



## U.S. Ambassador to Italy visits Caserma Ederle

The Honorable Ronald Spogli, U.S. Ambassador to Italy, is greeted by Annette Evans, director, Directorate of Morale, Welfare and Recreation, at the Davis Family Readiness Center during his visit to Caserma Ederle Wednesday. Before his appointment, Spogli spent three years in Italy studying at the Stanford Florence campus and then moved to Milan, where he was a lead researcher in labor migration from southern Italy to northern Italy. Spogli has also helped create two unique positions at Stanford in relation to Italian studies; The Spogli Family Overseas Studies Director position at the Stanford Florence, Italy campus and the Gesue and Helen Spogli Professorship in Italian Studies. On July 31st, 2005, Spogli left his job at the Freeman Spogli & Co., a successful private equity investor company, to accept his appointment by President George W. Bush as the U.S. Ambassador to Italy. (Photo by Spc. Justin Nieto, SETAF Public Affairs)



## Mandatory AKO Password Changes

USAREURG6

Policy and Governance Branch

**Heidelberg, Germany** – To comply with a Department of Defense directive from the Joint Task Force for Global Network Operations, Army Knowledge Online will require all AKO account-holders to change their passwords in a systematic process.

AKO users should not initiate this password change on their own. AKO will notify each user upon login that they will need to change their password before proceeding. Users will then be instructed through on-screen prompts how to change their passwords.

It is projected to take three to four months to change all passwords in an orderly fashion. Family members, contractors, host nation employees, and other guest AKO account users will not have to revalidate their accounts with their sponsors.

The process for changing passwords is extremely user-friendly, according to Daniel LaChance of the Policy and Governance Branch of the U.S. Army, Europe CIO-G6. When an account-holder logs in to AKO (<https://www.us.army.mil>), the system will present a new page for the user to update his or her profile and then create a new password.

**AKO passwords, which are case-sensitive, must:**

- Have at least 10 characters.
- Include at least two special characters, such as !@#%&\*\_ - +=':;)
- Include at least two numbers.
- Include at least two uppercase and two lowercase letters.
- Not match any of the account-holder's last 10 passwords.

When the process is complete, account-holders will receive a final screen congratulating them on a successful password change.

Anyone who has a problem with the password change should contact the AKO Help Desk at 312-654-4357, civilian 001-703-704-4357, or email [help@us.army.mil](mailto:help@us.army.mil); or the USAREUR CIO/G6AKO Administrator at 370-7960.

### Be Aware

The following site <http://akomanage.b0b/service/army/> is intended to look like the AKO portal. It is setup to gather usernames and passwords of AKO users. In the event that you receive such an email, do not open it; delete it immediately. If you enter your password to this site, it will be captured and could be used by an intruder to access the AKO portal and any other Army Web site that relies on AKO credential.

## New insurgent tactics in Afghanistan show weakness, General says

By Sgt. Sara Wood

American Forces Press Service

WASHINGTON, Dec. 8 – As Afghanistan's security forces grow and the country's political process moves forward, the Taliban has suffered major setbacks and has begun using more roadside and suicide bombs out of desperation, the U. S. commander in Afghanistan said here today.

"If you're on (the Taliban's) side and looking at the trends that are out there right now, the tide of history is moving against you," said Lt. Gen. Karl Eikenberry, commanding general of Combined Forces Command Afghanistan. "So a shift in tactics is not necessarily a sign of strength. My belief is that a shift in tactics right now is very much a sign of weakness."

At a Pentagon news conference, the general said Afghan security forces, working with coalition forces, are now able to operate in areas they previously couldn't gain access to, such as extremely mountainous areas with a strong Taliban influence.

The Afghan National Army now numbers about 30,000 and is a nationally recognized institution with a nationwide presence, Eikenberry said. Although challenges lay ahead for the army, the progress should not be overlooked, especially because before Sept. 11, 2001, Afghanistan had no national security institutions and no military traditions, he said.

"One of the important effects that they're achieving on the ground is that they are a very respected institution, and their national presence gives the Afghan people tremendous hope and confidence that their nation is coming back together," he said.

Further proof that the country is coming back together is in the political progress made in the last four years, Eikenberry said. The country has gone from two decades of brutal warfare, including the Soviet occupation, civil war and the Taliban regime, to having a constitution, a democratically elected president, a

representative national assembly and provincial councils, he said. Roads, wells, schools and clinics are being built around the country, and millions of children are going to school for the first time, he added.

"Clearly there's ample reason to be both proud and to be optimistic," he said.

As progress continues, U. S. and coalition forces still face some challenges, Eikenberry acknowledged.

The first challenge for U. S. and coalition forces is, working alongside the Afghan security forces, to continue the fight against the Taliban and al Qaeda, he said. Second, they must continue to build the Afghan security forces, emphasizing quality over quantity, he said. Third, the U. S. must continue to work with the Afghan government and the international community to improve governance and develop the nation's infrastructure, he said.

An important aspect of rebuilding the infrastructure is stopping the production and trafficking of illegal narcotics in Afghanistan,

the general noted.

As U. S. forces work with their coalition partners and the Afghan security forces to overcome these challenges, they are preparing to transfer responsibility for Regional Command South to NATO's International Security Assistance Force, Eikenberry said. NATO already is a large contributor to the fight in Afghanistan, and this transfer will mean an expansion of their forces, he said.

U. S. officials have no reason to believe Osama bin Laden was killed in the Oct. 8 Pakistan earthquake. It is important for the American people, the international community and the Afghan people to capture bin Laden, Eikenberry said.

But he urged people to look beyond the one terrorist leader. "This is not about one man," he said. "This is about a network; it's about a movement. And we've continued to make progress over the last several years, and we've continued to make progress over this past year in Afghanistan."

## Special savings accounts for combat zones

USAREUR Public Affairs

News Release

Soldiers deploying to the Balkans, Iraq, Afghanistan and Kuwait can take advantage of the Savings Deposit Program available through the Defense Finance and Accounting Service.

The Savings Deposit Program allows deployed Soldiers to invest in a government savings account that earns an annual interest rate of 10 percent, compounded quarterly.

Soldiers can make deposits in five-dollar increments. However, deposits cannot exceed the total of net pay and allowances or \$10,000 during a single deployment.

Soldiers may begin making deposits after 30 days in the designated area and must stop upon

departure from theater. Finance officials recommend participants withdraw their deposits 90 days after their deployment ends, when interest terminates.

Although federal income earned in hazardous duty zones is tax-free, interest accrued on earnings deposited into the SDP is taxable.

Deposits may be discontinued at any time. However, withdrawals may only be made during deployment if the \$10,000 ceiling is exceeded, under emergency circumstances, or upon termination of eligibility for the program.

For more information regarding the Savings Deposit Program, contact the local finance office or visit the web at: <http://www.dod.mil/dfas/money/milpay/savingsdeposit.htm>.



## Commander shares holiday message

By Col. Virgil S. L. Williams  
Commander  
USAG Vicenza

While everyone may celebrate the holidays differently, this year many of us will celebrate the holidays without loved ones, as they may be deployed or living elsewhere. But we are fortunate to all be members of the Army family, as this gives us a unique bond that bridges our cultural gaps and brings us closer together.

For just as Soldiers sacrifice and dedicate themselves to honorable service, their families also sacrifice on behalf of our great nation and give selflessly of their time, energy and talent to help friends, neighbors and coworkers.

It is this same dedication to duty that keeps our Soldiers focused on their mission, because they know that they can count on their Army family back here on Caserma Ederle to support their family members during the deployment.

While the U.S. Army Garrison Vicenza's basic mission remains the same – to support the warfighter – we hope the community will see improvements in how we deliver our services.

Enhancements to our community this year included the opening of the Dr. Benincaso Mother and Child Pavilion, a new Child Development Center, new barracks for our single Soldiers, improvements to our security systems, as well as upgrades to our fitness center, Burger King, Family Hair Care Center and more. We are striving to set the example when it comes to providing first-class services and facilities for our community members.

Before you know it, our Soldiers will be back, and we will again be a busy post reintegrating



our Soldiers and helping them get ready for new assignments and challenges. So I encourage everyone to sit back and enjoy this special time of the year, to recharge and reconnect with family and friends, and to get ready for an exciting spring as we welcome our men and women back from Afghanistan.

I also ask that as you enjoy the holiday season, you remember force protection – lock your vehicle and keep all valuable items out of sight; be aware of your surroundings; don't leave your children unattended even if you are just running into the store for a few minutes; and if you have to be on the road during bad weather, be especially vigilant for traffic problems.

On behalf of the USAG Vicenza command and staff, we wish you and your families a joyous and safe holiday season and Happy New Year.

## Light of Bethlehem comes to post

On Saturday, Boy Scouts and Cub Scouts will be going to the Vicenza train station to pick up the *Light of Bethlehem* and bring it back to share with the community on Caserma Ederle.

The scouts invite the community to join them in lining Olsen Ave from the post theater to the post chapel on the sidewalks, so not to disturb any traffic on the street. They will be passing the light from one person to the next, beginning at 7 p.m. With so many Soldiers being down range and in harms way, they hope that this might give some families a warm and joyous feeling for the holidays.

What is the *Light of Bethlehem*?

For over 20 years, a group of Italian Scouts have traveled to Bethlehem to pick up the *Light of Bethlehem*. It starts at the Nativity Church,

where there has been an eternal flame burning for many centuries. The scouts light their candles and lanterns from that flame and bring it over to Italy.

Once in Trieste, the journey of the *Light of Bethlehem* goes by three trains all the way to Genova, down to Sicily on the one side of Italy, and past Brindisi on the other. Local scouts and other organizations meet these trains (with the Italian Scouts transporting the light) at their local train stations.

Last year Bill and Christopher Nupp, Troop 295, picked up the light at the train station and distributed it within the various chapel services. This year the troop would like to organize this event on a larger scale and get the whole community involved.

## Community

### Action

### Council

This forum is to discuss issues that affect the community.

If you have an issue that you wish to submit, visit the USAG Vicenza Web site at [www.usag.vicenza.army.mil](http://www.usag.vicenza.army.mil) and click on the Community Action Council link. This link provides you the opportunity to review issues that have been previously submitted and responded to by post agencies. There is also a form available for you to submit any new issue you would like addressed. If you have questions, call 634-5222 or 0444-71-5222 from off post.

The command encourages you to identify yourself when submitting a CAC issue in order to be able to answer your concern directly. The command also reminds the community that CAC issues submitted containing vulgar, derogatory or inflammatory language will not be addressed.

Childcare is offered during the CAC at \$4 per hour, per child, for children ages 6 weeks old through kindergarten from 8:45-11:15 a.m. Preregistration is required. Children will be cared for in the Child Development Center, building 395. Children must be registered with Child and Youth Services Central Registration. Call 634-7219 or stop by their location in the Davis

Family Readiness Center.

Due to the holiday break, the next CAC meeting is Jan. 25, at 9 a.m. in the Ederle Theater.

**Issue: Showers in the Body Shop Locker Rooms** – *The showers in the Body Shop lack temperature control and are set on very hot water only. This makes it difficult to take a comfortable shower and wastes valuable energy.*

**Recommendations:** *Can these showers be modified to allow individual water temperature control?*

**Response from the Directorate of Morale, Welfare and Recreation:** Thanks for your suggestion and as you're probably aware; there is only one water temperature controller for each shower tower within both the men's and women's locker rooms. Because of that, the first patron that comes in to locker room sets the shower tower's water temperature flow at what is comfortable for them and all others are at their mercy.

Based on your suggestion, we have already had DPW come to the Body Shop to set the maximum water temperature at a more comfortable/tolerable level instead of very hot, and we have submitted a work request to DPW to scope the work and, if possible, make the modification for independent controls to each shower head. Still a work in progress.

## Shaped for Serving God

*The USAG Vicenza Chaplain's Family Life Office, in partnership with deployed SETAF and 173d Airborne Brigade chaplains, is writing a series of devotional articles based on the best-selling book, "The Purpose-Driven Life," by Rick Warren.*

**Chaplain (Capt.) Buddy Hammil**  
14th Transportation Battalion

*"Whoever wants to be great must become a servant."*

Mark 10:43 (The Message)

We serve God by serving others. The world typically describes greatness in terms of power, possessions, prestige and position. If you have servants, if others serve you, then you have arrived. If you serve others, then you must not be very important. But not in God's economy.

Jesus equated greatness with service, not status. This is so out of line with the world's point of view that even as Christians we have a difficult time practicing it, even understanding it.

"God often tests our hearts," Rick Warren writes, "by asking us to serve in ways we're not shaped." (p. 298). The pastor asks us to help set up tables for a conference. We beg off by claiming, "I don't have the gift of service." Our primary ministry will be in the area of our shape, but our secondary ministry is wherever we are needed at the moment.

What does a real servant look like? Jesus says, "You can tell what they are by what they do," Matthew 7:16 (Contemporary English Version).

Real servants make themselves available to serve. They don't fill up every minute of their day with selfish pursuits. They leave time for God. Are you available to God? Can he mess with your plans without you becoming resentful? Servants don't pick and choose when or where we serve. We serve at our master's (God) bidding. Remind yourself each morning that you are God's servant. Interruptions won't frustrate you as much. Recognize interruptions as divine appointments for ministry.

Real servants pay attention to needs. If God places someone in need in your path, he is giving you an opportunity to serve. Don't miss serving opportunities; seize them. They pass quickly, sometimes never to return.

John Wesley's motto was, "Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long you ever can."

Real servants do their best with what they have. Don't make excuses or wait for better circumstances or resources. Don't say "when the time is right" or "one of these days." Less-than-perfect service is always better than perfect intention. Don't worry that your performance won't be perfect. God cares more about your availability than your ability. Allow God to bless your actions with his supernatural power.

Real servants do every task with equal dedication. Even small assignments deserve our best effort. Don't ever think of yourself as too prominent to help with menial tasks. You will have promoted yourself right out of God's servant program. It is often in the small services that we really spiritually mature in Christ. Consider the menial tasks that Jesus performed: washing feet, helping children, preparing breakfast, serving lepers. Nothing was beneath him because he came to serve.

Real servants are faithful to their ministry. Finish your tasks, fulfill your responsibilities, keep your promises, complete your commitments. Real servants are trustworthy and dependable. Can you be counted on to fulfill your assignments? Do you have unkept promises, unfulfilled vows, outstanding commitments?

Real servants maintain a low profile. Do not promote or call attention to yourself. Rick Warren reminds us, "Real servants don't serve for the approval or applause of others." (p. 304). Real servants serve for the approval of only one; God himself. Real servants avoid the spotlight and try to remain in the shadows.

If you are currently serving in obscurity and feeling unappreciated, unnoticed and underpaid, then be reminded that God has placed you where he wants you to serve. He knows your address.

Learn to appreciate the difference between prominence and significance. Even the smallest service is noticed by God and will be rewarded.

The Apostle Paul reminds us, "Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up," Galatians 6:9 (New International Version).

**Issue: Flexibility of Fuel Coupon Purchasing** – *I've recently moved to Italy from Germany and am very surprised by the differences in Fuel Coupon policies/regulations. I have a few concerns about the process: 1. The lack of overlap in coupons from year to year. I wanted to purchase coupons this week, but I could only buy the ones ready to expire. The new fiscal year could be sold, but not used until Oct. 1.*

*2. Only 300/400 liters (depending on engine size) per household is rather limited. My wife and I are both professionals in the community and must work different shifts to support the mission here. Due to this work schedule, we must drive separately and consume more fuel.*

*I understand the SOFA agreement and that certain laws/policies/regulations are there for a reason, however I do believe there can be more flexibility on fuel purchasing.*

**Recommendations:** *1. Allow for an overlap in purchase of coupons monthly and yearly (both which are allowed in Germany). 2. Allow each vehicle 300/400 liters per month.*

*These are easy solutions, and I understand they are not easily implemented. I just ask the command to begin working the issue for the future.*

**Response from AAFES:** The Italian Fuel

program belongs to the Navy. Their response is: NAVSUPACT NAPLES INST 10340.1H is the instruction that establishes the regulations for tax-free "P" coupons in Italy. The instruction states "tax-free POL 'P' coupons are available with the intent of providing sufficient tax-exempted fuel for home to work travel. The basic ration of tax-free fuel coupons is part of a diplomatic agreement. The agreement ensures military readiness by allowing members of U.S./NATO forces to get to work affordably. The objective is to ensure at least 1,000 miles of tax-free commuting travel, based on 20 working days." Therefore there should rarely be the necessity to purchase "P" coupons in advance, as the coupons you purchase for the month should be sufficient to enable the eligible member to travel from home to work.

The instruction also states that "both a husband and wife who are assigned to a U.S./NATO installation in Italy as either a member of the "Force" or "Command Sponsored Civilian Component" as defined in the NATO Status of Forces Agreement are authorized to register their own primary POVs with an AFI registration number and are entitled to purchase an individual tax-free petroleum products ration."

Please rest assured that this command is continuously working on ways to ameliorate tax-free issues with the Italian government.



## Comm Center keeps families connected

By Sandy Schoenberg  
Communication Center Coordinator  
Army Community Services

Not an Internet Café, the Communications Center at the Davis Family Readiness Center offers a lot more than Internet connections for the Vicenza military community.

The center offers a variety of multi-media communication services for maintaining valued contact with family members, most importantly during deployment.

The Comm Center opened in February with a few curious family members quickly realizing the potential of another Army Community Services family-friendly environment. As word and advertising spread throughout the community, so did the use.

"Come One Come All," and they came: family members and their visitors, Soldiers, Reservists, civilians and local nationals – twenty four hours a day, seven days a week.

What services are available?

The choice is your: accessing Internet, messenger services, Web cams, uploading photos, designing 30 second video clips using VidiTalk, or starring in a 30 minute DVD using the Video Messenger Service. Have it your way.

Information collected on sign-in sheets reveals that close to 800 guests per week are predominantly accessing AKO and other email and live messenger services.

The center is all about keeping people in touch.

And, children are genuinely welcomed. The interior design of the Comm Center provides a convenient place for infant seats and strollers to be parked next to the computer stations. A children's table with activities engages toddlers and older children. But, supervision is always the responsibility of the parent or guardian using the facility.

"Kid's Time" is a newly developed concept in collaboration with the Life and Family consultants. Held in the Comm Center, the focus of this group is deployment related issues and fun activities referencing the USAREUR Deployment & Reunion Guide.



Community members use the Communication Center located at the Davis Family Readiness Center. The purpose of the center is to keep families connected during deployment. (Photo by Laura Kreider, Outlook Staff)

The group is held on Mondays and Thursdays from 3:30-4:15 p.m.

"I use the center five days a week because I don't have Internet access at home," said Kathy Rodriguez, a family member on post. "The staff is helpful. They taught me how to use the VidiTalk, and my husband downrange really enjoyed getting the video email and hearing my voice. He could save it and listen to it many times."

The Communication Center is always open. Personalized assistance is available throughout the week and on weekends from 8 a.m.-5 p.m. Monika Shular and Sandy Schoenberg, Communication Center coordinators, can lend a hand with the various media, as well as providing guidance for those who are skeptical of their computer skills. Night duty staff members monitor the Comm Center from 5 p.m.-8 a.m. A 30 minute time period is allocated for each session.

If you want to star in your own holiday or season's greetings DVD to send downrange, call or stop by for an appointment. The center never sleeps and will remain open throughout the holidays.

For more information or to make an appointment, contact the Communication Center at 634-6178.

## Change of Command

Brig. Gen. Giuliano Giglio, commander, Tuscan Region Recruitment of Complement Forces, (left) and Col. Raffaele Iubini, incoming Italian Base Commander at Camp Darby, stand at attention during the playing of National Anthems during the change of command ceremony Nov. 30 at the Camp Darby Community Club in which Col. Ilio Venuti relinquished his command.

"In these three years at Camp Darby, I had the opportunity to learn about deers, environmental protection, forest maintenance – really unusual for a soldier," Venuti said. "I know I couldn't have done it without your precious support."

Iubini was born in Viterbo in 1953. He joined the Army in 1973 and was commissioned a second lieutenant the same year. His first assignment was to the Folgore Airborne Brigade, Parachute School, Pisa, where he served as a rifle platoon leader and parachute instructor.

Recently he commanded the 183rd Parachute Regiment in Pistoia.

Iubini is married to the former Miriam Manfrini, currently working as a doctor at the Hospital of Pisa. (Photo by Chiara Mattiolo, USAG Livorno Public Affairs)



## The Outlook

Dec. 13, 2005 Vol. 38, Issue 49

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The Outlook is an unofficial publication authorized and provided by AR 360-1. All editorial content of the Outlook is prepared, edited, provided and approved by the U.S. Army Garrison Vicenza Public Affairs Office in Build-

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The Outlook is published weekly by the USAG Vicenza PAO, Unit 31401, Box 10, APO AE 09630. It is printed by Centro Stampa Editoriale SRL, Grisignano (VI) 0444-414-303.

Editorial publication is an authorized section for members of the U.S. Army overseas. Contents of the Outlook are not necessarily the official views of, or endorsed by, the U.S. government, Department of Defense, Department of the Army, Installation Management Agency-Europe, U.S. Army Garrison Vicenza or the U.S. Army Southern European Task Force.

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

Circulation is 2,500.



## Yard of the Month

The December Yard of the Month winner is Master Sgt. Gilberto Aviles and family, Headquarters Co, USAG Vicenza. Aviles receives a gift coupon book from AAFES, a \$25 dollar gift certificate from the Commissary and a \$50 dollar savings bond from AUSA. (Photo provided by SETAF)



# Foreign-born spouse develops skills, work with ACS

Story and photos by Laura Kreider  
Outlook Staff

Relocation may be a difficult time, away from home and friends, facing a different language and culture. It may be even more challenging for a foreign-born spouse of a deployed military servicemember.

All these factors did not frighten Elena Walker, a young Russian lady who arrived in Italy almost two years ago.

"It is my first time in Italy, and I like it here," said Walker.

After getting married while in Korea, she moved to Vicenza to follow her husband who was stationed here before he deployed to Iraq.

"As soon as I arrived, I took English as a Second Language on post because a friend of mine, another spouse, told me about the programs offered here," she explained.

In fact, Army Community Service offers ESL as one of the programs exclusively designed for foreign-born spouses.

The course, which is offered twice a week, is available throughout the year at ACS located

in the Davis Family Readiness Center.

"Within the Relocation Program we offer language classes," said Jolly Miller, Vicenza Relocation Program manager for ACS. "We offer English as a Second Language and of course Italian as a Second Language."

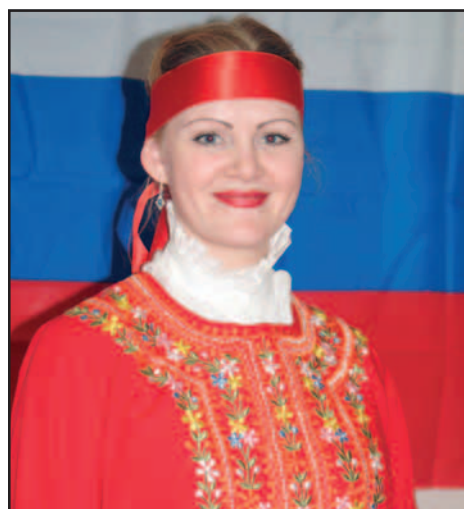
Walker, who is still taking English classes, improved her language skills to the point where she has started working at the ACS Reception Desk, where she helps other community members providing information.

"I answer the phone. I help people addressing them to different offices, and I give out information. Usually, a lot of people come and ask for directions, on post and off post as well.

"I am passing on what I have learned to somebody else," said Walker.

After spending almost two years in Vicenza, Walker also feels comfortable to travel in Italy because, she says, "there are so many old buildings, history and a different culture to experience.

"I love Venice. It's really beautiful. I have been there already maybe ten times, but I also



Walker in traditional dress during the Multicultural Fair held in February on post.

enjoy going to downtown Vicenza. I take the bus, or I just walk there.

"When I got here, I did not know anything about this base or other places. Now, I am passing what I have learned to somebody else. It is really a good feeling to be here and help other people to know this country and places around here," Walker said.

But her enthusiasm about meeting new cultures, both, the American and the Italian,

does not stop her from maintaining her cultural identity. This past February Walker was one of the participants in the Multicultural Fair held in several locations around Caserma Ederle.

According to Miller, who was the coordinator for Europe during the event, the day presented an opportunity for the ESL students to represent their country and share their cultural background with the community.

"I think it is such a great success story to have a student who has learned English so well, and not only for her, but also to help others," added Miller.

Miller is familiar with this type of situation because she also left her country [Italy] very young. She went to the states where she improved her English with ACS programs and developed her work career within ACS.

"I am a strong proponent of these classes because we do have a lot of foreign spouses in our community and this should be an incentive not to be fearful, not to be only within their groups," said Miller.

"For me, it's a pleasure to have foreign spouses who come and work here in ACS, because that is the spirit of Army Community Service: to serve the community, get help for ourselves and to be able to help others like Elena."



## New HSCC opens on Camp Darby

The Directorate of Public Works Environmental Management Office announces the opening of the new Hazardous Substance Control Center for service to the Camp Darby military community. The HSCC is located on the north end of Leghorn Depot, in Building 5164. The HSCC monitors hazardous materials and hazardous waste on the installation from procurement to disposal (cradle to grave) using a unique barcode tracking system – Hazardous Substance Management System. The HSMS tracks expiration dates, chemical contents, Material Safety Data Sheets, the location of the hazardous materials, as well as tracking hazardous waste generation and generating the DD1348-1As for waste disposal. Building 5164 also operates a hazardous material Reuse Center, which receives serviceable material no longer required by an activity and redistributes it on a free issue basis. For turn in of excess hazardous materials, disposal of hazardous waste, or answers to questions regarding hazardous substances, contact Ken Hamby or Kent Austin at 633-8074, cellular 347-084-2615 or via email: kenneth.hamby@darby.setaf.army.mil. (Photo provided by Ken Hamby)

## Proper storage of outpatient medical records a necessity

Provided by U.S. Army Health Clinic Vicenza  
Special to the Outlook

Your outpatient medical records, when properly maintained at a Department of Defense Military Treatment Facility (MTF), have significant medical and legal value for you, your primary care provider and DoD.

When properly stored, a medical record provides a chronological record of all health care received and can be used by your provider to communicate your specific health care needs with other providers. When stored at a DoD MTF, a medical record also can be used by DoD to make quality assurance evaluations and improvements, as well as to justify payments to third-party providers.

Here are some Q & As relating to storing your medical records:

**How secure are medical records stored at a MTF?**

The DoD implemented enhanced medical records safeguards similar to those used by civilian providers on Oct. 1, 2003, as part of its overall quality improvement plan. At a minimum, MTFs are required to maintain 95 percent availability of outpatient medical records at all times. Each MTF must establish and implement training programs to educate staff members regarding their responsibility for the custody and control of medical records. MTFs also must establish a medical record tracking and reporting system to deliver outpatient medical records to clinics for scheduled and walk-in appointments, which will help deter beneficiaries from hand-carrying their own outpatient records.

**What other safeguards have DoD MTFs implemented?**

DoD MTFs must conduct periodic medical record audits to identify the following: any outpatient record that is signed out to a medical provider or clinic for a set period of time; any outpatient medical record that is officially signed out to a provider or clinic but is late being returned; and, any outpatient medical record that has not been officially signed out that is missing from the MTF. MTFs also must have procedures in place to identify and ensure any loose paperwork has the necessary beneficiary identification information to ensure it is filed in a patient's outpatient medical record.

**As a result of the enhanced safeguards, will patients still be allowed to hand-carry their**

**outpatient records?**

By implementing these enhanced medical record safeguards, TRICARE beneficiaries may no longer hand-carry their outpatient medical records out of the MTF. At the end of the appointment, the outpatient medical record will be returned to the outpatient medical records section for storage at the MTF where care is received.

**Will patients be able to receive a copy of their outpatient medical record?**

Yes. Patients may request and receive a duplicate copy of their outpatient medical record free of charge.

**Are there privacy standards in place at DoD MTFs to protect patient privacy?**

Previously MTFs have always had privacy and confidentiality standards in place to limit the unauthorized access or disclosure of private patient information. Each DoD MTF has a designated privacy officer in place to ensure health care information remains private but available to patients, their provider and any other person designated in writing by the patient.

**Why should outpatient medical records be stored at DoD MTFs?**

If you are a TRICARE beneficiary hand-carrying your medical record, please note that by storing your medical record in the trunk of your car or having it stashed away in your desk, briefcase or home, you may jeopardize the quality of care DoD can provide for you. By storing your medical record at a DoD MTF, you are guaranteed to receive the quality care you earned as a TRICARE beneficiary.

**If you are currently hand-carrying your outpatient medical record, what should you do?**

Patients who currently hand-carry their medical records are asked to return them to their local MTF during their next scheduled appointment or visit at a DoD MTF. This will ensure the record is available to their provider and properly maintained.

**The best place to store your medical record is your local DoD MTF.**

For additional information regarding outpatient records and the enhanced safeguards DoD has in place to protect private health care information, contact your local patient administration division, MTF privacy officer or outpatient medical records office at your local DoD MTF.



# Out & About



By Dorothy Spagnuolo



## Italian Christmas cakes

You will find the food stores in Italy full of Christmas cakes, nowadays. Some can be found with chocolate, lemon, orange or some other fruit filling. But the traditional Italian usually chooses from two different varieties of Christmas cakes, which, to a casual observer, might seem quite similar.

The more famous of the two is *panettone*, though the other type, *pandoro*, is catching up in popularity.

The basic ingredients used in the cakes are similar: flour, eggs, yeast, sugar, and lots of butter.

However, *panettone* comes crammed with candid zest and plump sultanas and is covered by a distinct crust, while the spongier *pandoro* (golden bread) is lighter, paler in color, more delicate and, with its heavy mantel of confectioners' sugar, sweeter.

From a historical point of view, the only thing that is known for a fact about *pandoro* is that it was developed by master pastry chefs in Verona at the end of the 19th century, under the influence of Viennese bakers, and is still associated mainly with that city.

On the other hand, *panettone* is of Milanese origin, and there are several theories as to how it developed and got its name. One of the most popular legends is that it was invented by a baker called Antonio, who worked at the court of the Sforza family. He saved the day at an important banquet when the chef burnt the main dessert and he produced his offering made with the leftover dough. The guests loved it and it was promptly christened "Pan di Toni" (Tony's bread).

Both cakes should be brought up to room temperature before serving to allow that full flavor of the buttery dough to develop. Both can be served with a glass of Italian Spumante.

So, whichever one you choose, tuck in and enjoy a taste of Italian Christmas.

## Events in Vicenza and province

Dec. 17 there will be a living nativity starting at 5:30 p.m. from the city's S. Lorenzo cloister and going through the main streets of the *Vicenza* and *Piazza Biade*.

In the church in the town of *Ospedaletto* at 8:30 p.m., a concert titled *Buon Natale e Felice Anno Nuovo* will be performed by Vicenza's Friends of the Mountain Choir.

Dec. 18 in *Piazza San Lorenzo* at 4:30 p.m. *Fantasy in the Square* - This is for children to enjoy and at the same time there will be crafts making *Stelle Cadenti*, Falling Stars. In the church of San Francesco at 4 p.m. the Montebello Vicentino Choir Gramolon will sing Christmas songs directed by Giuseppe Brunello.

Dec. 19 see

Vicenza's Civil Protection at 5:30 p.m. giving hot chocolate and panettone to children downtown. At 8:30 p.m. Goran Bregovic and the Weddings and Funerals Band will perform in Vicenza's exhibition hall. Tickets are required to see this show.

In the Saveriani missionary institute, on *Viale Trento 119*, the fathers have put on display of over 500 nativity scenes collected from 60 countries around the world to include South America, Africa and the Middle East.

Many of the nativities can be purchased with the proceedings going to a project in Bangladesh. Open weekdays 9 a.m.-noon and on the weekends open in the afternoon from 3-7 p.m. until Jan. 6.

## Markets in Vicenza

Over 13,000 light will be lighting up *Giardini Salvi* were this market with 22 chalets will be selling food produce and items typical to the Trentino area. Open weekdays 2-8:30 p.m. and weekends 10 a.m.-10:30 p.m. through Dec. 24.

*Piazza Castelli* will have booths selling handicraft items Dec. 16-24.

Main squares in Vicenza will have Christmas booths set up Dec. 17-18.

In *Piazza Duomo* Dec. 17-24 from 10 a.m.-6 p.m. there will be a collection of food items for the underprivileged in Vicenza sponsored by the Civil Protection.

On *Corso Fogazzaro* there will be a Christmas market on Dec. 18.

**Lonigo:** In this town 10 chalets are set up selling seasonal items, open weekdays 3:30-7:30 p.m. and on the weekends also open in the morning 9:30 a.m.-12:30 p.m. Closed on Mondays. On Dec. 17 from 3 p.m. find Santa Claus and clowns on the streets of the town and Dec. 18 at 3 p.m. Santa Claus' train will take the young and old alike on a free tour of the town. Rides for children can be found in *Piazza Garibaldi*.

## Seasonal events in Verona and Venice

**Verona:** The city is organizing their Christmas market to be held on *Via Roma-Via Mazzini* Dec. 16-24 from 9 a.m.-7 p.m.

Visit the nativity scenes in the *Arena* with over 400 scenes. Open daily from 9 a.m.-8 p.m. until Jan. 22 with an entrance fee of 7 euro.

A short distance from there is another nativity exhibition on *Via Faliero*. This is the 15th edition of the international exhibition of nativity scenes by artistic artisans. On display are more than 90 scenes, which are divided into four sections: traditional, artistic, original and three-dimensional.

Open weekends 9 a.m.-noon and 2:30-7 p.m. There is no entrance fee. For directions, go to the Web Site: [www.presepiverona.it](http://www.presepiverona.it), in Italian only, click on "qui" under Opuscolo 2005-2006.

**Venice:** *Campo S. Stefano Square* will have more than 30 miniature wooden Alpine stalls are set up in the historic square near the *Accademia* and the *Palazzo Grassi*.

The goods on sale include typical hand-made Venetian products such as glass, lace, paper, soap and perfumes, toys, cribs, frames and leather objects. There is, of course,

the *Campiello dei Golosi* which is for connoisseurs of food and drink. This is a large area inside the market where traders and producers from all over Italy sell gastronomic products representing the various regions.

Accompanying the market are a series of concerts in the square and on Dec. 17 at 5 p.m. enjoy listening to *B-Woops blues band*, together with numerous activities designed to entertain younger visitors. The market is open each day from 10:30 a.m. to 7:30 p.m. through Dec. 24.

## The Keith Haring show in Milan

Considered one of the most important exhibitions of contemporary art and the most important ever dedicated to the American artist, Keith Haring, *La Triennale* in Milan, located on *Viale Emilio Alemagna*, has 100 paintings, 40 drawings, many sculptures and 600 documentary photographs on display, including his "subway drawings" done between 1980-85. Open everyday 10:30 a.m.-8:30 p.m. but closed on Mondays until Jan. 29. Entrance fee is 8 euro.

## Olive Oil museum

The *Oil Museum*, an old mill at the *Cisano del Gardo* oil-processing center, with its classic wheel and water-driven paddles, is an eye-catching symbol of oil production and rural craftsmanship at the dawn of the industrial age.

The unusual museum demonstrates the production system used for more than a millennium by rural people in the area. The display looks at the technology used in the *Lake Garda* area until the beginning of the 1900's, when mechanization was applied in the industry. For years, lever presses that involved hard manual labor were used to process olive oil in settlements like *Bardolino*, *Paderno* and *Cisano*. The pieces on display, almost all of them in wood, are very rare and reflect technology that was handed down from craftsman to craftsman, undergoing occasional changes at the hands of an inventive soul. They include the old lever press, whose technology had already been used by the ancient Egyptians. It was a very rough system, yet it managed to take full advantage of the laws of physics to get the job done. Also on display are examples of animal-drawn stone ploughs for crushing, branch crushers, which were the result of further development, and tools and furnishings for the oil mill.

One especially interesting piece is the old mill from the 19th century, rebuilt and still functioning, with the hydraulic wheel that moves the millstone towards a series of wooden cogwheels.

Visitors can taste and buy a selection of locally-produced, extra-virgin olive oil under the museum brand name, in addition to a range of related products, like aromatic oil, balsamic vinegar, pesto sauce, oil-packed foods and olives.

There is also a wine cellar from which the best *Garda-area* wines can be purchased. Open Monday-Saturday 9 a.m.-12:30 p.m. and 2:30-7 p.m., Sunday open only in the morning. [www.museodellolio.com](http://www.museodellolio.com) is their Web site for information.

# Now Showing

## Caserma Ederle Theater

Dec. 13	Closed	
Dec. 14	Flight Plan (PG-13)	7 p.m.
Dec. 15	Exorcism of Emily Rose (PG-13)	7 p.m.
Dec. 16	Dreamer: Inspired by a True Story (PG)	7 p.m.
	Serenity (PG-13)	10 p.m.
Dec. 17	Dreamer: Inspired by a True Story (PG)	4 p.m.
	An Unfinished Life (PG-13)	7 p.m.
	Serenity (PG-13)	9:30 p.m.
Dec. 18	The Greatest Game Ever Played (PG-13)	4 p.m.
	An Unfinished Life (PG-13)	7 p.m.
Dec. 19	Closed	

## Camp Darby Theater

Dec. 15	Two for the Money (R)	7 p.m.
Dec. 16	An Unfinished Life (PG-13)	6 p.m.
Dec. 17	North Country (R)	6 p.m.
Dec. 18	Into the Blue (PG-13)	2 p.m.

## Movie Synopsis

**DREAMER: INSPIRED BY A TRUE STORY** - *Kurt Russell, Dakota Fanning* - Ben was once a great horseman, whose gifts as a trainer were now being wasted on making other men's fortunes. Sonya was a great horse whose promising future on the racetrack was suddenly cut short by a career-ending broken leg. Considered as good as dead to her owner, who also happens to be Ben's boss, Sonya is given to Ben as severance pay, along with his walking papers. Now, it will take the unwavering faith and determination of Ben's young daughter, Cale, to bring these two damaged souls together in a quest for a seemingly impossible goal: to win the Breeders' Cup Classic.

**AN UNFINISHED LIFE** - *Robert Redford, Morgan Freeman* - Still in shock from his only son's death a decade ago, Einar has let his ranch fall into ruin along with his marriage. Now, Einar spends his days caring only for his hired handyman and last trusted friend, Mitch, who was gravely injured in an encounter with a grizzly bear. Einar intends to live out his days in this heartbroken solitude...until the very person he blames for his son's accident comes to town: his daughter-in-law Jean.

**SERENITY** - *Nathan Fillian, Alan Tudyk* - Captain Malcolm Reynolds, a hardened veteran on the losing side of a galactic civil war, now ekes out a living pulling off small crimes and transport-for-hire aboard his ship, *Serenity*. He leads a small, eclectic crew who are the closest thing he has left to family - squabbling, insubordinate and undyingly loyal. When Mal takes on two new passengers - a young doctor and his unstable, telepathic sister - he gets much more than he bargained for.

Admission: Adults age 12 and over \$4, children \$2.

The Ederle Theatre box office opens one hour prior to show time. Tickets to blockbuster shows are presold at Baskin Robbins.

# Adopt a Pet

The Veterinarian Clinic has a cat up for adoption.

It is a grey and white 6-month-old male kitten. He is very friendly and gets along with other cats and also dogs. The \$35 adoption fee covers Leukemia testing, neutering, microchipping, and the rabies vaccination as well as a series of three respiratory vaccines.

People interested in adopting this kitten can call the vet clinic at 635-4841 or 0444-71-4841.



## Donations for local animal shelter

Are you an animal lover? Have you ever wanted to help abused and abandoned animals in some way, but never knew how? Here is your chance to contribute to a local animal shelter in Marola. A collection is being taken of old blankets and linens, wool sweaters/garments, cat and dog food, plastic gloves, bleach/disinfectant, trash bags, and paper towels.

Please call Gisella at 0444-718833 or Carol Kabonick at 0444-717072 for a drop-off point. Thanks in advance from your local furry friends.





## Melodies for the Holidays

The Vicenza Intermediate and Advanced Bands perform "Two Joyous Chorales" by Johann S. Bach, arranged by Anne McGinty, at the Vicenza High School concert held at the VHS Gym Dec. 7. The concert, *Melodies for the Holidays*, directed by VHS Music Director Geri Shimabukuro featured the intermediate and advanced bands, the high school and middle school chorus, a sax trio, a string ensemble and some vocal solos. (Photo by Laura Kreider, Outlook Staff)

## HOLIDAY HOURS

**Dec. 26 and Jan. 2 are Federal Holidays. Most offices will be closed.**

### Vicenza

**MWR Facilities**

**FITNESS CENTERS**  
 Dec. 24: 11 a.m.-5 p.m.  
 Dec. 25: Closed  
 Dec. 26: 11 a.m.-5 p.m.  
 Dec. 31: 11 a.m.-5 p.m.  
 Jan. 1: Closed  
 Jan. 2: 11 a.m.-5 p.m.

**POST POOL**  
 Dec. 24: 11 a.m.-5 p.m.  
 Dec. 25: Closed  
 Dec. 26: 11 a.m.-5 p.m.  
 Dec. 31: 11 a.m.-5 p.m.  
 Jan. 1: Closed  
 Jan. 2: 11 a.m.-5 p.m.

**LIBRARY**  
 Dec. 24: 10 a.m.-6 p.m.  
 Dec. 25-26: Closed  
 Dec. 31: 10 a.m.-6 p.m.  
 Jan. 1-2: Closed

**OUTDOOR RECREATION**  
 Dec. 24: noon-8 p.m.  
 Dec. 25: Closed  
 Dec. 26: noon-8 p.m.  
 Dec. 31: noon-8 p.m.  
 Jan. 1: Closed  
 Jan. 2: noon-8 p.m.

**BOWLING CENTER:**  
 Dec. 24: 3:30-7 p.m.  
 Dec. 25: Closed  
 Dec. 26: 3:30-7 p.m.  
 Dec. 31: 3:30-7 p.m.  
 Jan. 1: Closed  
 Jan. 2: 3:30-7 p.m.

**JOE DUGANS**  
 Dec. 24: 8-10 a.m.  
 Dec. 25: 10 a.m.-4 p.m.  
 Dec. 26: 7-9 a.m.  
 11:30 a.m.-2 p.m.  
 5-10 p.m.  
 Dec. 31: 8-10 a.m.  
 8 p.m.-1 a.m.

**Jan. 1: 10 a.m.-4 p.m.**  
**Jan. 2: 7-9 a.m.**  
 11:30 a.m.-2 p.m.  
 5-10 p.m.

**CLUB VENETO**  
 Dec. 24-26: Closed  
 Dec. 31: 8 p.m.-4 a.m.  
 Jan. 1-2: Closed

**EDERLE INN**  
 Open 24 hours a day  
 The following MWR facilities will be closed Dec. 24-26 and Dec. 31-Jan 2:  
**ARTS & CRAFTS, AUTO SKILLS, MWR MOTOR POOL, SOLDIERS THEATRE, BOSS, INFORMATION TOURS AND RECREATION, ARMY COMMUNITY SERVICES, CHILD DEVELOPMENT CENTER, CHILD AND YOUTH SERVICES AND SCHOOL AGE SERVICES.**

**COMMISSARY**  
 Dec. 19: 10 a.m.-5 p.m.  
 Dec. 24: 10 a.m.-4 p.m.  
 Dec. 25: Closed  
 Jan. 1: Closed

**AAFES MAIN STORE**  
 9 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: 10 a.m.-6 p.m.  
 Dec. 31: 10 a.m.-6 p.m.  
 Jan. 1: 10 a.m.-6 p.m.

**SHOPPETTE**  
 Dec. 24: 6:30 a.m.-10 p.m.  
 Dec. 25: 11 a.m.-5 p.m.  
 Dec. 26: 6:30 a.m.-10 p.m.  
 Dec. 31: 6:30 a.m.-10 p.m.  
 Jan. 1: 6:30 a.m.-10 p.m.

**VILLAGGIO SHOPPETTE**  
 Dec. 24: 11 a.m.-7 p.m.  
 Dec. 25: Closed  
 Dec. 26: 11 a.m.-7 p.m.  
 Dec. 31: 11 a.m.-7 p.m.  
 Jan. 1: 11 a.m.-7 p.m.

**BURGER KING**  
 Dec. 24: 7 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: 6:30 a.m.-10 p.m.  
 Dec. 31: 7 a.m.-6 p.m.  
 Jan. 1: 8 a.m.-8 p.m.

**TACO BELL**  
 Dec. 24: 11 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: 11 a.m.-6 p.m.  
 Dec. 31: 10 a.m.-6 p.m.  
 Jan. 1: Closed

**POPEYE'S**  
 Dec. 24: 10 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: Closed  
 Dec. 31: 10 a.m.-6 p.m.  
 Jan. 1: 10 a.m.-6 p.m.

**CHARLEY'S**  
 Dec. 24: 11 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: Closed  
 Dec. 31: 11 a.m.-6 p.m.  
 Jan. 1: Closed

**SUBWAY**  
 Dec. 24: 10 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: 11 a.m.-6 p.m.  
 Dec. 31: 11 a.m.-8 p.m.  
 Jan. 1: 11 a.m.-8 p.m.

**CINNABON**  
 Dec. 24: 10 a.m.-4:30 p.m.  
 Dec. 25: Closed  
 Dec. 26: 9:30 a.m.-4:30 p.m.  
 Dec. 31: 10 a.m.-4:30 p.m.  
 Jan. 1: 10 a.m.-6 p.m.

**ANTHONY'S PIZZA**  
 Dec. 24: 11 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: 11 a.m.-6 p.m.  
 Dec. 31: 11 a.m.-6 p.m.  
 Jan. 1: 10 a.m.-6 p.m.

**Health Clinic**  
 Dec. 16: 8-11 a.m. (Clinic Christmas Party)  
 Dec. 17: 8 a.m.-4 p.m.  
 Dec. 18: Closed  
 Dec. 22: 8 a.m.-8 p.m.  
 Dec. 23: Closed  
 Dec. 24: 8 a.m.-noon  
 Dec. 25-26: Closed  
 Dec. 29: 8 a.m.-8 p.m.  
 Dec. 30: Closed  
 Dec. 31: 8 a.m.-noon  
 Jan. 1-2: Closed

There will be no "Sick Call" during this time. Patients should call 634-7484 (or 0444-71-7484) for a same-day appointments.

For urgent concerns when the clinic is closed, or for medical emergencies at any time, you may go directly to the San Bortolo Hospital Emergency Room (you may contact the Patient Liaisons at 0444-75-3300 or 0444-928166).



Patient requesting an ambulance should call 0444-71-7114 from off-post, or 114 from any DSN phone on post.

Expectant mothers should call the Benincaso Pavillion at 634-6667, or commercial 0444-71-6667, for questions/concerns regarding their pregnancy.

**Dental Clinic**  
 Dec. 23: Closed  
 Dec. 26: Closed  
 Dec. 30: Closed  
 Jan. 2: Closed  
 All other days will be regular clinic hours 7:15 a.m.-4:15 p.m.

### Livorno

**MWR Facilities FITNESS CENTERS**  
 Dec. 23: 5:30 a.m.-5 p.m.  
 Dec. 24: 9 a.m.-5 p.m.  
 Dec. 25: Closed  
 Dec. 26: Closed  
 Dec. 31: 9 a.m.-5 p.m.  
 Jan. 1: Closed  
 Jan. 2: Closed

**LIBRARY**  
 Dec. 24: 11 a.m.-5 p.m.  
 Dec. 25-26: Closed  
 Dec. 31: 11 a.m.-5 p.m.  
 Jan. 1-2: Closed

**AUTO SKILLS**  
 Dec. 24: 8 a.m.-noon  
 Dec. 25-26: Closed  
 Dec. 31: 8 a.m.-5 p.m.  
 Jan. 1-2: Closed

**OUTDOOR RECREATION**  
 Dec. 25-26: Closed  
 Jan. 1-2: Closed

**COMMUNITY CLUB**  
 Dec. 24: 5-10 p.m.  
 Dec. 25-26: Closed

Dec. 31: 5-10 p.m.  
 Jan. 1-2: Closed  
 The following MWR facilities will be closed Dec. 24-26 and Dec. 31-Jan 2:  
 ACS, CDC, SAS, and YS

**COMMISSARY**  
 Dec. 19: 10 a.m.-6 p.m.  
 Dec. 25: Closed  
 Jan. 1: Closed  
 Jan 6: 10 a.m.-6 p.m.

**AAFES LIVORNO MAIN STORE**  
 Dec. 24: 10 a.m.-6 p.m.  
 Dec. 25: Closed  
 Dec. 26: Closed  
 Dec. 31: 10 a.m.-6 p.m.  
 Jan. 1: Closed

**LIVORNO SHOPPETTE**  
 Dec. 24: 9 a.m.-6 p.m.  
 Dec. 25: 10 a.m.-5 p.m.  
 Dec. 26: 9 a.m.-6 p.m.  
 Dec. 31: 9 a.m.-6 p.m.  
 Jan. 1: 10 a.m.-6 p.m.

