



THE Outlook

March 8, 2005

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Charley's Steakery Opens

The staff of Charley's Steakery welcomes those gathered for the official grand opening Feb. 28 at the AAFES Post Exchange Food Court. (Photo by Kelli Covlin, Outlook Editor)

Identity theft top crime in US

IMA-Europe Public Affairs
New Release

According to the Federal Trade Commission, the number one consumer crime in the United States during 2004 was identity theft. In a recent report released by the Federal Trade Commission indicated that over 9.9 million Americans became victims and incurred \$5 billion in out-of-pocket costs to resolve the theft of their identity. Consumer complaints have doubled each year since 1998 and half of all victims did not know how their personal information was taken.

What is identity theft? Simply stated, identity theft and identity fraud are terms used which refer to all types of crime involving the fraudulent use of someone's personal identifying information, such as their social security number, date of birth, or bank account number to commit a crime. Commonly the identity thief will use this information for financial gain, often taking control of someone's personal finances, obtaining credit cards, making purchases on-line, and taking out loans, all within one's name, but can also obtain and incur services charges such as cell phone bills and rental car fees. Even worse is when the imposter commits crimes using the identity of someone else and gives that person a criminal record.

On average the identity theft victim doesn't realize they are a victim for approximately 12 months and often spend the next couple of years repairing the damage the imposter has done to their credit, reputation, and financial well being.

Military members are easy targets for the identity thief. Much of our personal information is contained in documents needed to conduct our daily business. From our identification cards, vehicle registrations, TDY and PCS

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orders to our DD Form 214 (Certificate of Release or Discharge from Active Duty), all contain personal information that needs to and should be safeguarded.

Pretext calling is the fraudulent means of obtaining a person's personal information and is another method the identity thief uses to collect personal information needed to impersonate someone.

Preying on trust and confidence, the pretext caller may contact financial center employees, posing as clients, accessing the clients' personal account information changing addresses so as not to alert the person being victimized until its too late. The caller can then withdrawal divert or create fraudulent accounts without the victim's knowledge. Not only are the banks being contacted but also employers and even the victim themselves. The pretext caller through deception poses as a bank employee, law enforcement official, or other authority figures and through innocent sounding questions and queries collect personal identifying information needed to further their crime.

Avoid the Pretext caller, be cautious to whom

you provide your personal information and for what purpose. Never give out personal information over the phone or Internet unless you initiated the contact or know the person to whom the information is being provided. When at work and someone calls trying to get personal information about an employee, ask for their name and number then verify prior to providing any information that could be wrongfully utilized. Most of this seems like common sense; however, these Pretext callers are experts in the execution of their scam and sound very convincing.

According to the Federal Trade Commission, phishers send an email or pop-up message that claims to be from a business or organization that you deal with – for example, your Internet Service Provider, bank,

online payment service, or even a government agency. The message usually says that you need to "update" or "validate" your account information. It might threaten some dire consequence if you don't respond. The message directs you to a Web site that looks just like a legitimate organization's site, but it isn't. The purpose of the bogus site? To trick you into divulging your personal information so the operators can steal your identity and run up bills or commits crimes in your name.

These tips are furnished to help you avoid getting hooked by a phishing scam:

- If you get an email or pop-up message that asks for personal or financial information, do not reply or click on the link in the message.

See Identity Theft on Page 2

Paper tickets

Official travelers could pay out of pocket

IMA-Europe Public Affairs
New Release

Installation Management Agency – Europe officials are warning that personnel on official TDY will be responsible for paying paper ticket fees out of pocket if airlines offer electronic tickets on that route.

Delta Airlines recently began charging a fee for issuing paper tickets on routes where an electronic ticket was available and other international and domestic airlines are expected to implement similar policies.

Travelers will be charged approximately \$20 if they request a paper ticket and the fee will apply to each paper ticket requested, regardless of the type of travel. This includes temporary duty, emergency leave, and permanent change of station.

According to joint travel regulations, paper ticket fees are non-reimbursable expenses unless it is required to complete the mission, reimbursement is authorized by the traveler's order issuing official, and the authorization is documented on the traveler's orders.

IMA-E's Commercial Travel Offices will collect the paper ticket fees prior to issuing a ticket, unless an exception is indicated on official travel orders.

For more information contact David Greene, david.greene3@graf.eur.army.mil 475-7851, or Luz Leathers, luz.leathers@graf.eur.army.mil, 475-7519.

Identity Theft from Page 1

Legitimate companies don't ask for this information via email. If you are concerned about your account, contact the organization in the email using a telephone number you know to be genuine, or open a new Internet browser session and type in the company's correct Web address. In any case, don't cut and paste the link in the message.

- Don't email personal or financial information. Email is not a secure method of transmitting personal information. If you initiate a transaction and want to provide your personal or financial information through an organization's Web site, look for indicators that the site is secure, like a lock icon on the browser's status bar or a URL for a website that begins "https:" (the "s" stands for "secure"). Unfortunately, no indicator is foolproof; some phishers have forged security icons.

- Review credit card and bank account statements as soon as you receive them to determine whether there are any unauthorized charges. If your statement is late by more than a couple of days, call your credit card company or bank to confirm your billing address and account balances.

- Use anti-virus software and keep it up to date. Some phishing emails contain software that can harm your computer or track your activities on the Internet without your knowledge. Anti-virus software and a firewall can protect you from inadvertently accepting such unwanted files. Anti-virus software scans incoming communications for troublesome files. Look for anti-virus software that recognizes current viruses as well as older ones; that can effectively reverse the damage; and that updates automatically. A firewall helps make you invisible on the Internet and blocks all communications from unauthorized sources. It's especially important to run a firewall if you have a broadband connection. Finally, your operating system (like Windows or Linux) may offer free software "patches" to close holes in the system that hackers or phishers could exploit.

- Be cautious about opening any

attachment or downloading any files from emails you receive, regardless of who sent them.

- Report suspicious activity to the FTC. If you get spam that is phishing for information, forward it to spam@uce.gov. If you believe you've been scammed, file your complaint at www.ftc.gov, and then visit the FTC's Identity Theft Web site at www.consumer.gov/idtheft to learn how to minimize your risk of damage from ID theft. Visit www.ftc.gov/spam to learn other ways to avoid email scams and deal with deceptive spam.

What can I do to prevent being a victim of identity theft? Be cautious of who you give your personal information to and for what purpose especially on line. Shred your old bills, credit card receipts, and pre-approved credit card offers. Order your credit report at least once a year from one of the three credit bureaus (Equifax, TransUnion, or Experian).

Equifax – www.equifax.com
800-685-1111

Experian – www.experian.com
888-397-3742

Trans Union – www.tuc.com
800-916-8800

Check for inaccuracies or fraudulent use. If you suspected that you are a victim of identity theft, report it immediately to your local law enforcement and financial institution or agency where the discrepancy was discovered.

The United States Army Criminal Investigation Command, European Special Investigation and Fraud Field Office has teamed up with the United States Postal Inspection Service to provide assistance and educate US Army personnel and their family members on how to recognize identity theft, prevention methods, along with where to go, what to do if victimized. This ID theft briefing is being provided to large groups, conferences, and military functions interested in crime prevention. For more information contact the European Special Investigation and Fraud Field Office at 375-7283/5039/7934 or email at Hotline@hq.202mpgp.army.mil.

New commander for 509th Signal Bn

Incoming Commander Lt. Col. Richard Kempf takes the 509th Signal Battalion guidon from Col. Jennifer Napper, commander, 7th Signal Brigade, Mannheim, Germany, during a change of command ceremony Feb. 25 at the Caserma Ederle fitness center gym. Outgoing Commander Lt. Col. Richard Price (right) will be deploying to Afghanistan with SETAF as as the CJ6, head of the signal and communications, for the Combined Joint Task Force-76. Kempf is coming from assignment as deputy, Command, Control, Computers, Communications and Information Support Division, U. S. Army Europe, in Heidelberg, Germany. (Photo by Barbara Romano, 7th ACT Photo Studio)

AFN Vicenza channels accessible on decoder

AFN viewers that use a "Scientific Atlanta" decoder to receive AFN television programming services can now see all the latest Vicenza community news and information on Channel 14 of their decoders.

The AFN Prime Atlantic service will still feature all the great news, entertainment, and family programming that viewers are accustomed to, but will additionally highlight information and programming targeted specifically at the Vicenza audience.

AFN radio listeners can also enjoy the two local Vicenza radio services, Z 106, "The Lion," and 107 Power Net, by selecting Channels 41 or 42 on the decoder.

For more information or questions about AFN services, call 634-8561 or commercial 0444-71-8561.

Community

Action Council

If you have an issue that you would like to submit, e-mail your issue to CAC@setaf.army.mil or call 634-5222 or 0444-71-5222 from off post. This forum is to discuss issues that affect the community.

Childcare is offered during the CAC at \$2.50 per hour, per child for children ages 6 weeks through kindergarten from 8:45-11:15 a.m. Pre-registration is required.

Children will be cared for in the Child Development Center, Building 395. Children must be registered with Child and Youth Services. Contact CYS Central Registration at 634-7219 or stop by their new location in Davis Hall.

The next CAC is March 23 at 9 a.m. in the Ederle Theater.

Issue: The Outlook published an article stressing the importance of exterior quarters maintenance in Villaggio and the journalist predicted that things would become more difficult once families were separated by the deployment.

I have a suggestion that would make one job easier—and that would be to provide grass catchers for the lawnmowers. This would make mowing grass a one-step process instead of two.

Mulching mowers help a bit (only some of the mowers available at Self-Help are mulching), but when grass gets really long,

which it inevitably will in the summer, a grass catcher would make yard maintenance much easier for many people.

Response from Directorate of Public Works: Providing lawn mowers with grass catcher bags is an excellent idea for helping our government-owned quarters residents reduce the amount of time and effort required to perform lawn maintenance chores.

Future purchases of lawn mowers will target incorporation of this suggestion.

Issue: Many of us find ourselves confused as to which on-post organization we're supposed to contact when it comes to housing maintenance issues.

I know that yard maintenance is a work order desk call (x8888), but beyond that, I find myself getting the response, "No, you've called the wrong place, call this number" over and over again.

I would absolutely love the ability to submit requests and questions via e-mail. Not only is it a more convenient line of communication, but it creates an electronic trail of communication, which becomes essential when work isn't completed accurately or on time.

Response from DPW: We apologize for any confusion and frustration that you have been experiencing regarding whom to contact for Housing Maintenance issues.

If you live in Villaggio and have a maintenance issue, call 634-7491 (this work is performed by DPW in-house staff).

If you live in Government-Leased Housing call 634-8888 (this work is performed by the

Housing Maintenance Contractor).

For emergency work orders during non-duty hours call the Fire Department at 634-7092.

In the Feb. 8 issue of *The Outlook*, there is more information from the Housing Office on who to call for repairs for homes.

Villaggio residents may now also place a service order online, 24-hours-a-day, through the Web site: www.22asg.vicenza.army.mil/sites/directorates/dpw_customer.asp and completely filling out the service form.

In addition service orders may be submitted to: service.orders@setaf.army.mil.

Remember to include your contact information as well as a complete description of the problem.

Government-leased housing off post may submit e-mail service orders through CMR.SOdesk@setaf.army.mil.

Issue: The new hours of the Arts and Crafts Center were changed to provide better hours for customers. However, I would disagree that the new hours are better for those customers who work Monday-Friday, 8 a.m. - 5 p.m.

There isn't enough time to start a framing project on a normal duty day and I consistently used the Frame Shop facilities on Sundays, but have now put my projects on hold. Is there a plan to add Sundays back to the Arts and Crafts Center hours of operation?

Response from Directorate of Community Activities: The decision to change the days of operation for the Vicenza

Art Center was based on customer usage data, income, peak usage hours, peak usage days, and the best use of staff.

The Vicenza Art Center is an MWR activity that – per Army Regulation 215-1 – must "break even" with respect to net income.

Department of the Army MWR standards require art centers to be open 40 hours a week and require two staff personnel on duty at all times to monitor the facility to ensure the safety of our customers.

These three factors were taken into consideration prior to obtaining command approval for the new hours.

After analyzing the Art Center income, we found that:

- Average income on Sunday is \$185
- Average income on weekdays is \$492

From a business perspective, closing on Sunday and opening on Tuesday, a weekday, is financially beneficial. The new schedule is in effect for a trial period of six months.

At the end of May, we will review the financial posture and make a recommendation to the command for a permanent change.

In an effort to serve as many customers needs as possible, we are open Saturdays and open late on Thursdays.

We have reduced our clean-up time from 30 minutes to 15 minutes prior to closing to give our customers an additional 15 minutes of work.

The Art Center staff is happy to work with you to schedule additional working time if you are working on a special project (before the Center opens, Tuesday-Friday).

Sending mail to a deployed Soldier?

Know what you can, cannot put into the mail

Provided by Lt. Stephanie Pegher
4th Platoon, 510th Postal Company

For deployed Soldiers, receiving a package or a letter in the mail can often be the determining factor between a good or bad day. The receipt of homemade goodies, cards, and other gifts can brighten a Soldier's day and help them cope with the daily stress of being separated from loved ones. Fourth Platoon, 510th Postal Company, is available to assist all of the deploying Soldiers, families, and community members from the Vicenza military community with their mailing needs throughout this deployment to Operation Enduring Freedom in Afghanistan.

To ensure the smoothest possible mail transition between Vicenza and Afghanistan, the next few paragraphs will address some do's and don'ts regarding mail.

Prior to deploying, all deploying servicemembers and civilians that have Community Mail Room privileges must visit the Vicenza CMR and fill out a DD Form 2258 — a Temporary Mail Disposition Instruction card — and give it to the mail clerk on-duty. The DD Form 2258 gives those deploying the following options with regard to their mail:

- Mail can be forwarded to their deployed address in Afghanistan.
- If a deployed servicemember's spouse will remain in the area, the servicemember can designate to have all mail delivered to their spouse.
- Servicemember can designate an individual to pick up their mail by filling out a PS Form 3801 (also available at the CMR window).
- Mail addressed specifically to the Soldier can be forwarded to the deployed location.
- Mail addressed to the spouse can be delivered in the CMR box to the spouse or forwarded to another address if the spouse is returning to CONUS.
- Mail addressed to Mr. or Mrs. can go either way as designated by the Soldier.
- Mail can be held in the CMR until the servicemember returns from deployment (NOTE: This is not recommended!).

If a servicemember does not leave disposition instructions all of their mail will be delivered to their CMR box and held until they return. No mail will be forwarded if no instructions are left with the CMR.

Packages

When mailing packages to Afghanistan from Vicenza or any other location in USAREUR, packages can be sent MPS. The same applies to packages being sent from Afghanistan to Vicenza and any other APO in USAREUR. This is a free service authorized to all military servicemembers, families, and civilian ID card holders that are authorized mailing privileges (Note: If a person does not have APO or CMR privileges, they will not be allowed

to use the APO).

MPS provides postage-free delivery of personal correspondence and parcels weighing up to 70 pounds and a maximum length and girth of 130 inches. Simply write the letters "MPS" in the upper right hand corner of the letter or parcel where postage would normally be affixed. Please note that if any letter or parcel is sent as insured, certified, or registered, the mail piece will require a postage fee as well as a fee for those special services.

Other notes: MPS mail still requires a customs form and MPS mail must still be taken to the APO finance window.

Mail addressed to military post offices overseas is subject to certain conditions or restrictions regarding contents, preparations, and handling. The following is a list of current mailing restrictions for most APOs in the Operation Enduring Freedom region. These restrictions vary from one APO to another and are subject to change. For further information or assistance please contact your local APO.

1. Securities, currency, or precious metals in their raw, unmanufactured state are prohibited. Official shipments are exempt from this restriction.

2. Mail addressed to "Any Service member," or similar wording such as "Any Soldier," "Sailor," "Airman," or "Marine"; "Military Mail"; etc., is prohibited. Mail must be addressed to an individual or job title such as "Commander," "Commanding Officer," etc.

3. PS Form 2976-A (Customs Form) is required for all mail weighing 16 ounces or more, with exceptions noted below. In addition, mailers must properly complete required customs documentation when mailing any potentially dutiable mail addressed to an APO or FPO regardless of weight. The following are exceptions to the requirement for customs documentation on non-dutiable mail that weighs 16 ounces or more:

- Known mailers are exempt from providing customs documentation on non-dutiable letters, and printed matter weighing 16 ounces or more. (A known mailer is anyone who legally applies a permit imprint to a mail piece. Mail with meter postage is not considered to be from a known mailer.)

- All federal, state, and local government agencies are exempt from providing customs documentation on mail addressed to an APO or FPO, except for those APOs/FPOs to which restriction #4 applies.

- Prepaid mail from military contractors is exempt, providing the mail piece is endorsed "Contents for Official Use - Exempt from Customs Requirements."

4. PS Form 2976 or 2976-A (Customs Form) is required. Articles are liable for customs duty and/or purchase tax unless they are bona fide gifts intended for



use by military personnel or their dependents. When the contents of a parcel meet these requirements, the mailer must endorse the customs form, "Certified to be a bona fide gift, personal effects, or items for personal use of military personnel and dependents," under the heading, Description of Contents. Exceptions: All other exceptions listed in restriction 3 above are applicable to this restriction.

5. Obscene articles, prints, paintings, cards, films, videotapes, etc., and horror comics and matrices are prohibited.

6. Any matter depicting nude or seminude persons, pornographic or sexual items, or non-authorized political materials is prohibited. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.

7. Firearms of any type are prohibited in all classes of mail. See definitions of firearms in DMM C024.1.1C. This restriction does not apply to firearms mailed to or by official U.S. government agencies. The restriction for mail to this APO/FPO ZIP Code does not apply to firearms mailed from this APO/FPO ZIP Code, provided ATF and USPS regulations are met. Antique firearms are a separate category defined in DMM C024.2.0 and ATF regulations; they do not require an ATF form.

8. Pork or pork by-products are prohibited.

9. Fruits, animals, and living plants are prohibited.

10. All alcoholic beverages, including those available under DMM C021, are prohibited.

11. Materials used in the production of alcoholic beverages (i.e., distilling material, hops, malts, yeast, etc.) are prohibited.

12. Express Mail Military Service not available from any origin.

It is important to note that express mail service to and from OEF is not available from anywhere here in Italy, Europe, or back in the States. Some APO locations may not be able to receive any accountable mail where a signature is required. (i.e. registered, insured, and certified).

Please note that for anyone mailing parcels, 510th Postal Co does not provide boxes for MPS mailing nor do they provide tape. Make sure packages are properly packaged and wrapped to speed your way through their line and to ensure they arrive at their destination in good condition. If there are any doubts or questions pertaining what to send or how to send it, contact them at 634-7430.

The Outlook

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SETAF Commander

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The editor reserves the right to edit all submissions for style, brevity and clarity.

Circulation is 2,500.

She steps up, She commits, She leads

Recognizing modern-day Rosie women of our community

By **Cindy Pierson**

Equal Employment Officer
22nd Area Support Group

In 1942, Rosie rolled up her sleeves and demolished the little-woman stereotype of her time. She took over the jobs the men left behind as they headed off to war, and she never really gave them back.

Rosie's contributions went far beyond helping to win a war. They redirected our society.

Rosie's unyielding spirit lives on as we salute 10 modern-day Rosies from the Vicenza military community throughout the month of March in celebration of Women's History Month.

I think the main thing is being 100 percent dedicated to what you do when you are doing it, and I see myself doing just that. I am 100 percent dedicated to my job when I am at work and sometimes when I am not at work as well. And all the time 100 percent dedicated to my family. Regardless of what is going on, I am always committed to them first.

How has the Army changed your life?

I think the Army has changed my life only in the fact that I have a sense of appreciation for what my husband does and how dedicated he is to his country. I am who I am, and I haven't changed and the Army has not changed me, but the Army has changed my viewpoint on what it takes and what it really means to be a Soldier and what it takes to be patriotic to your country. That is a new appreciation that I learn by being a military spouse.

What is your secret to happiness?

Being of service. I'm happy when I'm able to serve somebody in some type of way. To me it is a philosophy of giving back and not always just having the expectation of receiving. So it makes me happy to be able to serve my children and my husband. When I say serve I'm not talking about servitude like a slave but I'm just saying being able to do things that are expected of me and also going above and beyond the expectation of what people need or desire. That makes me happy.

What are you proudest about?

I'm proud to be a mother. That is my proudest dream of being a mother because it's not easy being a parent. It certainly is not easy being a military spouse parent because you are married but sometimes you are a single parent raising your children. If I can be successful at that, then I've done well.

What have you yet to accomplish?

I think my greatest challenge right now is to raise my boys; to rear them to be gentlemen. I want to educate them, and I want them to be a great contributor to society. That is my greatest goal. If I can do that, then I am giving back to the community.

What is one thing that most people don't know about you?

I was a college athlete, and I played volleyball and was ranked in the top 20 as a hitter in the nation when I played. I went to a small private college in Charleston, Charleston Southern Unit, and graduated there with my undergraduate degree. The other thing that I

think is probably more important is that people wouldn't believe was I was very, very shy until I graduated from college.

exposed me to a completely different culture and different subcultures, because the military is a subculture of the American culture. First I was an Army spouse and then went to college and started working for the education centers and for ACS.

What is your secret to happiness?

Happiness is a predisposition that people choose to acquire or not. In the morning I make myself happy; I say, "this is going to be a happy day." Maybe this is my character. I think God was very nice with me and gave me a good character, and I'm happy most of the time actually. But you also choose to be happy. You put on a smile because people can see it. People can hear you on the phone if you are happy or not and you need to be happy in order to be able to help others, otherwise you are in the wrong profession. My secret is: in the morning before you go to work, before you do anything with your children or with your family, just do a recollection and say, "I'm ok with myself and I'm happy."

Who has been the most inspirational and motivating person in your life?

My grandmother from my mother's side. She past away at age 97 and had a long and fulfilling life and gave birth to 12 children. She was born in difficult times yet she had the stamina to go to school after the elementary, which at that time it was unheard of. She told inspirational stories of her life. She came in from the mountains and had to walk in the snow to go to school. She shaped her life and became sort of an accountant because she was very clever in math. With that gift she was able to get good jobs. She married a nice man who worked for the railroad. They were able to purchase a house when the majority of people at that time had completely nothing. She was very strong and little; shorter than me, but a very strong woman.

What is one thing that most people don't know about you?

That I am an American citizen. Most people think I am an Italian citizen.

If you could be the president for one day, what would you do? Why?

I will work on health care for everybody in the country. I think it is something that I would like to see happening in America. Everybody needs to be provided the opportunity to be cared for in hospitals without having to pay an arm and a leg with your insurance.

Name: Mariangiola Miller (Jolly)

Background: Born in Italy

Current profession: Assistant Army Community Service Director and Relocation Manager. 9 years at 22nd ASG

Family composition: One son, Matthew, age 17

What is your job like?

My main responsibility is to help with the newcomers when they come on board and to let them know about the Italian culture and help them during the first difficult weeks or month of transition. I am also involved in every single program in ACS as the assistant ACS director, helping to manage all segments that compose ACS such as employee readiness, Army emergency leave, financial readiness, family assistance center and others.

What is your secret to juggling work and family successfully?

My faith helps me and gives me strength. I pray to God a lot to give me the strength to be a good parent to my son. It is not easy being a single parent, especially with a 17 year old boy and all his needs. And I take care of my mother who is 80 years old and still in good health since my father past away two years ago.

How has the Army changed your life?

I have been associated with the military now since 1980 – 25 years. The Army has changed my life completely in a way that they have

Name: Angela Monique Donald

Background: From South Carolina, 16 years a military spouse

Current profession: Army Volunteer Corps Coordinator

Family composition: Married to Sgt. 1st Class Gary Donald, Sr. Has three sons: Gary, Jr, age 12, Malik, age 4, Kahlil, age 6 months

What is your job like?

My job as the volunteer coordinator is a great job. I'm responsible for recruiting, retaining, and placing volunteers within the community.

What is your secret to juggling work and family successfully?

Clinic commander visits San Bortolo

Right: Lt. Col. Ronald Keen, U.S. Army Vicenza Health Clinic commander, speaks to Paul Marcucci, Patient Liaison coordinator supervisor, left, while touring the San Bortolo Hospital located in downtown Vicenza. The tour of the facility followed a formal introduction of Keen to the S. Bortolo administrative staff, some pictured in the photo from left to right: Edoardo Vanzetto, director of Medical Personnel, Tiziana Sagazio, Medical Director's Office staff, Eugenio Fantuz, Regional Health Services director, and Angela Heithaus, USAVHC medical hospitalist. Keen expressed gratitude for the services rendered by the host nation medical facility to the American community in Vicenza and renewed pledge of mutual support between the American and Italian communities.

"The Italian physicians are some of the most well educated in the world," said Keen. "The advancements that they have in this hospital [San Bortolo] are similar to the United States, and more advanced than most of the hospitals in the United States, as this is a major medical center."

The 1,300-bed hospital has all the sub-specialties of an American hospital including Family Practice, Orthopedics, Physical Therapy, Lab, Radiology, Pediatricians and Obstetrics. In San Bortolo there is an average of 2,500 births a year.

Keen also highlighted how the American community has the bilingual patient liaisons who assist English-speaking patients 24 hours a day at the hospital with any language or cultural difficulties that may arise. (Photos by Laura Kreider, Outlook Staff)

Patient liaisons available at San Bortolo

The Vicenza Health Clinic has bilingual employees, the patient liaisons, that work at San Bortolo Hospital, the Italian hospital in Vicenza, to assist Americans with medical needs at the Italian hospital. The liaisons work as interpreters between the American patients and the Italian doctors. The clinic also employs a hospitalist who works at San Bortolo to assist American patients as well. Pictured during their monthly meeting from left to right are liaisons: Magda Maselli, Angela Heithaus (hospitalist), Maria Teresa Livraghi (on phone), Natasha Anderson, Flavia Veranda, Anna Ciccotti and Paul Marcucci. To reach the patient liaison's office at San Bortolo Hospital, call 634-8384 or commercial at 0444-99 3300. (Photo by Kelli Covlin, Outlook Editor)

Red Cross Month

American Red Cross mobilizing support for military families

By **Becky Lienemann**,
Publicity Chairman
American Red Cross, Vicenza

The American Red Cross, Armed Forces Emergency Services, is marshalling resources to assist military members and their families as our Soldiers begin deploying in support of Operation Enduring Freedom.

During the recent pre-deployment processing, Soldiers were equipped with the information needed to start a Red Cross message. Often, family members do not have an opportunity to be educated on everything their spouses hear during their workday, so the Red Cross feels it's important to recap information for the use of family members.

Anyone can start a Red Cross message including the servicemember, however; the message has to be in regards to an immediate family member or grandparent.

Here at Caserma Ederle, the process begins by contacting your local Red Cross office at 634-7089. There are many understanding, compassionate staff members standing by to help you.

Valid reasons for implementing these services are numerous, keeping in mind that emergency messages are only used in the cases of death notification, serious illness, birth notification, break down in family care plan and emergency leave extension requests. On a routine basis, the Red Cross is happy to assist with messages of health, welfare and financial situations. Please know, Red Cross staff does deploy with servicemembers and will be there to assist in delivery of Red Cross messages at remote sites.

Community-based military members and their families are entitled to the same valuable Red Cross emergency services as full-time active duty personnel. When your doctor, your pharmacist, or your neighbor is mobilized or deployed with the Reserve or National Guard, the American Red Cross is there. We keep them in touch with their families at home, verify emergency leave information, secure emergency financial assistance and help families cope with separation when their loved ones are far from home in defense of our country. Serving active-duty military personnel and their families for more than a century, the Red Cross recently enhanced its outreach to the community-based military: the National Guard and Reserves. In the coming weeks ahead, active-duty military, Guardsmen and Reservists will be called to duty and separated from their families.

The American Red Cross is dedicated to saving lives, easing suffering and restoring hope at home and around the world. Currently operating on a budget of \$2.7 billion, the Red Cross annually mobilizes relief to the victims of more than 67,000 disasters nationwide and has been the primary supplier of lifesaving blood and blood products in the United States for more than 50 years. On average, the Red Cross also trains almost 12 million people in vital lifesaving skills and delivers more than 21 million locally relevant community services. The organization also assists international disaster and conflict victims in close to 40 locations around the globe, and its emergency communication centers processed 1.2 million calls in support of U.S. military families.

You can help the Red Cross by keeping close at hand specific information you will need to quickly contact someone in the military. This includes their full name, rank, social security number, address where they are deployed, home base unit and name and phone number of your local Red Cross chapter or station. If a family member in the states needs to start a Red Cross message, they can also do so by calling toll free 1-877-272-7337.

Every day, the Red Cross carries the sad news of a death or illness of a family member, or the joyful news of a birth, to servicemen and women worldwide, and often arranges emergency travel, enabling military families to be together.

Darleen Sehom, EuroMed Hub manager said "The Vicenza Red Cross office stands ready to serve the families and service members at this time. Especially at this time of deployment and separation please know that we are here to help."

Stop by the Red Cross office in Davis Hall or call at 634-7089.

National History Day

Sixth Grader Megan Stammer answers a question about her exhibit, which was one of the winners of the National History Day Contest held in the Vicenza Elementary School annex Feb. 24. Stammer won first place in the Individual Exhibit category.

"National History Day is more than a contest," said Vicenza 6th Grade Social Studies Teacher Karen Williams. "It is a wonderful learning experience based on research. The students selected their own topics related to the theme for this year, Communication in History: The Key to Understanding, did extensive research, wrote an annotated bibliography, and then developed an entry for one of the categories of their choice. Everyone was a winner."

Seventy-one 6th graders submitted a project.

"I felt that this project would teach a lot to all children young and older," said Stammer. "I started working on the project one month ago, and I showed the cycle of the first thing hieroglyphics was written on to what we use now, the computer."

First and second place winners for all seven categories will go on to compete with other entries from schools in the Mediterranean District. If selected there, they will go on to compete in Germany at the DoDDS All Europe National History Day Contest. (Photo By Laura Kreider, Outlook Staff)

Great American Game Show Comedy Mystery

Soldiers' Theatre News Release

Combine a slightly egotistical actor-turned game show host, with a suspicious mix of production personnel, enthusiastically on-cue contestants, prancing prize models, and the tension of having to answer mind-numbing, nail-biting Trivia Questions with a "Whodunit" (U Solve It) Murder Mystery and you'll have the essentials of "The Great American Game Show Comedy Mystery," scheduled for one performance March 18 at 7 p.m. right here on post at Soldiers' Theatre.

If the chaotic premise sounds more like a TV reality show - gone a little haywire - to you ... well, that's just what the event's creators were shooting for when they began to construct the entertainment variables involved in this unique interactive audience participatory event.

"This creative program has been custom designed specifically for military personnel and their families around the world, and is actually a 'logic puzzle' brought to life" said Ken Freehill, co-creator/director in

a recent interview. "It's giving all the parties permission to play, which, in turn, provides the opportunity for our audiences to totally immerse themselves in the story line in an effort to guess what's actually going on and maybe win a prize for solving the mystery."

Freehill and his longtime creative partner, Darryl Allara, a Vietnam veteran, will be on hand to coordinate a series of workshops designed to guide the actor/volunteers through their roles and to teach them specifically how to reveal the story line and unfold the plot to the audience.

"Each cast comes from the installation's own community" Allara said, "and everyone with a desire to participate is included and given something to do toward making the mission memorable."

"The emphasis is on the comedy" Freehill said. "It is a humorous, non-threatening environment filled with puns and sight-gags."

Performers come from every skill level and it isn't necessary to have previous performance experience to make the puzzle palpable.

Trained theatre directors Allara

and Freehill have been creating Comedy Mystery events for almost 20 years; starting out in Hollywood, and most recently on Army Installations in the states.

"The Great American Game Show Comedy Mystery" is locally produced by Allen Ebert, entertainment director, as part of the Soldiers' Theatre, MWR, Recreation program. This organization presents local performers, stage shows, variety events, and more in support of Soldiers, their families and local audiences.

Tickets for this event are \$15 and can be purchased by calling Soldiers' Theatre Reservation Hotline at 634-7755.

Auditions & Volunteers

Informational meeting for auditions will be held Wednesday at 6 p.m. at Soldiers' Theatre. Soldiers' Theatre is looking for men, women and youth performers ages 7 to adult from every skill level. No performance experience necessary to get involved. They are also looking for volunteers to help with lights, sound and staging. For more information contact Soldiers' Theatre at 634-7281.

Ten-year-old Hannah Gann, left, and Christina Brown, 11, show the plates that they decorated during a birthday party held at the Vicenza Art Center. Up to 10 friends can participate and enjoy creating a special art project of their choice for parties. (Photo by Laura Kreider, Outlook Staff)

VAC March classes:

Parent and Child Ceramics – Saturday – Call to sign up now.

Mini Scrapbooks – March 16 – 10 a.m.-noon. Cost \$10 including supplies.

Wine Cork Board – March 18 – 10 a.m.-1 p.m. Cost \$15/plus supplies.

Intro to Pottery held in two sessions:

Session I – March 19 – 1-5 p.m. and Session II – March 24 – 4-7 p.m.

Cost \$20 per session including most supplies.

Intro to Picture Framing – March 26 – 1-5 p.m. Cost \$25/plus supplies.

(This class is required to use the Frame Studio.)

To sign up for any of these classes or for party information, call VAC at 634-7074.





Cinque Terre

Story and photos by Laura Kreider
Outlook Staff

The view of Riomaggiore with its tower-houses and the marina

Some sights have inspired poets and writers throughout the centuries. Starting with Quintus Ennius, a Latin poet who lived in the 3rd century B.C., to Lord Byron and Eugenio Montale, 1975 Nobel Prize winner in Literature, just to name a few, have been inspired by a stretch of coast where sea and mountains live side by side.

On a tract that covers some 16 km., five small fishing villages are suspended on the pebbly coastline, northwest of *La Spezia*.

They are called the *Cinque Terre* and offer an unimaginable combination of rock formations and bays created by millions of years of erosion, along with the hard work of the local farmers who have shaped the land to adapt it to their vineyard cultivation.

A countless series of “*muretti*”, a long network of two-meter high walls and steps built throughout the centuries, reach a length of almost 7,000 km.

The *Cinque Terre* dates back to some prehistoric settlements. Later on, some ancient powerful Roman families gave the

origin to a few of the villages’ names, and the population developed during the Middle Ages under the Genoa rulers.

In 1997, UNESCO (United Nations Educational, Scientific and Cultural Organization founded in 1945), nominated the five villages *Monterosso*, *Vernazza*, *Corniglia*, *Manarola* and *Riomaggiore* as part of ‘Humanity’s World Heritage.’

“It is an outstanding example of the combined works of man and nature”, as mentioned in the 1st Article of the World Heritage Convention.

Certainly, this combination stands out while walking through the many footpaths, which wind around the serpentine coastline. The landscape is characterized by steep



Above: The view of Vernazza, with its naturally-sheltered port, from one of the footpaths coming from Monterosso that wind around the coastline and descend rapidly to the sea.

Center: Wild flowers and bushes color the coastline during springtime.

Five magic sites



on the Ligurian coast

Above: A view of Corniglia, which sits on a high cape, about 300 feet above the sea.

terraced slopes geometrically ordered that lead the eyes progressively toward the sea.

Even though all of the five villages may share some common peculiarities in terms of geological formation and preservation of nature, each of them maintains some features that distinguish themselves. *Monterosso* can be mentioned for its *carruggi*, narrow streets and the two longest sandy beaches, the only one on the *Cinque Terre* coast.

Vernazza, founded in 1000, is known for its local example of a Ligurian Gothic Church, *Santa Margherita* of Antioch, built in 1318, which overlooks the small square and the natural port, considered the most sheltered among the villages.

Manarola has ancient origins, the name refers to a temple dedicated to the Gods.

Nowadays, it is renowned for its houses partially built on the spurs that drop down to the sea, and for its Nativity on the hill, which consists of 200 figures and 12,000 lamps lit up during the Christmas time.

Corniglia, instead, is the only one of the villages that is built not on the coast itself, but lies on a high cape, more than 300 feet

above the sea, only reached by a series of steps in brick (377) or one road from the railway. Last but not least, *Riomaggiore* may be remembered for its pastel-colored tower-houses, three or four-story buildings, which are put up with material of the area, such as stones for the walls and slates for

One of the terraced slopes near Manarola



the roofs. The facades of these houses line the *Maggiore* stream, now covered, down to the marina. *Manarola* and *Riomaggiore* are linked by the most famous footpath of the coast called ‘*Via dell’Amore*’, or Love’s trail. This is a carved path into the cliffs that plunge vertically into the sea.

While the walk is believed to be the most romantic of the region, if not of Italy, its origin dates back to the 1920s as a necessary side path far from the town to support the operations to modernize the railway line between *Genova-La Spezia*.

For those interested in visiting *Cinque Terre*, the *Vicenza ITR* has scheduled a trip for Sunday. The cost is \$40, \$31 for children 3-12, and free for children under 3. It includes transportation, train ticket and escort assistance. For more information about the trip and more details on the program contact ITR at 634-7094.

Il *Gigante*, the giant, an impressive statue that in the past was the support of the balcony of a Liberty-style villa. The 14-meter high statue, which represents Neptune, is located at the *Fegina Beach* in *Monterosso*, the biggest of the five hamlets. 1975 Nobel Prize winner in literature, *Eugenio Montale*, born in *Genova* in 1896, spent his summers here.

