



InfoX



31 March 2010, 1000-1100 hours, The Arena, Caserma Ederle



Agenda

- ❖ **Introduction/Master of Ceremony - Public Affairs Office**
- ❖ **Volunteer of the Month**
- ❖ **Hot Topic(s)**
- ❖ **Community News**
- ❖ **Community Issues – Open & New**
- ❖ **Open Forum**
- ❖ **Next InfoX is 28 April 2010, 1000-1100 hours, The Arena, Caserma Ederle**



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Hot Topics



Holy Services

**MAJ Jose Herrera
Chapel**



Holy Services

Caserta Ederle Chapel Schedule of Spring Holiday Services and Events 2010

Messianic Passover Sedar Supper

Monday, 29 March in the Chapel Activity Room
1700 hours

Lenten Catholic Penance Service

Monday, 29 March in the Sanctuary
1730 hours

Catholic Holy Thursday Mass and Adoration

Thursday, 1 April in the Sanctuary
1930 hours

Protestant Easter Workshop For Families

Friday, 2 April in the Chapel Activity Room
1730 hours

Catholic Good Friday Service

Friday, 2 April in the Sanctuary
1500 hours

Gospel Good Friday Service

Friday, 2 April in the Sanctuary
1930 hours

Catholic Easter Vigil

Saturday, 3 April in the Sanctuary
2030 hours

*Easter Sunrise Service

Sunday, 4 April under the pavilion on
Hoekstra Field
0700 hours

Guest Speaker: CH (COL) Douglas Kinder
(IMCOM-E Command Chaplain)

“No Host” Breakfast follows at the Dining Facility!

**All other Easter Sunday Services will follow the regular Sunday schedule.*



Earth Day

Mr. Dave Murr
Director, DPW



April 22 Earth Day Activities

Vicenza Military Community Activities

- Publicity:
 - Earth Day Banner
 - AFN/Outlook

- Energy Conservation:
 - Earth Day table at PX with energy savings promotion free handouts
 - **Tour of Co-Generation plant for High School students**

- Community Involvement:
 - ECO Center Tour by DODDS middle school/Local Italian school

- Spring Clean Up
 - Grounds maintenance of installation



Telecom Move

Ms. Michelle Mackey and Mr. David Murr
AAFES/DPW



Telecom Services

- Since July 2005 Housing has provided Telecom Liaison Service
 - No other agency was at the time providing this service
 - No additional personnel or resources were authorized
 - One person deep provided limited service to thousands
- Due to increased Housing Mission Telecom Liaison can no longer be supported
- Housing has coordinated with AAFES for a transfer of this valuable service to their concessionaire
- Effective 1 April 2010, AAFES not only will provide assistance with Telecom, but also will provide the following services:
 - Activation of new mobile phone lines with TIM, Vodafone and Wind
 - Contract
 - Activation of internet and key and assistance with the configuration contracts available TIM, Vodafone and Wind
 - Activation of home residential (voice) and ADSL, with Telecom Italia, Infostrada, and Vodafone (3 contracts available)
 - Activation Internet wi-fi and where the ADSL is not available can be done by satellite
 - Activation of Sky
 - Sale of mobile phones, home residential phones, cordless, modem and accessories
 - Deactivation of Telecom home residential line



Construction Update

Mr. David Murr
Director, DPW



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Physical Fitness Center





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Swimming Pool





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Building 109 – Garrison HQS





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Pavillion – Hoekstra Field





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Enhanced Health Services Center





Loss of Protected Information, Improving Access to Care , Nurse Advice Line & Quality Health Indicators

**COL Kimberly Armstrong
Commander, Health Clinic**



Loss of Protected Information

- Missing shipment of 800 blood samples to LRMC
- Investigation ongoing
- Patients informed with information on free credit monitoring
 - Eligible for “active duty alert” at <https://www/alerts.equifax.com/AutoFraudOnline/jsp/fraudAlert.jsp>
 - Free annual credit report through Equifax (www.equifax.com), Experian (www.experian.com), and Transunion (www.transunion.com)



Primary Care Manager (PCM) & PCM Team

- Creating a “medical home” to improve care
 - Patients see the same provider or same team for consistency, continuity, and partnership in health
 - Studies show greater health/outcomes for patients
 - Greater satisfaction for medical staff
- Patients will be booked to PCM 1st, team 2nd, and any provider as a last resort
- Have a favorite provider/don't like your PCM? Change it!
- Appointment types
 - Acute/Urgent = seen within 24 hours
 - Routine/non-urgent = seen within 7 days
 - Wellness or specialty = within 28 days
- Book your appointments online www.tricareonline.mil to see all appointments and save time waiting on the phone!



Nurse Advice Line

- Registered Nurse available 24/7!
- Great support/intermediary step between health center and a trip to San Bortolo emergency department
- 800877660 from any where in Italy!



Quality Health Indicators (HEDIS)

- We track **YOUR** health care to promote wellness!
 - Breast Cancer screening
 - Colorectal cancer screening
 - Cervical cancer screening
 - Diabetic management
 - Asthma management
- So we will screen you at every appointment as well as call you to come on in
- Rewards/losses to the community on how well we keep **YOU** healthy!!



Local AFAP Conference

Ms. Ruth Cowart
AFAP/AFTB Program Manager, DFMWR



FY 10 AFAP Conference

USAG Vicenza AFAP Conference – held 12-14 January 2010:

- 69 submitted issues, 10 prioritized
- 48 delegates
- 22 Volunteer staff members
- Four Workgroups: Consumer Services, Force & Family Support, Medical / Dental & Entitlements, Teen.
- March 2010 – Steering Committee meets to review issues
- Spring 2010 – IMCOM Europe AFAP Conference



USAG Vicenza FY10 AFAP Issues

- VIC-10-01: Specific Requirements and Guidelines for Permanent Change of Station (PCS) – ranked #1 Issue**
- VIC-10-02*: United States Army Garrison (USAG) Vicenza Activities for Families**
- VIC-10-03: Shipment of Wine and/or Alcohol for Army Personnel through Transportation Services**
- VIC-10-04: Dental Readiness For All Reserve And Guard Soldiers Not On Active Orders.**
- VIC-10-05: Concurrent Temporary Duty (TDY) Orders For Parent/Guardians of Dependent Children Undergoing a Surgical Procedure.**
- VIC-10-06: Onsite Magnetic Resonance Imaging (MRI) Machine and Supporting Capabilities - ranked #3 Issue**
- VIC-10-07*: Customer Input for Army and Air Force Exchange Service (AAFES) Product Selection**
- VIC-10-08: Child Care Financial Assistance for Outside Contiguous United States (OCONUS) Families – ranked #2 Issue**
- VIC-10-09*: Curriculum Choices for Smaller Department of Defense Dependent Schools (DoDDs)**
- VIC-10-10: Extended Educational Sport Trips**

***Denotes Local Issue**



United States Army Garrison (USAG) Vicenza Activities for Families

Local AFAP Issue VIC-10-02

**Mr. Josh Gwinn
Director, DFMWR**



United States Army Garrison (USAG) Vicenza Activities for Families Local AFAP Issue VIC-10-02

Scope: United States Army Garrison (USAG) Vicenza has a lack of family oriented activities and multi-functional facilities. There are limited facilities available that cater to entertaining single Soldiers, Families, couples, teens and small children. For instance, the Arena does not allow children upstairs and there is a cost for using the rooms. There is not one location for family gatherings with live entertainment, American sit-down dining (i.e. Chili's, Macaroni Grill), and an arcade/game room. Providing these activities will increase morale and family/unit cohesion.

Recommendations: Provide access to a multi-functional recreational facility dedicated for family activities temporarily until a permanent facility is completed.



United States Army Garrison (USAG) Vicenza Activities for Families Local AFAP Issue VIC-10-02

FMWR facilities/programs currently offer a number of programs that are family friendly: ODR trips to locations such as Lake Como, Garda Land, Trieste and Miramare Castle and ski trips to name a few upcoming trips, the Art Center (Family Art day, Quilting workshop, Little Picasso Art Class), Pool (Family Swim meet, open swim, Family Float Day, Cardboard Regatta), Fitness Center (Family Indoor Sports Day, Family Kickball tournament, Family Outdoor Sports Day). In addition to these, FMWR will be conducting upcoming surveys to determine what types of programs the community would like to have offered. With the expectation that family inclusive programs will be in demand, we expect those types of programs to increase.

FMWR recently had a contractor look at the possibility of constructing a play park area downstairs in the Arena which is the installation's dedicated multiuse facility for families. This would augment the video game area and bowling for kids.

The installation currently has a number of food and beverage facilities including the AAFES Food Court, AAFES vendors, the Strike Zone, Mensa and the Dining Facility. With the current usage of those facilities the installation cannot financially support another food operation.



Community Calendar - April

- **Apr 3: Eggstravaganza**
- **April 4: Easter day & Easter Sunrise Service**
- **April 9: No school for students**
- **April 9 - 12: Training holiday**
- **April 12- 16: Spring Break**
- **April 15: Tax Day**
- **April 15: Retirement Ceremony**
- **22 April: Earth Day**



Community News – Service Providers

- ❖ DES
- ❖ DFMWR
- ❖ DPW
- ❖ DHR
- ❖ DOL
- ❖ DPTMS
- ❖ AAFES
- ❖ DoDDS
- ❖ Religious Support Office
- ❖ Installation Safety Office
- ❖ EEO
- ❖ 509th SIG BN
- ❖ HRO
- ❖ AFN
- ❖ Health Clinic
- ❖ Dental Clinic
- ❖ 266 Financial Management Center
- ❖ Installation Legal Office
- ❖ American Red Cross
- ❖ Health Promotion
- ❖ DECA
- ❖ USO
- ❖ PAO
- ❖ IG



Community Issues

OPEN - 1

NEW - 0



Open Issue DPW 10-644 Streets and Parking Lots on Caserme Ederle

Scope: I am an employee on Caserme Ederle. Recently there has been some weather that caused the streets and parking lots to be iced over. A few people slipped and fell on the ice injuring themselves. I carry a small child to the CDC and was terrified that I would slip and injury myself or my child. None of the sidewalks surrounding the CDC building were scraped.

Recommendations: DPW should have cleaned the streets and parking lots. If the streets and/or sidewalks could not have been cleared, there should have been signs posted to close or block the area.

In the event that DPW could not pave the roads, soldiers should have been given and extra duty.

Agencies were tasked to salt their sidewalks surrounding their building. Where is the salt?



Open Issue DPW 10-644 (continued) Streets and Parking Lots on Caserme Ederle

Agency Response: DPW : Thank you for your comments and concerns. Due to extenuating circumstances, the community was inconvenienced.

- ❖ During the past winter, we had to respond to several snowfall emergencies, sometimes over the weekends
- ❖ The temperature, many times dropped to an unseasonal low, causing many inconvenience to the community in and out of the base
- ❖ We have limited manpower and equipment to deal with consecutive days of snow and ice, however we were able to respond and clear main roads and sidewalks as quickly as possible
- ❖ During one of our weekend snowfalls, we had also dealt with an emergency at Dal Molin and had to send the same crew to secure the fenceline cut by the demonstrators.
- ❖ Garrison procedures call for building occupants to clear sidewalks at their facilities
- ❖ Salt have been positioned in several points of Caserma Ederle and Villaggio. Additional salt and shovels were provided by the DPW
- ❖ The DPW will continue to plan to provide the best service possible.



Vicenza Much MORE (MMs)

- **April 4: *Pasqua*** - Easter in Italy
- **April 5 : *Pasquetta*** – Easter Monday
- **April 25: *Festa della Liberazione***. It is a national holiday celebrating Liberation Day in Italy. It marks the anniversary of the 1945 liberation from the Fascist party and the end of World War II in Italy.

EVENTS:

- **April 2: *Via Crucis*** - Live Stations of the Cross, in Gallio.
- **April 5: *Nanny-goat and Gambellara D.O.C. wine Festival***, in Selva di Montebello, about 14 miles southwest of Vicenza.
- **April 24 – 26: *Palio of Romano d'Ezzelino's Districts***, April 25 – May 3, in Romano D'Ezzelino, about 24 miles north of Vicenza



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Open Forum



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InfoX Schedule

28 Apr 2010

26 May 2010

30 June 2010

28 July 2010

25 August 2010

29 September 2010

InfoX is held the last Wednesday of the month, excluding December.



Methods to Submit a Community Issue

USAG-Vicenza Website: <http://www.usag.vicenza.army.mil>, then click "Info X Issues"

EMAIL: Community.issues@eur.army.mil

AFN HOT LINE AT INFO X: DSN 634-7411, CIV 0444-71-7411

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