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SOLDIERS • FAMILIES • CIVILIANS



25 May 2011, 1000 – 1100 hours, THE ARENA, Caserma Ederle



Agenda

- ❖ **Introduction/Master of Ceremony – Public Affairs Office**
- ❖ **Recognitions**
- ❖ **Hot Topic(s)**
- ❖ **Community News**
- ❖ **Community Issues – Open & New**
- ❖ **Open Forum**
- ❖ **Next InfoX 29 June 2011, 1000 – 1100 hours, The Arena, Caserma Ederle**



RECOGNITIONS



Adult Volunteer of the Month – May Sara Olson

Sarah has been a true asset to the Program. She mans the Yellow Ribbon Room from 0800-1700 Monday through Friday. Her dedication and care for the Yellow Ribbon Room showed her level of responsibility and appreciation for the service it provides. She has built a great relationship with the Soldiers, family members and civilians. Her bubbly personality and friendly demeanor is a great benefit and we are fortunate to have such a competent volunteer on our team. She also assists with other programs and responsibilities around the ACS building.

Thank you Sara !



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Youth Volunteer of the Month – May Jacob Sepanic

Jason has been volunteering as an Altar Server with the Catholic congregation since their arrival approximately two years ago. He is dedicated to the faith congregation and is also an active participant in the religious education program. This young volunteer helps out with setting up and cleaning up after chapel activities. In addition, Jacob is an active scout with Pack 295.

Thank you Jacob !



Hot Topics



US Army Health Center - Vicenza

Tricare Contract Update for Host Nation Referrals

- New Tricare vendor (ISOS) is now the approving authority for referrals
- Patients now directed to wait 5 days before visiting the referral center
- ISOS has 72 hours to provide authorization for **Routine** care but they are experiencing delays up to 14 days
- No delays for **Urgent** care
- The Surgeon General and other Military Leaders are working this closely

Large Staff Turnover this Summer

- Losing 5 primary care physicians with underlap in replacements
- Patients should plan ahead for routine physicals, exams, etc as access will be impacted
- Will offer school/sports physicals in JUN to avoid the AUG rush



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AAFES

AAFES Updates

- Exchange Administrative/Human Resources Offices have relocated to Bldg 367
- Employment Opportunities:
 - Flexible scheduling and benefits (sick and vacation leave, insurance and 401K)
 - Hiring Freeze does not affect AAFES
 - Apply on-line at aafes.com under Employment, Select Country, then Select City



Community Calendar – June 2011

- 1 June – USAG Vicenza Change of Command, 10 a.m., Hoekstra Field
- 2 June – Italian National Holiday – Republic Day
- 2 June – 2/503D Change of Command, 10 a.m., Hoekstra Field
- 3 June – Italian Day of Rest
- 3 June – 1/503D Change of Command, 10 a.m., Hoekstra Field
- 10 June – VHS Graduation, Teatro Olimpico
- 14 June – ARMY Birthday Celebration, 11:30 a.m., Post Theater followed by cake cutting @ DFAC
- 16 June – Last Day of School
- 16 June – Quarterly Retirement Ceremony, 3 p.m., Post Theater
- 17-20 June – USAREUR Training Holiday
- 24 June – 509th Signal Change of Command, 10 a.m., Hoekstra Field
- 30 June – 173d ABCT Change of Command, TBD, Hoekstra Field

Community News – Service Providers

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



Community Issues

OPEN – 0

NEW – 3

Community Issue: Villaggio Housing Area

Date of Customer Comment: 3 April 2011

Scope: Villaggio housing area looks like low income housing. Why is it that the army has standards but none of those standards are enforced in the housing area. The housing office has a manual with rules in it but yet when you walk around the housing area it looks horrible. Yards with trash, fences aren't the same, trampolines without fences or nets, yards that need to be mowed and weed-eated, sidewalk/patio's that are over taken with weeds, planters full of weeds.

How to fix this: On a certain day, you have everyone that is assigned to a house in Villaggio in front of there house by 8am for yard work day to fix all the problems with their yard. If it takes all day or two days then it gets done. If there fence isn't correct then they take it down, if there trampoline isn't correct then they take it down until it can be fixed. If the soldier doesn't comply then maybe an article 15 and a house without a yard would be better for that soldier. Have housing staff walking around telling people what the problems are that need to be fixed with each house. I believe it to be a privilege to live in here and people should be able to take care of the yard if they want to continue to live in here.

Community Issue: Villaggio Housing Area

Agency Response: DPW Appreciate your comments and providing valuable information in helping us to better serve our customers and to create the best living conditions possible for our occupants.

A memorandum, dated 19 April 2011, to all Residents of Villaggio for Spring Cleanup was disseminated. This memorandum addressed the same issues to all occupants and requested them to focus on these issues for the Spring Cleanup Day that was coordinated on 22 April 2011. In addition, we provided free plants to occupants as a stimulus to beautify the area. This created positive results.

We realized that with the large turnover of personnel this year, due to redeployment, we must provide on-going briefings to new occupants on their responsibilities and to monitor the Villaggio Housing area to insure compliance.

Community Issue: Temperature in Library

Date of Customer Comment: 8 March 2011

Scope: The Library is so hot with the heater running and the door open.

Agency Response: DPW The DPW investigated the internal temperature in the Library. The DPW discovered that it was 26 degrees Celsius. The external temperature was 22 degrees Celsius. We recommended to the Library to open windows and doors to cool down the Library. In accordance to our command policy, comfort air conditioners will be turned on based on the following factors:

- Inside air temperature exceeds 80 degrees Fahrenheit for three consecutive days
- Availability of funding
- Time of the year

Normally these conditions are present in mid May.



Community Issue: Free Wireless

Date of Customer Comment: 8 March 2011

Scope: Every public space on post should be wireless at no charge. In addition, the Arena offers wireless, but you have to pay for it. Most people go in and pay for food, drinks, so why not open up the wireless?

Agency Response: DFMWR Free wireless is available to the public at ACS (bldg 108), Library (Bldg 302), BOSS Lounge (Bldg 9B) and the USO Lounge (Bldg 9A). Additionally, free wireless is also available to the guests of the Ederle Inn in the breakfast room (Bldg 345). The wireless services at The Arena are provided by the Army Recreation Machine Program which requires a fee. We have contacted FMWR/ARMP and requested policy regarding ARMP operated WIFI for USA Garrisons. In addition, we have submitted a request to have WIFI services at The Arena provided free of charge. We will provide the USAG Vicenza Community an update at the next June InfoX forum.

Vicenza Much MORE (MMs)

June 2 is “La Festa della Repubblica” or Republic Day: This marks the day in 1946 when Italy voted in a referendum to abolish the monarchy and become a republic. Schools and most of the stores will be closed.

There are many local festivals, featuring food booths with local specialties, live music and dancing. Here are a few of them:

- **Cherry Festivals:** June 2, Molvena; June 5, Marostica; June 12, Mason Vicentino
- June 2-6 , **Luganega Festival**, in Lapio di Arcugnano, about 6 miles south of Vicenza Luganega sausage, a specialty of northern Italy, is a long coiled sausage made from pork, often containing Parmesan cheese.
- June 4-5 & 11-12, **Trout Festival**, Molino di Altissimo, about 24 miles west of Vicenza.
- June 5, 10-12 & 17-19 , **41th Gran Polu – Polenta & Luganega Festival -** Castelnuovo di Isola Vicentina, about 7 miles northwest of Vicenza.
- June 10-12 & 17-19, **Summer Solstice Festival**, in Castegnero, about 9 miles south of Vicenza.
- June 25-26, **Catfish Festival**, in Mossano, about 13 miles south of Vicenza



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Open Forum



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InfoX Schedule

29 June 2011

27 July 2011

31 August 2011

28 September 2011

26 October 2011

30 November 2011

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>,
hover over “Contact Us”, click on “Info-X”, then “Click to
Submit”.

EMAIL: Community.issues@eur.army.mil

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

**Next InfoX is 29 JUNE 2011, 1000 – 1100 hours, The Arena,
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