



Force Protection



Current FPCON: Alpha
Threat Level: Low

**"6-5...
IN THE FIGHT!"
FY 2012**

 27
SORTIES

660
LODGED 

 149K
gallons
FUEL ISSUED

In a real-world emergency, call the Public Affairs Straight Talk Line, **535-3542**.

Don't drink and drive; call LADD: 295 57 LADD

Appointment:

Base: 535-3261

Off base: 295-573-261

Emergency:

Base: 911

Off base: 295-571-911

Weekend

Weather Forecast (Lajes Weather Flight)

Saturday (a.m. / p.m.)

Partly Cloudy

Wind NE 15 - 25 mph

NE 20 - 30 mph

High 70F / Low 64F

Sunday (a.m. / p.m.)

Mostly Cloudy/Rainshowers

Wind NE 20 - 30 mph

N 25 - 35 mph

High 70F / Low 64F

CFC kicks off!



Col. Rivera, 65th Air Base Wing commander, and Chief Master Sgt. Curtis Storms, 65th ABW command chief, fill out their contribution forms for the Combined Federal Campaign, as the wing CFC representative Capt. Rui Amaral, 65th Communications Squadron, looks on. (Photo by Lucas Silva)

By Staff Sgt. Olufemi Owolabi
65th Air Base Wing Public Affairs

The Combined Federal Campaign kicked off at Lajes and the wing leadership led the way with their donations. Col. Jose Rivera, 65th Air Base Wing commander, and Chief Master Sgt. Curtis Storms, 65th ABW command chief, set the example when they both filled out their CFC contribution forms here Oct 6, 2011.

The CFC promotes and supports philanthropy through a program that is employee-focused, cost-efficient, and effective in providing all federal employees the opportunity to improve the quality of life for all.

According to this year's CFC coordinator and representative, Capt. Rui Amaral, 65th Communications Squadron, this particular CFC is special since it commemorates the 50th anniversary of the Combined Federal Campaign.

"Lajes was the leading contributor per capita in 2010," said Amaral. "Last year the base had a 70 percent pledge rate, blowing away all other bases in USAFE (United States Air Forces in Europe) by as much as 40 percent. This shows the rest of the Air Force community that Lajes

is not only in the 'Fight' but in the 'CFC' as well!"

CFC is the world's largest annual workplace charity campaign, with more than 200 CFC campaigns throughout the United States and internationally helping to raise millions of dollars each year.

Pledges made by federal civilian, postal and military donors during the campaign season support eligible non-profit organizations that provide health and human service benefits throughout the world.

Last year Lajes contributed more than \$78,000. This year's goal is \$80,000.

"I have no doubt (we can meet this year's goal)," said Amaral. "Lajes is a tight-knit family and very goal-oriented, making it the ideal base for CFC. Lajes' goals are simple and obtainable; we want every servicemember and eligible civilian to donate and be aware that the CFC campaign is open."

One of Lajes' goals is to obtain 100 percent contact with all possible contributors from every unit on base. "We want to reach our goal of \$80K for this year and keep our title of being USAFE's number one CFC contributor," Amaral said.



Communication: Easier said than done

By Master Sgt. Elliot Weir
729th Air Mobility Squadron



Communication is the key to any successful relationship. In the Air Force, communication is imperative to the success of both the individual and the mission. Encarta dictionary defines communication as "the exchange of information between people, e.g. by means of speaking, writing, or using a common system of signs or behavior." With that being said, communication sounds very simple right? You communicate, I receive...I communicate, you receive. Unfortunately this simple exchange is sometimes very hard to do. Time and time again as I listen to Airmen, NCOs, SNCOs, and my civilian friends, communication seems to be the center point of the issues they are facing.

Communication involves three key elements: The sender, the message, and the receiver. Once other factors begin to intertwine with those key parts, the message can become distorted or in contrast, more enhanced. The factors that sometime interfere with the message include personal feelings about the sender or receiver, the way the message was communicated, and the overall feeling of the message to name a few. The key is to focus on the main elements and adjust the communication process accordingly. Let's look at some common

mistakes and ways to overcome them.

First let's explore how personal feelings play a role in communication. Sometimes people judge the message before it was even communicated based on their personal feelings of the sender. I tell many people to judge the content of the message rather the character of the person in most cases. If you have a personal disdain for the sender, chances are you will have that same feeling towards the message. In other words, put your personal feelings aside. You might miss out on some valuable information.

I've been told by some people close to me, "Elliott, it's written all over your face." In other words, people have received the message or misconstrued the message based on my facial or body expressions. It's important that you know yourself and the message your expressions convey before you relay the message. Some people say the nicest things with the meanest looks while others say the meanest things with a look of compassion. To avoid this, ask yourself: do my hands, eyes, body, posture, and projection relay the message that I want to express? You don't have to change yourself completely but the key is to be aware and make the necessary adjustments.

The last and most common communication obstacle is the message itself. Sometimes we

To read more on "Easier" see page 4

Commander's Action Line

535-4240

65abw.actionline@lajes.af.mil

The Commander's Action Line is your link to the commander for suggestions, kudos and as a way to work problems or issues within the 65th Air Base Wing for which you can't find another solution.

Your chain of command should always be your first option — but when that's not the answer, call or e-mail the Commander's Action Line at 535-4240 or 65abw.actionline@lajes.af.mil.



Col. Jose Rivera
Commander, 65th Air Base Wing

Meet the 65th Medical Support Squadron Commander Lt. Col. Zoya Lee-Zerkel

What motivated you to join the Air Force?

The call to public service and the opportunity to become part of a world-class organization.

What were your previous assignments?

We've spent the last five years in Germany; Ramstein (USAFE/Surgeon General) and Landstuhl (Tri-Service Medical Center)

Your Hometown? Maui, Hawaii.

Who's in your immediate family?

My husband Kyle and three sons--Dylan, Kyle Oliver and Noah.

What was your method of commission?

Direct commission; I was recruited out of my Master of Business Administration program.

What is one interesting thing for people to know about the 65 MDSS?

The Medical Support Squadron is like a mini Mission Support Group; our area of responsibility includes medical logistics/readiness (LRS), information systems (CS), facility management/clinical engineering (CE), resource management/contracting (CONF and Finance), personnel administration (FSS) and the medical-specific functions of TRICARE operations, Laboratory, Pharmacy and Radiology.

What is one of your Air Force career highlights?

My two years at LRMCC serving the wounded warriors transitioning back from the AOR.

How would you say Lajes differs from other bases you've been assigned?

I'm from the island of Maui and served two years at Andersen AFB, Guam, so the living situation is very familiar; the difference would be in the wing--the leadership, energy and camaraderie are second to none!

What's one piece of advice you could give to young Airmen?

Enjoy yourself, treasure your experiences, appreciate the opportunities given to you - and be grateful.



The 65th Air Base Wing Public Affairs staff prepares all editorial content in the Crossroads.

The Public Affairs Office (Unit 7710, APO, AE 09720) is located in Bldg. T-100, Room 240.

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All photographs are Air Force photographs unless otherwise indicated.

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Reflections from South Africa

By 1st Lt. Mara Title

65th Air Base Wing Public Affairs

It's not often that a work assignment causes you to pause, take stock in your life and wonder why you're placed somewhere different, than say a woman in South Africa—a woman who never had the opportunity to be an American. An Airman.

No, it doesn't happen often, but it happened to me. The 2011 Air Show and Lifestyle Expo at Waterkloof Air Force Base was the catalyst for bringing together more than 90 U.S. Air Force active duty, Reserve and National Guard members in Pretoria, South Africa. As one of two public affairs officers on this trip, it was my job to oversee the stories, photos and videos depicting our Air Force involvement, as well as coordinating with any media wanting to interview our Airmen.

Along with aerial demonstrations and static aircraft displays, one of the main attractions at the air show was our very own United States Air Forces in Europe band, "Touch 'n Go." Their music ranges from current hits by Lady Gaga and Katy Perry to classics by Journey and Louis Armstrong. The crowd cheered and numerous people asked the security guard if they could take a picture or get an autograph with the band. After having seen them also perform and give tutorials for high school and college students four hours south of Pretoria in the city, Bloemfontein, I felt very honored to serve alongside such incredible stewards of the Air Force.



1st Lt. Mara Title, 65th Air Base Wing Public Affairs, met with students attending a concert by the United States Air Forces in Europe Band "Touch 'n Go" at Navalsig High School in Bloemfontein, South Africa. The band also performed at the University of the Free State as well as the 2011 Air Show and Lifestyle Expo at Waterkloof Air Force Base in Centurion, South Africa. (Courtesy photo)

And then I felt a tap on my shoulder.

"Hello, excuse me, but would you be willing to take a picture with me?" said a middle-aged woman. "I always wanted to join the Army, but women have a lot more choices where you are," she said.

I took a few minutes to pose for a picture and answer a few questions, but my mind was swirling over her comment. Perhaps it was also the way she was looking at me—seemingly half-way envious, yet proud. Over the course of the day, two mothers asked if I would take pictures with their daughters. Since I enlisted in the Air Force in 2009, I've had many people thank me for my service, but this time I couldn't help but feel slightly guilty for the opportunities I've had at

my fingertips—opportunities I never had to earn.

Prior to heading back to Ramstein Air Base, Germany, the members of "Touch 'n Go" were to provide feedback to students preparing for a local marching band competition, and also perform their last concert. Down a forgotten dirt road, our convoy of vans and trucks turned onto the grounds of a private residence. As we exited our vehicles, echoes of tapping drums and steady horns greeted us. To our left was a one-story house with a few elderly people standing in their nightgowns. I was a little confused, but wanted to venture out to hear the students before I made sense of where exactly we were.

The abrupt sound of the horns tapped the air as the young instructor motioned his students. He seemed just as young as the female drum teacher, and between the two of them, there were at least 60 students. I watched and listened to him give detailed coaching in Afrikaans, and tried to get the best view in my camera.

Then I strolled over to the dancing silhouettes, and watched the students moving gracefully.

"Where did you get your teaching experience?" I asked the young female instructor.

"I was once a student in this school, and after I finished the training, was ready to teach," she said.

Although the instructors seemed very young, they were disciplined. They didn't seem much older than the students themselves. Once

"Touch 'n Go" finished setting up the equipment, it was time for their last performance. As I listened to the first few notes, I glanced over and saw the same elderly people in their nightgowns standing on the side. Then I noticed next to them were people of various ages who had special needs, smiling and nodding their heads in approval. And then I saw a young boy, about 14, staring off in the distance as he sat in a wheelchair with two attendants behind him.

I felt compelled to go over and say hello. When I walked up, I put out my hand, and he took it and smiled real wide. I asked him if he liked the music, and he slowly said he did very much. I left, and as I stood watching the children dance to the music, my eyes started to water.

To read more on "South Africa" see page 4

Your beneficiary service representative and TOPA team

By Maj. Miguel Guevara
TOPA Flight commander

The purpose of the September activities was to help you understand how to make your health benefits work for you. It was our opportunity at the end of a busy Permanent Change of Station season to ensure our beneficiaries are well informed about their health benefits and know how to access them when needed.

The BSR (Beneficiary Service Representative) provides education to beneficiaries, and enhances understanding of TRICARE programs. This is accomplished by assisting eligible beneficiaries on entitlements for medical and dental care in the clinic. If you have questions on TRICARE Programs, the BSR is ready to assist with your in-processing, portability transfers, retirement, separation and one-on-one consultations to make sure you tour at Lajes is hassle free.

The TOPA (TRICARE Operations and Patient Administration) team is responsible to assist you with beneficiary support in the following areas: Appointment line functions, Referral Management Center and Patient Travel operations, Patient Liaisons and Beneficiary Counseling Assistance Coordinator/Debt Counseling Assistance Coordinator

services. We work together and collaborate with clinical staff to ensure beneficiaries receive the highest level of care at the right time. We hope this information is valuable to you. It has been my pleasure introducing the TOPA Flight to Team Lajes. Please know that we are poised to support you whenever you need us!

Please contact the following personnel to receive information on any of your health benefits:

- Maj. Miguel Guevara- TOPA Flight Commander, 535-3013
- Tech. Sgt. Deanne Jackson- TOPA Flight NCOIC, 535-3017
- Staff Sgt. Junna Faye Pagan- Outpatient Records Supervisor, 535-6729
- Airman Krista Kolas- Outpatient Records Technician, 535-6729
- Elia Abreu-Referral Management and Patient Travel, 535-1506
- Ana Lemos- Referral Management and Patient Travel, 535-3615
- Steve Palmer- BSR, 535-2262
- Fatima Almeida-BCAC/DCAO, 535-6843
- Adilia Raulino-Patient Liaison Service, 535-4295
- Maria Mendes-Patient Liaison Service, 535-4295
- Flavia Azevedo-Patient Liaison Service, 535-4295



"Easier" from page 2

just don't want to hear it. This is when the receiver has to put their feelings about the message aside and consider the ramifications of ignoring or rejecting it. Will your actions affect the mission, yourself, or others? A way to overcome this is by looking at the positive side of the message. Not everything that's expressed to us is beneficial or will be manifested overnight, but many times the end result is what's important.

"South Africa" from page 3

I thought about when I first enlisted in the Air Force and the places I saw as a broadcaster—Germany, Bosnia, Ghana, Amsterdam, the United Kingdom--and here this boy was living in a far-off house, with no other residents his age, and the inability to move and dance like the other children. I still get emotional when I think about it.

As I mull over the course of my trip, I'm humbled. I've worked hard in my life to be in the Air Force and to be part of an extraordinary team with an incredible mission, but I've also been very fortunate. I could

My communication skills have grown since I was a young Airman. I can contribute much of this to being a father. As I learned the importance of being non-judgmental, displaying proper expressions commensurate with the message, and the overall goal of the message, I've flourished in my communication skills. Please take some time when facing communication issues and think about some ways you can overcome them. The next time someone asks "can you hear me now?" You can reply, "Loud and clear with complete understanding!"

have been that woman who lived in a different country and a different time where women didn't have the same opportunities, and I also could've been just like that boy who will live his life in a wheelchair. I don't know why certain things happen, but I'm extremely thankful to have the opportunities to travel to different parts of the world with the Air Force, and gain a deeper perspective of other cultures and ways of life. The more I travel, the more I realize I don't know--but I do know one thing...I'm proud to be an American Airman.

Teens with a mission

By Terceira Girl Scouts of America

The Girl Scout Silver Award has a short but enduring history. The Silver Award was first introduced in 1980 as "You Make the Difference." It replaced several of the more vintage awards, such as the Golden Eaglet of Merit, the Golden Eagle, First Class, and the Curved Bar. Even with all the changes, it has the same meaning: girls working to benefit their communities through skills development, leadership, service, and career exploration.

Two young ladies from Lajes have worked diligently to succeed in this area. Madison Bruns and Kallista Scharf made it their mission to help one of the local orphanages. Madison is the daughter of Col. Arch Bruns, 65th Mission Support Group commander, while Kallista is the daughter of Lt. Col. David Scharf, 65th Civil Engineer Squadron commander. The girls entered this project thinking it would mean collecting and delivering food, clothing, or toys. They never imagined how blessed the local facilities already were from the kindness and generosity of Team Lajes. The local facilities were really not lacking in these areas. What the orphanages needed would be much bigger and a bit more expensive.

The girls contacted the superintendent for a local home that houses girls their own age. He explained to the girls that their true dream would be to receive a washing machine for their one home. In addition, he told the girls there were two other homes that also could use machines--IF it was a possibility. Madison and Kallista were determined to do what

was needed for the facilities and fulfill the intent of the Silver Project.

Madison and Kallista tackled this mission head-on. They made an AFN commercial and distributed flyers around the base informing the Lajes family about their quest for washing machines and/or funds to acquire them. They also shared their project with family back in the States hoping to gain support from them.

Well, Team Lajes and the girls' families back home really came through for the orphanages! As the money started pouring in, the girls realized they had enough for one and a half machines and were determined to at least raise enough to purchase two machines. At that point, the Lajes High School Class of 2011 decided to generously donate their remaining funds to this project--and it was enough to allow the girls to now purchase all three machines needed for the local facilities!

Three washing machines were delivered to local homes on Oct. 1, 2011, to the overwhelming joy of the residents! The residents of the orphanage welcomed Madison and Kallista as if there were no language barriers and proudly showed them their homes and rooms. All girls walked away with a new sense of pure bliss from giving. Madison and Kallista received their Girl Scout Silver Awards at a ceremony held at the Chapel later that evening.

Thank you Team Lajes and, especially, the Lajes High School Class of 2011! Your generosity and caring hearts enabled two young girls to fulfill a need in our local community that will, in turn, empower many other teens to become more independent.

LAJES WARRIORS OF THE WEEK



Name: William T. Fierro
Rank: Airman 1st Class
Unit: 65th Security Forces Squadron
Hometown: Fairbanks, Alaska
Duty Title: 65th SFS Patrolman
Accomplishments: Airman Fierro is a hard charger. He arrived in February from Lackland Air Force Base, Texas. He works in the operations section and patrols the installation to include military housing and the joint flightline.

He was recently recognized by the wing commander for scoring an "Outstanding" 94 percent on his career development course test and earned the title "Exceptionally Well Qualified" for scoring a 98 percent on his patrolman evaluation. His can-do-attitude earned accolades from the Inspector General's team during the combined Operational Readiness Inspection/Unit Compliant Inspection and directly led to the unit achieving an "Excellent" rating.



Name: Maria de Fátima B. de Oliveira
Rank: LGS-07
Unit: 65th Security Forces Squadron
Hometown: São Sebastião, Terceira
Duty Title: Language Specialist
Accomplishments: Sra. Oliveira is one of the 65th Security Forces Language specialists. One of her duties as a translator involves providing written and verbal translations. Among the translations are statements of person-

nel involved in police-related issues, citations, joint blotter, and police reports. For the past 25 years she has provided excellent service for 65th SFS and the Lajes Field community in general. She responds to incidents and accidents on and off base involving Portuguese and American nationals, providing clear and efficient translations. Sra. Oliveira also assists personnel in court and other police matters.



"6-5...IN THE FIGHT!"

Feature



Kallista Scharf (middle, left) and Madison Bruns (middle, right) receive the Girl Scout Silver Award in a ceremony at the base chapel Oct. 1. Also in the picture are (far left) Yelida Kates and (far right) Romi Newman. Madison is the daughter of Col. Arch Bruns, 65th Mission Support Group commander, while Kallista is the daughter of Lt. Col. David Scharf, 65th Civil Engineer Squadron commander. (Courtesy photo)



Staff Sgt. Elizabeth Scheid, 65th Operations Support Squadron, picks up bird remains from a C-17 Globemaster after an aircraft incident at Lajes Field, Azores, September, 2011. (Photo by Lucas Silva)

**100% on
AF PT
test**



Tech. Sgt. Casey J. McKinney, 65th Logistics Readiness Squadron refueling maintenance element, performs push ups during a physical training exercise here Oct. 7. McKinney recently scored 100 percent on his Air Force PT test. (Photo by Lucas Silva)



Lajes' newest senior NCOs pose for a group photo after their induction ceremony at the Top of the Rock Club Oct. 7, 2011. (Photo by Lucas Silva)



Mark your calendar

LAJES AGAINST DRUNK DRIVING NEEDS VOLUNTEERS:

Please help save a life and a career by volunteering with Lajes Against Drunk Driving (LADD). If you receive a call during the time you volunteered, you'll go pick up the member in need of a ride and take them home. You can be on call anywhere-as long as you are able to pick up the person when they call! You can volunteer for any combination of the four shifts each weekend, whether it is one or all four. For more information please see your squadron representative or contact one of the following LADD schedulers: SrA Omar Muniz at omar.muniz@lajes.af.mil /or call 535-7043 or the LADD President: SrA Samantha Perry at Samantha.Perry@lajes.af.mil at 535-6215. *



HOLIDAY MAIL/PARCEL DEADLINE: This is a reminder to advise base personnel of the 2011 Holiday Season recommended deadline dates for sending mail/parcels off island. Due to historical trends, we advise that members should ship two weeks prior to the

USAFE standard. Our recommended dates for the services available are: Space Available Mail - Nov. 10 / First Class/Priority Mail - Nov-22.

For questions, please contact Master Sgt. Michael Huston, Postmaster, Lajes Field Post Office, DSN 535-1203 Comm 011-351-295-57-1203.

OCTOBER FLEA MARKET POSTPONED: The next Community Center's Flea Market will take place November. The November Flea Market is scheduled for Nov. 19. Please, sign up now or call 535-5216.

SUNDAY NIGHT FOOTBALL: The Sunday Night Football is back at the Top of the Rock Club again. It is open from 5 to 10 p.m.

CIVIL ENGINEERING

HAUNTED HOUSE:

CE is hosting a haunted house in Building T-415 from 28-30 October. The hours of operation are from 6 to 11 p.m.



CANCER AWARENESS 2011

- 14 Oct. 3 p.m. – Bowl for the Cure
- 21-22 Oct. 7 p.m. – Midnight Walk for Cancer
- 22 Oct. 7:30 a.m.– Pancake Breakfast
- 29 Oct. 10 p.m. – Angra Walk (City Center Area)

The POCs for the Midnight Walk are Amy Ennis and 1st Lt Beth Phillips. There will be an additional event held in November to support cancer awareness. Details will be announced at a later date.

Phrase of the Week A LESSON IN PORTUGUESE



ENGLISH: Where is the closest bus stop?

PORTUGUESE: Onde é a paragem de autocarros mais próxima?

PRONUNCIATION: Un-day ay uh pahrahzaim de ottokarho miesh prossemah?

At the Movies



- 7 p.m. Friday - Spy Kids: All the Time in the World
- 7 p.m. Saturday - 30 Minutes or Less
- 4 p.m. Sunday - Spy Kids: All the Time in the World
- 7 p.m. Sunday - 30 Minutes or Less



Spy Kids: All the Time in the World: On the surface, Marissa Cortez Wilson has it all married to a famous spy hunting television reporter, a new baby and intelligent twin step kids. In reality, trying to mother Rebecca and Cecil, who clearly don't want her around, is her toughest challenge yet...
Rated PG, 88 Minutes.



30 Minutes or Less : Nick is a small town pizza delivery guy whose mundane life collides with the big plans of two wanna-be criminal masterminds. The volatile duo kidnap Nick and forces im to rob a bank. With mere hours to pull off the impossible task, Nick enlists the help of his ex-best friend, Chet...
Rated R, 83 Minutes.

Movie times and schedule are subject to change. Call 535-4100 for the latest update.

BULLFIGHT SCHEDULE



- Saturday, Oct. 15: 5:00 p.m. Ladeira de Santa Rita
 - Saturday, Oct. 15: 5:00 p.m. Canada da Vista, Quatro Ribeiras
- 2011 last bullfights



ASK ED

A column that looks at the culture and history of the Azores.

By Eduardo Lima
Community Relations Advisor



Can a U.S. citizen buy land or a house, as well as build property on any of the islands?

Any foreign citizen, American or any other nationality, may buy land, a house or even build a house on any of the islands or any other part of the Portuguese territory, provided they have legalized their stay in the country through the Portuguese equivalent of Immigration and Naturalization Services (SEF). For example, an individual who comes to the Azores as a military member and decides to retire and live here would have to apply for an authorization/visa that would allow him/her to permanently live in the country.

However, foreign citizens must follow all legal procedures with the applicable Portuguese government departments in order to ensure the house or land they are buying is legally registered in their names.

After the potential buyer reaches an agreement with the landowner or the owner of the house concerning price of the property, he or she needs to make an appointment at the notary office for the deed. Once the deed is finished, the buyer also needs to register the property, land or house, in the Property Register Office (Conservatória do Registo Predial).

In addition to that, the buyer also needs to contact the Portuguese equivalent of the Internal Revenue Service (Repartição de Finanças) to register the property in that department. Any foreign citizen who owns property in Portugal will then be subjected to pay taxes just like any Portuguese citizen.

If one intends to build a house on land that is already legally owned, the first step is to contact the city hall of the respective district where the land sits, so he or she can get the required approval for the construction. This is a process that can take several months in some cases, depending on the location of the land and the city hall resources.