*

\*If communication with command is deemed necessary, healthcare providers shall provide the minimum amount of information to satisfy the purpose of the disclosure. Further questions regarding confidentiality can be answered by the Mental Health staff prior to initiating treatment.

# TRICARE Operations and Patient Administration

**Office hours:**

Monday - Friday: 7:30 a.m. - 4:30 p.m.

**Location:**

Building 99, first floor

**Appointment Line:**

On base: 226-6111

Commercial: 0176-77-6111

**TRICARE Service Center:**

On base: 226-6111, Option 5

Commercial: 0176-77-6111

Enter the main entrance of the Medical Group (by the Dental Clinic), make a left towards the coffee bar. Follow the main hallway, Outpatient and Inpatient Records are located to the left of Pharmacy and TRICARE is located at the end of the hallway across from Pediatrics (last door on the right towards the exit).

**Department Services:**

**Outpatient Records/Inpatient Records (OPR/IPR):** In/out-processing, updates/maintains medical records, mail records to member's gaining unit, and completes Release of Information/medical records copy request.

**Additional Information:**

Patients must be 18 or older to request a copy of your medical records. Spouses can only receive copied records if a release has been signed. Please visit our department for instructions regarding release of medical information.

**Aeromedical Evacuation (AE):** Coordinate medical TDY for active duty service members and their dependents; responsible for the logistics behind urgent, priority, and patient movement; approval authority for medical orders and vouchers through the Defense Travel System (DTS) for medical TDYs.

**Exceptional Family Member Program (EFMP):** Schedules appointments, assist in records review, and establish/maintain medical files for family members with special needs; coordinates with MPS, CSS, and/or AFPC on assignment-related administrative processes.

**Referral Management Center (RMC):** Focuses on identifying, reviewing, and appointing of patient referrals; coordinates with local host nation hospital and visiting providers to improve quality of care and maintain access standard.

**Medical Evaluation Board (MEB) Liaison Office:** Focal point for the processing of the Integrated Disability Evaluation System (IDES) used by DoD to ensure that all services maintains a fit to fight force; plays a vital role by obtaining, assembling, and forwarding all documents and records required by Air Force Personnel Center (AFPC) and the Office of Veteran's Affairs (VA) to ensure affected members are medically and financially ready after being released from service; assist with assignment limitation code (ALC) and medical clearance from the deployed Area of Responsibility (AOR) with injuries/illnesses to perform their assigned duty.

**TRICARE Service Center (TSC):** Assists and educates patients on the benefits and entitlements of TRICARE program options, transfer enrollment, provide claims assistance, resolve TRICARE problems, and file grievances; TRICARE is available to active duty service members and their family, retired service members and their family members, survivors and other who are registered in the Defense Enrollment Eligibility Reporting System (DEERS).

**Patient instructions:**

To in-process/enroll in TRICARE, please call (from DSN) 99-0120-983990 or 1-877-678-1208: Press Option #4 then Option #3 (prompt has a 5-second delay). Please have your orders in hand to provide required information.

To out-process/transfer TRICARE enrollment, bring a copy of your orders within 10 duty days prior to departure.

**Health Insurance Portability and Accountability Act (HIPAA) Officer:**

The 35 MDG HIPAA office's mission is to establish a mechanism for identifying, evaluating, and reporting of health information. The HIPAA officer also manages patient's health information request, accounting for disclosure, and restriction. We also provide policy and guidelines for staff of current practices and procedures to prevent HIPAA violation.



## Welcome to Misawa Air Force Base

The Misawa Air Force Base, Airman & Family Readiness Center is a one-stop location where individuals can obtain reliable information and assistance on a wide range of important topics.



### Services include:

- Provide support to all Active Duty service members, retirees, DoD / DODDS civilians, and their eligible families members.
- Information and referral
- Consultation and follow-up
- Coordination and consultation with other base agencies to strengthen base policies and programs, all in an effort to benefit all service members, civilian employees and their families of Misawa Air Force Base.

### Military & Family Life Consultant (MFLC) • 226-2147

Provides short term, situational, and problem solving counseling services to service members and their families to augment existing military support services. All consultants are Masters or PhD level, licensed Clinical Counselors who work with families, individuals, couples, and children to provide non-medical problem identification counseling services.

### Casualty / Survivor Benefits Program

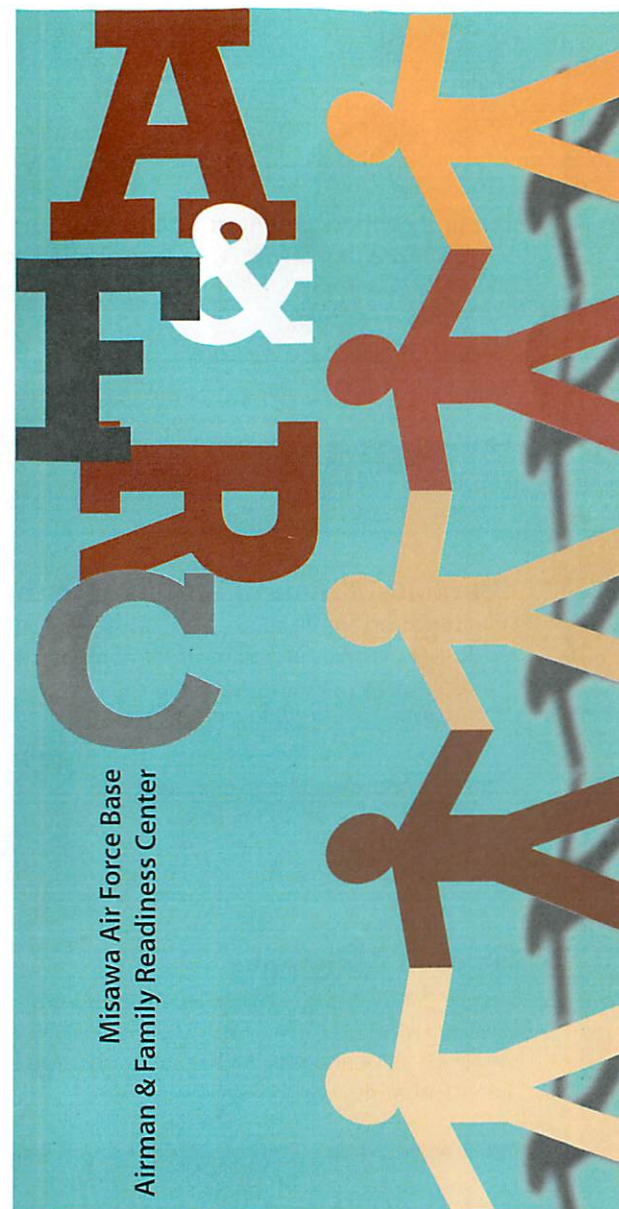
The Air Force provides casualty assistance to family members and other designated beneficiaries of deceased members. Assistance includes counseling on rights, benefits, and entitlements; completing claim applications for monetary benefits and privileges; and helping to resolve any problems or concerns the next of kin may encounter.

### School Liaison Program

The school liaison serves as the central point of contact for school-related matters between commanders, military families, and local school districts. For additional information, please contact our office.

### Exceptional Family Member Program

EFMP is designed to provide support to military family members with special needs. For additional information, please contact our office.



Misawa Air Force Base  
Airman & Family Readiness Center

#### HOURS OF OPERATION:

7:30 a.m. - 4:30 p.m. • Monday - Friday

Bldg. 656 • 226-4735

[35fss.com/afrc.html](http://35fss.com/afrc.html)

[facebook.com/misawa.afrc](https://facebook.com/misawa.afrc)





## Air Force Aid Society

Provides emergency financial assistance to eligible military members for basic needs such as: basic living expenses, emergency leave, or unexpected vehicle repairs.

### Community enhancement programs sponsored by the agency include:

- Give Parents a Break
- Child Care for PCS
- Bundles for Babies
- Car Care Because We Care

For information please visit:

[afas.org/Assistance/Apps\\_FinAssist.cfm](http://afas.org/Assistance/Apps_FinAssist.cfm)



### Personal Financial Management Program

Education, information, and counseling on personal financial topics including: debt management, retirement planning, budgeting, investing, and purchasing decisions.



### Relocation Assistance

Helps all military and DoD members prepare for relocation. Assists in planning moves, provide information about the new location, deals with unique situations, and addresses concerns that may occur.

### Right Start

Offered every Wednesday for new base military and civilian personnel. Spouses are highly encouraged to attend.

### Sponsorship Training

Provides information to newly assigned sponsors about their training, duties, and responsibilities.

### Key Spouse Training

Volunteers represented in squadrons across the base that provide vital support to all unit families.

### Heartlink

#### Spouse Orientation Program

Our goal is to strengthen military families and enhance mission readiness by increasing spouse awareness of the Air Force mission, customer, traditions, protocol, as well as available sources and services.

### Volunteer Opportunities

Provides recruitment, placement, recognition, and training opportunities for base and community volunteers.

## Personal & Family Readiness

Provides proper planning, education, and training to alleviate some of the family stressors associated with deployments, evacuations, and peacetime / wartime emergencies.

#### Programs include:

- Pre-deployment / re-integration & reunion briefings
- Deployed family events

### Employment Assistance Program

Provides individual assessment, assistance with resume and job search for military members, families, and DoD civilian members.

## Discovery Resource Center

Has user friendly computer, laser printers, career / employment books, videos, and other resources available for checkout employment and career exploration.

### Transition Assistance

Separating or retiring military personnel, their family members, and DoD civilian personnel are provided transition information on career planning, job search/ interviewing skills, and have access to employment opportunities through workshops, seminars, and individual counseling sessions.

### Transition GPS

The five day required workshop is designed to provide retiring, separating, and demobilizing members (and family members) the information, skills, and knowledge needed for a successful transition. Program components include; Department of Labor workshop, Veteran's Administration 4-Day Workshop, Military Occupation Code (MOC), and financial planning.

### Pre-Separation Counseling

Provided 90+ days prior to service member's date of separation. Required before discharge from the military. This one-on-one counseling is designed to ensure necessary assistance and advice on a wide range of services and entitlements. Spouses are welcome to attend.



# Glorifying God. Serving Airmen. Pursuing Excellence.



## PROTESTANT

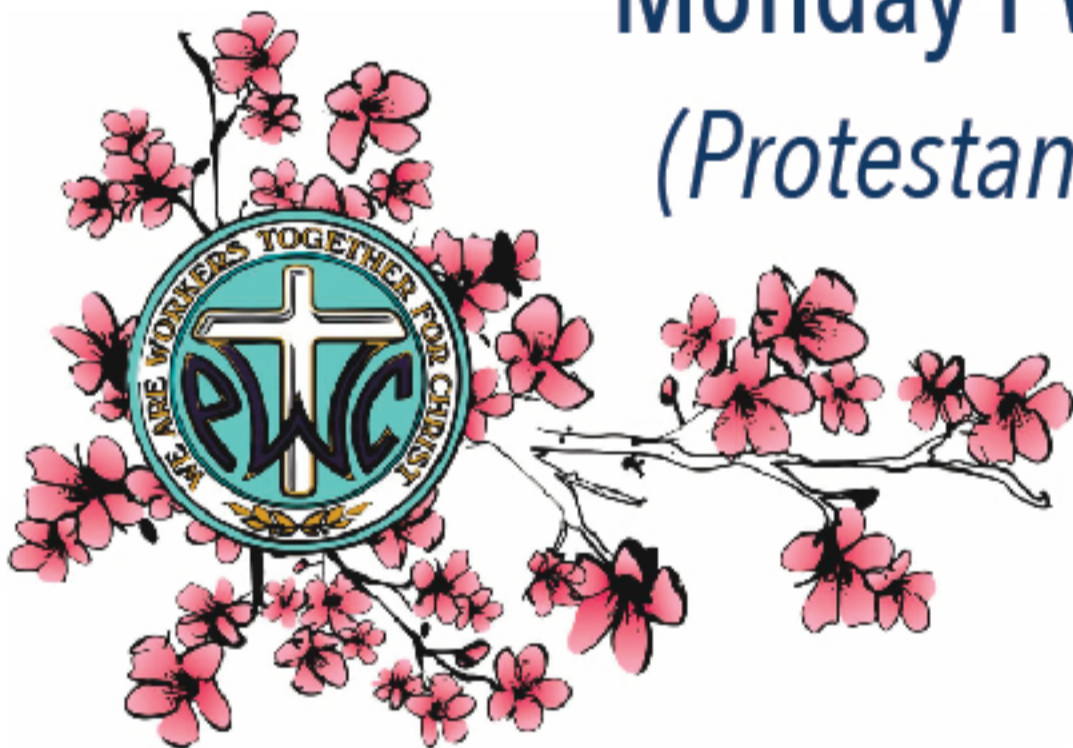
### SUNDAY WORSHIP

Traditional at 1000  
Contemporary at 1130

### RELIGIOUS EDUCATION

Sunday Childrens Church at 1000 & 1130  
*(Kindergarten - 6th grade)*  
Sunday Youth at 1700  
*(6th - 12th grade)*

Monday PWOC at 1800 & Tuesday at 0900  
*(Protestant Women of the Chapel, childcare provided for Tuesday Study only)*  
Tuesday PMOC at 1845  
*(Protestant Men of the Chapel)*



Wednesday AWANA at 1800  
*(preK - 12th grade)*



### PRAISE TEAM PRACTICE

Tuesday at 1700  
*Traditional Praise Team*  
Tuesday at 1800  
*Contemporary Praise Team*

## ROMAN CATHOLIC

### MASS

Sunday at 0830  
First Friday of the Month at 1730  
Weekdays (Mon at 1630, Tues-Thur at 1130)

### RECONCILIATION

Sunday at 0730 - 0815 *(or by appointment)*

### RELIGIOUS EDUCATION

Sunday at 1000 *(preK - 8th grade)*  
Tuesday RCIA at 1830 *(Rite of Christian Initiative for Adults)*  
Tuesday CMOC at 1730 *(Catholic Men of the Chapel, meets at A&FRC)*  
Thursday CWOC at 1130 & 1700 *(Catholic Women of the Chapel)*

### CHOIR PRACTICE

Thursday at 1900 *(Please come and join us for practice)*



### SPIRITUAL CARE

100% Confidentiality  
Pastoral Counseling  
Crisis & Trauma Ministry  
Worship/Religious Ed  
Religious Rites/Ceremonies

### ADVISING LEADERSHIP

Spiritual, Religious  
Ethical, Moral & Morale Issues  
Religious Accommodation

## CHURCH OF CHRIST

POC: TSgt Michael Campbell  
michael.campbell.43@us.af.mil

## ORTHODOX

POC: SSgt Kathryn Ferrell kathryn.ferrell@us.af.mil

## SEVENTH DAY ADVENTIST

POC: AJ Muhs aj.muhs@us.af.mil

*For more information regarding non-listed faith traditions, contact the Chapel Office.*





Members of the Chaplain Corps and the Misawa Air Base Chapel community are committed to serving military members and their families by providing for their religious and spiritual needs

Religious Support Teams (RSTs) help provide Airmen and their families with the essential skills that ensure spiritual fitness, resilience, intervention and deployment cycle support.

Chaplains are available for pastoral counseling and ensure absolute confidentiality. To schedule an appointment, please check with your unit chaplain or call the Misawa Chapel Office DSN: 226-4630 COMM: 0176-77-4630

Emergency pastoral counseling services are available 24/7. You may receive a walk-in appointment during duty hours or call the Command Post (DNS: 226-9899) and request to speak with the Duty Chaplain.

Our duty hours are as follows:  
0730-1630 Monday - Friday



CONNECT WITH US



## CHAPLAINS

Ch, Maj David Suh, Wing Chaplain  
*Presbyterian Church in America*

Ch, Maj Oscar Fonseca, Deputy Wing Chaplain  
*Roman Catholic*

Ch, Capt Bryan Fox, Chaplain  
*Liberty Baptist Fellowship*

Ch, Capt Joshua Hammans, Chaplain  
*World Council of Ind. Christian Churches*

Ch, Capt Matthew Spurgeon, Chaplain  
*Liberty Baptist Fellowship*

## RELIGIOUS AFFAIRS AIRMEN

TSgt Christopher Johnson  
*NCOIC, Religious Affairs*

TSgt Christopher Jeffers  
*NCOIC, Readiness/Resources*

SSgt DeShawn Walden  
*NCOIC, Program Support*

A1C Charvionn Walker  
*Religious Affairs Apprentice*



## CHAPEL SUPPORT STAFF

Protestant Parish Coordinator	<i>Melissa Sanders</i>
Protestant RE Coordinator	<i>Whitnie Salyer</i>
CTOF Account Technician	<i>Adriana Dorado</i>
Catholic Parish Coordinator	<i>Adriana Dorado</i>
Catholic RE Coordinator	<i>Debecca Olson</i>
Office Automation Clerk	<i>Kazuki "Matt" Tsuji</i>
Administrative Specialist	<i>Masae Fujiya</i>
Catholic Musician	<i>Kajiura Reiko</i>
Protestant Music Director	<i>Kristen Gaus</i>



**Ministering to the  
Hearts and Souls  
of Misawa**





## ADOLESCENT SUPPORT AND COUNSELING SERVICE: MISAWA

### ASACS

The Adolescent Support and Counseling Service (ASACS) is a U.S. Armed Forces Counseling Services Contractor. The ASACS counselor's primary objective is to provide support and counseling to adolescents who are at risk of, or require early intervention for, behaviors that interrupt positive mental, emotional, and behavioral development, as well as early intervention for youth with an onset of substance use.

ASACS provides substance abuse prevention education and presentations; in addition to screening services and supportive counseling for emotional or behavioral difficulties, and substance abuse. Participation is voluntary and confidentiality is respected.

Referrals are accepted by concerned teachers, peers, parents, community agencies or self-referrals. An office is provided at Edgren High School to provide ASACS and stakeholders the opportunity to work together to help teens make healthy and safe choices.

For more information please contact Mr. Adam Bodenhamer, LCSW-C, RAS; ASACS counselor at 226-2645/2631 or through the main office"

### Counseling:

**Confidential & Voluntary** – ASACS Counseling is Confidential. Adolescents under the age of 15 require parent consent for counseling services. The program helps young people navigate the developmental years by addressing risk factors that interrupt positive mental, emotional, and behavioral development, including substance use.

**Licensed Providers:** ASACS Counselors are Licensed and Credentialed, and are privileged through the Medical Command.

**Outcomes:** ASACS Measures outcomes of service using Feedback-informed Treatment (FIT), an approach for evaluating and improving the quality and effectiveness of behavioral health services. FIT is designated in the Substance Abuse and Mental Health Services Administration's (SAMHSA) National Registry of Evidenced-Based Programs and Practices (NREPP).



## Levels of Care:

**Early Intervention** – Services address risk factors that interrupt positive mental, emotional, and behavioral development, as well as early intervention for youth with an onset of substance use. Youth need not be substance involved to benefit from preventative counseling services. Examples of risk factors include a pattern of disruptive behavior, academic failure/truancy/lack of commitment to school, impulse control, depression/anxiety, social or coping skills concerns, family management concerns, difficulty negotiating a key life transition such as move from elementary to middle school, or adapting to new location. Counseling may include the following behavioral health conditions diagnosed by medical personnel:

- Depressive Disorders
- Anxiety Disorders
- Disruptive, Impulse-Control, & Conduct Disorders
- Trauma and Stress Related Disorders
- Neuro-developmental Disorders (ADHD)

**Outpatient Treatment** – Tailored to each client’s level of severity, and designed to address concerns with youth assessed as having signs and symptoms consistent with Substance related disorder.

## Prevention

**ASACS** promotes healthy adolescent development through prevention education by focusing on protective factors identified by the Substance Abuse and Mental Health Services Administration (SAMHSA) such as self-worth, social competence, positive support, school connectedness and parental support.

**ASACS** prevention efforts reinforce the Air Force’s Comprehensive Airman Fitness goals of mental, physical, social, and spiritual fitness. Teaching skills to enable positive thinking, healthy coping with adversity, problem-solving, and making good decisions.

**ASACS** supports and participates in various FSS and other community based groups and events for Air Force teens.

### Areas of Focus

- Help Seeking
- Risk Reduction
- Resiliency & Coping
- Transition & Deployment

**ASACS** prevention activities will be tailored to the needs of the community in order to respond to emerging trends with timely initiatives



## **ASACS Contact Information**

**Edgren High School: Mr. Adam Bodenhamer, LCSW-C, RAS**

**DSN: 226-2645/2631**

[adam.bodenhamer@pac.dodea.edu](mailto:adam.bodenhamer@pac.dodea.edu)

## What can the IBHC address?

Sleep difficulties

Managing chronic illnesses:

Diabetes

Headache

High Blood Pressure

Chronic Pain

Lifestyle Changes

Physical Inactivity

Tobacco Use

Weight gain/loss

Anger

Anxiety/Fears/Panic

Depression

Stress

Parenting

Children/Behavioral Concerns

ADHD Screening

Memory/Cognitive Screening

Goal Setting

Sexual Problems

**Nearly every concern treated in primary care has a behavioral component. We can work together towards optimizing your health!**

## How do I schedule an appointment?

Call (DSN) 226-6372 to schedule an appointment or ask your PCM about it at your next visit.

### Appointment reminder:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

\*Please check in at the FHC front desk 15 minutes before your scheduled appointment time



## PRIMARY CARE BEHAVIORAL HEALTH CONSULTATION SERVICE



**Family Health Clinic  
Internal Medicine  
Pediatrics  
Women's Health  
Flight Medicine**

**Your PCBH team:**

- ❖ Dr. Waggoner –Behavioral Health Consultant
- ❖ A1C Walski – PCBH Technician

**Behavioral Health  
Optimization Program (BHOP)**

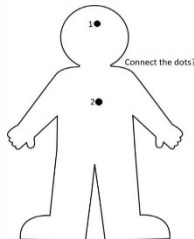
## What is BHOP/PCBH?

The Behavioral Health Optimization Program (BHOP) is the Air Force's Primary Care Behavioral Health (PCBH) program available to patients seen in Family Health, Internal Medicine, Pediatrics, Women's Health, and Flight Medicine as a part of your comprehensive health care.

Good health care involves not only paying attention to your physical health, but simultaneously attending to your behaviors, habits, emotions, and social well-being and how they impact your daily functioning.

Primary care clinics have expanded their focus to meet more of your health care needs under one roof. This brochure is intended to help readers better understand and utilize the many diverse services offered in BHOP.

**Your PCM remains your primary provider, and the IBHC functions as a behavioral consultant to the primary care team.**



## Who is the IBHC?

The Internal Behavioral Health Consultant (IBHC) at the 35th MDG is a board certified clinical health psychologist with specialty training to work as a member of your medical team. The IBHC focuses on helping you develop healthy behaviors or change current behaviors that interfere with overall health and well-being.

For example, the IBHC can help you develop plans for lifestyle changes towards improving sleep, managing weight, stopping tobacco use, or increasing physical activity when living with chronic pain. Other areas of focus include emotional or behavioral concerns such as stress, or work performance concerns.

## How is this different from Mental Health?

PCBH/BHOP consultations are specific, problem-focused assessments that support the goals and treatment of the referring PCM. The IBHC's office is located in the Family Health Clinic and makes every effort to see you as soon as possible, often right after your PCM appointment for your convenience.

Unlike the specialty services offered through the Mental Health Clinic, the IBHC **WILL NOT** provide traditional psychotherapy, counseling, or specialty evaluations/assessments. These functions are more time-intensive and comprehensive, often requiring routine follow-up. A referral to Mental Health is similar to being referred by your PCM to neurology, ortho, or other specific clinics for a specialty appointment.

For more complex issues, a referral to a specialist outside the primary care clinic **may be a more appropriate option**. But if your concern can be addressed in primary care, it will be. You may request more information about a specialty referral if that is what you are looking for.

## What can I expect from the IBHC?

The IBHC will ask you specific questions about the problem you are targeting, then provide recommendations you can begin immediately.

This evidence-based service is designed to match the rapid pace of primary care emphasizing a population-based focus:

- ❖ Less than 30 minute appointments
- ❖ No more than 4 visits per target area (episode of care)
- ❖ Follow-up visits scheduled 3-4 weeks apart or longer depending on concern
- ❖ Team-based care, where interruptions are expected for rapid consultations by a team member

Every effort is made to protect your medical privacy under the Health Insurance Portability and Accountability Act (HIPAA). IBHCs have the same reporting obligations as your PCM under federal and state laws, including taking action if illegal activities or imminent danger to self or others (including family violence) is disclosed.

## On Base Referral Agencies

ADAPT	226-3230
ADR Manager	Vacant
AFOSI	226-3116
AF Aid	226-4735
Airman & Family Readiness	226-4735
Area Defense Counsel (ADC)	226-3910
Chaplain Service	226-4630
Exceptional Family Member Program	226-6665
Family Advocacy	226-2123
Housing Office	226-3200
Inspector General	226-3515
Legal Office	226-4022
Primary Care Clinic (Appointment Line)	226-6111
Mental Health	226-3230
Red Cross (Local)	226-3016
Security Forces	226-3600
Sexual Assault Prevention & Response Office (24 hour hotline)	226-7272

## DoD & National Resources

### **AF Survivor Assistance Program**

[www.va.gov/SURVIVORS/OSA\\_Links.asp](http://www.va.gov/SURVIVORS/OSA_Links.asp)

### **AF Wounded Warrior Program**

1-800-581-9437

[www.woundedwarrior.af.mil](http://www.woundedwarrior.af.mil)

### **AF Unlawful Discrimination & Sexual Harassment**

1-888-231-4058      210-565-5214      665-5214

[www.af.mil/EqualOpportunity.aspx](http://www.af.mil/EqualOpportunity.aspx)

### **Military Crisis Hotline**

1-800-273-8255

[www.suicidepreventionlifeline.org/](http://www.suicidepreventionlifeline.org/)

### **Military One Source**

1-800-342-9647

[www.militaryonesource.mil](http://www.militaryonesource.mil)

### **Sexual Assault Prevention & Response**

[www.sexualassaultpreventionresponse.af.mil](http://www.sexualassaultpreventionresponse.af.mil)

### **U.S. Equal Employment Opportunity Commission**

[www.eeoc.gov](http://www.eeoc.gov)

### **Vets4Warriors Peer Support**

1-855-838-8255

[www.vets4warriors.com](http://www.vets4warriors.com)

## AF/DOD Resources

AFI 36-2706	<i>Equal Opportunity Program</i>
AFI 36-2903	<i>Dress and Personal Appearance Wearing of Tattoos/Brands</i>
AFI 36-2707	<i>Nondiscrimination in programs and activities assisted or conducted by the Department of the Air Force</i>
AFI 51-903	<i>Dissident and Protest Activities</i>
AFI 90-301	<i>Inspector General Complaints Resolution</i>
DODD 1350.2	<i>Military Equal Opportunity Program</i>
DODD 1300.17	<i>Accommodation of Religious Practices Within the Military Services</i>

## Misawa EO Staff

Director

TSgt Jessica Mathes

[jessica.mathes@us.af.mil](mailto:jessica.mathes@us.af.mil)

DSN 226-3669

**Email:** 35fw.eo@us.af.mil

**Commercial Number:** 011-81-176-77-3669

### Location

Bldg. 656/Rm. 1420

Next to Stars and Stripes

*“A First Resource...Not A Last Resort”*

# Misawa Air Base Equal Opportunity Referral Guide



**Your Misawa Equal Opportunity office provides service to active duty personnel, their family members, and retirees on human relations issues. Our goal is for each member of Misawa to be proactive at all times and RAISE the standard in their workplace.**

**R-Reiterate Air Force EO Policies  
A-Accept workplace diversity  
I-Identify unacceptable behaviors  
S-Set positive examples on/off duty  
E-Encourage formal /informal resolution**

*Current as of 10 January 2017*



## Our Mission

To eliminate unlawful discrimination and sexual harassment against military members, their dependents, retirees, and civilian employees based on race, color, religion, national origin, sex, sexual orientation, to include age, disability, genetic information, and reprisal for DoD civilian employees. Unlawful discrimination and sexual harassment are contrary to good order and discipline and counterproductive to combat readiness and mission accomplishment.

## Program Policy

It is Department of Defense and Air Force policy not to condone or tolerate unlawful discrimination or sexual harassment within the Armed Forces or in the civilian workforce. This includes discrimination based on the individual's birthplace, ancestry, culture, or the linguistic characteristics common to a specific ethnic group.

## Definitions

**Discrimination:** Any action that unlawfully or unjustly results in unequal treatment of persons or groups based on race, color, religion, national origin, sex, sexual orientation, and if civilian, age, disability, genetic information, and retaliation not supported by legal or rational considerations.



**Disparaging Terms:** Terms used to degrade or connote negative statements pertaining to race, color, religion, national origin, sex, sexual orientation, and if civilian, age, disability, genetic information, and retaliation. These terms include insults, printed material, visual material, signs, symbols, posters, or insignia. The use of these terms constitutes unlawful discrimination and can create an intimidating and/or hostile work environment.

**Equal Opportunity and Treatment Incident (EOTI):** An overt act, directed toward an individual, group, or institution that is motivated by or has overtones of unlawful discrimination on the basis of race, color, religion, national origin, sex, or sexual orientation.

**Reprisal:** Taking or threatening to take an unfavorable personnel action or withhold a favorable personnel action against an individual for attempting to communicate to a supervisor, commander, IG, member of congress or any established grievance channel.

**Sexual Harassment:** A form of sex discrimination involving unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- **(Quid Pro Quo)** Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of a person's job, pay, career, or
- **Quid Pro Quo)** Submission to or rejection of such conduct by a person is used as a basis for career or employment decisions affecting that person, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

## Complaint Process:

### EO Complaint Processing Options [Military]

If you believe you are a victim of unlawful discrimination and/or sexual harassment, you are highly encouraged to use your chain of command to resolve your complaint. There are **two** complaint options available:

1. **Informal:** Confront the alleged offender. Advise him/her to stop and that continuation of the behavior will result in a formal complaint action. You may also ask a co-worker to intervene on your behalf, use the Alternate Dispute Resolution (ADR) process to resolve the complaint, or use your chain of command to resolve your complaint. There are no timelines for an informal complaint.
2. **Formal:** EO can only accept allegations of unlawful discrimination based on race, color, religion, national origin, sex, sexual orientation, and sexual harassment. Upon receipt of your complaint, the EO office will conduct a formal complaint clarification. The EO office will not accept a complaint more than 60 calendar days after the alleged offense occurred unless the installation commander approves. The installation commander may waive the time limits for good cause based on a memorandum with sufficient justification provided by the member and submitted through the EO office.

### Use of ADR in Military EO Complaints:

- Facilitation is the ADR technique used to resolve Military EO complaints.
- All complaints that are appropriate for ADR are eligible for the voluntary use of facilitation and/or structured negotiation.

### EEO Complaint Processing Options [Civilians]

An aggrieved person who believes s/he has been discriminated against on the basis of race, color, religion, national origin, sex, sexual harassment, age, genetic information, or disability must consult an EEO counselor before filing a formal complaint.

The initial contact must be within 45 days of the date of the matter alleged to be discriminatory or, in the case of a personnel action, within 45 days of the effective date of the personnel action. The 45-day limit may be extended for reasons outlined in 29 CFR 1614.105 (a) (2).

### Use of ADR in Civilian EO Complaints:

- ADR processes, including mediation, facilitation, structured negotiation, and other collaborative problems solving techniques, often produce outcomes that are more efficient and effective than traditional, adversarial methods of dispute resolution.
- The Air Force strongly encourages the voluntary use of ADR to resolve EEO complaints whenever it is practicable and appropriate to do so.

## What's your role when it comes to Equal Opportunity?

### As a Commander:

- Strongly emphasize zero tolerance.
- Investigate allegations of unlawful discrimination.
- Notify EO on allegations of sexual harassment.
- Protect members who file complaints against forms of reprisal or retaliation.
- Commanders must provide EO with a synopsis of allegations and corrective actions taken when EO issues are handled within their organization.

### As a supervisor:

- Reinforce zero tolerance policy.
- Set a positive example on/off base.
- Take action on every issue.
- Address rumors.
- Keep chain of command informed of issues affecting the workplace.
- Give feedback on issues worked

*Anyone in a supervisory or management position who is aware of unlawful discrimination or sexual harassment, but fails to take action can be disciplined.*

### As a complainant:

- Recognize when standards are not met
- Clarify perceptions
- Document incidents...who, what, where, when, why, and how
- Consider confronting alleged offender
- Know your chain of command/helping agencies
- Report any forms of reprisal to IG

### As a Friend or Co-worker:

- Be a good listener and take action
- Encourage resolution in a timely manner

As members of the Department of Defense, we each have an inherent responsibility to comply with policies and to develop EO awareness and proactive involvement. Failure to do so can result in disciplinary action or judicial punishment under articles of the UCMJ.

*"Positive Human Relations starts with you... One person can make a huge difference!"*

**If you have been sexually assaulted, you can get help ...  
Call the Misawa Sexual Assault Response Coordinator  
(SARC) at 226-7272 or 0176 77-7272**

**Sexual Assault is defined as intentional sexual contact, characterized by use of force, threats, intimidation, abuse of authority or when the Victim does not or cannot consent.**

## **Restricted**

**Active Duty (AD), Reserve and Guard (on Federal AD) , AF Civilians and Military Dependents 18 and older**

Victim Advocate attends to victim needs:  
Provides supportive services

Receive medical care and counseling

Receive legal assistance

Can request Special Victim's Counsel // Victim's Legal Counsel

Can switch to Unrestricted at any time

**No Command notification or Investigation**

Independent reports do not affect the confidentiality of information provided to SARCs and SAPR Victim Advocates

Reports involving a minor (under 18), a spouse, or an intimate partner (domestic abuse and sexual assault) will be referred to the Family Advocacy Program (**FAP/DA Victim Advocate 080 9158-8735**)

## **Unrestricted**

**Active Duty (AD), Reserve and Guard, SOFA (DoD and Contractor) Civilians and their Dependents 18 and older**

Victim Advocate attends to victim needs:  
Provides supportive services

Receive medical care and counseling

Receive legal assistance

Can request Special Victim's Counsel // Victim's Legal Counsel

AD can request an Expedited Transfer

**Can request Military Protective Order  
Command intervention and Official investigation**



Online: [www.safehelpline.org](http://www.safehelpline.org)

DSN: 94-877-995-5247

Commercial: 99-001-1-202-540-5962

**IN IMMEDIATE DANGER? CALL 911 (ON BASE) or 119 (OFF BASE)!**

# Sexual Assault Response Report Flow Chart (in immediate danger call 911 / 119 off base)

Note: A victim who first contacts law enforcement or chain of command will have only the Unrestricted Report option.

**THE VICTIM CONTACTS  
LAW ENFORCEMENT  
OR CHAIN OF COMMAND**

**Unrestricted Report**

Military Criminal Investigative Organization (MCIO) notified

SARC notified and assigns SAPR VA

SAPR VA provides crisis intervention, nonclinical support, and an explanation of available resources

Mental Health and Medical Care and Sexual Assault Forensic Exam (SAFE)

Legal Services of Special Victims Counsel (SVC) / Victims Legal Counsel (VLC)

SAPR VA provides ongoing, nonclinical support

Victim receives timely updates on case status from commander after monthly Case Management Group meetings

**THE VICTIM CONTACTS  
SEXUAL ASSAULT RESPONSE COORDINATOR (SARC), SAPR VICTIM ADVOCATE (VA),  
OR HEALTHCARE PERSONNEL**

SARC notified and assigns SAPR VA

SAPR VA provides crisis intervention, nonclinical support, and an explanation of reporting options and available resources

**Unrestricted Report**

Military Criminal Investigative Organization (MCIO) notified

**Restricted Report**

Mental Health and Medical Care and Sexual Assault Forensic Exam (SAFE)

Legal Services of Special Victims Counsel (SVC) / Victims Legal Counsel (VLC)

SARC reports non-personally identifying information to the commander

SAPR VA provides ongoing, nonclinical support

**Available Resources to All**

**Anonymous, Confidential, 24/7 DoD SafeHelpline**  
1-877-995-5247 ♦ SafeHelpline.org

**Advocacy**

- SARC
- SAPR VA

**Medical**

- Care and treatment
- Sexual Assault Forensic Exam (SAFE)

**Mental Health**

- Counselors, Psychologists, Social Workers, Psychiatrists

**Spiritual**

- Chaplains

**Legal**

- Special Victims Counsel (SVC)
- Victims Legal Counsel (VLC)

**At any time, the victim may switch a Restricted Report to an Unrestricted Report**

**Misawa Sexual Assault Crisis Line 0176 77-7272 or 226-7272 (SARC)**

NOTE: These steps are based on DoD Directives 6495.01, 1030.01, and Directive Type Memorandum 14-007, and DoD Instructions 6495.02 and 1030.2. The response procedures may vary by Service or installation but must still comply with the requirements in these policies.

Being in another country can cause many headaches when attempting to learn how to call all of these new numbers. Below we have put together a guide to make phone calls easier while at Misawa Air Base.

	To DSN	To Home Phone (Allied Telesis)	To Japanese Number (or Cell Phone)	US Stateside
<b>From DSN</b>	226-XXXX; (non-PACAF) 94-XXX-XXX-XXXX	95-1-XXX-XXX-XXXX	99 then #	
<b>From Home Phone (Allied Telesis)</b>	226-XXXX	XXX-XXX-XXXX	011-81-drop the first 0 of the #	1-XXX-XXX-XXXX
<b>From Japanese Number (Cell Phone)</b>	0176-77-1110 wait 1 wait 1 wait 226-XXXX	0176-77-8255 wait 1-XXX-XXX-XXXX	No Change	
<b>From US Stateside</b>	011-81-176-77-1110 wait 1 wait 1 wait 226-XXXX	1 + XXX-XXX-XXXX	011-81 then #	XXX-XXX-XXXX

**Adding Numbers to Your Contact List**

Many times you will find that you have Frequently Called Numbers from your cell phone, instead of going through the call tree you can add the number to your phone by the following instructions:

The numbers for -

- Cell to DSN#                    0176771110,1(For English),,1,,226XXXX
- Cell to Operator                0176771110,1(For English),,0
- Cell to Allied#                 0176778255,,1XXXxxxXXXX

**To Add a comma:**

**Android:** Hold down the \* (star) key and it should create a comma. A lower case “p” should work as well.

**iPhone:** When you’re adding a contact hit the +\*# and click on the pause button.

**Android and iPhone App**

A phone converter app has been created for smartphones.

**Android:** Can be downloaded on GooglePlay. It is called the Misawa DSN Converter.

**iPhone:** Can be downloaded at the AppStore. It is called the Misawa DSN Converter.