

FORT SAM HOUSTON News Leader

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**ARMY DAY
AT THE
ALAMO**
WEDNESDAY
Noon-2 p.m.
The Alamo Under
the Arbor, with
323rd Army Band,
Soldier Show

A PUBLICATION OF THE 502nd AIR BASE WING — JOINT BASE SAN ANTONIO — FORT SAM HOUSTON

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470th MI Brigade Soldiers offer elementary mentorship

By Gregory Rippis
470th Military Intelligence Brigade
Public Affairs

The scores of happy young voices reverberating outside Bowden Elementary School probably sounded more excited than on other days when Soldiers from the 470th Military Intelligence Brigade helped to conduct the school's field day April 5.

The field day highlighted the Soldiers' partnership with the school through the Joint Base San Antonio Adopt-a-School program.

Since last fall, about 10 brigade Soldiers have been going from JBSA-Fort Sam Houston to visit

the nearby school during the lunch period on most Fridays.

Although the Soldiers are assigned as mentors to specific fifth-graders, the lunchtime setting allows for interaction among the Soldiers and a number of students of different grades.

"We usually arrive in the cafeteria about 10 minutes before the fifth-grade students," said Sgt. 1st Class Sandra Hocking, who has been coordinating brigade activities with the school. "The younger children always ask us a lot of questions.

"They ask us about our uniform, especially our patches," Hocking said. "There is a lot of

interest in what we do."

Over lunch, the fifth-graders talk with the Soldiers about how their school week has been going and sometimes about their homes and families.

"The 45 minutes goes by pretty fast," Hocking said. "But the Soldiers say it's the best part of their week."

Guadalupe Diaz, Bowden's principal, said it was time well spent.

"It's important for the children to have good, adult role models who demonstrate responsibility and integrity," Diaz explained.

See MENTOR, P8



Photo by Gregory Rippis

Under the watchful eye of Spc. Kogan Stacey, Bowden Elementary School students run with stretchers carrying their "casualty" back to the starting point in a "rescue mission" competition. The "casualty" was in reality a stuffed duffle bag inside a T-shirt.

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Sequestration real, though effects not hitting home yet

By L.A. Shively
JBSA-Fort Sam Houston
Public Affairs

Note: this is the first of a three-part series looking at sequestration

Although sequestration hit March 1, government offices remain open, looming furloughs have been delayed, curtailed military tuition assistance was reinstated and the federal government was funded through the rest of this fiscal year.

As a result, much of the ballyhoo surrounding sequestration seems distant, even unreal, like the clamor rising from heated disputes between opposing political parties over how to manage the federal debt. But make no mistake, the battle is real, lines have been drawn and the outcome is not completely clear yet.

So, what exactly is that dark cloud known as sequestration?

The battle is over how the federal budget – revenue from income taxes, payroll taxes, corporate taxes, customs duties and excise taxes – is spent.

Sequestration is an across-the-board series of automatic cuts to federal spending equal to \$109 billion per fiscal year, originally signed into law as part of the Budget Control Act of 2011. The intent of sequestration was to rein in federal spending that has reached nearly \$17 trillion.

Sequestration was originally slated to kick in Jan. 1 and cut \$109 billion this fiscal year and each following fiscal year for a total of 10 years.



According to Jeffrey Zients, deputy director for management of the Office of Management and Budget, bipartisan majorities in the U.S. House and Senate voted for sequestration as a mechanism to force Congress and the president to work together on a balanced budget and further deficit reduction. Although the president signed the Act into law, sequestration was never intended to be implemented.

“Yet, a year and a half has passed and the Congress still has failed to enact balanced deficit reduction legislation that avoids sequestration,” Zients wrote in a letter to House Speaker John Boehner.

Labeling sequestration a “blunt and indiscriminate instrument” Zients described the cuts required as deeply destructive to national security, domestic investments and core governmental functions.

Lawmakers delayed the start of sequestration and lowered cuts via a House continuing resolution that settled on \$85 billion instead and gave agencies more flexibility with allocating their funds. That legislation expired March 27, but the House passed a second resolution

providing funding through September.

Both resolutions are good news, but agencies will still have to trim programs and furlough employees in order to balance the federal budget as per sequestration over the next 10 years. Sequester cuts are slated to trim \$109 billion each fiscal year and are supposed to amount to \$1.2 trillion.

No programs are supposed to be cut; only scaled back under sequestration and cuts are supposed to be distributed evenly between domestic and defense programs, with about half affecting defense discretionary spending such as funds for purchasing weapons, base operations and construction.



Courtesy photo

Jeffrey Zients, deputy director for management of the Office of Management and Budget, answers questions during a recent White House press briefing.

Certain low-income programs like Aid for Women, Infants and Children and the Low Income Home Energy Assistance Program are subject to cuts while others such as Social Security, Medicaid, welfare and food stamps are exempt from sequestration.

Military salaries are exempt, but some benefits such as TRICARE will be affected for a small percentage of beneficiaries due to service area reductions.

Although widespread economic constriction has not been felt as a result of the sequester and the U.S. stock market recently rose to a record high in March, Defense Secretary Chuck Hagel said the sequester “is already having a disruptive and potentially damaging impact on the readiness of the force,” during a speech at the National Defense University, Fort McNair, Washington D.C.

Defense Department maintenance, training, research and development, military capabilities and program costs will be impacted Hagel said during his speech. Federal civilian personnel will be furloughed for 14 days. A furlough, unpaid time off, may affect pay and leave accrual.

Hagel said furlough notices will be sent in early May and though he wished he had other options, the move would save the department an immediate \$2.5 billion. Furloughs are expected to begin in June and last until Sept. 30.

Stephen Fuller, director of the Center for Regional Analysis at George Mason University, explained in an interview that the economic impact will be more visible after furloughs go into effect and after current government contracts expire as there is little money to renew those contracts.

“The full impacts of cuts this year won’t be felt this year, but they’ll be felt and will be measurable sometime in the future,” Fuller said.

During a press conference, White House spokesman Jay Carney insisted that the effects of sequestration were hard to measure because budget cuts were a “moving picture.”

“When you’re dealing with these kinds of across-the-board forced budget cuts in the middle of a fiscal year and you’re having to make all sorts of adjustments to account for them and to reduce your expenditures accordingly,” Carney said, “that can be on the plus side where furloughs may take place a little later, or on the minus side where things may be more immediate.

“There are constant adjustments being made at each agency as they deal with their budget in terms of what the impacts of sequester are,” Carney said. “But they are real.”



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News Briefs

Post-9/11 GI Bill Changes

A briefing on changes to the Post-9/11 GI Bill is from 10 to 11:30 a.m. May 10 at the Roadrunner Community Center auditorium, Building 2797, 3060 Stanely Road on Joint Base San Antonio-Fort Sam Houston. The briefing is open to all service members and their family members. After an initial briefing, the floor will be open for questions and answers. Call 221-2800 for more information.

AFOSI Mobile App

Suspicious or illegal activity can be anonymously reported directly to the Air Force Office of Special Investigations using a mobile phone application or by texting 'AFOSI' and the tip to 274637 (CRIMES) in an SMS text message. Of special concern to Air Force officials are violent crimes against Air Force members, sexual assaults and drug use. Once downloaded, a video describes the app's features to emphasize its secure use and value to the Air Force and other community law enforcement agencies. Individuals can find the app in both the Android and Apple store as "TipSubmit Mobile." The direct link to the anonymous Internet tip line is <https://www.tipsubmit.com/WebTips.aspx?AgencyID=1111>.

Band of the West Presents Fiesta In Blue

The U. S. Air Force Band of the West presents their annual Fiesta in Blue concert at 7 p.m. Wednesday at the Bob Hope Performing Arts Theater on Joint Base San Antonio-Lackland, located at 5504 Stewart Ave. The performance is free, but tickets are required. For tickets contact the ITT offices on JBASA-Lackland at 671-3133, JBASA-Randolph at 652-5640, or JBASA-Fort Sam Houston at 808-1378. Gate access is required to attend the performance. Doors open one hour beforehand and seats not claimed 15 minutes before the performance will be made available to non-ticket holders.

Military Clothing Sales Offer Free Alterations, Modifications For Wounded Warriors

The Army and Air Force Exchange Service offers free alterations and modifications for severely wounded, ill and injured Soldiers at all 79 Army Military Clothing stores around the world. This Army-led initiative ensures all wounded Soldiers receive free alterations and

See NEWS BRIEFS, P6

'Zombie Survival Guide' author Max Brooks joins ARNORTH's hurricane rehearsal

By Sgt. 1st Class
Christopher DeHart
Army North Public Affairs

It doesn't matter if we are facing a zombie apocalypse, a massive hurricane or a catastrophic earthquake – we still need to be prepared for disasters of natural or unnatural origin.

"Do I have a zombie survival kit?" asked Max Brooks, the guest speaker of a Hurricane Rehearsal of Concept event, hosted by U.S. Army North (Fifth Army) April 9 through 11.

"Sure!" answered the author of "The Zombie Survival Guide" and "World War Z."

"It's my earthquake kit – it's the exact same thing."

Although it's not a typical question to ask,

it is certainly a viable one for those in the business of keeping Americans safe and secure in the homeland.

Such is the case for the Department of Defense and Interagency partners who gathered at Joint Base San Antonio-Fort Sam Houston, where they brought together military and federal, local and state agencies that would be tasked with responding to a hurricane disaster.

The concept of the rehearsal is tailored to provide guidance and input from all attendees and identify issues – as well as find solutions – during a joint effort.

Brooks credits "zombies" for bringing attention to preparedness in general and noted that the Center for Disease Control even has a



Photo by Sgt. 1st Class Christopher DeHart
Maj. Gen. Daniel York (left), commanding general, 76th Operational Response Command, speaks with Max Brooks, author of "The Zombie Survival Guide" and "World War Z" and guest speaker for the U.S. Army North (Fifth Army) hosted Hurricane Rehearsal of Concept Drill. York's unit is a force provider for Army Reserve Emergency Preparedness Liaison Officers.

"Zombie Plan."

"This is the first time I've ever seen the federal government actually do something cool," he

said, in speaking of the process used by all levels of government in responding to emergencies and disasters. And

while he got more than a few laughs from that, he truly meant what he said.

"For the first time, you have young people being interested in being prepared, being 'tricked into' taking care of themselves, really, because even if the zombie apocalypse does not happen, they will be ready for the next hurricane or next disaster," Brooks said.

He certainly didn't mean tricked in a bad way either, but there is something about the idea of facing down a horde of zombies that can seem more heroic and exciting than dealing with the realities of flooding, loss of power and damages from a super storm.

See ZOMBIE, P9

METC pharmacy students administer lifesaving aid

The medical training Hospitalman Emilio Montano and Hospitalman Apprentice Scott Larson received as Navy students in the Medical Education and Training Campus consolidated pharmacy technician program kicked into action as they were serving as part of a Navy pharmacy program training contingent at San Antonio's University Health System.

During their first day at the hospital March 13, Montano and Larson went from pharmacy phase II students to lifesaving heroes.

Together, they resuscitated a 61-year-old

man who had become unresponsive.

While rotating in to provide chest compressions, their quick action and application of training in basic life support resulted in the patient regaining an active and stable heart rhythm, enabling the hospital staff to stabilize and save the man's life.

"We were performing chest compressions but there was nothing on the monitor. There was no heart rate," Montano said. "That's when I knew from my training that we had to push deeper if we were going to save our patient."

"The fact that it was their first day

of clinical – and our program's first day in that hospital – showed true courage to step up the way they did," said Cmdr. Mathew Garber, Navy service lead for the METC pharmacy program.

"It's great to be talking about students doing the right thing."

(Editor's Note: Cmdr. Mathew Garber, Chief Hospital Corpsman Kimberly Ortmeier and Chief Hospital Corpsman Carlos Martinez from the METC pharmacy program and Lisa Braun, METC public affairs, contributed to this article.)



Photo by Hospital Corpsman 1st Class Elias Fuentes

Hospitalman Emilio Montano (left) and Hospitalman Apprentice Scott Larson applied basic life support techniques to resuscitate a 61-year-old man who had become unresponsive while they were attending their first day of Phase II training at San Antonio's University Hospital.

ARSOUTH CG tours Guatemala's border security training facilities

By Master Sgt. Kevin Doheny
Army South Public Affairs

Maj. Gen. Frederick S. Rudesheim, U.S. Army South commanding general, visited Guatemala April 8 through 11 to discuss bilateral security cooperation and the establishment of a new Guatemalan border security unit.

Rudesheim, along with the key Guatemalan leaders involved with forming of the new Guatemalan Inter-Agency Border Unit, traveled by helicopter to view the unit's forward operating base near the Mexican-Guatemala border.

The group also visited the IABU's headquarters location and the Guatemalan army's

military academy.

The IABU will function as a battalion-sized element comprised of Guatemalan army soldiers who will work alongside police and Ministry of Justice personnel to execute security operations along the Mexico-Guatemala border to counter transnational crimes and trafficking.

The Guatemalan soldiers and police recently began training together and are expected to be qualified and ready for operations by this summer.

"Guatemala is the last line of defense before any drug trafficker can make it to Mexico," said Maj. Henry Munoz, Army section chief, U.S. Office of Security Cooperation-

Guatemala.

"Guatemala's effort to bring together the various government institutions involved in countering transnational threats to form the Inter-Agency Border Unit should help deter illegal activities along the Mexican-Guatemalan border."

The training of the unit's personnel will be conducted by Guatemalan institutions, active duty U.S. Army Soldiers, National Guard Soldiers from Texas Military Forces and personnel from the U.S. Border Service and the Western Hemisphere Institute for Security Cooperation.

These organizations will provide instruction on command and control

operations, reconnaissance, security operations, proper coordination and roles between police forces and judicial authority, communications, weapons and vehicle operations. Human rights training will continue to be reinforced and incorporated throughout each phase.

The U.S. is donating vehicles and protective equipment to the IABU. During his key-leader engagements, Rudesheim talked to Guatemalan leaders about their plan to sustain operations long-term after the initial U.S. assistance is delivered.

"This is a tangible demonstration of the Guatemalan government's commitment to enhancing security cooperation in the



Photo by Master Sgt. Kevin Doheny

The Guatemalan Minister of Defense, Gen. Ulises Noe Anzueto Giron (pointing), talks to Maj. Gen. Frederick S. Rudesheim, U.S. Army South commanding general, along with other U.S. and Guatemalan military and government leaders at the international bridge connecting Guatemala and Mexico April 10.

region," Rudesheim said. "This concept has the potential to be used as a model for other countries within Latin America."

The general also met with the U.S. Ambassador to Guatemala, Arnold

A. Chacon, as well as military personnel from the U.S. Office of Security Cooperation in Guatemala and other top officials.

These discussions

See ARSOUTH, P9

Wiggins nominated for third star, command of Army North (Fifth Army)

Secretary of Defense Chuck Hagel announced April 11 that the President has nominated Army Maj. Gen. Perry L. Wiggins for appointment to the rank of lieutenant general and for assignment as commanding general, U.S. Army North (Fifth Army) at Joint Base San Antonio-Fort Sam Houston.

Wiggins is currently serving as Army North's deputy commanding general.

Wiggins returned to Army North Jan. 24 after serving as commanding general of First Army Division (West) at Fort Hood, Texas. He had previously served as the deputy commanding general of Army North



Official photo

Maj. Gen. Perry L. Wiggins

from April 2009 through October 2011.

The son of an Air Force senior noncommissioned officer, the general lived in a number of locations throughout the world but considers

Warner Robins, Ga., as home. He earned his commission as an infantry lieutenant from Mercer University in 1983.

Wiggins has served with the Army throughout the United States, Europe, Latin America and the Middle East. He is an accomplished aviator and is qualified to fly a number of aircraft in the Army's inventory.

The general is a graduate of the Infantry Officer Basic Course, Aviation Officer Advanced Course, Command and General Staff College, and the United States Army War College, where he earned a Master of Arts in Strategic Studies.

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News Briefs

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modifications on all issued uniforms in accordance with the Wounded Warrior Clothing Support Program, to include the Army Service, Combat and Improved Physical Fitness uniforms as well as undergarments. Eligible Soldiers must present an approved Army Form 3078 along with the prescribed modifications by their physical or occupational therapist to receive free services.

CPAC Furlough Call Center

The Joint Base San Antonio-Fort Sam Houston Civilian Personnel Advisory Center established a Furlough Call Center. If people have any furlough questions, call 466-3065 or 221-1425 or email usarmy.jbsa.hqda-cpac.mbx.inquiry@mail.mil. For more information, visit <http://www.samhouston.army.mil/cpac/>.

Wounded Soldier and Family Hotline

The Army chief of staff and the acting secretary of the Army established the Wounded Soldier and Family Hotline to give Soldiers and their families a place to share their concerns on the quality of care received. It also provides Army senior leadership with a valuable tool to determine if appropriate resources are devoted to solving medical-related issues in timely and comprehensive fashion. The hotline is available around the clock at 800-984-8523, DSN 421-3700 or via email at wfsupport@amedd.army.mil.

Claims Office Self-Service Kiosk

The Joint Base San Antonio-Fort Sam Houston Claims Office has installed a self-service kiosk at its location in Building 153 on Wilson Way. The desktop terminal is for any service member, Army civilian or family member needing assistance in submitting their claim online via the Defense Property System website. For more information, call 221-2161/1973 between 8 a.m. and 4 p.m. weekdays.

Customer Care Center at CPAC

People looking for job information can visit the new customer care center at the Civilian Personnel Advisory Center, Building 144, 2438 Stanley Road. Army civilian employees can also receive assistance with resetting passwords for the Electronic Benefits Information System or completing employee beneficiary forms. For more information, call 221-1425.

WFSC Freedom Park opens for wounded warriors, families

By Sgt. 1st Class
Christopher DeHart
Army North Public Affairs

The Warrior and Family Support Center on Joint Base San Antonio-Fort Sam Houston provides even more areas of "freedom" to wounded warriors and their families, following an April 8 ceremony to open Freedom Park, located next to the main facility.

The Returning Heroes Home organization handed over the park keys to the WFSC with the intent of supporting those men, women and families during recovery.

The organization

made all the arrangements for the design, construction and implementation of Freedom Park, which was funded by numerous donors to support wounded warriors and their families.

"I think it's great," said Capt. Larkin O'Hern, who has been coming to the WFSC for two years. "They had the park open for a little while before today and I was able to go around to the different (fitness) stations. I even got to do some PT – physical training, not physical therapy. It was more like being in a regular unit again."

O'Hern was with his



Photo by Sgt. 1st Class Christopher DeHart

No grand opening is complete without a ribbon cutting, which was performed jointly by representatives of the Warrior and Family Support Center, the Returning Heroes Home organization, U.S. Army North (Fifth Army) and a host of wounded warriors, past and present, and their families at the official April 8 ceremony for Freedom Park.

wife, Rachel, who said it was nice to have a place

outside to spend time. "There is something

about being outside, getting out of the building and out from under the fluorescent lights that really helps," she said.

O'Hern will be accepting a congressional fellowship in Washington, D.C., as a follow-on assignment.

The six-acre therapeutic park is open 24 hours a day, seven days a week and offers a full outdoor amphitheatre that seats 300. There is also a one-mile track, a wishing well and even a sports pavilion, said Judith Markelz, WFSC director.

"This is for wounded warriors and their families – for therapy and healing and to get outside in the wonderful San Antonio weather," Markelz said. "What do you do to care for a warrior who has been

See FREEDOM, P15

Services collaborate on dental residency program to improve patient care

By Senior Airman
Courtney Moses
59th Medical Wing Public Affairs

A major milestone in the expansion of oral and maxillofacial surgical dentistry was achieved recently with the signing of a memorandum of agreement between the 59th Medical Wing and the Joint Base San Antonio-Fort Sam Houston Dental Activity April 2.

Air Force Maj. Gen. Byron Hepburn, director of the San Antonio Military Health System and commander of the 59th Medical Wing; Col. Grant Hartup, director of the Air Force Dental Operations, Air Force Medical Operations



Photo by Senior Airman Nicole Mickel

Nancy Hanson and Army Maj. Thomas Gunnell fit an ear prosthesis on Marine Capt. Ryan Voltin. Hanson is an anaplastologist and Gunnell is a maxillofacial prosthetics fellow. The Air Force and Army oral and maxillofacial surgery residency programs at the 59th Medical Wing and Fort Sam Houston Dental Activity were recently merged and now functions as the San Antonio Military Oral and Maxillofacial Surgery Residency Program.

Agency along with Army Col. Thomas Temple Jr., commander of the U.S.

Army Dental Command and Col. Craig Willard, commander of the Army

Dental Activity, gathered to sign the MOA establishing the Oral and Maxillofacial Surgery Residency Programs at Wilford Hall Ambulatory Surgical Center, Joint Base San Antonio-Lackland.

The MOA established specific terms and conditions required to integrate the services' oral and maxillofacial surgery residency programs.

The Air Force program is directed by the 59th Medical Wing at Wilford Hall Ambulatory Surgical Center while the Army program is commanded by the Fort Sam Houston Dental Activity at the San Antonio Military Medical Cen-

ter on JBSA-Fort Sam Houston.

These programs will be combined and referred to as the San Antonio Military Oral and Maxillofacial Surgery Residency Program.

The program combination will not only merge the expertise of the surgical teaching staff, but also combine the operating and sedation room facility access as well.

This program will improve efficiency and patient services by enhancing clinical experiences of graduating surgeons while increasing the availability of the oral and maxillofacial surgery staff for the patients.

The residency, which is a four-year program, will begin in July. Five residents will be

See DENTAL, P15

Early preparation paves way for smooth PCS

By Alex Salinas
Joint Base San Antonio-Randolph
Public Affairs

With military members expected to permanently change stations most often from May to August, they are encouraged to think early about moving, one step at a time.

“The first thing is to be really flexible with your schedule,” said Staff Sgt. Ryan Kerkove, 802nd Logistics Readiness Squadron Personal Property Processing Office assistant NCO in charge. “During peak PCS season especially, give yourself time for all appointments.”

As soon as members get their orders, the Department of Defense’s Defense Personal Property System portal website at <http://www.Move.mil> is a good first stop.



U.S. Army photo

As soon as members get their orders, the Department of Defense’s Defense Personal Property System portal website at <http://www.Move.mil> is a good first stop.

“Members set up their own applications for self-counseling that generate important paperwork to take to PPPOs,” said Senior Airman Raymond

Hogan, 802nd LRS transportation assistant.

Online self-counseling informs members about monetary allowances to help them decide if they

want a government-assisted general household goods shipment or if they want to move themselves, formally called a personally procured move.

The website also gives members the option to file and settle a claim directly with transportation service providers, which are moving companies that are listed.

A permanent change of station stateside or overseas may determine what baggage items to take, what items to place in a household goods shipment and what items to store away.

“DPS is a great resource, even before you get orders,” said Tech. Sgt. Stacy Parker, 802nd LRS PPPO NCO in charge. “I recommend looking at (<http://www.Move.mil>) before visiting our offices.”

Parker said an online session with the DPS portal website is a “proactive approach” that can help other people moving gather questions to ask

before the big move.

Along with having a flexible schedule, members should also give themselves at least three weeks to fill out their online moving application, schedule any necessary appointments and work on their separate Military Personnel Flight out-processing checklist among other things, Kerkove said.

Kerkove added that people need to set aside time to clean up by getting rid of unwanted items, holding a yard sale or donating items to charity.

Members should contact PPPO staff immediately when they receive their orders, Hogan said.

For more information, call JBSA-Randolph at 652-1848 or 1849; JBSA-Lackland at 671-2821 or 2823 and JBSA-Fort Sam Houston at 221-2812 or 1605.



Cpl. Amanda Hymer of the 470th Military Intelligence Brigade shares high fives with a fifth-grader during Bowden Elementary School's field day April 5. The brigade conducted a field day in partnership with the school as part of the Joint Base San Antonio Adopt-a-School Program.

MENTOR from P1

"We [the school] can provide the academics, the activity, the tutoring ... but we also need to provide that kind of mentorship," Diaz added.

"The Soldiers encourage them to be here [at school], to be on time and to be respectful."

The April 5 field day gave more Soldiers and all the children at Bowden Elementary an opportunity to spend half a day together.

"The San Antonio Independent School District allows us a regular field day," Diaz said.

"The Soldiers took it to another level. It's a great experience for the children."

Field day activities in-

cluded a short Army-style physical training warm-up, an obstacle course and a "rescue mission." This last activity involved a short course that four children ran with a stretcher to pick up a "simulated" casualty (a stuffed bag in a shirt), return it to their starting point, then run in relays to the other end to pick up items and place them in a back pack and return.

The obstacle course consisted of five push-ups, crawling through a box, jumping over a box, crawling under a camouflage net, stepping through hoops and picking up and carrying small boxes to the end.

Soldiers timed the teams on both courses and awarded prizes to the top three teams in each. However, they saw

to it that all participants took home a small prize.

"I think we really helped the children learn teamwork, coordination and concentration," said Spc. Elijah Cavazos, one of the mentors, about the

field day activities. But he said every visit to the school was rewarding.

"Every time we walk in, they treat us like rock stars," Cavazos said. "They are all very appreciative of us coming."



Photos by Gregory Ripps

Spc. Sammy Rosado of the 470th Military Intelligence Brigade helps two Bowden Elementary School students as they proceed through an obstacle course during their field day April 5.

ZOMBIE from P3

It's this hook, he said, that makes the mission of Army North and its partners to be something that average citizens can relate to.

Brooks said he has spoken at the Naval War College twice already on the same subject.

"We are teaching people what to do when the lights go out," he said enthusiastically, explaining that he feels it is his job not only to entertain but to educate as well.

"If I can get people thinking, even just briefly, about what it takes to keep the lights on and what it takes from the people who keep the lights on, then I will have done my job."

Many of the major agencies that are part of the Northern Command's Joint Forces Land Component Command, as well as several federal, state and local partners, took advantage of the opportunity to talk in an open forum on how their "piece" of the disaster response operations would be conducted.

They included lessons learned from the previous year's experiences, particularly with Hurricane Sandy.

"Our processes that we've used in the past haven't always supported getting things done on time," said Ralph Laurie, Defense Logistics Agency.

"During Hurricane Sandy, we got a little out of our comfort zone, but that was what our direc-

tor was demanding."

Laurie explained that the level of product support, such as fuel, water and machinery, was unprecedented during Hurricane Sandy, and it showed their capability in leaning forward to deliver what was needed.

Responsiveness, he added, trumps all and was "the coin of the realm" and will be in the future.

A phase-by-phase hurricane scenario was a big part of the exercise.

It involved two storm systems building to hurricane level and the potential landfall at Gulfport, Miss., and Norfolk, Va., which produce corresponding flood and wind damage in each region.

Each phase corresponds with different actions required by the JFLCC and the Federal Emergency Management Agency – from the shaping of the storm to anticipating direction and impact, to response once the storm or storms hit, to operations during the incident, to providing stability and ending with transition back to state and local agencies and the subsequent support.

Maj. Gen. Perry Wiggins, Army North deputy commanding general for operations, introduced the scenario overview and broad topics discussion by reminding everyone that each person there had something to learn and something to share.

"The most important thing about hurricane season, personally, is re-

lationships," Wiggins said.

"When a hurricane happens, sometimes there is confusion that surrounds it. There are people there who have experience with that and understand what to do – those people are you."

Wiggins also noted that representatives were present from all agencies and it is a total government effort.

"We in this uniform, we are the support team," he said. "Although the military is well-known for leading the way, here, they are one of the pillars of support to the disaster response agencies."

A hurricane is only one of the many incidents that may occur at any given time; beginning in June, the season approaches when they are most likely to form and strike.

This year in particular is projected to be an above-average year in terms of activity, according to the extended range forecast of Atlantic seasonal hurricane activity and landfall strike probability for 2013 from Dr. William Gray, Professor Emeritus of Atmospheric Science, head of the Tropical Meteorology Project at Colorado State University.

Since it can happen across a vast expanse of the country, those gathered said they felt it is important to ensure exercises of this type are used to make the most of adapting new strategies and being as absolutely prepared as possible for almost any problem

out there.

There really are no more local problems, Brooks explained, in talking about his perspective as a writer. People saw it after Hurricane Katrina. They saw it after the Fukushima incident in Japan.

Brooks said he saw it personally following Hurricane Sandy that these are not just problems dealt with by "everyone else." These are things that can happen to anyone and people need to see that it is a very thin line between safety and danger.

"Most people don't really understand what separates us from the Abyss," Brooks said. "You are – you are the people who separate us from the Abyss. That's why I am so humbled to be here, and it is why I am so thankful to get to listen to what you do and watch what you do."

ARSOUTH from P4

focused on ways to improve the coordination of U.S. Army support to Guatemala on countering of transnational threats and in the establishment of the IABU.

"This was my first opportunity to meet with key leaders in an effort to continue to further our partnerships in the region," said Rudesheim about his first visit to Guatemala since assuming command of Army South in September. "I met the commander of the [Guatemalan] army at the Central American Regional Leader's Conference in January and it was good to renew our relationship."

Guatemala is partnered with the U.S. and 14 other countries supporting Operation Martillo, a partner-nation effort targeting illicit trafficking routes in coastal waters

along the Central American isthmus.

In 2012, the contributions of Guatemala and other nations helped in disrupting illicit trafficking in the region by 30 percent.

The U.S. military participation in Operation Martillo is led by Joint Interagency Joint Task Force-South, a component of U.S. Southern Command.

"With Guatemala's support in Operation Martillo, support of the new IABU, various regional security and peacekeeping exercises and along with their support of annual leadership conferences, Guatemala continues to be a strong partner with the U.S.," Munoz said.

"Major General Rudesheim's trip was a testament to this strong partnership and the success we've had in building partner capacity."



Melody McMahon, a volunteer and master gardener, cleans out one of the flower beds in front of the Warrior and Family Support Center.



Bill Van Dyk, a volunteer gardener, spends his Tuesday morning watering the flower beds in front of the Warrior and Family Support Center at Joint Base San Antonio-Fort Sam Houston March 26.

Cheryl Gorhum, a volunteer and master gardener, clears away foliage in one of the flower beds in front of the Warrior and Family Support Center March 26, at Joint Base San Antonio-Fort Sam Houston.

Volunteers help keep gardens looking immaculate at

WFSC



Photos by Benjamin Faske
Volunteer gardeners clean out the flower beds that surround the Warrior and Family Support Center.

By Lori Newman
JBSA-FSH News Leader

The Warrior and Family Support Center, built in 2008, offers wounded warriors and their families a home-away-from-home between the rigors of their recovery process.

The 12,500-square-foot facility, with more than 12 acres of grounds, is completely funded by private donations. The extensive gardens, water features and recreation areas require daily care to maintain their pristine ambience.

Even though the center recently hired John Carter as a full-time gardener, a group of dedicated volunteers has done the lion's share of the work for more than four years.

Melody McMahon, a Texas master gardener, was the first to volunteer to work on the gardens at the center.

About 12 volunteers regularly come to the center Tuesday mornings, rain or shine, to lend a helping hand. Most of them are Texas master gardeners and members of the Gardening Volunteers of South Texas.

"The WFSC gardens have been approved as the master gardening project," McMahon explained. Participants must complete a training course and 50 hours volunteer service within one year to earn the title of "Texas master gardener."

"Melody and I really work together to decide what needs to be done," Carter said. "Without the volunteers, there is no way I could get all my work done. It would be impossible. We could really use more volunteers."

"One good thing is the community loves to help. We get a lot of big groups that volunteer," McMahon said. "You don't have to be a master gardener to volunteer."

The WFSC relies on donations from nurseries and private organizations to replace plants and keep the gardens looking their best.

For example, John Thomas, founder and president of Wildseed Farms in Fredericksburg, and his son came to the center last fall and planted several wildflowers.

Many of the donated plants come

with a story.

The climbing rose growing on the arbor at the entrance to the walkway is called the Peggy Martin Rose, or Katrina Rose, because the rose survived Hurricane Katrina, explained McMahon.

The gardens feature many varieties of plants and trees.

Volunteers Lynda Klein and Margie Larkin recently started a vegetable garden.

"It used to be a children's garden," Klein said. "Now, we have made it like a real garden."

The gardeners have planted herbs, Brussels sprouts, broccoli, carrots, celery, peppers, cabbage, lettuce and spinach. They are transitioning the garden to get ready for spring planting.

"The ladies who work in the kitchen use the vegetables to make salads and salsa," Larkin said proudly.

Groups or individuals who want to volunteer in the gardens can call the volunteer coordinator at 916-9656.



John Carter, a gardener with the Warrior and Family Support Center, prunes the rose garden.



Lynda Klein, Sandra Woodall, Melody McMahon and Margie Larkin, volunteer master gardeners, check out a large celery stalk that was harvested in one of the gardens that surround the Warrior and Family Support Center.

Soldier Show puts entertaining spin on readiness, resilience

By Tim Hipps
IMCOM Public Affairs

“Ready and Resilient” is the theme of the 2013 U.S. Army Soldier Show, a 75-minute song-and-dance production by active duty, Army Reserve and Army National Guard Soldiers that uses music to put an entertaining spin on how Soldiers and their families maintain readiness and resiliency.

The show debuts at the Fort Sam Houston Theatre on Joint Base San Antonio-Fort Sam Houston with performances Friday and Saturday at 7:30 p.m.

There also will be a matinee at 2 p.m. Sunday, before the Soldiers embark on a four-month tour of installations across the nation.

“The show is very much about illustrating not only ways to get away

and be resilient, but also illustrating overarching solutions to certain issues that are facing the military today, like [the Army’s Sexual Harassment/Assault Response and Prevention Program], Gold Star, Blue Star and Survivor Outreach Services,” said Soldier Show Artistic Director Victor Hurtado.

The show’s troops are focused on accomplishing the mission and providing quality entertainment at the same time.

Hurtado promises there is something for everyone who watches the show. Tributes are paid to the 150th anniversary of the Emancipation Proclamation, the 75th anniversary of “God Bless America,” the 60th anniversary of the Armistice of the Korean War and the 50th anniversary of the beginning of the Vietnam War.



Photo by Tim Hipps

Sgt. Michael Polmanteer, a nutrition care specialist from Fort Wainwright, Alaska, belts out a song during the auditions for the 2013 U.S. Army Soldier Show. The show stops at the Fort Sam Houston Theatre on Joint Base San Antonio-Fort Sam Houston with 7:30 p.m. performances Friday and Saturday. There also will be a matinee at 2 p.m. Sunday.

This year also marks the 30th anniversary of the modern era of the U.S. Army Soldier Show.

From the opening song, “Let’s Go” by Calvin Har-

ris, the direction of the show is set.

“There’s a lyric in there that we’ve taken almost all of our cues from, and it says it’s not about

where you’ve been, it’s about where you’re going,” Hurtado said.

“We touch on R&R [rest and recuperation leave] from deployment, not necessarily coming all the way home: maybe meeting in Europe or somewhere else,” Hurtado said.

“We touch on family time back home, not necessarily having to go somewhere. It’s more about getting away, and not having to go somewhere to get away, that you can get away while you’re still at home and spend family time. SARGE may be giving suggestions for movies to watch with the family.”

SARGE, or Speech Activated Reconnaissance Gathering Entity, is to the Soldier Show what Siri is to an iPhone, an application that delivers information to electronic

devices, such as cell phones, pads and tablets. Soldiers throughout the show will lean on SARGE for information about how to deal with everyday life, and like a good Soldier, SARGE always delivers.

“He is representative of a knowledgeable entity that would be able to lead people in a purposeful direction,” Hurtado said. “He has the Army answers and the human answers.”

Hurtado does not want to reveal too much about the show, insisting this is one not to miss.

“The mechanism is really brilliant, so if we give too much of it away, they are going to be expecting it,” Hurtado said.

“This is going to probably go down as one of the more well thought-out shows, and there are a lot of reasons for it.”

Air Force, Army restart tuition assistance

The Air Force and Army have officially restarted military tuition assistance, effective April 10.

The services restarted the program as a result of the Consolidated and Further Continuing Appropriations Act of 2013, where Congress called for the military tuition assistance program to continue in the current fiscal year.

As a result of the restart, the programs will resume the same benefits as before.

Airmen and Soldiers are eligible for up to \$4,500 per fiscal year and a maximum of \$250 per semester hour or quarter hour equivalent to cover tuition and allowable fees, which is unchanged from before.

Military tuition assistance is not available retroactively

to cover courses taken and paid for using any other funding source during the suspension of military tuition assistance.

“Military tuition assistance will be the same program service members are used to,” said Russell Frasz, Director of Force Development, Deputy Chief of Staff for Manpower and Services, Headquarters U.S. Air Force.

“The same policies and procedures will be in place.”

With this change, current and future Airmen and Soldiers will be given another tool to develop professionally through advanced education.

“Voluntary education and military tuition assistance programs continue to be integral to the recruiting, retention and readiness of Airmen and contribute to

institutional competencies,” said Kim Yates, the Air Force Voluntary Education chief.

“Fiscal constraints create a challenge that Air Force leadership continues to work through,” Frasz said. “We strive to meet the needs of Airmen and the Air Force.”

According to the Deputy Chief of Staff of the Army, Soldiers can request tuition assistance for the remainder of fiscal year 2013 by accessing the GoArmyEd portal at <https://www.goarmyed.com/Login>.

For more information, call 221-1738 (Air Force) or 221-0853 (Army).

(Information for this article came from the offices of the Secretary of the Air Force for Public Affairs and Deputy Chief of Staff of the Army.)

HOLOCAUST SURVIVOR DEFEATS THE ODDS



Photo by Robert Shields

Hanna Davidson Pankowsky shared her frightening childhood experiences during the ‘Holocaust Remembrance Day’ observance at the Joint Base San Antonio-Fort Sam Houston Warfighter and Family Readiness Center April 10. Pankowsky spoke about her experiences during her escape to Russia and how she survived the cruelty and brutal acts of the Holocaust.

Course issues JBSA-wide boating license

By Alex Salinas
Joint Base San Antonio-Randolph
Public Affairs

With summertime approaching, Department of Defense identification cardholders at least 18 years old can get a boating license valid at Joint Base San Antonio's Recreation Park at Canyon Lake by completing a two-hour safety and education course.

The course, offered at all JBSA locations for \$2, consists of an educational movie produced by the Texas Parks and Wildlife Department and a written test of multiple choice and true/false questions.

Jennifer Meyers, 902nd Force Support Squadron recreation assistant, said the course helps to produce a savvy customer base.



Photo illustration courtesy JBSA-Randolph FSS

"The course assures guests using our equipment are fully knowledgeable in how to operate it," she said.

"When people are prepared, they are more inclined to be calm and are more familiar with watercraft as they are

getting safety briefs when they check out the equipment," said Jonathan Clifton, JBSA Recreation Park general manager.

"The course goes to great lengths to get people familiar with safe practices, rules of the water and how to handle many

common situations and problems," Clifton added.

"Additionally, the information in the movie is what will be on the test," Clifton said. "Customers should expect to spend about two hours to accomplish the course."

Upon completion, DOD

members receive a two-year license that enables them to rent and operate motorized watercraft at Canyon Lake.

Registration for the course is not required.

"Customers just need to show up within normal business hours, have their

DOD ID card and ample time to complete the course before the testing site closes," Clifton said.

The course is available from 9 a.m. to 2 p.m. Monday through Friday at JBSA-Randolph's Community Services Mall, Building 895 and at 9 a.m. Monday and Thursday and at 1 p.m. Tuesday and Friday at JBSA-Lackland's Outdoor Recreation, Building 871.

At JBSA-Fort Sam Houston's Outdoor Equipment Center, Building 1111, the course is available at 11 a.m. Monday and Wednesday and at 8 a.m. Friday. The course can also be taken starting at 8:30 a.m. every day at the JBSA Recreation Park.

For more information, call JBSA-Fort Sam Houston at 221-5224, JBSA-Lackland at 925-5532, JBSA-Randolph at 652-5640 and the JBSA Recreation Park at 830-226-5065.



PWOC Spring Retreat

Fort Sam Houston Protestant Women of the Chapel will hold a Spring Retreat entitled "Generation to Generation" 7 p.m. Friday with an evening of fellowship. It will resume 8 a.m. Saturday at Dodd Field Chapel, 3600 Dodd Ave. Karen Bailey, wife of the Army deputy chief of chaplains, will be the guest speaker. The retreat is open to all women and child care is provided free for children up to 5 years old. A suggested donation of \$10 includes registration and three meals. Call 863-6361 for information.

'Broadway Divas'

Performances are Thursday, Friday and Saturday at the Harlequin Dinner Theatre. Dinner is served at 6:30 p.m. and the show begins at 8 p.m. Call 222-9694 for ticket information.

H.U.G.S. Playgroup

Tuesday, 9-11 a.m., Middle School Teen Center, Building 2515, for children up to age 5. Call 221-0349.

Unit Trauma Training

Tuesday, 9 a.m.-2 p.m., Warfighter and Family Readiness, Building 2797. Call 221-0946.

Saving and Investing

Tuesday, 9-11 a.m., Warfighter and Family Readiness, Building 2797. Call 221-2380.

First Termer Financial Readiness

Tuesday, 9 a.m.-3 p.m., Dodd Field Chapel. Call 221-2380.

Budgeting

Tuesday, 2-4 p.m., Warfighter and Family Readiness, Building 2797. Call 221-2380.

Hearts Apart

Tuesday, 6-7:30 p.m., Warfighter and Family Readiness, Building 2797. Call 221-0626 or 221-0946.

General Resume Writing

Wednesday, 9 a.m.-noon, Warfighter and Family Readiness, Building 2797. Call 221-0516

Jazz & Wine Tickets on Sale

Tickets are on sale for the Jazz & Wine event 8 p.m. April 26 at the Fort Sam Houston Theatre. Doors open and cocktail hour begins at 7 p.m. Advance tickets are \$35 or \$45 at the door. Visit <http://goo.gl/>

RFmGK or <http://www.ArmyMWR.com/JAZZ>.

Web-based First Termer Financial Readiness

Wednesday, noon-6 p.m., Warfighter and Family Readiness, Building 2797. Call 221-2380

Operation Megaphone Worldwide Lock-in

Teens are invited to Operation Megaphone Worldwide Lock-in 9 p.m. April 26 to 7 a.m. April 27 at the Middle School Teen Center, Building 2515. Teens will enjoy a night of sports, food and movies. The cost is \$5 per teen. Call 221-3630.

EFMP, Special Olympics Equestrian Event

April 27, 9 a.m.-noon, JBSA-Fort Sam Houston Equestrian Center. Call 221-2962.

Building Confidence Teen Resilience Workshop

April 29, 5-6 p.m., Comprehensive Soldier and Family Fitness Training Center, Building 2620. This workshop is for high school freshman and sophomores. Call 808-6089 for more information.

Army Ten-Miler Qualifier

Active duty service members on JBSA-Fort Sam Houston are welcome

to test their skills at the Army Ten-Miler 7 a.m. May 5 at the Central Post Gym. The run is designated for active duty, varsity-level athletes who are actively training. Male participants should have no more than an 8-minute-mile pace. Female participants should have no more than a 10-minute-mile pace. The top five active duty military men and women qualify to represent JBSA-Fort Sam Houston at the Army Ten-Miler in Washington, D.C. The registration deadline is April 26. Call 808-5710.

SKIESUnlimited Classes

SKIESUnlimited classes for children ages 18 months to 18 years include Tae Kwon Do, private piano lessons, creative dance and ballet/tap. Call 221-3381 for dates and times.

Moms and Tots Stroll

Monday, Wednesday and Friday, 9-11 a.m., Fitness Center on the METC, stroll on the indoor track and win prizes. Call 808-5709.

Cheer Coaches Needed

JBSA-Fort Sam Houston Youth Sports is looking for volunteers to coach children 5-12 years of age for the 2013 cheer season. Volunteer coaches must be at least 21 years old and willing to commit

for the entire season, August through November. All volunteer coaches are required to complete an application and consent to a background check. Call 221-5519 or 221-4492.

Catfish Pond Open

Saturday and Sunday, noon-6 p.m., JBSA-Camp Bullis, cost is \$3 per pound. Call 295-7577.

JBSA-Fort Sam Houston Ticket Office

The ticket office is located in the Sam Houston Community Center and is open 10 a.m. to 5 p.m. Tuesday through Friday. Call 808-1378.

Sportsman Range

The range is open 10 a.m. to 2 p.m. Saturday and Sunday. DOD card holders may shoot their personal pistols, rifles and shotguns. Firearms must be registered at JBSA-Camp Bullis. The range may close unexpectedly because of weather or troop use. Range users should call before coming out for target practice. Call 295-7577.

San Antonio Australian Football Club

High school and college athletes are invited to play in the San Antonio Australian Football Club. Practices are held on Saturdays from

11-11:30 a.m. on JBSA-Fort Sam Houston at the fields between Artillery Post, New Braunfels, Stanley, and Liscum Roads. Call 382-5305, 830-556-9397 or 426-7655.

Jimmy Brought Fitness Center Extends Hours

The Jimmy Brought is now open 4 a.m.-10 p.m., Monday through Friday, 8 a.m.-7 p.m. Saturday and Sunday and 8 a.m.-5 p.m. federal holidays. Indoor pool hours are 5 a.m.-8:30 p.m. Monday through Friday and 8:30 a.m.-4:30 p.m. Saturday, Sunday and federal holidays. Call 221-1234.

Theater Arts Program

Children, ages 4 and up, can take the stage after a long day at school in the Theater Arts Program at School Age Services, Building 1705. The cost is \$80 for a month of biweekly classes. Classes are 4-5 p.m. for ages 4-6; 5-6 p.m. for ages 7-10; and 6-7 p.m. for ages 11 and up. Call 221-3381.

Home Child Care Providers Needed

Family Child Care on JBSA-Fort Sam Houston is looking for family members interested in providing licensed child care in their homes.

See INSIDE, P16

FREEDOM from P6

changed forever? Here, it's all about how to handle life with 'Plan B.' This is for them. It is a wonderful gift from our community."

Between the ribbon-cutting and the key-passing ceremonies, wounded warriors and community members mingled and enjoyed the park and the sunny weather, as chil-

dren laughed and played by the fountain.

"I love it," said Nancy Zambrano, who was also spending time outside with her husband, Staff Sgt. Marco Zambrano, and their 11-year-old son, Marco Jr. Her husband was injured in a construction accident while stationed at Fort Sill, Okla.

"It's so cool and so pretty," Zambrano said. "They've done so much for us. When I first got

here, I didn't even know where to start. When I came to the folks at the WFSC, I felt like everything was going to be okay."

Later, during the key-passing ceremony and just before the live concert by nine-time Grammy Award-winning Texas swing band Asleep at the Wheel, several community leaders had some words to share on the importance of giving back to

warriors and their family.

Retired Col. David Sutherland, co-founder and chairman of the Center for Military and Veterans Community Services (Dixon Center), served as the keynote speaker and exuded his passion on the importance of ensuring the potential for success was recognized in every veteran.

"The number-one remedy for battling the effects of combat and being at

war is feeling like you fit in," Sutherland said of those who have returned home from downrange and been changed by what they've experienced.

"We're veterans, not victims," he said. "It's not about pity; it's about recognizing the potential for success. It's not about a handout but a hand up."

Sutherland's emotions were evident as he spoke to the crowd and explained that the military

will win because it builds, whereas our enemies destroy.

He said success has come with costs. Despite the costs, Sutherland stressed that wounded warriors just need the chance to show they can still make a difference.

"I want us to be defined not by a single incident on the battlefield, but by our potential to succeed beyond that," he said.

DENTAL from P6

selected every year, totaling 20 residents enrolled in the program at any given time.

Each graduating class will result in five fully trained oral and maxil-

lofacial surgeons who will be assigned or deployed throughout the world providing surgical health care.

"This marks an exciting opportunity for continued collaboration between the Air Force

and Army. Within the SAMHS we have made tremendous strides in the last two years to improve efficiency in health care," Hepburn said.

"This MOA proves our continued commitment to optimizing our dental

training programs while developing our young professionals to work in a joint environment both stateside and overseas."

Oral and maxillofacial surgeries correct a wide spectrum of diseases,

injuries and defects that afflict the head, neck, face, jaws, and the hard and soft tissues of the oral and maxillofacial region.

A recognized international surgical specialty, oral and maxillofacial

surgery is one of the nine specialties of dentistry. "Our actions today will translate into world class health care for thousands of military beneficiaries as well as civilians in the months and years to come," Hepburn added.



FOR SALE: Queen-size headboard, carved solid oak design, \$100; ladies leather jacket, dark brown with dolman sleeves, medium, \$40; camouflage Parka, military specs, large regular, \$35; slipcover for three cushion sofa, beige floral pattern, like new, \$35. Call 495-2296.

FSHISD CAMPUS ACTIVITIES APRIL 22-27

Fort Sam Houston Elementary School Monday

Volunteer Appreciation Day,
9-10 a.m., PTO Room 51
Earth Day
King Antonio XCI visit, 1:20
p.m. at flagpole

Tuesday

Purple Day: wear purple to
support military kids
Public School Volunteer Week
STAAR test for 3rd and
4th grade math

Wednesday

Public School Volunteer Week
STAAR Test for 3rd and 4th
grade reading
STAAR Test for 5th grade
science

Thursday

Public School Volunteer Week –
“Thank You Volunteers!”

April 26

Student and staff holiday

Robert G. Cole Middle and High School

Tuesday

STAAR test for 6th and 7th
grade math

Wednesday

STAAR test for 6th and 7th
grade reading
STAAR test for 8th grade
science

Thursday

STAAR test for 8th grade social
studies

April 26

Student and staff holiday
Track regional meet at Judson
Band at Battle of Flowers
Parade
Varsity and junior varsity
baseball at Dilley, 4:30 and
7 p.m.

April 27

Track area meet, varsity only

INSIDE from P15

Providers can earn additional income at home, full or part time. Call 221-3828.

Parent Central Customer Service

JBSA-Fort Sam Houston Parent Central assists walk-in patrons from 8 a.m. to noon and 2 to 4 p.m. for registration and 12:30 to 1 p.m. for out processing and payments. Parent Central is located in Building 2797, on Fort Sam Houston. Call 221-4871.

Before and After School Care Registration

Register your child for before and after school care at JBSA-Fort Sam Houston Parent Central, 221-4871. Warriors in Transition and their family members should register at Soldier Family Assistance Center or call 916-6377. Registration is ongoing until full.

School Liaison Office

The JBSA-Fort Sam Houston School Liaison Office can assist patrons in registration, provide information about the local school system and community, educate parents on school poli-

cies, procedures, programs and schedules and home schooling. Visit <http://www.fortsammwr.com/youth/slo.html> or call 221-2214 or 221-2256.

Thrift Shop Open

The JBSA-Fort Sam Houston Thrift Shop at 3100 Zinn Road, run by the Spouses' Club of the Fort Sam Houston Area, is open to all DOD cardholders and full of clothing, shoes, housewares, toys, books, furniture, jewelry and more. Hours are 9 a.m. to 2 p.m. Wednesday, Thursday and the third Saturday of each month. Consigned items are taken from 9 a.m. to 1 p.m. Donations are taken anytime during regular business hours. Call 221-5794/4537 or click on <http://www.scfsh.com>.

Sergeant Audie Murphy Club

The SMA Leon L. Van Autreve Chapter of the Sergeant Audie Murphy Club meets the last Thursday of each month, noon-1 p.m. at the Army Medical Department Museum. All Sergeant Audie Murphy or Sergeant Morales members are invited and encouraged to attend. Call 221-4424 or 837-9956.

CHAPEL WORSHIP SCHEDULE

PROTESTANT SERVICES

Sundays

Main Post (Gift) Chapel

Building 2200, 1605 Wilson Way
8 and 11 a.m. - Traditional

Dodd Field Chapel

Building 1721, 3600 Dodd Blvd.
8:30 a.m. - Samoan

10:30 a.m. - Gospel

Army Medical Department Regimental Chapel

Building 1398, 3545 Garden Ave.
9:20 a.m. - 32nd Medical Brigade
Collective Service

11:01 - Contemporary “Crossroads”

Brooke Army Medical Center Chapel

Building 3600,
3851 Roger Brooke Rd.
10 a.m. - Traditional

CATHOLIC SERVICES

Daily Mass

Brooke Army Medical Center Chapel
Building 3600,
3851 Roger Brooke Rd.
11:05 a.m., Monday through Friday

Main Post (Gift) Chapel

Building 2200, 1605 Wilson Way
11:30 a.m., Monday through Friday

Saturday

Main Post (Gift) Chapel

4:45 p.m. – Reconciliation
5:30 p.m. - Evening Mass

Sunday

8 a.m. - Morning Mass, AMEDD
8:30 a.m. - Morning Mass, BAMC
9:30 a.m. - Morning Mass, MPC
11:30 a.m. - Morning Mass, BAMC
12:30 p.m. - Morning Mass, DFC

JEWISH SERVICES

8 p.m. - Jewish Worship,
Friday, MPC
8:30 p.m. - Oneg Shabbat, Friday,
MPC

ISLAMIC SERVICES

1:30 p.m. – Jummah, Friday,
AMEDD
10 a.m. - Religious education,
Saturday, AMEDD

LATTER DAY SAINTS SERVICES

1 p.m. - LDS worship, Sunday,
AMEDD

BUDDHIST SERVICES

1 p.m. – Buddhist Services,
Sunday, AMEDD

*For worship opportunities of faith groups not listed here,
please visit the JBSA-Fort Sam Houston Chaplain's website at
<http://www.samhouston.army.mil/chaplain>.*

Network Enterprise Center hosts Customer Appreciation Day Thursday

By Carlos Ortiz III
Network Enterprise Center

Can you remember a recent negative customer experience? It might have been at a restaurant where the waiter did not refill your beverage or there was an excessive wait for your food? Then, to add to the bad experience, when you voiced your concerns to management, the problem was not solved.

These are common samples of customer service experiences. In the field I work in, it is not much different. Changes in technology have customers communicating with people in call centers around the world

to resolve service-related issues including banking, insurance and computer problems.

The personnel at the Army Signal Network Enterprise Center believe customers are the critical link for any business to succeed.

As ambassadors who strive to provide great customer service, everyone at the NEC wants to thank the customers at the inaugural Customer Appreciation Day, 11 a.m. Thursday at Building 2265, located at the corner of Wilson Way and Reynolds Road, west of the Jimmy Brought Fitness Center.

It is imperative the customer's service re-

quirements are addressed immediately and NEC constantly communicates with the customer regarding resolution of their request. We do our best to ensure customers are the primary focus by making them feel appreciated. This strengthens our connection to them and shows we care about them.

One way to do so is by giving the customer personalized attention as well as getting to know them personally while addressing their needs immediately.

To quote Bill Gates, chairman of Microsoft Corporation, “your most unhappy customers are your greatest source of

learning.”

While organizations strive for complete customer satisfaction, not all customers will be satisfied with the service they receive.

Maintaining a constant dialogue with customers lets them know they are appreciated and goes a long way towards maintaining customer satisfaction.

Addressing problems immediately ensures customers are appreciated and lets them know they can return for services if they have another problem.

Here are some tips on providing a positive customer experience and creating a culture of

excellence:

- Share the knowledge. Give customers something valuable for free while proving your expertise by providing advice by email, brochures, newsletters and through social media avenues like Twitter and Facebook.
- Ask for feedback. Keep a finger on your customers' pulse. Know what is on their minds by eliciting feedback via the Interactive Customer Evaluation survey program at multiple intervals of customer contact. Less than satisfactory feedback should be used to raise the bar of performance of services.
- Listen and respond. What customers say

about your services is important. Responding promptly to customer inquiries shows you are listening.

- Adapt to change. It is imperative to do better in meeting the needs of the customer. Feedback can be invaluable in making process or organizational changes that result in improvements to meet the needs of customers.

At Joint Base San Antonio-Fort Sam Houston, these concepts have yielded major results which can be attributed to building personal and organizational partnerships in promoting customer service as important and relevant to our mission objectives.

JBSA observes Prescription Drug Take-Back Day April 27

By Chanel S. Weaver
Army Public Health Command
Public Affairs



National Prescription Drug Take-Back Day will be observed locally and nationwide April 27.

Sponsored by the Drug Enforcement Administration, the day is specifically set aside to allow an opportunity to empty medicine cabinets, kitchen drawers, purses and pillboxes of unwanted, unused and expired prescription drugs, and take them to authorized collection sites in local communities.

Brooke Army Medical Center will have two locations to turn in prescription drugs from 10 a.m. to 2 p.m.

The first is at the San Antonio Military Medical Center medical mall area and also at the Joint Base

San Antonio-Fort Sam Houston Refill Pharmacy, located in Building 2401 on Scott and Harney Roads.

At JBSA-Lackland, people can drop off these items from 10 a.m. to 2 p.m. at the Wilford Hall Ambulatory Surgical Center Satellite Pharmacy, located between the main base exchange and the commissary.

At JBSA-Randolph, turn in unwanted prescription drugs from 10 a.m. to 2 p.m. April 27 at the main base exchange satellite pharmacy, Building 1040, in the BX mall area.

There will be certified law enforcement personnel physically present at the drop-off locations for

the duration of National Prescription Take-Back Day activities, per DEA protocols.

Drug overdoses and brain damage linked to long-term drug abuse killed an estimated 37,485 people in 2009, the latest year for which preliminary data are available, according to a report by the Centers for Disease Control and Prevention.

"Drugs now kill more people than motor vehicle accidents in the U.S.," said Maj. Clifton Dabbs, a physician and epidemiologist at the U.S. Army Public Health Command.

Prescription drug use has increased over the years in the military. About 17 percent of mili-

tary personnel reported misusing prescription drugs, including stimulants (other than methamphetamine), tranquilizers/muscle relaxers, sedatives/barbiturates, pain relievers, anabolic steroids, and erectile dysfunction drugs, according to the 2008 Department of Defense Survey of Health-Related Behaviors.

As in the civilian population, pain relievers were the most commonly misused/abused type of prescription drug across the military services and in the Army specifically.

According to the 2011 Substance Abuse and Mental Health Services Administration's National Survey on Drug Use and Health, more than 70 percent of people abusing prescription pain relievers got them through

friends or relatives, which includes raiding the family medicine cabinet.

"Our surveillance shows that there is a rapid increase in the numbers of Soldiers being diagnosed with opiate dependence or abuse since 2005."

Opiate drugs are narcotic sedatives that depress activity of the central nervous system, reduce pain and induce sleep.

"Opiates act on the nervous system and can suppress the ability to breathe," Dabbs said.

It is important to get rid of painkillers as soon as possible.

"It is highly recommended to flush any narcotic pain killer down the toilet when they are no longer needed for the treatment of pain in which they were prescribed,"

said Dabbs.

While flushing is not a recommended disposal method for many drugs, Dabbs' advice about opiates is seconded by authorities such as the Food and Drug Administration.

Dabbs also pointed out that drugs can lose potency and effectiveness if they are stored improperly or kept too long.

Since the opportunity to dispose of unwanted and expired medications comes around only once a year, it is an opportunity that should be taken.

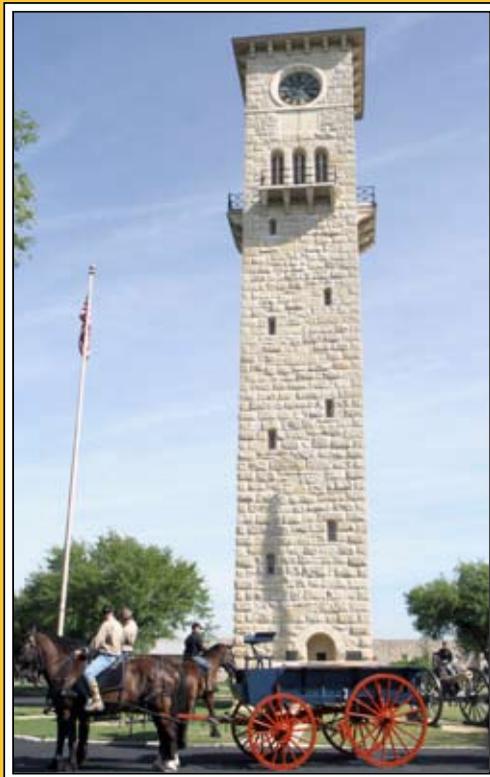
For more information on National Prescription Drug Take-Back Day or to locate a local collection center, visit the Drug Enforcement Administration website at http://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html or the Food and Drug Administration website at <http://www.fda.gov>.

MILITARY HONORS PLATOON BRINGS 'NEW' WAGON TO FORT SAM HOUSTON MUSEUM

A replica of an 1870s four-mule Army escort wagon passes by the clock tower at the historic Quadrangle April 5. The wagon, pulled by two horses from the Caisson Section of the U.S. Army Military Honors Platoon, is the newest item in the Fort Sam Houston Museum and is slated to go on display in the Quadrangle once the museum moves there in early 2014.

It can be used by U.S. Army North (Fifth Army) during parades and other public events. This type of wagon was used by the Army to carry supplies from post to post. The escort wagon was approved by the Secretary of War in 1878 as the replacement for the Civil War six-mule wagon. This type of wagon, which could carry 3,000 pounds, was a common site at the Quadrangle in the late 19th century as the post was originally built as a supply depot. The wagons were used by the Army until 1939.

Photo by Staff Sgt. Corey Baltos



32ND MEDICAL BRIGADE KICKS OFF 2013 FIESTA SEASON



Photo by Esther Garcia

The 32nd Medical Brigade kicked off 2013 Fiesta with more than 2,400 troops taking an early morning run through the streets of Joint Base San Antonio-Fort Sam Houston April 10. Following remarks at MacArthur Parade Field by Army Medical Department Center and School Commander Col. Randall Anderson and other military leaders, the various Fiesta royalty were introduced to the troops. Fiesta royalty included King Antonio Steve Dutton, El Rey Feo Larry Benson, Miss Fiesta Victoria Flores, Charro Queen Kellie Ramos, Queen of Soul Britany Thompson, Reina de la Feria de las Flores Lauren Osterman and others.