



IMCOM
SOLDIERS • FAMILIES • CIVILIANS



07 March 2012 , 1000 – 1130 hours, THE ARENA, Caserma Ederle

1. Major Projects this Year:

- Expand post office customer service area
- Refurbish bathrooms at grass field
- Install bathrooms at turf field
- Consolidate all vehicle processing operations at Torri Warehouse area
- Install bathrooms behind high school
- Improve AC in gym

2. Pet Activities

- \$1.5M to build a kennel. Probably won't happen soon . . . But we're exploring options.
- Dog Park is approved . . . Thanks for the idea.

3. Community Ideas

- \$750K set aside for other community improvement projects.
- Looking for your ideas . . . for “small projects” not new construction.

Eggstravaganza

Saturday March 31

11:00 am to 3:00 pm

Hoekstra Field

Music, Games, Arts and Crafts, Bouncy Houses,
Facepainting, Food, Egg Hunts!

Egg Hunt times:

<3 years: 11:45

3-5 years: 12:00

6-9 years: 12:15

10-12 years: 12:30

Medical Emergencies . . . What Do I Do?

- We do not have ambulance service on post. We have EMTs in the fire station, but that's it, and they cannot response off-post.
- Call emergency response at # 118.
- They will get an English Speaker on the phone.
- Explain the details of the situation, including as much medical info as you can:
 - Where, When, What Phone Number, Who
 - Conscious / unconscious . . . Breathing or not breathing?
- Ambulance Response and Triage
 - Be aware, the Italian ambulance services must triage between injuries all over the area, but they often come with doctors.
 - If you can get yourself to the hospital, do it.

This issue is addressed under the Italian Medical Authority Protocol for Ambulance Service (SUEM 118):

Guiding Principle:

“118 (commercial NOT DSN) must be called only in case of a Medical Emergency i.e. suspected heart attack, broken leg, person unconscious, etc.

1. A protocol has been signed by the 118 Italian Medical Service and the US Army Vicenza Health Center. This protocol provides a 24/7 service with an English speaking medical liaison available every time 118 is called by an American citizen within the USAG Vicenza AOR.

The liaison will facilitate the response to the basic 118 operator questions:

- a. Location and phone number
- b. Type of injury and circumstances
- c. Breathing/not breathing
- c. Person conscious/unconscious

2. On post/Villaggio Emergency Medical Service (EMS) is also provided by the Fire Department Emergency Medical Technicians (EMTs). The service can be activated by calling DSN 634-8911 or the MP Desk DSN 634-7233.

EMT will determine the need for the patient to be transferred to the Vicenza Hospital. 118 will be contacted by the EMT and/or MP desk to check ambulance availability. If ambulance is not available POV transport will be used.

Self Defense in Your Home

YOUR RIGHTS UNDER HOST NATION LAW (ITALIAN PENAL CODE 52)

- **YOU MAY ACT OUT OF NECESSITY TO DEFEND YOURSELF OR ANOTHER IN SO LONG AS THE DEFENSE IS PROPORTIONATE TO THE OFFENSE BEING COMMITTED.**
- **IF YOU BELIEVE THAT YOU ARE IN IMMINENT DANGER, YOU MAY USE THE MINIMUM AMOUNT OF FORCE REQUIRED TO NEUTRALIZE THAT THREAT.**
- **IF THERE IS A BREAK-IN AT YOUR RESIDENCE (OR A PLACE OF ECONOMIC ACTIVITY), YOU HAVE THE RIGHT TO USE A WEAPON OR ANOTHER INSTRUMENT TO DEFEND YOUR SAFETY AND THE SAFETY OF OTHERS AS WELL AS YOUR PROPERTY.**
- **YOU MUST HAVE THE RIGHT TO BE AT THAT LOCATION, YOUR SAFETY MUST BE CURRENTLY THREATENED (i.e., THERE IS A THREAT OF AGGRESSION AND NO ATTEMPT IS MADE BY THE OFFENDER TO FLEE), AND YOU LEGITIMATELY OWN THE INSTRUMENT USED TO DEFEND YOURSELF.**



This issue is addressed under the Italian Penal Code Article 52: Self-defense

Guiding Principle: "A person will not be punished because they acted out of necessity to defend himself or another, or to defend against the imminent danger of actual (which still continuous) danger of attack, ***provided that the defense is proportionate to the offense.***"

A person acting in defense of themselves or others has to meet certain criteria:

1. Self-defense implies an aggression and a reaction, both subject to certain conditions:

a. Aggression:

The threat must be unjust, or contrary to law, there must be a present danger: not just the probability of an occurrence, the injured party in this case whenever possible rely on law enforcement intervention

(Which means that if the thief is running away down the street you cannot chase him and shoot him.)

b. Reaction:

The reaction must be necessary to save the threatened person; the reaction must be proportionate to the offense.

(This suggests that, if you get attacked with his bare hands, you cannot defend yourself with a gun.)

2. Where there is housebreaking and the thief enters your house or there is a theft or robbery in a place where there is an economic activity (such as robbery in a shop) there is always the right for the person who uses a weapon or other instruments to defend:

a. His or her own or others' safety

b. His or her own goods

Conditions:

3. The person who defends himself must have the right to be in that place.

a. There is a danger to the safety of the person, so it is a physical aggression.

b. The criminal does not escape before committing the crime, and there is danger of aggression.

c. Self-defense is made by a weapon or other instrument legitimately owned by whoever use it.

If you miss even one of these conditions, the presumption of proportion does not work.

Responses to Facebook questions

QUESTION: Is there a bus that takes Soldiers to vehicle registration? I just had two single Soldiers that had a license here, but have to clear vehicle registration. Neither knew where the location was.

ANSWER: Yes, there is a shuttle service that takes community members to Villaggio and includes Torri (Vehicle Reg). The schedule is posted at the bus stops.

QUESTION: MP's are handing out parking tickets for supposedly parking in a no parking zone in front of the VES. The area is in the circle area for short term parking along the left side if you are facing the school. This area is often used as parking for after school parking during pickup & events. No parking/stopping signs along with a painted curb are posted in the small area directly in front but it ends where the lot curves away from the school. When I directly approached the MPs they stated the school wants to encourage no parking there except for school pickup/drop off. How can these tickets be valid if the signs/curbs just a few feet away do not include this area? Either the MPs need to stop issuing parking tickets here or the sign needs to move.

ANSWER: After conferring with the Carabinieri Traffic section, the sign that is in place does indicate, IAW Italian laws, that the curb specified is a no parking zone. It is a bit confusing as there is typically an additional sign placed at the end of the no-parking zone. We will coordinate with DPW in an attempt to close the loop on this. Bottom line – the sign does indicate that the zone is not for parking.



InfoX



QUESTION: Does 118 work from a cell phone?

ANSWER: Yes.

QUESTION: There are some really bad connections, picture keeps going black and loss of sounds? Is there something that can be done to help correct this! Sorry!

ANSWER: If you are watching the feed on livestream, try changing the video quality from MEDIUM to LOW. It's located at the lower right corner of the viewing window.

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QUESTION: I would like to see the seating in the theater updated. Without stadium seating is it very difficult for my 3 small children to view the screen unless we sit in the front row. My children had to sit in the aisle to view the last movie that we went to.

ANSWER: Unfortunately this is not on the project list – we'll look into it, but my gut says it's probably not going to happen. We did not do a really good job when we had new projectors installed in an effort to provide higher quality pictures recently and we apologize. Evidently the projectors draw too much power and is causing the breakers to blow during the film. We have let a contract to have the electrical circuitry reworked to fix this issue and anticipate to have that done very soon.

QUESTION: Right now there is no infant care available at CDC or the FCC. There are lots of babies being born and many dual working spouses, Dal Molin is going to open soon, and I am concerned currently and for the future. Is there a solution in the works and what is it?

ANSWER: This will be addressed as a Hot Topic at next month's Info X so check back with us for the response.

QUESTION: Will they be bringing a pain management doctor to Caserma Ederle?

ANSWER: It's more of a pain management clinic run by Anesthesiologists. There is one in Landstuhl currently. We are working at having something available here in the future.

QUESTION: Please talk about crosswalks!!!! So many people just cross the street where they want too! I have had to slam on my breaks and with 30km being the highest speed limit we can drive on post it's scary! They will cross the street with a cross walk 10 feet from them! Everyone drivers and walkers alike need to look where they are going! Just don't walk right across the street without looking, there are blind spots everywhere so you never know if the person driving can see you!

ANSWER: We agree that that everyone needs to be responsible in this area. Spot corrections can be made, and falls upon all of us to correct someone if they are crossing the street without using the crosswalks.

QUESTION: Health Center question, what is the process when the Command receives an unsatisfactory survey(s)?

ANSWER: All customer comments are processed in the same manner. They are logged and tracked by our Patient Advocate's office and reviewed by the entire Health Center command group. The Patient Advocate forwards the surveys down to the Department Leadership to review all customer surveys and respond to unsatisfactory surveys. The Patient Advocate, a Command Group member, or a leader at the department level will contact the customer directly, typically telephonically, to resolve the concern. Once resolved, the patient advocate documents the resolution and notifies the command group of the outcome. The intent is to empower the Health Center Staff to resolve patient concerns at the lowest level in a manner that meets or exceeds the needs of the patient.



InfoX



QUESTION: Can someone explain the special order process at the Commissary? I've filled out the order sheet many times over the last year and nobody has ever contacted me, and the form asks for both email and phone number. I've spoken to many people that have had the same experience. I've also spoken to the Commissary manager and the situation has not been resolved.

ANSWER: Depending on the customer's needs, we have two forms for them to use. The patron special order form is used to order bulk quantities of the items that we carry, or when requesting special cuts of meat. These forms are located at the front of the store next to the Store Manager's office. The drop box is labeled 'Patrons Special Order Box'. This box is checked daily and the form is passed on to the department manager. The department manager then orders the product and the customer is notified when it arrives in store. There are times when the product is not in stock at the main warehouse in Germany and in such situations we will continue to reorder the product requested until it is back in stock.

The other form that we have is a patron communication form. These are located at the front of the store near the coupon corral. The drop box for this is labeled 'Customer Suggestion Form'. The purpose of this form is for customers to request an item that isn't usually carried in the store, make a suggestion, or comment on their shopping experience. This form is in duplicate and the customer drops off one copy into the box and keeps the other one for their records. The Commissary management has briefed the staff on the importance of following through with contacting customers, even if it turns out that the item requested is on back order or not carried in the European stock assortment.

QUESTION: Are there any plans to see civilians in the dental clinic during deployment?

ANSWER: Basically the policy remains the same. We don't see DA Civilians but Family members are seen about 30% of the time when the BDE is home and 70% when they are deployed. Per European Regional Dental Command policy there are 3 categories of other than Active Duty (OTAD) patients and the access to care depends on the patient category.

1. Command sponsored family members of active duty soldiers are authorized space available dental care at the treatment facility their sponsor is assigned to. The amount of space available care will be determined by mission requirements. No appointments are guaranteed and we encourage family members to utilize the TRICARE family member dental plan for routine care.
2. Eligible retirees are offered care on a standby basis. Routine care can be accessed through the TRICARE dental plan.
3. Any person with access to the clinic is authorized emergency dental care to prevent undue suffering or loss of life. Care provided will include examination, consultation, and relief of pain, bleeding, or infection. Care will not include elective dental procedures or definitive restorations.

QUESTION: My vehicle was recently broken into and vandalized. I was told that the Carabinieri is supposed to respond to these types of calls. However, the MP desk advised me that they would not come out and take a report. When do Carabinieri respond to theft/vandalism?

ANSWER: The Carabinieri will not come out for this type of call. In a case like this, you need to come to the MP station fill out a report and then fill out a claim report.



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QUESTION: When will the orientation for new middle schoolers and high schoolers and their families transitioning from elementary take place?

ANSWER: There will be two transition/orientation meetings planned for our incoming 5th graders or any new students to the VMS: Friday, May 11, from 1330 to 1430 - tour to begin at MPR & Friday, August 24, “Sneak A Peak” for new families from 1600-1700 - tour to begin at MPR

QUESTION: What is being built on the side of the Arena that is taking up all those parking spots?

ANSWER: Solar panel construction.

QUESTION: Is there any way to improve cell phone reception in the Commissary, PX, Gym, etc?

ANSWER: Cell phone reception is provided by the cell phone carrier, i.e, Tim, Vodafone – They are in control of their cell phone towers and area of coverage. Perhaps switching your carrier would improve your reception.

QUESTION: Can we have one or two more gazebos in the park area in Villaggio to celebrate birthdays or any other activities outdoors?

ANSWER: This is a great suggestion and something that we will look at for the future.

QUESTION: Would it be possible to have a wifi signal set up on the food court/commissary bistro?

ANSWER: The Commissary is not funded to install wireless internet in our Commissary. There are no plans in place to have this type of system installed.



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QUESTION: How do we submit an ICE Comment?

ANSWER: You can go to the website at: <http://ice.disa.mil/index.cfm> or you can contact my office at (DSN: 634-6381, COM 0444-71-6381) and we will assist you with inputting your ICE Comment.

QUESTION: Are there any plans to help ease traffic congestion at the intersection by Burger King?

ANSWER: The garrison is working on a long range plan to improve the traffic flow based on construction of the new Shoppette (at that intersection) and PX.

QUESTION: Is there a way to request a picnic table at one of the little parks at Villaggio?

ANSWER: You may contact your area coordination and ask him/her to submit a request to DPW. If you don't know who your area coordinator is, the housing facility manager, can provide you with his/her name. Call 634-8575 / 0444-71-8575. DPW will evaluate the request and satisfy it if feasible.



InfoX



INFO X schedule

Wednesday, 4 April 2012

Tuesday, 1 May 2012

Wednesday, 6 June 2012

Tuesday, 3 July 2012

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

InfoX POC: DFMWR, DSN: 634-6535, CIV: 0444-71-6535