



# USAG INSTALLATION SERVICES



| Sports and Recreation                           |  |
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| Ivy Pool  | Mon-Fri 9 a.m.-7 p.m., Sat-Sun 10 a.m.-6 p.m., 12 person maximum. Main pool Mon-Fri 1-5 p.m., Sat-Sun 10 a.m.-6 p.m. Lap swim Mon-Fri 5-9 a.m. active duty, 9 a.m. -1 p.m. and 5-9 p.m. and Sat-Sun 6 a.m.-8 p.m.  |
| Nelson Pool                                     | <b>Closed for maintenance.</b>   |
| Ellis Outdoor Pool                              | <b>Closed for season.</b>  |
| Thunder Alley Bowling and Strike Zone Snack Bar | Tue-Thu 11 a.m.-9 p.m., Fri-Sat 11 a.m.-9:30 p.m., Sun 1-8 p.m.  |
| Golf Course                                     | Daily 7 a.m.-dusk. Mulligan's grill Mon-Fri 9 a.m.-4 p.m.; Sat-Sun 8 a.m.-4 p.m.   |
| Leisure Travel Services                         | Open for customers Tue and Thu 10 a.m.-4 p.m.; telework Mon, Wed, Fri 9 a.m.-5 p.m.  |
| Auto Skills Center                              | Wed-Fri 12-6 p.m., Sat 9 a.m.-3 p.m. for active duty only  |
| Outdoor Recreation Complex                      | Mon-Fri noon-6 p.m.; Wed noon-2 p.m., Sat 8 a.m.-2 p.m., Sun 8 a.m.-noon   |
| Fitness Centers                                 |  |
| Ivy   | Mon-Fri 5 a.m.-10 p.m. — 6 a.m.-4 p.m. active duty priority and authorized DOD ID card holders on space available basis; Sat-Sun 6 a.m.-8 p.m. — authorized DOD ID card holders first-come/first-served  |
| McKibben  | Mon-Fri 6 a.m.-8 p.m. — 6 a.m.-4 p.m. active duty priority and authorized DOD ID card holders on space available basis; Sat-Sun 0600-1400 — authorized DOD ID card holders first-come/first-served   |
| Waller  | <b>Open around the clock from 6 a.m. Monday to 6 a.m. Saturday; and also noon to 8 p.m. Saturday-Sunday. Closed Saturday due to electrical outage.</b> Active-duty priority Mon-Fri from 6 a.m. to 4 p.m. and authorized DOD ID card holders on a space-available basis. Sat-Sun, first-come, first-served for DOD ID card holders from noon to 8 p.m. |
| Garcia  | <b>Mon-Fri 6 a.m.-8 p.m. — 6 a.m.-4 p.m.</b> active duty priority and authorized DOD ID card holders on space available basis; <b>Sat 6 a.m.-2 p.m. —</b> authorized DOD ID card holders first-come/first-served   |

| Army Community Services              |   |
|--------------------------------------|---|
| Army Community Service               | By appointment only. Mon, Tue, Thu, Fri 8 a.m.-4:30 p.m.; Wed 9 a.m.-4:30 p.m. Call 719-526-4590  |
| Army Volunteer Corps                 | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| AER / Financial Readiness            | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| Donation Management                  | Telephonic support: Rhea Rollman Work: 719-526-8558 or cell: 719-244-1245; in-person by appointment only  |
| Employment Readiness                 | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| EFMP                                 | Appointment only. In person and virtual appointments available. Virtual classes being offered. 719-526-0400   |
| Family Advocacy Program              | Offering FAP and Nurturing Center virtual prevention classes. 719-526-0445  |
| Family Enrichment Program            | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| Information & Referral               | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| Military & Family Life Counseling    | MFLCs will provide virtual services where face-to-face support is restricted and/or unavailable. Mon, Tue, Thu, Fri 8 a.m.-4:30 p.m.; Wed 9 a.m.-4:30 p.m. 719-526-4590                             |
| Mobilization & Deployment Readiness  | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| New Parent Support Program           | Offering virtual prevention classes. Home visits are being offered virtually. 719-524-1899  |
| Outreach                             | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| Relocation Readiness Program         | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| Soldier and Family Assistance Center | <b>Call 719-526-4590 for assistance while transitioning to building 1201; reopens at new location Oct. 5.</b>   |
| Survivor Outreach Services           | Appointment only. In person appointments Available Mon-Fri 8 a.m.-4 p.m. 719-526-0442   |
| Victim Advocacy Program              | 24/7 Fort Carson Victim Advocacy Crisis Line: 719-243-7907 or <a href="https://carson.armymwr.com/programs/victim-advocacy-program">https://carson.armymwr.com/programs/victim-advocacy-program</a> |



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| DHR                          |   |
|------------------------------|---|
| ID Cards (DEERS)             | <b>Mon-Fri 8-11:30 a.m., 12:30-4 p.m.</b> , limiting the number of customers in facility. ID cards that expired after Jan. 1, 2020, remain valid through June, 2021.  |
| Mountain Post Soldier Center | SRP is fully operational. Contact Randy Hart at randy.l.hart4.civ@mail.mil to schedule your requirements. Retirement packets are virtually submitted to a centralized e-mail: usarmy.carson.imcom.central-mbx.dhr.mpd-transitions@mail.mil. SBP/retirement pay start submitted virtually to the RSO at carolyn.d.hill9.civ@mail.mil.  |
| PCS Orders                   | Soldiers can coordinate with MPD to pick up clearing papers 30 days prior to departure date. Soldiers will need a copy of PCS orders and an approved leave form. Soldiers can clear all areas except for final out.   |
| ASAP                         | Drug testing - contact Bill Lana at william.w.lana.civ@mail.mil for support of unit 10 percent, Rehabilitation (RO), Probable Cause (PO) and Competence for Duty (CO) urinalysis test turn-ins. Operational Tuesday 8 a.m. to noon for in-processing of new DA civilians. Risk Reduction, Prevention, Employee Assistance and Suicide Prevention available 7 a.m. to 4 p.m.   |
| Casualty Assistance          | <b>Mon-Fri 7:30 a.m.-4:30 p.m.</b> at 719-526-5613/14. After duty hours and weekends available at 719-338-8187.   |
| SFL-TAP                      | In-person SFL-TAP classes resumed. Class sizes limited to 40 percent of the normal capacity with 20 students per classroom. The Computer Lab remains closed. The VA, Mt. Carmel, USO Pathfinder, Troops to Teachers, PPWFC and DVOP remain in a virtual status. Individualized initial counselings, pre-separation briefings, follow-on counselings and CAPSTONE appointments are available in-person and virtually. UA Veterans in Piping, HBI, SMART Heroes, Textron Systems Aerosonde Unmanned Aircraft and ABF Freight resumed in-person training. MSSA, SecureSET, VLGMF and O2O continue in a virtual status. |
| Finance                      | <b>Mon-Fri 7:30 a.m.-4 p.m.</b> for all in- and out-processing and SRP support.   |
| DMV                          | By appointment only — <a href="http://www.epcdrives.com">www.epcdrives.com</a>  |

| Child and Youth Services    |  |
|-----------------------------|--|
| Parent Central Registration | Appointment only 719-526-1101 or 719-526-8220  |
| CDC / SAC                   | <b>Accepting enrollments for new Families; apply through <a href="http://MilitaryChildCare.com">MilitaryChildCare.com</a>.</b>   |
| Youth Center                | Reservations required, 719-526-2680. Mon-Fri noon-7 p.m. until school year begins; Mon-Fri 3-7 p.m. once school starts. Summer camp Mon-Fri 5:45 a.m.-noon; call 719-526-1101.   |
| Shopping and Food Services  |  |
| Main Exchange               | 9 a.m.-7 p.m. daily  |
| Exchange Dining             | Dine-In services open with social distancing enforced  |
| Commissary                  | Mon-Fri 9 a.m.-8 p.m., Sat 8 a.m.-8 p.m., Sun 8 a.m.-6 p.m.  |
| Express                     | <b>Gate 3</b> - Mon-Fri 5 a.m.-11 p.m., Sat 6 a.m.-11 p.m., Sun 7 a.m.-11 p.m.; <b>Gate 4</b> - Mon-Thu 5 a.m.-9 p.m., Fri 5 a.m.-11 p.m., Sat 8 a.m.-11 p.m., Sun 8 a.m.-9 p.m.; <b>Wilderness</b> - Mon-Fri 5 a.m.-7 p.m.; <b>Gate 20</b> - Mon-Fri 5 a.m.-9 p.m., Sat-Sun 7 a.m.-9 p.m. |
| Class VI                    | Mon-Wed 9 a.m.-8 p.m., Thu-Sat 9 a.m.-9 p.m., Sun 10 a.m.-5 p.m.   |
| Barber Shops                | <b>Main Exchange:</b> Mon-Sat 8 a.m.-5 p.m., Sun 10 a.m.-5 p.m.; <b>Mini Mall</b> Mon-Fri 7 a.m.-5:30 p.m., Sat 8 a.m.-5 p.m., Sun 10 a.m.-4 p.m., <b>Wilderness</b> Mon-Fri 7:30 a.m.-1 p.m.  |
| UPS Store                   | Mon, Wed, Thu, Fri 8 a.m.-5:30 p.m., Tue 7 a.m.-5:30 p.m., Sat 10 a.m.-3 p.m.  |
| Alterations                 | Mon-Fri 9 a.m.-6 p.m., Sat 10 a.m.-4 p.m.  |
| Dry Cleaners                | Mon-Fri 9 a.m.-4 p.m., Sat 11 a.m.-3 p.m.  |
| Furniture Store             | Mon-Fri 10 a.m.-6 p.m., Sat 10 a.m.-5 p.m., Sun 10 a.m.-4 p.m.   |
| Clothing and Sales          | Mon-Fri 7:30 a.m.-6 p.m., Sat 10 a.m. to 5 p.m.  |
| Religious Support           |  |
| Religious Support Office    | Indoor services at 50% capacity, capped at 100 personnel with 6 feet of social distancing Livestreaming will continue.   |