



## Home Maintenance Help

**Service Master** - Offers links to contractors and maintenance people in your area. [http://www.servicemaster.com/homepage.dsp?url=/homepage.dsp&partnerId=42144D66-7AC9-11D5-9CB7-00508B94D63B&adName=Google\\_AdWords\\_Home\\_052302](http://www.servicemaster.com/homepage.dsp?url=/homepage.dsp&partnerId=42144D66-7AC9-11D5-9CB7-00508B94D63B&adName=Google_AdWords_Home_052302)

**Jeeves Handyman Service** - Will do most small jobs from fixing a leak to hanging holiday decorations.  
<http://www.jeeveshandyman.com/>

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For more support, information, and resources, please visit the Family Liaison Office Unaccompanied Tours Support Website at:  
<http://www.state.gov/m/dghr/flo/c14521.htm>

Or contact  
FLO's Unaccompanied Tours Support Team  
Harry S. Truman Building  
Room 1239, Washington, DC 20520  
Email: [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov)  
Phone: (202) 647-1076, (800) 440-0397;  
FAX (202) 647-1670  
Internet: <http://www.state.gov/m/dghr/flo/>  
Intranet: <http://hrweb.hr.state.gov/flo/index.cfm>

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# An Unaccompanied Tour



## Learning to Manage a Temporary Separation





*The Department of State's Family Liaison Office recognizes the unique stresses, questions, and concerns that arise when family members are temporarily separated while a loved one is serving overseas at an unaccompanied post. FLO's Unaccompanied Tours Support Officer and the Crisis Management and Support Officer are devoted to supporting family members/Members of Household in this situation. This pamphlet was designed to introduce you to the many resources available to you. So that we may assist you directly, we invite you to contact us at any time.*

Leslie Brant Teixeira  
FLO Director

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## Personal Contingency Planning Checklist:

If you are a spouse of a Foreign Service employee anticipating service at an unaccompanied post, you may find this checklist helpful. These are suggested actions to take before the employee leaves for post.

- Make or update will.
- Update beneficiaries on all insurance policies.
- Discuss with your family what to do in case of an emergency.
- Make a list of Emergency Notification numbers (contacting employee, in case of illness, death).
- Federal Employees Group Life Insurance (FEGLI) and American Foreign Service Protective Association (AFSPA) life insurance plans offer coverage for deaths in terrorist or "perils of war" incidents. However, be aware that most life insurance plans do not.
- Execute a current power of attorney so that you can transact business on employee's behalf. Have several originals and copies made. Consult with your bank or financial institution.
- Establish at least one joint checking account with spouse.
- Establish credit that will be adequate for emergencies. Obtain credit cards for both employee and spouse.
- Get an automatic teller machine (ATM) card for your bank account that can be used throughout the U.S. and internationally. Make sure both spouses know the personal identification number (PIN).

## Following documents should be placed in a safe depository in the U.S.:

- Copy of will(s). Originals should be left with lawyer or executor, not in safe depository.
- Power of attorney (one of the originals)
- Marriage certificates
- Naturalization papers
- Military discharge papers
- Deeds
- Mortgages
- Stocks and bonds
- Insurance papers – life, health, car, house





## HomeFrontUS

HomeFrontUS is an online Listserv designed to support family members of U.S. Government employees serving overseas at unaccompanied posts. This free, easy-to-use listserv provides an arena

for private e-mail dialog and instant messaging capabilities for its members to share their experiences. Spouses, children, parents and siblings of employees posted to unaccompanied Embassies and consulate are invited to join.

If you are interested in becoming a part of this group, please contact the FLO UT Support Team by email at [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov) or by phone at (202) 647-1076 or 1(800) 440-0397. FLO will send you an invitation to join, which includes instructions on how to subscribe.

## In Our Own Words

<http://www.state.gov/m/dghr/flo/c14539.htm>

*"My husband spent months living and working in a place that was mortared almost daily, surrounded by military and private security professionals who did amazing, incredibly courageous work to keep their personnel alive and operations functioning. He also worked with other civilians like himself who risked life and limb every day to do the serious work of reconstruction and preparing the way for democracy. Then he came home to a place where nothing seemed very important; in fact it all seemed downright petty, mindless, and stupid, including the people here. He expressed anger and frustration that everyone around him could be so lacking in heroism and valor. I felt lumped in with that assessment, and it hurt a lot."*

*"My son wondered why his Dad had to go to the city for "BadDad" confusing the name Baghdad and was convinced that his Daddy must have done something terrible."*

*"Handling the logistics of every day life and home ownership has been a huge challenge, but one made a lot easier with the other men in my life – Rob, Steve, Danny, Jim, Chris, etc. These "other men" have been my landscaper, yard maintenance service, painter, handyman, etc. "*

## Where to Start?

Taking an assignment at an unaccompanied post, or being assigned to a post that becomes unaccompanied, impacts the Foreign Service employee and family members in a number of different ways, both large and small.

The employee will often find him or herself in a dangerous environment, unlike previous assignments. The family will have to cope with everyday issues without the spouse's participation. Children may act out their anger over the departure of one parent. Parents of the employee may have their own concerns about the assignment. And this is just the beginning.

The Family Liaison Office offers you a wealth of information on the FLO Internet site at <http://www.state.gov/m/dghr/flo/c14521.htm>. The website provides a starting point in helping you to make the best of what can be a difficult situation. It is also a place where you will read the stories of others who have been in a similar situation. Our hope is that this site will help you to find a sense of community within the Foreign Service family.



## Important Department of State Contacts and Websites

**Department of State Operations Center** (for emergencies only):  
(202) 647-1512; email - [SES-O@state.gov](mailto:SES-O@state.gov)

**Department of State Main Operator:**  
(202) 647-4000

**The Family Liaison Office:**  
(202) 647-1076 or (800) 440-0397; email - [flo@state.gov](mailto:flo@state.gov)  
<http://www.state.gov/m/dghr/flo/c14521.htm>

**FLO's Program for Unaccompanied Tours:**  
(202) 647-1076; email - [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov)

**Office of Casualty Assistance:**  
(202) 736-4302; email - [oca@state.gov](mailto:oca@state.gov)  
The Office of Casualty Assistance (OCA) provides administrative assistance and on-going support to families following the death of a

U.S. citizen Department of State employee serving abroad, or their family member, or a Department of State employee in the United States.

#### **Office of Allowances:**

(202) 261-1121; <http://www.state.gov/m/a/als>

The Office of Allowances in the Bureau of Administration develops and coordinates policies, regulations, standards, and procedures to administer the government-wide allowances and benefits program abroad under the Department of State Standardized Regulations (DSSR).



- **Travel of Children of Separated Families**  
<http://www.state.gov/m/dghr/flo/2080.htm>
- **Separate Maintenance Allowance Regulations (DSSR 260)** <http://www.state.gov/m/a/als/1739.htm>
- **Separate Maintenance Allowance Questions and Answers**  
<http://www.state.gov/m/dghr/flo/rsrscs/pubs/2049.htm>

## **FLO Internet Resources and Publications**

#### ***Long Distance Relationships and Separated Tours:***

***When Couples Live Apart*** - Addresses the difficulties and ways to overcome them when living apart from your spouse.  
<http://www.state.gov/m/dghr/flo/rsrscs/pubs/12511.htm>

#### ***Contingency Plan: Don't Leave Home Without It*** -

Offers sound advice on keeping your affairs in order  
<http://www.state.gov/documents/organization/2083.pdf>

#### ***Survivor's Checklist: In Case of the Death of a Loved One***

<http://www.state.gov/documents/organization/9494.pdf>

#### ***Talking with Youth about War, Crisis, Natural Disasters***

<http://www.state.gov/m/dghr/flo/c8894.htm>

#### **Lessons Learned from the Military - Family resources**

<http://www.state.gov/m/dghr/flo/c14555.htm>

**FLO Family Member Employment Homepage** - Provides a wealth of information on every aspect of family member employment.

<http://www.state.gov/m/dghr/flo/c1959.htm>

#### **To Subscribe to FLO e-publications**

<http://www.state.gov/m/dghr/flo/c9156.htm>

## **Other Government Resources**

#### **IQ:Information Quest**

<http://www.worklife4you.com>

The Department of State's resource and referral service for employees and their family members. Help is available for just about anything you can think of, including settling into your home, finding care for an elderly parent, getting a good attorney, home repair, medical referrals, and school information, to mention just a few. This service is contracted by the Department of State with IQ InfoQuest.

**Instructions on accessing this service:** <https://www.worklife4you.com/registration/register.rtml?generic=true>

#### **Payroll Customer Support Center**

Call toll free 1(800) 521-2553 or 1(877) 865-0760

If you are in Charleston call (746-0538 (X60538)

[PayHelp@state.gov](mailto:PayHelp@state.gov)

The Payroll Customer Support Center provides a single point of contact for DoS domestic and overseas American employees with questions regarding salary payments, withholdings, or time and attendance.



#### **Transition Center at the Foreign Service Institute**

<http://www.state.gov/m/fsi/tc/c1932.htm>

Information on returning to Washington. Courses for family members on various aspects of Foreign Service life, including maintaining long-distance relationships.

#### **Employee Consultation Service**

(202) 663-1815; email - [MEDECS@state.gov](mailto:MEDECS@state.gov)

<http://www.state.gov/m/dghr/flo/2081.htm>

ECS offers limited free, confidential counseling by Department of State licensed clinical social workers.

## **Spouse Badge to the Department of State Buildings**

Spouses must fill out an SF 85P for a background check (available <http://www.opm.gov/forms/html/sf.asp>). The spouse must then take the completed SF 85P, two forms of identification (either a passport/drivers license AND social security card/original birth certificate), and a memo by the spouse's Department of State sponsor on DOS letterhead to the ID unit, where the spouse will be fingerprinted. Once DS approves the application, FLO will notify the spouse that their badge is ready. Please contact FLO's UT Support Team at: (202) 647-1076 or [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov) if you have any questions.