



Dover AFB Emergency Family Assistance Resources

Military & Family Readiness Center – Dover Air Force Base

Revised: 3 May 2025

Stress & Coping Resources

Stress and Coping: The emotional, mental, and physical response to external pressures or challenges. Coping refers to the strategies people use—like problem-solving, seeking support, or practicing mindfulness—to manage or reduce stress.

Support for managing crisis, depression, anxiety, substance use, and seeking help for child abuse, neglect, and intimate partner abuse:

- Military OneSource: 24/7 confidential counseling
- TRICARE: Behavioral health treatment
- 436 AW Chapel: Spiritual counseling
- M&FRC: Family support and EFAC briefings
- Dover Wellness Wheel: Wellness programs
- Delaware 211: Off-base crisis and abuse resources

Post-Traumatic Stress (PTS/PTSD)

- Military OneSource PTSD Resources
- VA PTSD Support
- 436 AW Mental Health Clinic

Pediatric Bereavement

- Children's Grief Center
- Military OneSource Grief Counseling
- Delaware Hospice

Behavior & Anger Management

- Military OneSource Anger Tools
- Family Advocacy Program (FAP)
- 436 AW Resiliency Office

Mental Health Awareness

Recognizing early signs of depression, anxiety, and more:

- 436 AW Mental Health Clinic
- SAMHSA
- National Alliance on Mental Illness (NAMI)

EFAC Communication Strategy

We leverage digital platforms to share critical EFA updates, including:

- M&FRC Facebook Page
- Official 436 AW Website
- Dover Mental Wellness Website

Quick Access to Key Resources

Military OneSource- A Department of Defense-funded program offering 24/7 access to confidential help, non-medical counseling, and information on a variety of issues including stress, grief, finances, and family support. <https://www.militaryonesource.mil/>

TRICARE- The military's healthcare program that includes behavioral health services, mental health evaluations, and treatment options for service members and their families. <https://dover.tricare.mil/>

436 AW Chapel- Provides spiritual counseling, grief support, confidential guidance, and pastoral care for Airmen and their families. <https://www.dover.af.mil/Units/436th-AW-Chaplain/>

M&FRC- Offers deployment readiness, EFAC support, financial counseling, personal and family life education, and referral services. <https://doverfss.com/military-family-readiness-center/>

Dover Wellness Wheel- A holistic wellness tool used to promote balance across emotional, physical, social, and spiritual well-being through base-wide programs. <https://doverfss.com/dafb-wellness-wheel/>

Delaware 211- A free service connecting people with local health and human service resources, including shelter, crisis support, and child abuse services. <https://delaware211.org/>

VA PTSD Support- Provides comprehensive PTSD evaluation and treatment for veterans, including counseling, medications, and crisis resources. https://www.ptsd.va.gov/gethelp/dogs_ptsd.asp

Children's Grief Center - Supports children and families navigating loss with peer support groups, counseling, and educational resources. <https://childgrief.org/>

Delaware Hospice- Offers pediatric and adult grief counseling, end-of-life care, and bereavement services to families across Delaware. <https://delawarehospice.org/programs/grief-support/>

Family Advocacy Program (FAP)- Supports prevention and response efforts to domestic abuse, child abuse, and relationship conflict with classes, counseling, and safety planning. <https://www.dover.af.mil/Units/Family-Advocacy/>

436 AW Resiliency Office- Focuses on mental fitness, stress resilience, and suicide prevention through workshops, events, and peer support. <https://doverfss.com/organizer/dover-afb-integrated-resilience-office/>

436 AW Mental Health- Provides diagnosis, treatment, and counseling services for anxiety, depression, PTSD, and other psychological concerns. <https://doverfss.com/mental-health/>

SAMHSA- The Substance Abuse and Mental Health Services Administration connects individuals to national and local treatment facilities and mental health resources.

<https://www.samhsa.gov/>

NAMI- The National Alliance on Mental Illness offers education, advocacy, and support groups for individuals affected by mental health conditions and their loved ones.

<https://www.nami.org/>

M&FRC Facebook Page- Offers timely updates on programs, events, and support services during emergencies and EFAC activations. <https://www.facebook.com/DoverAFBMFRC/>

436 AW Website- Official site for Dover AFB, sharing mission updates, resources, and emergency support channels. <https://www.dover.af.mil/>

Dover Mental Wellness- A centralized location for all wellness initiatives, resilience events, and mental health resources at Dover AFB. <https://www.dover.af.mil/We-Care/Mental-Wellness/>

Definitions of Key Stressors

- **Crisis:** An intense, unexpected event or situation that overwhelms an individual's ability to cope using normal methods. Crises may include natural disasters, personal trauma, or sudden loss and require immediate intervention.
- **Depression:** A clinical mental health disorder characterized by persistent sadness, lack of interest in activities, changes in appetite or sleep, low energy, feelings of hopelessness, and, in severe cases, suicidal thoughts.
- **Anxiety:** A state of excessive worry, nervousness, or fear that can interfere with daily activities. Symptoms may include restlessness, rapid heartbeat, muscle tension, and difficulty concentrating.
- **Substance Use and Misuse:** The consumption of alcohol, prescription medication, or illegal drugs in ways that are harmful or inconsistent with medical guidelines. Misuse includes using substances to cope, in higher amounts, or without a prescription.
- **Child Abuse and Neglect:** Harmful actions or failure to act that results in injury or emotional damage to a child. This includes physical, emotional, or sexual abuse, as well as neglect of basic needs like food, shelter, or supervision.
- **Domestic or Intimate Partner Abuse:** A pattern of controlling, abusive, or violent behavior used by one partner against another in an intimate relationship. Abuse may be physical, emotional, verbal, financial, or sexual.
- **Post-Traumatic Stress / PTSD:** A mental health condition triggered by experiencing or witnessing a traumatic event. Symptoms may include flashbacks, nightmares, avoidance behaviors, heightened reactions, and emotional numbness.
- **Pediatric Bereavement:** The unique grief experienced by children after the death of a loved one or the support needed by families coping with the loss of a child. It includes understanding age-appropriate responses to death and offering support tools.
- **Behavior and Anger Management:** Strategies and techniques used to recognize, understand, and control aggressive or destructive behavior. It includes coping skills, emotional regulation, and communication training.
- **Signs and Symptoms of Mental Health Issues:** Observable behaviors or experiences that may indicate a mental health concern, such as mood swings, withdrawal, poor concentration, fatigue, excessive fears, or suicidal thoughts. Early identification allows for quicker support and treatment.

Dover AFB EFA Program Points of Contact

Office	POC/Role	Phone	Email/Web
Military & Family Readiness Center (M&FRC)	Readiness NCO General Support	(302) 677-6930	dover.vote@us.af.mil https://doverfss.com/military-family-readiness-center/
Mental Health Clinic	Clinical Staff Mental Health Support	(302) 677-2674	N/A https://dover.tricare.mil/Health-Services/Mental-Health
Family Advocacy Program (FAP)	FAP NCOIC Abuse Prevention & Counseling	(302) 677-2711	N/A https://www.dover.af.mil/Units/Family-Advocacy/
Resiliency Office	Resilience Trainer Suicide Prevention & Workshops	(302) 677-6880	N/A https://www.dover.af.mil/Units/Resiliency/
Chapel Services	Wing Chaplain Spiritual Support	(302) 677-3932	N/A https://www.dover.af.mil/Units/436th-AW-Chaplain/
Military & Family Life Counseling (MFLC)	Adult & Youth Counselors Non-medical Support	Adult: (302) 922-7282 Youth: (302) 310-9004	N/A https://www.dover.af.mil/We-Care/Mental-Wellness/
Sexual Assault Prevention & Response (SAPR)	SARC & SAPR Specialist Victim Advocacy	24/7: (302) 363-7272 Office: (302) 677-3680	N/A https://doverfss.com/directory/
Personal Financial Counselor	Mr. Theo Dressler Financial Counseling	(302) 382-8988	pfc.dover@magellanfederal.com https://doverfss.com/financial-resources/