



# InfoX



27 January 2010, 1000-1100 hours, The Arena, Caserma Ederle



# InfoX



## 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 24 February 2010, 1000-1100 hours, The Arena, Caserma Ederle**



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## **Adult Volunteers of the Month: Pia Manetti and Gabriella Slater**

**Pia goes beyond the duties listed as Vicenza Community Club Historian and gives of her time and efforts in all situations and functions. She spent many acting as the vendor liaison for the annual Festa Italia Bazaar. Before the bazaar weekend, she went through all the data for all the vendors and corrected and contacted each vendor personally. Her support and work was invaluable to making sure the bazaar was a success. The VCC is deeply indebted to the time and effort she gives to the Vicenza Community Club in all the activities.**

**Gabriella has had a tremendous impact on the Caserma Ederle Military Community ever since she began volunteering for the American Red Cross eight years ago. She performs not one but two invaluable volunteer jobs. First, she acts as an Interpreter for the Expectant Parent Program.**

**She is also a Health Clinic volunteer who, in addition to maintaining regular hours, volunteers for special situations such as - fundraising, health assessments and PDPs. She is an integral part of the American Red Cross team.**



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## **Youth Volunteers of the Month:**

### **Christina Rice, Abigail Armstrong, Whitley Miller and Hope Cobbeldick**

**These three 8<sup>th</sup> grade students worked on the Red Ribbon Week campaign basketball tournament. They created and distributed the flyers, hung them up around the post, created announcements and sign-up sheets for the school. These students gave two weeks of their lunch time to sign up teams and to manage the tournament. They tracked equipment, took score, handed out the trophies and cleaned up each day after the tournament which ran throughout the week. These three students made the tournament happen. Their efforts greatly enhanced the Red Ribbon Week campaign.**

**Hope has been working with Religious Education since September 2009. She is a very dedicated and knowledgeable Teacher's Aide for the 2<sup>nd</sup> grade class. He is always well prepared and displays a friendly and kind spirit; she is always cheerful and helpful to the kids.**



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## Hot Topics



## **Longare and Camp Darby Veterinary Treatment Facility Changes**

**LTC Paul Dakin,  
Veterinary Services Commander**



## Longare and Camp Darby Veterinary Treatment Facility Changes

- VETCOM is standardizing VTF operations and prices worldwide. The goal continues to be high quality care at the lowest cost.
- Many procedures have been grouped together in “Wellness Packages,” such as de-worming, micro-chipping, fecal floatation and vaccinations.



## Longare and Camp Darby Veterinary Treatment Facility Changes (cont)

- VTF's are also implementing low-cost examination fees. Previously there was no charge for an office visit. VTF exam fees are still significantly lower than civilian clinics.
- On this installation and worldwide, the increased fees allow us to keep employing non-military veterinarians. This allows us to provide more appointment slots and coverage when a military veterinarian is unavailable.
- These fees also allow us to provide better and more comprehensive services. This means that your pet is receiving the best care available for the smallest cost possible.





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## Longare and Camp Darby Veterinary Treatment Facility Changes (cont)

- The new fee schedule is as follows:
- Standardized VETCOM determined exam fees will be charged
  - Wellness exam fee: \$25.00
  - Sick-call exam fee: \$25.00
  - Re-check exam fee: \$15.00
  - Health Certificate exam fee: \$25.00 (free for PCS)
- Fees will be the same for all clients and at all military veterinary treatment facilities worldwide.
- Point of Contact is CPT Anthony May, Vicenza Branch OIC:  
DSN: 635-4841 Commercial: 0444-71-4841



## **AAFES Coming Soon**

**Ms. Michelle Mackey,  
AAFES Regional Manager**



## AAFES Coming Soon

- **New carpeting throughout the PX, project runs February-April (estimated)**
- **Clinique Cosmetics, grand opening expected in March**
- **New and improved alterations shop moving next to Military Clothing Sales Store, grand opening expected in March**



## Pool Opening and Gym Expansion

**Mr. Mark Juliano,  
DFMWR**



## Pool Opening and Gym Expansion

**Post Physical Fitness Center Renovation project awarded in September 2008 for \$2.5M should be complete in early February 2010.**

**The project not only refurbishes existing racquetball and two group fitness rooms totaling 14,000 sq ft but provides for an additional 6,000 sq ft that adds a wellness center, administrative offices, and locker rooms, to include toilets, showers and changing areas, as well as a new exterior basketball court.**

**The Ederle Pool Renovation and Cover project awarded in April 2009 for \$1.85M is completed in mid-December 2009 with a Grand Opening January 26, 2010. The pool dates back to the 1960s and was refurbished once in the 1980s. This project completely refurbished the existing pool, mechanical and electrical systems, 10,000 sq ft of sundeck and adds a retractable glass enclosure and deck side bathhouse. The structure itself is unique and stunning to see. The pool will now be usable year round, has been brought up to safety standards providing for recreational swimming, WTU training, lap swimming, water aerobics, hosting community swim team events and provide training for our troops.**



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## Pool Opening and Gym Expansion





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## Pool Opening and Gym Expansion





## **Comprehensive Soldier Fitness**

**Ms. Megan Hallam**  
**Health Promotion**





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## •Installation Community Health Promotion Council

•Health Promotion

•Risk Reduction

•Suicide Prevention

## •Comprehensive Soldier/Community Fitness

•Physical

•Social

•Family

•Emotional

•Spiritual

•FMWR

•ODR

•FAP

•CYSS

•Safety

•WIC

•MFLC

•SJA

•BOSS

•DPW

•ACS

•Behavioral Health

•DENTAC

•DODDs

•SWS

•Religious Services

•Medical Treatment

•ASAP

•ASACS

•Wellness Center

•Education Services

•FRGs

•Commanders



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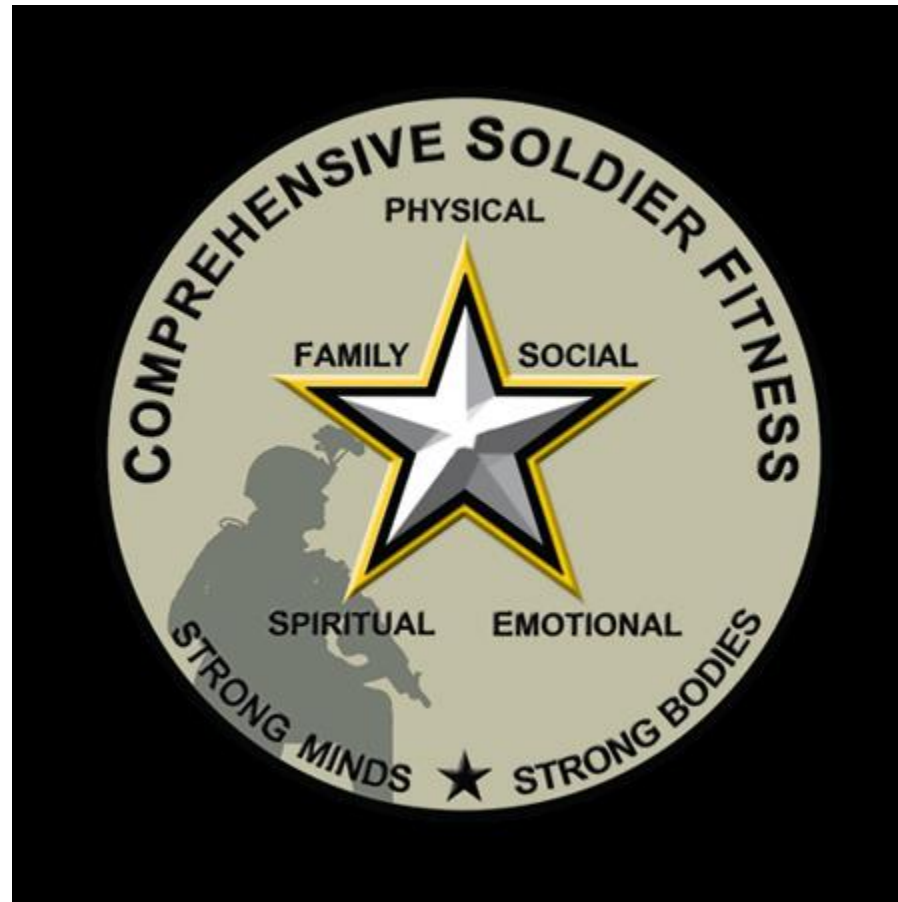


## Comprehensive Soldier Fitness (CSF) for Family Members

- Designed to strengthen thinking skills and coping strategies
- Global Assessment Tool (GAT)
- Baseline in 4 dimensions of strength:
  - \*Emotional
  - \*Social
  - \*Spiritual
  - \*Family
- Comprehensive Resilience Modules online
- CSF Community Level Programs in Vicenza



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[www.army.mil/csf.html](http://www.army.mil/csf.html)  
[www.army.mil/csf/family.html](http://www.army.mil/csf/family.html)



## **Suicide Prevention**

**LTC Shelley Rice  
Health Clinic**



## **Suicide Prevention**

# **Vicenza Health Center**

### **Behavioral Health Initiatives for Suicide Prevention:**

- **Emergency Walk-in Service for all Soldiers & Spouses**
- **Suicide Prevention Task Force - community education and outreach programs**
- **24-Hour Suicide Hotline - available to all Soldiers and Spouses - 634-KARE**
- **Actively engaging FRGs with services, lectures and workshops**
- **Wellness Center Classes on How to Increase Resiliency and Manage Stress**



## **Garrison Vicenza Snow Removal Plan**

**Mr. David Murr  
DPW, Director**



## Garrison Vicenza Snow Removal Plan

During and after a snow storm the following procedures will be implemented by the Directorate of Public Works in accordance with weather conditions and mission requirements

- Clear main thoroughfares and sidewalks on Caserma Ederle
- Clear bus routes through the Housing Area. Clearing of sidewalks will be the responsibility of the housing residents
- Clear main street at Longare site
- Clear secondary roads in all areas
- Clear parking areas
- Spread sand and salt on routes in event of ice



## Garrison Vicenza Snow Removal Plan cont.

### Spreading salt in case of snow or ice

- Salt is purchased, stored and spread by DPW personnel
- DPW stores at least a two day supply of salt
- It is spread in case of snow or ice on streets and sidewalks
- Salt must be spread only if necessary and in small quantity because:
  - it will pollute the runoff water
  - it will kill the grass
  - it will damage the street paving if spread when there are less than two inches of snow and there is no ice
- A 50 pound bag of salt is assigned to buildings that have exterior stairs
- In addition, DPW, in coordination with Safety, has installed 6 boxes to be filled with salt in case of necessity by Bldgs. 169, 308, 102, 82 and Hoekstra Field and 4 in Longare.
- All other requests from the community are reviewed by DPW based on road conditions, temperature and weather forecast





## Community Calendar – February

### Black History Month

- **Feb. 7 Super Bowl Sunday**
- **Feb. 8 USAREUR half day holiday**
- **Feb. 11 National prayer breakfast**
- **Feb. 12 USAREUR training holiday**
- **Feb. 15 Washington's birthday – federal holiday & Italian rest day**



## Community News – Service Providers

- ❖ DES
- ❖ DFMWR
- ❖ DPW
- ❖ DHR
- ❖ DOL
- ❖ DPTMS
- ❖ AAFES
- ❖ DoDDS
- ❖ Religious Support Office
- ❖ Installation Safety Office
- ❖ EEO
- ❖ 509<sup>th</sup> 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 - 7**

**NEW - 0**



## Open Issue DOL 09-626 Shipping Allowances for a PCS Move

**Scope:** Families/Soldiers PCSing are not allowed to ship wine without some kind of payment process. Other branches of the armed services allow wine to be shipped with household goods, up to hundreds of pounds. If I am wrong correct me. If I am right then why can't army families/soldiers do so?

**Recommendations:** I recommend that army policy change to allow soldiers/families to ship a few hundred pounds of wine as part of their household goods. How can we live in the land of wines and not be allowed to take any home?

**Agency Response:** DOL: **Shipment of Wine and Alcohol To/From OCONUS**

**Reference:** DTR Part IV, JFTR par U5330-1, JTR par C5330-1

Each Military Service has designated a method for the shipment of Wine from OCONUS to CONUS; the procedure by service is listed below:

**Army and Marine Corps** require that the shipment to be arranged by the service member. The local Transportation Office can provide a listing of companies on file who provide the service. Europe Region policy guidance on the shipment of alcohol / dtd: May 2004 states that Service Members and DA Civilians are not authorized to ship alcohol in HHG/UB. Transportation Officers may authorize Service members and DA Civilians to personally procure transportation of alcohol.



## Open Issue DOL 09-626 (continued) Shipping Allowances for a PCS Move

**Agency Response:** DOL: The member must personally arrange the shipment and is responsible for all cost and compliance with all laws associated with importation into the state where final destination is located. This guidance is based on the policy released 5 April 2004 by HQ Department of the Army G4. Shipment of alcoholic beverages in HHG/UB is **not** authorized. Storage (government or personally procured) of alcoholic beverages is likewise not authorized.

**Air Force and Navy** allows shipment either Government arranged or self procured. The AF does not restrict the shipment of wine or alcoholic beverages in HHG shipments.

**Navy, Air Force and Coast Guard:** Government arranged or self procured

**Marine Corps and Army:** Self procured by service member

Mailing of Alcoholic beverages and wine is not authorized. Customs and Border Protection Agencies do not allow the shipment of Alcoholic beverages through the postal system. Offenders of this regulation are subject to fines and possibly more severe penalties for violations. Questions regarding the shipment of Alcoholic Beverages either can be directed to the Transportation Office at 634-6926, Customs Office at 634-7978 or the Post Office at 634-7430.



## Open Issue DPTMS 09-629

### Home break-ins around the Vicenza area

**Scope:** Last Friday, my home was broken into during the day while I was at work. Upon my Arrival home, I found that all of my gold jewelry had been stolen. After colleagues and friends found out that I has been robbed, I had been told stories of others who also had recently been broken into.

**Recommendations:** I would like to see some kind of information regarding these break-in statistics published throughout our community. Just knowing that the break-ins have been escalating may prompt people to become more vigilant than usual. Info sharing could potentially spot trends and give others some insight into what the thieves are taking from homes. Also knowing that it has happened during daylight hours could force people to make different decisions regarding their travel habits to and from work.

**Agency Response:** DPTMS: The Vicenza Military Community has seen a downward trend of almost 50% in the frequency of home burglaries. The Antiterrorism (AT) Office provides a weekly newcomer's briefing which addresses this issue and provides informative pamphlets to assist the community in protecting their valuables. The monthly Force Protection Newsletter and the Outlook have also included articles with recommendations on protecting personal property. The AT Office conducts surveys of government-leased quarters as well as private rentals and surveys homes following break-ins to identify trends and criminal tactics. Thus far, the AT Office has not detected a specific pattern in terms of locations or times of year for these incidents.



## Open Issue DPTMS 09-629 (continued) Home break-ins around the Vicenza area

**Agency Response:** DPTMS: Trends that the AT Office has determined include targeting jewelry and other high value items that can be carried away easily, focusing on traditional areas like master bedrooms for these valuables. Burglaries have occurred both at night and during daylight hours with no specific trend either way. A common method of entry is via a window or sliding door that is left unprotected (e.g., shutter not secured) as opposed to a door secured with a deadbolt lock. In the past three years, there has not been an instance of a home being burglarized in which there was an operational, armed alarm system. Recommendations for protecting property include storing valuables in less likely locations, securing all windows (not just ground floor) when away from the home and in the evening, installing bars on ground floor windows, purchasing renter's insurance and conducting a thorough inventory and providing this information to the insurance company (with receipts and perhaps photographic/video footage), and requesting a survey from the AT Office.



## Open Issue DPW 09-630 Snow Removal

**Scope:** Despite having a late work call due to snow, all of the parking lots and most of the roads on post were not clear of snow on 22 December 2009. I understand the purpose of a late work call is to ensure the safest driving conditions for personnel. However, it is frustrating when the only place I experienced hazardous driving conditions was on the installation. The conditions will only become more dangerous during the evening hours as the temperature drops and the slush/snow melt refreezes.

### Recommendations:

1. If frozen precipitation is forecasted, adjust the staffing to ensure qualified plow truck drivers are available. If that is not possible, adjust their status to "essential personnel" so that they can remove snow before post opens officially.
2. If you close post until a certain time, ensure that it is plowed before personnel arrive.

**Agency Response:** DPW: Unfortunately, last month we had two consecutive significant snow storms in our area. Our area of responsibility consists of Caserma Ederle, Villaggio, Lerino, Longare, Torri and ASP7.

DPW personnel began to work on the roads as soon as the snow started falling and worked around the clock, on 12-hr shifts, until all the roads in all our installations were cleared. Due to the length and magnitude of this emergency, coupled with the necessity to release our workers after the 12-hr shifts, we experienced some delay in cleaning all of the parking lots and sidewalks at once. DPW will continue to plan and use our resources to provide the best service possible.





## Open Issue 266 FMC 09-631 Finance Cashier Disbursing Hours of Operation

**Scope:** The facility is no longer open during lunch hours. This is the only time I can accomplish my personal tasks during the work week.

**Recommendations:** There are 2 cashiers and maybe they could work so that 1 person covers lunch time.

**Agency Response:** 266 FMC: Due to the Deployment of the 106<sup>th</sup> Finance Detachment and civilian workforce shortage, our hours of operation have changed. For the next few months the Disbursing branch will close for lunch hours and will resume full day operations on 1 May 2010. Please adjust your schedules accordingly. For questions, please call the disbursing branch @ 634-7622 or you may call the Director @ 634-7612 .



## Open Issue DFMWR 09-633

### Lack of activity for kids until medical clearance is received

**Scope:** New people don't have things to do with their kids for the first few weeks after they arrive because ACS can't allow them to attend any services until medical clearance is achieved.

ACS requires medical clearance to participate in activities. Medical clearance takes a couple of weeks, at least, due to high volume of PCSing in summer. New families don't have access to anything besides the bowling alley and the library.

**Recommendations:** Open the movie theater for matinees during the summer. New people will have something to do and it can be a fun family activity out of the heat during the day.

**Agency Response:** CYSS : For children who are not identified as requiring special needs, Child, Youth & School Services (CYSS) childcare services and SKIES instructional classes are available immediately after the registration process is completed. The health assessment is due within 30 days of registration.



## Open Issue DFMWR 09-633 (continued) Lack of activity for kids until medical clearance is received

**Agency Response:** CYSS : CYSS sports activities do require a valid and current health assessment by the time the activity begins, which usually gives the parent about 30 days to make the appointment with the Health Clinic and get the health assessment completed.

For children with special needs identified through the Health Screening form (different from the health assessment referred to above), a clearance from the Public Health Nurse at the Health Clinic is required before any services can be used. This process normally takes 7-10 days, but has taken longer during times when the Public Health Nurse is working on mission-related tasks.

Please visit the CYSS Central Registration Office in the Davis Soldier & Family Readiness Center or call DSN 634-7219 for more information and to register for the numerous programs and activities available to children and youth.



## Open Issue AAFES 09-634 Rental Car Pick-up and Drop-off in Torri

**Scope:** According to the only rental car agency on Caserma Ederle, a command policy does not let them keep cars on post.

Picking up a car at Torri is a major inconvenience for new arriving families who do not know anyone to ask for a ride. New arriving families also have a more difficult time finding places in the area- including Torri. Additionally, there is no car rental representative at Torri, so when someone has a problem picking up a car, there is not direct help available.

### Recommendations:

1. Reinstate command policy to let rental car agency keep cars on post.

**Agency Response:** Unfortunately command is unable to allow the rental vehicles from Europcar to be kept On post. Due to their business volume Europcar would require 25-50 spaces that aren't Available due to severe parking restraints at Caserma Ederle. Shuttle service is available to and from Torri Mon-Fri. Customers who encounter any problems with their Torri pickup should call 0444-505916 or DSN 634-8019.



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## Open Issue DPW 09-635 No playgrounds at Caserma Ederle

**Scope:** There are no public playgrounds on Caserma Ederle- very inconvenient for families with children who spend numerous hours on base.

**Recommendations:** Build playgrounds and make fenced in play area by the lodge available for public.

**Agency Response:** The playground adjacent to the new Central Processing Facility across from the new Ederle Inn Addition was opened to the public in December and is available for use.

The fenced playground adjacent to the Ederle Inn is part of the DoDDS Kindergarten complex and for safety and child security reasons cannot be opened to the public. We anticipate opening this area to the public sometime this summer after DoDDS moves to their new facilities on Villaggio.



## Vicenza Much MORE

- **Carnevale**
- **Valentine's Day**
- **Fairs in Vicenza:**
  - Feb. 6-7, EXPO' - Electronics Fair.
  - Feb. 7-14, Spazio Casa - Exhibition of furnishing and home accessories.
  - Feb. 20-22, Hunting Show and Fly Fishing & Spinning Show.
- **Local Festivals:**
  - Jan. 15-24, Broccolo Fiolaro Festival, in Creazzo, about 5 miles west of Vicenza.
  - Jan. 17, Torcolato new wine Festival, Breganze, about 15 miles north of Vicenza.



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## Open Forum



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## InfoX Schedule

**24 Feb 2010**

**31 Mar 2010**

**28 Apr 2010**

**26 May 2010**

**30 June 2010**

**28 July 2010**

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





# InfoX



## 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](mailto:Community.issues@eur.army.mil)**

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

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