### USAG Installation Services

#### Sports and Recreation

<table>
<thead>
<tr>
<th>Facility</th>
<th>Hours (Monday-Friday)</th>
<th>Hours (Saturday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ivy Pool</td>
<td>Mon-Fri 5 a.m.-10 p.m.</td>
<td>Sat-Sun 6 a.m.-8 p.m.</td>
</tr>
<tr>
<td>Nelson Pool</td>
<td>Closed for maintenance</td>
<td></td>
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<tr>
<td>Ellis Outdoor Pool</td>
<td>Closed for season</td>
<td></td>
</tr>
<tr>
<td>Thunder Alley Bowling and Strike Zone Snack Bar</td>
<td>Wed-Thu 11 a.m.-9 p.m., Fri-Sat 11 a.m.-9:30 p.m.</td>
<td>Sun 1-8 p.m.</td>
</tr>
<tr>
<td>Golf Course/Mulligan's Grill</td>
<td>Daily 9 a.m.-4 p.m.; Mulligan's grill Mon-Fri 10 a.m.-2 p.m.</td>
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<tr>
<td>Leisure Travel Services</td>
<td>In-person services Tue-Fri 10 a.m.-4 p.m.; leave message at 719-526-5366</td>
<td></td>
</tr>
<tr>
<td>Auto Craft Center</td>
<td>Wed-Fri 10 a.m.-8 p.m.; Sat 8 a.m.-6 p.m.</td>
<td></td>
</tr>
<tr>
<td>Outdoor Recreation Complex</td>
<td>Tue-Wed 8 a.m.-2 p.m.; Thu-Sat 8 a.m.-6 p.m.</td>
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</tbody>
</table>

#### Fitness Centers

- **Ivy**
  - Mon-Fri 5 a.m.-10 p.m. (capacity 132) — 5-9 a.m. first-come, first-served DOD ID card holders; Sat-Sun 6 a.m.-8 p.m. first-come, first-served. Cardio equipment, except treadmills and indoor track, indoor classes up to 10 people authorized.

- **McKibben**
  - Mon-Fri 5 a.m. to 8 p.m. (capacity 86) — 5-9 a.m. first-come, first-served DOD ID card holders; Sat-Sun 6 a.m. to 2 p.m. first-come, first-served DOD ID card holders. Cardio equipment, except treadmills, authorized.

- **Waller**
  - Mon-Fri 4 a.m. to 9 p.m. (capacity 107) — 4-9 a.m. first-come, first-served DOD ID card holders; Sat-Sun noon-8 p.m. first-come, first-served DOD ID card holders. Cardio equipment except treadmills, authorized.

- **Garcia**
  - Mon-Fri 5 a.m.-8 p.m. (capacity 79) — 5-9 a.m. first-come, first-served DOD ID card holders; Sat 6 a.m.-2 p.m. first-come, first-served DOD ID card holders; Sun closed. Cardio equipment, except treadmills, authorized.

### 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

- **Bldg. 1201.** Appointment only; In person and virtual Mon-Fri 8 a.m.-4:30 p.m.; Telephonic support and virtual classes offered. 719-526-1082

### AER / Financial Readiness

- **Now in bldg 1201.** Appointment only; In person and virtual Mon, Tue, Thu, Fri 8 a.m.-4 p.m.; Wed 9 a.m.-4 p.m. Virtual classes being offered. 719-526-4783

### Donation Management

- **Bldg. 1201.** Telephonic support: Rhea Rollman Work: 719-526-8558 or cell: 719-244-1245; In-person by appointment only

### Employment Readiness

- **Now in bldg 1201.** Appointment only; In person and virtual. Virtual classes offered. 719-524-3816

### EFMP

- **Bldg. 7492.** Telephonic support 719-526-0400; Appointments only (in-person and virtual) Mon, Tue, Thu, Fri 8 a.m.-4:30 p.m.; Wed 9 a.m.-4:30 p.m.

### Family Advocacy Program

- **Bldg. 7492.** Offering FAP and Nurturing Center virtual prevention classes. 719-526-0445

### Family Enrichment Program

- **Bldg. 1201.** Appointment only; In person and virtual. Virtual classes offered. 719-526-0458

### Information & Referral

- **Bldg. 1201.** Telephonic support 719-526-4590 option 5; In person and virtual appointments Mon, Tue, Thu, Fri 8 a.m.-4:30 p.m.; Wed 9 a.m.-4:30 p.m.

### 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.**

### Mobilization & Deployment Readiness

- **Bldg. 1201.** All services available virtually, or in person by appointment. All classes offered virtually. Custom classes for units by request. De-Mobilization clearing available telephonically: Office: 719-526-0458

### New Parent Support Program

- **Offering virtual prevention classes. Home visits are being offered virtually.** 719-524-1899

### Outreach


### Relocation Readiness Program

- **Now in bldg 1201.** Appointment only; In person and virtual. Virtual classes offered. 719-526-1053

### Soldier and Family Assistance Center

- **Bldg .1201.** Mon, Tue, Thu, Fri 7:30 a.m.-4 p.m.; Wed 9 a.m.-4 p.m. Virtual briefings: Medical Separation and Medical Retirement. 719-526-1053

### Survivor Outreach Services

- **Appointment only; In person appointments 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 https://carson.armymwr.com/programs/victim-advocacy-program**
### Shopping and Food Services

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
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<tbody>
<tr>
<td><strong>Main Exchange</strong></td>
<td>9 a.m.-7 p.m. daily (effective June 1, Mon-Sat 9 a.m.-8 p.m., Sun 9 a.m.-7 p.m.)</td>
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<tr>
<td><strong>Exchange Dining</strong></td>
<td>50% capacity dine-in service</td>
</tr>
<tr>
<td><strong>Commissary</strong></td>
<td>Mon-Fri 9 a.m.-8 p.m., Sat 8 a.m.-8 p.m., Sun 8 a.m.-6 p.m.</td>
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### DHR

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours</th>
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<tbody>
<tr>
<td><strong>ID Cards (DEERS)</strong></td>
<td>Walk-ins only Mon, Tue, Wed and Fri 7:30 a.m. to 4 p.m., and Thu 8:30 a.m.-4 p.m. (closed May 20 from 7 a.m. to 1 p.m. for training). Soldiers see S1. Dependent ID cards that expire after Jan. 1, 2020, remain active through June 30, 2021.</td>
</tr>
<tr>
<td><strong>Soldier Readiness Processing</strong></td>
<td>In-processing is limited to 25 Soldiers per day. SRP is fully operational. Contact Randy Hart at <a href="mailto:randy.l.hart4.civ@mail.mil">randy.l.hart4.civ@mail.mil</a> to schedule requirements</td>
</tr>
<tr>
<td><strong>PCs Orders</strong></td>
<td>Email clearing paper requests to <a href="mailto:usarmy.carson.imcom.mbx.dhr-mpd-outprocessing@mail.mil">usarmy.carson.imcom.mbx.dhr-mpd-outprocessing@mail.mil</a> 30 days prior to departure date. Bring copy of PCS orders and approved leave form. Can clear all areas except for final out. Depending on gaining location, may need approved ETP at final out. OCONUS assignments need negative COVID test verification.</td>
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<tr>
<td><strong>Class VI</strong></td>
<td>Mon-Wed 9 a.m.-8 p.m., Thu-Sat 9 a.m.-9 p.m., Sun 10 a.m.-5 p.m.</td>
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### As of 5/18/2021

- **Family Travel** Mon, Wed, Fri 7:30-11:30 a.m.
- **Out-Processing** Mon-Fri 7:30 a.m.-3 p.m.
- **Passports** Mon-Thu 8 a.m.-noon and 1-2 p.m., Fri 8-10 a.m.
- **QC/Records** Mon-Fri 7 a.m.-4 p.m.
- **ASAP** Mon-Fri 8 a.m.-3:30 p.m. Operating at 50% staffing. Drug testing - contact Drug Testing Collection Point at 719-526-8407 for support of unit UA testing. Turn-ins are appointment only. Prevention, Risk Reduction, Suicide Prevention and EAP primarily teleworking. Contact Bill Lana at william.w.lana.civ@mail.mil
- **Casualty Assistance** Mon-Fri 7:30 a.m.-4 p.m. Call 719-526-5614 or email usarmy.carson.imcom-central.list.dhr-mpd-casualty@mail.mil to schedule appointment. CNO/CAO classes - contact Derek Williams at derek.williams4.civ@mail.mil. CAC hours are Mon-Fri 7:30 a.m.-4:30 p.m. Call 719-526-5613/5614. After duty hours call 719-338-8187.
- **SFL-TAP** Mon-Fri 7:30 a.m.-4 p.m. with walk-in hours 9 a.m.-3 p.m.
- **Finance** Mon-Fri 7:30 a.m.-4 p.m. for all in- and out-processing and SRP support.
- **Education Services** Mon-Fri 7:30 a.m.-4:30 p.m. Limited in-person services.
- **DMV** Fort Carson DMV is open by appointment only; schedule at https://clerkandrecorder.elpasoco.com/motor-vehicle-department/.