FORT SAM HOUSTON
News Leader
AUGUST 19, 2016
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A PUBLICATION OF THE 502nd AIR BASE WING – JOINT BASE SAN ANTONIO-FORT SAM HOUSTON

JBSA HOTLINES

DOD Safe Helpline
877-995-5247
JBSA Sexual Assault Hotline
808-SARC (7272)
JBSA Domestic Abuse Hotline
367-1213
JBSA Duty Chaplain
221-9363

ARMY SOUTH WRAPS UP PANAMAX PAGE 3

FLIGHT PARAMEDIC TRAINING PAGES 10-11

502ND CES ASSISTS IN CAVE RESEARCH PAGE 16

Army North supports National Interagency Fire Center

Soldiers from the 5/3 Field Artillery Battalion conduct firefighting missions in the Kaniksu Complex, Northeast Washington Aug. 25, 2015. For story and more photos, turn to Page 5.

Photo by 1st Sgt. Joshua Kazaka

Lein assumes command of AMEDDC&S

By Jose Rodriguez
AMEDDC&S Public Affairs

In front of a formation of a thousand Soldiers on the Fort Sam Houston MacArthur Parade Field, Maj. Gen. Brian C. Lein assumed command of the U.S. Army Medical Department Center and School from Maj. Gen. Steve Jones during a ceremony Aug. 9, hosted by Lt. Gen. Nadja Y. West, U.S. Army Surgeon General and commanding general of U.S. Army Medical Command.

In thanking Jones for his 38 years of service as a commissioned officer,

See AMEDDC&S COC, P9

Maj. Gen. Brian C. Lein (left), U.S. Army Medical Department Center and School incoming commander, accepts the colors from Lt. Gen. Nadja Y. West (center), Army Surgeon General and commanding general of U.S. Army Medical Command, as outgoing commander Maj. Gen. Steve Jones (right) looks on at the Fort Sam Houston MacArthur Parade Field Aug. 9.

Photo by Jose Rodriguez

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Transparent leadership: An old concept for modern times

By Col. Sean P. Larkin
National Air and
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Wright-Patterson
Air Force Base, Ohio

Courtesy photo
Col. Sean P. Larkin is the commander of the National Air and Space Intelligence Center at Wright-Patterson Air Force Base, Ohio.

We're living in an age of hyper-connectivity. With sensors everywhere and supercomputers in our pockets, there's a wealth of information available to everyone, whether it's a review of a restaurant, an updated Air Force instruction or the airspeed velocity of an unladen swallow (African or European).

There are unofficial forums and social media groups devoted to nearly everything – including the Air Force. Further, your words and actions can live on indefinitely on the internet. Nothing stays in Vegas.

Now, more than ever, to quote Gen. George S. Patton, "You are always on parade."

The combination of instant information, rapid social interaction and recorded behavior has changed the environment and expectations for leaders. Our Airmen expect and deserve leaders whose actions match their words and whose decision-making is open, fair and consistent.

While discretion and the safeguarding of sensitive, classified and personal data remain critical responsibilities of military professionals, the fact remains that any gap between what you say and what you do will be exposed, one way or another. But there is no reason to fear such scrutiny; in fact, we must embrace transparency to lead in the 21st century.

Transparency is not a novel concept. Political scientists, journalists and policy advocates have been touting its importance for more than a century. In 1913, Louis Brandeis, who would go on to serve as a justice U.S. Supreme Court, famously referred to sunlight (transparency) as "the best disinfectant." An organization that maintains open records, encourages honest dialogue, and is accountable for its actions is less likely to violate the public trust.

The benefits of transparency go beyond our external relationships, to the heart of our organizations. Open, honest and consistent leaders will develop trust, strengthen relationships and bolster our core values.

For example, as a commander, I have to make tough decisions on personnel matters, strategic priorities, resources and mission execution. I trust my team to provide the best available information and their recommendations to inform those decisions.

While I could technically make decisions without seeking such advice, involving the right subordinates and stakeholders in a transparent decision-making process is essential to leading effectively and building organizational trust.

Transparency helps establish this trust over time and strengthens critical relationships when your Airmen and your mission partners can see how your actions match your stated priorities and vision.

Openness also allows your Airmen to understand how and why decisions are made, even if they disagree with a particular outcome. This transparency encourages collaborative decision-making, empowers our Airmen and fosters the professional development of all stakeholders, which ultimately strengthens the organization.

Finally, transparency can reinforce and uphold the Air Force core values. I believe in these values and wholeheartedly believe we need to serve with integrity, service and excellence, every day. When your leadership style is transparent and collaborative, it is easier to model and enforce the ethical behavior we expect from everyone in the Department of Defense. Additionally, an open environment with high standards of personal conduct reinforces positive norms and discourages behavior that violates our values.

What we say is important, but our actions are what really speak to our Airmen. Leading with transparency creates strong, accountable organizations built on trust and guided by the Air Force core values. So, let some sunlight into your leadership style – it is a great day for a parade.

TRICARE: Watch out for signs of medical identity theft

Did you know that healthcare is the No. 1 target, nearly as much as retail, finance, and banking combined, for identity theft and fraud?

Your health information is important to you and your health care provider. But in the wrong hands, it can be valuable to someone else. Would you know if each someone stole your medical identity?

Identity theft affects millions of people year. The Federal Trade Commission offers several steps you can take to make sure your health care information remains secure.

First, read your medical and insurance statements regularly and completely. They can show warning signs of identity theft. Look for services you did not receive or providers you did not see. This is like seeing charges on your credit card statement that were not yours.

Next, read the Explanation of Benefits, or EOB, statement or Medicare Summary Notice that your health plan sends after each treatment. Again, check the name of the provider, the date of service, and the service provided. Do the claims paid match the care you received? If you see a mistake, contact your health plan and report the problem.

You should also watch for bills if you know part of your care was not covered. If a bill doesn't show up when you expect it, look into it.

Being cyber fit requires us to be mindful of your health information even when you're not using health IT.

You are the center of your healthcare. Empower yourself to protect your information. For more information about cyber fitness, visit http://www.TRICARE.mil/cyberfit.

(Source: TRICARE staff)

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News Briefs

U.S. Army North Change Of Command

U.S. Army North (Fifth Army) at Fort Sam Houston hosts a change of command ceremony at 9 a.m. Aug. 26 at the Quadrangle, where Lt. Gen. Perry L. Wiggins will relinquish command to Lt. Gen. Jeffrey S. Buchanan. The ceremony will be hosted by Gen. Lori J. Robinson, commander, North American Aerospace Defense Command and U. S. Northern Command, with Gen. Daniel B. Allyn, U.S. Army vice chief of staff, as a special guest. The ceremony is open to the public. Call 221-0754 for more information.

Annual Spotlight Deer Surveys

The Joint Base San Antonio-Camp Bullis Natural Resource Office conducts the annual spotlight deer surveys from Aug. Monday through Aug. 26, with make-up days of Aug. 29-Sept. 2. Biologist and/or naturalist volunteers are needed to participate in the surveys. Four to six volunteers are needed per night and the surveys start at the JBSA-Camp Bullis Natural Resources office at 8:15 p.m. and usually conclude around midnight. There is limited space available. Participants must not be participating in the JBSA hunting program, must be 8 years or older or be accompanied by a parent, have good long-distance night vision and bring their own binoculars, bug spray and water. Call 295-7873 for more information.

JBSA Stage 1 Water Restrictions Looming

The 10-day average of the Bexar County index Bexar (J-17), Comal Springs and San Marcos Springs are dropping due to a lack of rain. According to an analysis performed by the Edwards Aquifer Director of Aquifer Modeling, Stage 1 water restrictions may be scheduled soon. The 502nd Civil Engineer Squadron urges the Joint Base San Antonio community to stay

See NEWS BRIEFS, P6

Army South, partner nations wrap up PANAMAX 2016

By Eric R. Lucero
U.S. Army South Public Affairs

Maj. Gen. K.K. Chinn (right), U.S. Army South commanding general, speaks to Alex Horton (left), a Stars & Stripes reporter, as Col. Thomas Gilleran (center), the Army South public affairs officer, listens Aug. 3 at Fort Sam Houston. The interview was part of a media day for the Multi-National Forces-South component of the annual PANAMAX exercise.

U.S. Army South wrapped up Fuerzas Aliadas PANAMAX 2016, an annual U.S. Southern Command-sponsored multi-national exercise focused on ensuring the security of the Panama Canal and the surrounding region Aug. 4 at Fort Sam Houston.

This year's exercise began July 29 and, in addition to the Multi-National Forces-South, or MNFS, component located in San Antonio, was conducted simultaneously in Miami, Fla.; Suffolk, Va.; Davis-Monthan Air Force Base in Tucson, Ariz.; and in Santiago, Chile.

Commonly known as PANAMAX, the exercise brings together sea, air and land forces in a joint and combined operation focused on defending the Panama Canal from attacks by a violent extremist organization, as well as responding to natural disasters and pandemic outbreaks in various locations.

"We have indicated that the experiences and knowledge that the different countries bring and share during this exercise improves interoperability as a while force," said Peruvian Brig. Gen. Miguel Balta, PANAMAX MNFS deputy commanding general. "It also improves our relationships, friendships and capabilities to support regional partners should the need arise."

PANAMAX first began in 2003 with three countries, Chile, Panama and the United States, and originally focused solely on the maritime security of the Panama Canal. Since that time, the exercise has grown to become the region's largest coalition command post exercise.

This year, a total of 19 nations joined the United States during the seven-day exercise that used simulations to command and control multinational notional sea, air, special operations, cyber and land forces to defend the vital waterway and surrounding areas against threats from violent extremism and provide humanitarian relief.

This year's PANAMAX exercise marked significant contributions from partner nations, as each of the land, sea and air commands were led by non-U.S. contingents in Chile, Peru and Colombia, respectively.

"What's key in the relationships and the trust we build with our partner nations," said Maj. Gen. K.K. Chinn, Army South commanding general. "We are building that interoperability. We are working as a team and we have senior officers from other countries in key leadership positions."

In Texas, U.S. Army South and representatives from 12 partner nations formed the MNFS headquarters, with Brazil serving as MNFS deputy commander.

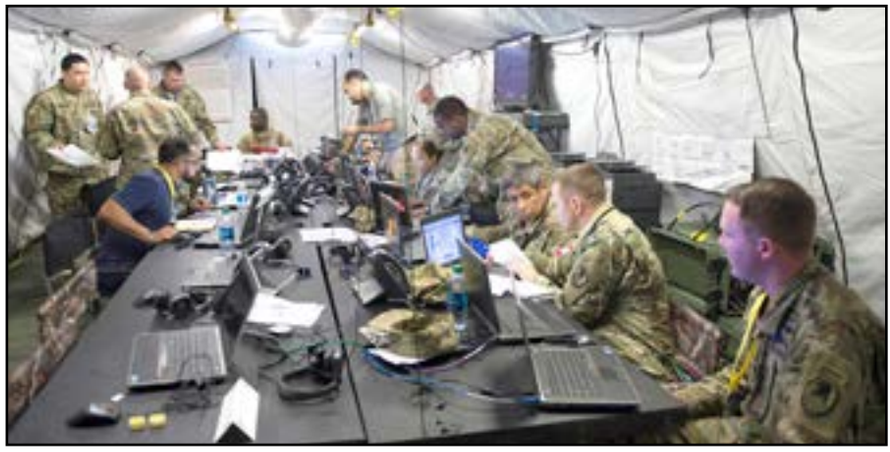
Nations participating in the MNFS this year included Belize, Brazil, Canada, Chile, Colombia, Dominican Republic, Guatemala, Jamaica, Mexico, Panama, Paraguay and the United States.

"Everyone brings something to the table," said Capt. Meghan C. Kalliavas, PANAMAX joint operations center intelligence battle captain. "I think it's beneficial for everyone to see how the others operates."

PANAMAX has evolved over the years and now includes training for many of the 21st century threats encountered in today's land, sea, air and cyber environments. The exercise aims to increase the ability of nations to work together, enable assembled forces to organize as a multinational task force and test their responsiveness in combined operations.

The Panama Canal is considered one of the most strategically and economically crucial pieces of infrastructure in the world. Six percent of the world's trade travels through the canal every year, accounting for roughly 400 million tons of goods.

It is crucial to the free flow of trade worldwide, officials noted, and the region's economic stability is largely dependent on the safe transport of several million tons of cargo through the canal each year.



Photos by Miguel Negron

Representatives from U.S. Army South and partner nations take part in PANAMAX, a U.S. Southern Command-sponsored, multi-national exercise taking place at multiple U.S. military bases and in Santiago, Chile. The Multi-National Forces South headquarters operated from a training location at Fort Sam Houston. In this year's exercise, which ran from July 29 to Aug. 4, each of the land, sea, and air commands were led by Chile, Peru and Colombia, respectively.

Youth volunteers get first-hand experience working at BAMC during summer

By Lori Newman
BAMC Public Affairs

Brooke Army Medical Center at Fort Sam Houston partnered with the American Red Cross again this year to hold the BAMC Summer Youth Program from June 13 to July 31.

A group of 76 teens between the ages of 14-17 sacrificed part of their summer vacation to participate, volunteering a combined 5,800 hours to work in clinics and sections throughout the hospital including emergency medicine, logistics, optometry, hematology, behavioral health, neurology, laboratory services, pediatrics and many more.

Nathan Culbreath, 15, waited in line with his mother nearly three hours to garner one of the last coveted stops in this popular program.

At first, Culbreath wasn't happy about being in logistics, but he soon changed his mind.

"I wasn't happy about this job because I thought it was just pushing mail around," he said. "Then I started and it was really fun, because I got to know what goes on behind the scenes."

Culbreath assists Alvin Locoe, second-floor logistics area manager, to make sure critical supplies are readily available to medical personnel who preform lifesaving operations daily.

Logistics plays an important role in saving lives, Locoe said. "We need to have the correct items in the correct locations at all times. Lives depend on it.

"He's a great kid. He catches on well. He goes to football practice and then he comes here and gives us everything he's got," he said.

"I realize that not everyone gets to see how a hospital works from the inside," Locoe added. "Hopefully, by doing this Red Cross program it will impact these kids, so maybe they can see that they could save lives someday. This is a great teaching and mentoring opportunity for the staff as well."

Amber Wolff, who is helping mentor Culbreath, agrees.

"This is a good learning opportunity for young people," she said. "It provides structure for someone who hasn't been in the work field before. They get to learn a bunch of different things.

"Nathan and the other volunteers are very eager and helpful," Wolff said. "I look forward to working with them every day."

Culbreath said he really wants to become a pilot, but if he did work at a hospital, he would chose logistics because it affects the whole hospital.

"We strive to give the youth an inside look at the world of healthcare

See YOUTH, P7

Photo by James Camillocci

Brig. Gen. Jeffrey Johnson (second from right) Brooke Army Medical Center commander thanks youth volunteers as BAMC Command Sgt. Maj. Albert Crews (far right) looks on during a recognition ceremony at BAMC Aug. 2.

Fighting fires: Army North supports National Interagency Fire Center

By Karen Lloyd
U.S. Army North Public Affairs

Since 1998, U.S. Army North, or ARNORTH, has provided support to wildland firefighting. While fighting fires isn't a skill normally associated with Soldiers, those deployed to reinforce civilian firefighting efforts are more than up to the task.

"It's not long before they are outperforming their civilian counterparts," said John Bruce, ARNORTH current operations specialist who has worked wildland firefighting support for the past 11 years. "The Soldiers take a lot of pride in performing well. They don't like to be outworked."

Preparedness levels are assigned based on the extent of fire activity across geographic areas and the percentage of committed crews. Sending Department of Defense forces in to fight fires is an option of last resort, only after reaching preparedness level five, the highest of the levels.

Late August is a more likely time for DOD support to be requested. Many of the civilian firefighters go back to college which significantly reduces the crews available, Bruce said.

Forces Command, or FORSCOM, sources battalions from Joint Base Lewis-McChord, Wash., and Fort Carson, Colo., before each wildfire season begins and ARNORTH personnel provide those units preseason briefings to give them an idea of what to expect if they are deployed.

Once a request for assistance from the National Interagency Fire Center, or NIFC, in Boise, Idaho, is received and approved through DOD, the units ordered to deploy receive seven days of "just-in-time training" and the personal protective equipment they will need on site.

"The units receive three days of classroom instruction at home station from NIFC," said Steve O'Brien, Region X Defense Coordinating Element emergency management specialist and a former firefighter.

Once they deploy to the base camp, they spend four days "cold trailing" before they move up to assume the live fire mission.

"Cold trailing isn't really 'cold.' It requires them to carefully inspect for smoke, heat and smoldering areas around the fire edge," O'Brien said. "They've got to dig and cover those areas with water or dirt until they are completely extinguished."

Soldiers work in crews of 10, each led by an experienced U.S. Forest Service crew boss. Depending on each crew's performance, the crew boss may recommend to the incident commander that they be moved up to cover other missions, such as chain sawing brush and small trees close to the fire line, digging or other tasks.

ARNORTH maintains a liaison officer at NIFC during the wildfire season, which runs from

See FIREFIGHTERS, P16

Photo by 1st Sgt. Joshua Kazaka
Soldiers from the 5/3 Field Artillery Battalion conduct firefighting missions in the Kaniksu Complex, Northeast Washington Aug. 25, 2015.

News Briefs

Continued from P3

diligent and be careful to follow upcoming water restrictions, according to JBSA Water Use Critical Period Management Plan, available at http://www.jbsa.af.mil/shared/media/document/AFD-130809-013.pdf.

Leadership Is Listening

The Armed Forces Action Plan is a tool to manage change and improve the well-being of the military community, giving service members, retirees, Reservists, Guardsmen, Department of Defense civilians, teens, survivors and family members the opportunity to identify critical issues and present them to senior leadership for action and resolution. Submit issues, ideas, suggestions and concerns to usaf.jbsa.502-abw.mbx.502-fss-volunteer@mail.mil be Sept. 2. For more information, call 221-2705.

Winans Entry Control Point

Entry into Watkins Terrace Housing, Youth Services, Fort Sam Houston Independent School District, Dodd Field Chapel and the Army Reserve Center through the Winans Entry Control Point, will require an approved Department of Defense-issued access credential. All visitors, contractors, and vendors with non-DOD issued credentials such as a driver's license, passport, etc., will stop at a visitor center located on Joint Base San Antonio-Fort Sam Houston, to be identity proofed, background vetted and issued a credential prior to entering the Winans Entry Control Point. Visit the JBSA webpage at http://www.jbsa.mil/Home/VisitorInformation.aspx for visitor center hours, locations, contact information and more detailed instructions. To speak to a security assistant call 221-1902 or 221-1903.

Jadwin Entry Control Point Temporary Closure

The Jadwin Entry Control Point is closed through Aug. 28. All traffic will be re-routed to the com-

See NEWS BRIEFS, P17

BAMC clinics earn national recognition as Patient Centered Medical Homes

By Elaine Sanchez and Lori Newman
BAMC Public Affairs

Three Brooke Army Medical Center clinics at Fort Sam Houston have earned the National Committee for Quality Assurance's highest level of recognition as Patient Centered Medical Homes.

The NCQA recognized the General Pediatric Clinic and Adolescent Medicine Clinic as Level 3 PCMHs, while the Internal Medicine Clinic increased its recognition level from level 2 to level 3.

"This recognition demonstrates our emphasis on the entire patient and family experience," said Maj. (Dr.) John Poulin, General Pediatric Service chief. "It proves to our beneficiaries that our clinic is recognized as meeting and exceeding national standards of care seen in our civilian counterparts."

Poulin credits the clinic's success to a staff that never is "satisfied with the status quo."

"Feedback from our parents and our staff is both vital and encouraged," he said. "We hold weekly meetings with our entire staff in an open forum to discuss our current clinic processes relating to clinic flow and patient care. It takes a special group of people to accept all feedback and use it in a positive manner."

The open communication is paying off, Poulin noted. The clinic maintains a 96 percent overall satisfaction rate in its delivery of care and, per surveys, 97 percent of its parents would recommend the facility to others.

BAMC's Adolescent and Young Adult Medicine Service also stands out for its excellence in care, noted retired Col. (Dr.) Christopher Dillon, former chief of adolescent medicine.

The service is the largest of its kind in the world, he said, serving as a Patient Centered Medical Home for patients from ages 12 to 25.

"It is the only military adolescent medicine fellowship, producing more adolescent medicine subspecialists than any other fellowship in the world, while also training nearly 150 residents and students from military and civilian residency programs," he said, noting it's also the only adolescent medicine service in South Texas.

"Our patients should infer, as most of them already know or have experienced, that the Adolescent and Young Adult Medicine Service provides the highest quality of medical care," he added. "We received the highest level of recognition offered by NCQA. It is a confirmation of excellence."

Photo by Maria Gallegos

Maj. (Dr.) R. Anderson (left), internal medicine physician, inserts acupuncture needles in Nelda Rodriguez's ears to relieve pain from her neck at Brooke Army Medical Center recently.

For the Internal Medicine Clinic, NCQA recognition is validation that the clinic is delivering a high level of patient care expertise with a strong focus on care coordination and inter-service communication, said Maj. (Dr.) Long Nguyendo, Internal Medicine medical director, noting that the IMC was first recognized by the NCQA in 2013.

"We take care of a large group of patients with multiple complex disease processes that require a significant amount of care coordination and medical expertise," Nguyendo said, noting that patient satisfaction is over 96 percent.

With patients always at the forefront, the clinic is planning to expand patient services even more in the future with a geriatric clinic and increased access to the procedure clinic, the doctor added.

NCQA – a private, non-profit organization – recognizes clinics that emphasize care coordination and communication. It's the most widely used way to transform primary care practices into medical homes, which aim to improve patients' and providers' experience of care, noted PCMH Project Manager Calvin Williams, Clinical Operations Division.

Feds Feed Families Food Drive seeking donations through Aug. 31

By Robert Goetz
JBSA-Randolph Public Affairs

A food drive that concludes Aug. 31 is giving members of the Joint Base San Antonio community an opportunity to combat hunger in Southwest Texas.

Collection points are set up throughout JBSA for the Feds Feed Families Food Drive, which benefits the San Antonio Food Bank, an organization that provides food and grocery products to more than 530 partner agencies in 16 Southwest Texas counties.

Drop-off locations at JBSA-Fort Sam Houston are the 502nd Security Forces Squadron Base Defense Operations Center at building 2244 and the 502nd SFS headquarters at building 2250, the Benner Barracks at building 272, the NCO Barracks at building 27 and the child development centers at buildings 2530 and 1720.

Each location has a large red trash can or a box clearly marked with food bank labels for easy identification.

Last year, the JBSA community contributed 846 pounds of canned goods and dry foods to the drive. This year's goal is 2,000 pounds.

Items that are needed are cereal, oatmeal, pancake mixes, tuna and canned meats, pasta and rice meals, soup, canned fruits and vegetables, peanut butter and jelly, and main meals such as chili, hearty soup and beef stew.

The Feds Feed Families Food Drive is a national effort, launched in 2009 as part of President Barack Obama's "United We Serve" campaign, said Staff Sgt. Atly Blum, 502nd Air Base Wing Feds Feed Families coordinator. The San Antonio Food Bank helps 58,000 people per week, 36 percent of them children under the age of 18, Blum said.

In fiscal year 2015, the food bank provided nearly 62 million pounds of food. Its mission is to fight hunger in Southwest Texas through food distribution, programs, education and advocacy.

"This food drive affords the opportunity to the JBSA family to come together and give to families in the San Antonio area," Blum said.

Drunk driving: it's cost prohibitive for you and the nation

By Janis El Shabazz
JBSA Fort Sam Houston
Public Affairs

Despite all the warnings, public awareness and educational programs, stiffer penalties for violations and efforts by law enforcement agencies across the nation to be more visible and diligent in protecting the highways, people will still get behind the wheel of their vehicles while intoxicated.

Motor vehicle wrecks are the leading cause of death in the United States for persons under age 24, according to the Centers for Disease Control and Prevention Morbidity and Mortality Reports. Of those deaths, more than 40 percent are alcohol related. According to the National Highway Traffic Administration, another 28 people die every day as a result of drunk driving crashes.

Drunk driving laws make it illegal nationwide to drive with a blood alcohol content, or BAC, at or above 0.08 percent. For people under 21, "zero tolerance" laws make it illegal to drive with any measurable amount of alcohol in their system.

These laws, along with laws that maintain the minimum legal drinking age at 21, are in place in all 50 states and the District of Columbia, and have had a clear effect on highway safety, saving tens of thousands of lives since their implementation but recent Center of Disease Control data shows that impairment begins long before you reach the .08 level. Research shows explicitly that some of the skills that you need to drive safely begin to deteriorate even at the .02 blood-alcohol level.

CDC experiments have shown that drivers at the .02 level experience a decline in visual functions - their ability to track a moving object – and experience a decline in the ability to perform two tasks at the same time.

Photo courtesy Centers for Disease Control and Prevention
Think before you drink – a phone to call a friend or the fee for a taxi cab is cheaper than a DUI lawsuit or worse the loss of life to you, your loved ones or the innocent people on the road.

The consequences of drinking and driving are arrests, property damage, injuries, and thousands of deaths each year. Recent National Highway Traffic Safety Administration data presents some sobering facts:

- Drunk driving takes the lives of more than 10,000 people each year,
- Drunk driving costs the United States $199 billion a year.
- Drunk driving costs each adult in the United States almost $800 per year.
- Every 90 seconds a person is injured in a drunk driving crash.
- Alcohol-impairment or driving under the influence is a factor in nearly one-third of all traffic fatalities.

These deaths and injuries are preventable. Research has identified proven policies that can keep alcohol-impaired drivers off the road and save thousands of lives each year

For example, be responsible and have a plan that includes a designated driver. Another would be to take alcohol, yourself, or a vehicle out of any given situation and the possibility of a DUI, or something worse.

Most drunk driving happens after nights spent with family and friends. That means there may be someone you trust nearby to help with an alternative method of getting you home safely.

Another key thing to remember is that time is the only thing that can sober you up, not hydrating, drinking coffee, eating or working out.

According to the National Directory of Designated Driver Services there are more than 600 designated driver services available to get you, and sometimes your vehicle, home safe. In addition to those options, you have your fellow wingmen, friends, family, taxi services, or the choice to stay put.

Bottom line: Just don't do it. Think before you drink – a phone to call a friend or the fee for a taxi cab is cheaper than a DUI lawsuit or worse the loss of life to you, your loved ones or the innocent people on the road.

YOUTH from P4

and to hopefully inspire them toward that goal, a career in medicine, or to perpetuate their scholarly and career pursuits," said Michael Dulevitz, BAMC Volunteer Services chief. "With luck, a few of them, because of their experiences at BAMC, will be our healthcare providers of the future."

Volunteer Services marked the end of the program with an award ceremony for the youth volunteers Aug. 2. BAMC Commander Brig. Gen. Jeffrey Johnson and BAMC Command Sgt. Maj. Albert Crews handed out certificates to each volunteer as an acknowledgement of their hard work.

Johnson praised the students for "stepping up" to do something different during their summer vacation, as well as thanking their parents for their support and the BAMC staff who took time to assist the students.

"It absolutely warms my heart to know and to recognize these outstanding young professionals," Johnson said. "Individuals who decided they're going to do what it takes in order to reach their goals, or do what it takes to understand what their goals should be and make informed decisions about what they want to do in life.

"It's a pretty important piece for us to not only provide these youth with an example of how they can spend their volunteer time," he continued. "But also for them to get exposed to some of our nation's most valued treasure – our patients, their family members, and those who have gone before us, our retirees and their family members."

Has safety been incorporated into your back-to-school preparations?

By Gibert Resendez
JBSA-Lackland Safety Office

As summer vacations end and parents rush to get school supplies to start their children off on the right foot this coming school year, let's not forgot the most important tool: safety.

Parents need to go over basic safety rules with their children every year, whether it will be the first time the children will be allowed to walk home or not.

The following are some things parents need to know and consider so their kids may get to school and home safely.

Parents should take the time to educate their children about safety, regardless of their age.

Although some kids mature faster than others, there is no right age for children to start walking or riding their bicycles to school alone or with a friend.

Let your children know drivers and cars are their No. 1 threat on the street. When crossing the street, they should stop on the crosswalk, look to the left, then to the right, and then to the left again before proceeding across the street.

If they ride bicycles, children should never ride across a busy intersection. Let them know it is best to get off the bicycle and walk their bikes next to them as they cross the street. Remember, not all intersections have traffic lights and many times, there are no crossing guards at these intersections.

As parents, help your children understand the importance of playing it safe and using common sense. A safe route needs to be drawn out, but don't forget that an alternate route is just as important. Talk with your children and develop a simple route. One thing to consider is children will be safer with fewer street crossings and intersections.

In addition, make sure they wear the proper bicycle headgear and obey all traffic laws.

If your children ride the school bus, some basic rules to follow are:

• Children must wait for the school bus to come to a complete stop before approaching it from the curb. Never let your children run toward the bus. The bus driver may not see them and this could lead to a tragedy.

• Tell your children they are to remain seated at all times and keep their hands and heads inside the bus while it is in motion.

• Today's busses come equipped with seatbelts. Make sure your kids use them, just like they do when they ride in the family car.

• When the bus comes to a stop, your children should exit the bus in an orderly manner and look for oncoming traffic.

Children should also be reminded to be active pedestrians and bike riders by not texting and being preoccupied with modern mobile devices.

And an additional safety measure: Children should know their home telephone number, their address and, if possible, a parent's work telephone number. It's also good for children to know the number of a trusted adult who has been designated for notification in case of an emergency.

With back-to-school plans, there is no reason why your children can't enjoy another school year – safely.

Remember: school and safety go hand-in-hand.

Photo by Jose Rodriguez

Master Sgt. John Case (far right), U.S. Army Medical Department Center and School Headquarters and Support Company Motorcycle Mentor, prepares to lead a motorcycle safety and awareness ride through the Texas Hill Country Aug. 5.

NHRA pro motorcycle rider visits AMEDDC&S

By Jose Rodriguez
AMEDDC&S Public Affairs

Pro stock motorcycle rider Michael Ray shared highlights from his racing career during a motorcycle mentorship ride held by the U.S. Army Medical Department Center and School, or AMEDDC&S, Headquarters and Support Company at the Evans Theater at Fort Sam Houston Aug. 5.

HSC Motorcycle Mentor Master Sgt. John Case organized the ride to promote motorcycle safety and awareness and invited Ray to speak. Ray and his family live in New Braunfels and enjoy riding motorcycles in the Texas countryside and cities when not competing.

Ray has been around motorcycles his entire life, his father being a rider himself. He began on smaller bikes and moved his way up to larger and more powerful machines as he got older. At age 16, Ray began his pro career winning his first national event.

He competes in top racing circuits around the country with the National Hot Rod Association, or NHRA, pro stock motorcycle drag racing series. These motorcycles accelerate from zero to 60 mph in just half a second and race on a quarter-mile track, reaching speeds in excess of two hundred mph.

Ray's motorcycle racing career spans over 25 years, from BMX to pro stock motorcycle, which includes a land speed record as well as multiple national championships.

"I cover a quarter mile in 6.5 seconds at 210 miles per hour. I literally have my helmet on for 93 seconds. That's from getting on my bike, moving up to the line, racing, then going back to the pit," Ray said. "It's the quickest and easiest job in the world. But for 6 1/2 hours after that, we take it all apart, check everything, then put it back together and hope it all works."

Ray told the audience what he does is not crazy because he races in a controlled environment. As a young rider, Ray focused more on competition than safety, but after a few minor racing accidents and then a major one that took him away from the sport for more than four months, he has made safety a primary concern.

Ray has always been an advocate of wearing safety gear and helmets and told the audience always be prepared for any situation.

"When racing on the drag strip, we have a team of people ready in case we have a spill. But out on the road, it's just

See MOTORCYCLE, P15

Photo by Jose Rodriguez

Maj. Gen. Brian C. Lein addresses the audience at the AMEDDC&S change of command ceremony at the Fort Sam Houston MacArthur Parade Field Aug. 9. Lein assumed command of the U.S. Army Medical Department Center and School from Maj. Gen. Steve Jones.

AMEDD COC from P1

West reflected on his accomplishments in bringing a renewed focus to eliminating any artificial distinctions between medical care in theater and medical care here at home.

In describing Jones, West said he embodies the words quiet professionalism and praised him for wanting to continue telling the Army Medicine story during his retirement by working with the Army Medicine historian helping to write the official medical history of the wars in Afghanistan and Iraq.

In his remarks, Jones reflected on his career, telling the audience of the pride he feels serving in the finest Army in the world.

"I will be forever grateful to have served with such incredible Soldiers," Jones said. "I could not have asked for a better way to close out my career than by drawing on the enthusiasm of the newest combat medics and the next generation of AMEDD leaders."

Addressing the Soldiers on the field, Lein said he was humbled and honored to be their leader.

"Our Soldiers in the Army serve and fight because they know they will receive the best medical, veterinary, and preventive care in the world," Lein said. "It is your collective responsibility to provide that care. To fight and win our nation's wars, we must be ready."

Medical care is an intense and personal hands-on requirement and no other command in the Army has as profound an effect on the individual readiness of the Army as do medical Soldiers, Lein said.

"Soldiers must be trained, and that training will come in the form of realistic individual and collective training programs, both here at the schoolhouse and at duty stations worldwide," he added.

Lein's previous assignment was as commanding general for U.S. Army Medical Research and Materiel Command, Fort Detrick, Md. He has served in various leadership and command positions to include deputy surgeon general/deputy commanding general for operations, U.S. Army Medical Command; command of Landstuhl Regional Medical Center and Evans Army Community Hospital, as well as Command Surgeon positions in ISAF Joint Command, U.S. Army Forces Command, Coalition Forces Land Component Command/Third Army, and 4th Infantry Division.

He is a graduate of the AMEDD Officer Basic and Advanced Courses, the U.S. Army Command and General Staff College and the U.S. Army War College where he earned a master's degree in strategic and national security studies.

"You have my total commitment to ensure you are ready," Lein said. "Enough talking, let's get back to training. All policies and procedures remain in effect."

TRAVELS THROUGH FORT SAM HOUSTON HISTORY

An artillery unit travels across Infantry Post on Fort Sam Houston in the 1880s.

Photo courtesy Fort Sam Houston Museum

Flight Paramedic Recertification Course offers rea

By Jose E. Rodriguez
AMEDDC&S Public Affairs

The U.S. Army Medical Department Center and School's Flight Paramedic Recertification Course at Fort Sam Houston is intense, stressful, fast paced and – most importantly – realistic.

"Being inside a helicopter trainer is very different than being in the back of an ambulance," said Army Sgt. Marty Anderson, a certified emergency medical technician, or EMT, and member of the Michigan National Guard. "We're wearing full 'battle rattle,' it's dark, loud and windy. The intense exercise feels likes a real helicopter with a live patient."

Anderson is no stranger to emergency medical care. He works as an EMT in Lansing, Mich., and emergency care is what he does for a living when not serving with Det. 1, Company C, 3rd Battalion, 238th Aviation Regiment.

"I am so glad I came to this class, said Anderson, who recommends that every flight paramedic in the U.S. Army attend the course. "I'm taking what I learned to my civilian job and Guard unit."

The AMEDDC&S course provides Army enlisted health care specialists in the 68W military occupation specialty who are paramedic qualified two weeks of training required for paramedic recertification, including 72 hours of continuing education units accredited by Army Emergency Medical Service.

In addition, students who are flight paramedic certified through the Board of Critical Care Transport Paramedic Certification, or BCCTPC, qualify for continuing education units.

Practical exercises include airway management, treatment of extremity trauma, treatment of combat chest wounds and lifesaving emergency surgical skills on high-fidelity simulation manikins. Studentsconduct scenarios in both clinical environment and high-fidelity aircraft environment. All training scenarios and exercises refresh critical care knowledge and provide recertification.

AMEDDC&S is using the most advanced hands-on medical simulators ever made. Synthetic human simulators constructed from polymer composites are replacing tissue in medical education with a realness not possible with older rubber manikins.

These innovative devices mimic the mechanical, dielectric and physicochemical properties of relevant living tissue. The skin, organs, ligaments, cardiovascular system, nerves, bones, and flesh textures look and feel authentic, based on actual live tissue tests to mimic the properties of living tissue with an unmatched level of fidelity.

These simulators even have beating hearts, breathing lungs, moving limbs, and even pump simulated blood through arteries and veins.

Students can insert their hands and medical instruments then pull back internal body parts for detailed examinations. Tissues respond to all known imaging techniques and medical devices just like live tissue. The materials are about eighty-five percent water and to prevent dehydration the training simulators are stored in tanks with recirculating fluid. Wireless integrated computer interfaces include controls proving students with vital physiological information on untethered tablets.

These advanced systems are better suited for a new generation of Soldiers who have grown up with smartphones.

The medical patient simulators used at AMEDDC&S have come a long way from the old "CPR Annie" manikins from the past. While those training manikins were hard plastic, featureless devices – more like a department store manikin – today's systems are so life-like that even seasoned instructors have difficulty distinguishing them from real tissue.

The Training Mobile Transport Lab – a life-sized UH-60 platform – offers students stressful experience of being inside a real helicopter with sound, wind and smoke. Instructors conduct nighttime training scenarios, where flight paramedic students treat patients inside the cargo compartment.

The training prepares flight paramedics to load and unload patients on litters and treat them in flight. The training exercise is fast paced and realistic, test-

Photo by Jose Rodriguez

Students in the U.S. Army Medical Department Center and School Flight Paramedic Recertification Course at Fort Sam Houston practice loading an injured Soldier inside the Training Mobile Transport Lab, a life-sized UH-60 helicopter platform.

Photo by Marla Garza

Students practice inserting a tracheal tube on a medical human simulator at the Flight Paramedic Recertification Course at the U.S. Army Medical Department Center and School at Fort Sam Houston.

alistic training

Sgt. Marty Anderson, Det. 1, Company C, 3rd Battalion, 238th Aviation Regiment, Michigan National Guard, monitors the status of a medical patient simulator while onboard a UH-60 Blackhawk trainer. Taught at the U.S. Army Medical Department Center and School at Fort Sam Houston, the Flight Paramedic Recertification Course trains 68Ws medical enlisted personnel with the knowledge and skills required to conduct advanced critical care pre-medical evacuation treatment, loading and unloading patients in MEDEVAC aircraft, and stabilize and treat patients in flight.
Photo by Jose Rodriguez

Photo by Jose Rodriguez
Sgt. 1st Class Reid Carpenter (left), AMEDDC&S flight paramedic course instructor, wirelessly adjusts the setting of a medical patient simulator as two Army health care specialists, who are paramedic-qualified, practice treating an injured patient inside a UH-60 Blackhawk helicopter trainer. The life-sized trainer offers students the opportunity of realistic classroom exercises emulating the sound, wind, and stressful environment of an actual helicopter. The advanced patient simulators used at AMEDDC&S provide students with vital signs, clinical signs and symptoms mimicking live patients.

ing students ability to treat injuries while transporting patients.

Along with the practical classroom exercises, students take part in interactive lectures from insightful subject matter experts, or SMEs, on a host of medical topics. "The small block lectures are phenomenal. We're learning from SMEs with real life experience. This training supersedes anything they received in initial 68W training," said Sergeant Anderson.

As traditional classroom, online, and practical training methods advance, AMEDDC&S continues to invest in new methods and technologies, while preserving the tried and tested techniques that have led the U.S. military having the highest combat survivability rate in history.

Until recently, 68Ws could only provide immediate first aid while preparing the wounded for transport to a military field hospital facility.

A gap existed between treatment at the point of injury and transport to a treatment facility. In the civilian world, air ambulances provide on-scene and in-transit treatment with dedicated, specially trained and certified flight paramedics.

Photo by Jose Rodriguez
Sgt. 1st Class Reid Carpenter, U.S. Army Medical Department Center and School flight paramedic course instructor, prepares a SynDaver medical simulator at Fort Sam Houston. AMEDDC&S has invested more than $100,000 on each human simulator. These simulators are industry best with realistic polymer skin, internal organs, bone, nerves and even pumps simulating blood fluids. Instructors can wirelessly operate and monitor the simulators for different physiological training exercises.

The U.S. Army lacked this life saving ability. To close that gap, AMEDDC&S established the Critical Care Flight Paramedic Program. Now, Army helicopters are more than flying ambulances shuttling the injured to a military treatment facility. Advanced trauma management is accessible at or near the point of injury and while flying to a treatment facility.

"I think about how it must have felt to be a flight medic without skills to help an injured Soldier beyond basic first aid," said Maj. Ersan Capan, Transport Medical Training Laboratory Critical Care Flight Paramedic Program officer-in-charge. "How horrible it was for an Army medic to see critically injured patients and not have the skills to treat them. In the past, these 68Ws were little more than part of a flight crew with basic medical training. Now we are giving our 68Ws the skills to provide in flight critical care, similar to civilian helicopter flight paramedics."

Capan and his team were instrumental in standing up the curriculum for the flight paramedic recertification course.

"We want our students knowing they did everything possible to save lives, and not to think about what they couldn't do," said Sgt. 1st Class Reid Carpenter, flight paramedic instructor. "We give 68Ws capabilities to meet Army needs. To maintain their skills flight paramedics need to continuously train when back at their units.

"These Soldiers are more than just part of a flight crew; they are now front line critical care medics," Carpenter added. "There is an overlapping of skills … almost like a hybrid of combat medics, physician assistants and nurses. These 68Ws also understand medications. Once they complete the course, Soldiers then serve as the critical care paramedic for their platoon."

For commanders, having a Soldier away from their unit training for two weeks is a significant amount of time. Yet ask any of the students who have gone through the course and each will agree it is a worthwhile investment. Aviation units benefit from having trained flight paramedics able to provide critical care beyond the basic 68W requirement.

"We teach them a lot, but these skills are perishable," Carpenter said. "We emphasize that when students return back to their aviation units they need continuous training, the same as civilian flight paramedics."

"Our goal is to show Soldiers what it's like in the field. We want them to know what to expect, so they're prepared to save lives," Capan said. "The Army has an incredible battlefield injury survival rate, yet there were a number of Soldiers we weren't able to save because they didn't receive critical care treatment in time. The Soldiers we're training in this course are equipped to save those lives. We're closing the gap with each flight paramedic we train."

Get ready to sweat, JBSA!

By Ashley Palacios
JBSA-Randolph Public Affairs

Camp Gladiator is scheduled to host a free workout from 9 a.m. to 10 a.m. Aug. 27 at Joint Base San Antonio-Randolph's Rambler Fitness Center track.

Camp Gladiator events will also be held at JBSA-Fort Sam Houston Sept. 17 and at JBSA-Lackland Oct. 29. The theme for JBSA-Fort Sam Houston's event is 80s workout videos and the theme for JBSA-Lackland's event is Halloween costumes.

The idea for the event began in May at the JBSA Aerobathon, said Abbie Pollard, 502nd Force Support Squadron community programs and partnership specialist.

After seeing Camp Gladiator's booth at the Aerobathon, Pollard began attending the camps herself and fell in love with the program.

"When you're doing other workout programs or working out on your own, it's easy to become stagnant," Pollard said. "Camp Gladiator is constantly changing up their workouts and creating new, fun ways to work out – so you're never doing the same workout twice."

Camp Gladiator's regular program is a four-week camp where each week focuses on a different areas of fitness. The program includes a week of endurance, strength training, interval training and metabolic work.

During the event, there will be four 20 minute fitness stations, each will represent a different week of the Camp Gladiator program.

After the workout, Camp Gladiator trainers will also talk with participants about how to live a healthy lifestyle.

"Camp Gladiator is really a fitness family – there's no judgment," Pollard said. "Everyone is at different fitness levels and there's constant encouragement of each other during workouts."

The theme of the event is red, white and blue and participants are encouraged to come dressed up.

Prizes will be given out for the most spirited and the best dressed. OMG Sounds will be providing music.

The event is open to all Department of Defense ID card holders and their dependents. For more information on all of these events, call JBSA Community Programs at 652-5763.

Who's been sleeping in my cave? 502nd CES assists in South Central Texas cave research

By Paul Schattenberg
Texas A&M AgriLife Communications

Texas A&M University researchers studying the impact of small mammals on cave habitats with endangered invertebrate species got a prickly surprise when they discovered large numbers of porcupines parading in and out of dozens of caves in the San Antonio area.

"Our initial research was to describe the use of caves by meso-mammals, small to mid-sized mammals, in south central Texas that also contain federally listed endangered species," said Andrea Montalvo, a research assistant with Texas A&M University's Institute of Renewable Natural Resources, San Antonio.

The institute operates as a unit of Texas A&M AgriLife Research, the Texas A&M AgriLife Extension Service and the College of Agriculture and Life Sciences at Texas A&M University in College Station.

Meso-mammals include raccoons, opossums, skunks and porcupines, Montalvo explained.

Montalvo has been working with Chris Thibodaux, a cave and karst specialist with the 502nd Civil Engineer Squadron's Environmental Flight and Natural Resources unit. She said research they have been conducting in northwest San Antonio for the past three years should provide a more complete analysis of cave system dynamics, allowing biologists to better manage area cave resources and habitat.

"A more complete understanding of caves is essential because of their potential impact on the growth and development of a community," Montalvo said. "Recently, a $15 million highway expansion project was delayed after the federally endangered Bracken Bat Cave meshweaver spider was detected for the first time in three decades during the construction of a highway underpass. Construction plans were changed to an overpass and, as a result, the cost nearly tripled."

"There have been other instances of construction or development in the area that have been halted or delayed due to concerns over harming an endangered species," said Dr. Roel Lopez, San Antonio institute director. "Research like this, which helps us understand these populations and their habitats, is vital in understanding and mitigating for potential impacts that may arise."

To conduct their research, Montalvo and Thibodaux set up trail video cameras near 30 cave entrances in northwest San Antonio for one year. Cameras also were placed throughout the tunnels and chambers of caves used regularly by meso-mammals.

"Meso-mammal species, time of day, temperature and total time elapsed were noted," Montalvo said. "Then the data was analyzed to determine which variables, including cave characteristics, were associated with greater meso-mammal cave use. This data will be used to more fully understand local cave use, allow for more informed management decisions and provide a baseline from which to compare future meso-mammal use."

Courtesy photo

Andrea Montalvo (left) and Chris Thibodaux (right) explore a cave in northwest San Antonio. Montalvo is a research assistant with Texas A&M University's Institute of Renewable Natural Resources, while Thibodaux is a cave and karst specialist with the 502nd Civil Engineer Squadron's Environmental Flight and Natural Resources unit.

While she expected to see meso-mammals such as raccoons, opossums and skunks using the caves, she was surprised by the number of porcupines entering the caves, Montalvo said.

"Porcupines are relatively rare to south central Texas and they are also typically tree-dwellers, so I was really surprised to find that about 60 percent of all meso-mammal activity in the caves was from them. Their activity was more than the skunks, opossums, raccoons and armadillos. In one particular cave, their scat indicated an extremely high degree of use," Montalvo said.

She explained scat, or droppings, left by meso-mammals such as porcupines and raccoons "represent significant energy input into the cave environment in the form of food for other species." According to existing research, if the energy input to a cave is too small, cave-restricted species may have no resources. If the input is too large, the cave-adapted species may be replaced by more competitive or predatory species.

"I have been going into caves in central Texas for over 30 years," Thibodaux said. "Thirty years ago, you never saw a porcupine in central Texas, much less a porcupine using a cave in this part of the state. In fact, the first porcupine I ever remember seeing was as road kill in west Texas, probably around 20 years ago."

He said "porcupines are prolific poopers" and occupy many caves he monitors.

Montalvo said the large number of porcupines also presented the researchers the opportunity to investigate their movements and behaviors more thoroughly.

"We decided to track recurrent porcupines with GPS collars and consolidate information on the range expansion, cave use and management implications of porcupines in Texas," she said. "We trapped them and fit them with GPS collars so we could get data that would allow us to better manage porcupine habitat and understand their role in cave dynamics in this area."

Montalvo said in tracking their whereabouts she was surprised to learn the porcupines tend to use the caves in this area year round.

"In the midwestern states, porcupines typically use caves during the winter, but the porcupines in south central Texas use them in the summer to escape the heat and in the winter to escape the cold," she said.

Montalvo also cited the prevalence of shrubs and lack of large natural predators such as mountain lions as reasons for the porcupines' migration and adaptation to the South Central Texas area.

"We feel the data we are gathering through this research will not only help in determining the impact of meso-mammals on cave-adapted invertebrates, but also provide insight into how landowners with cave or karst features on or near their land might manage habitat for porcupines," Montalvo said.

In 2104, the San Antonio Express-News reported an increase in the number of porcupine and pet encounters in the Austin area, resulting in at least one dog getting a muzzle full of quills.

"While porcupines are fairly slow and docile, they have tens of thousands of extremely sharp quills on them and can harm dogs or other animals when they get too close and frighten them," Montalvo said. "So landowners with caves or karst features on or near their property may want to take extra measures to make sure their pets steer clear of those areas."

JBSA-Lackland civilian employee fuels base mission

By Sean Schroeder
JBSA-Randolph Public Affairs

For Will Daniels, 502nd Logistics Readiness Squadron's Fuels Management Flight fuels distribution worker at Joint Base San Antonio-Lackland, every day affords him an opportunity to make a direct impact on the base mission.

He drives around in different sized refueling vehicles to ensure that everything with an engine has the fuel it needs to keep moving. This includes everything from aircraft and helicopters parked on JBSA-Lackland's flightline to tractors, trailers, golf carts, and forklifts.

"Without fuel, nothing can get done. Nothing can be operated," Daniels said. "Planes can't fly, vehicles can't move.

One of the biggest jobs for Daniels is refueling the C-5 Galaxy, which makes stops at JBSA-Lackland. It has a fuel capacity of 332,000 pounds, which can equate to roughly 30,000 to 35,000 gallons. On a typical day, with everything that needs fuel on base, "you can pump 50,000 to 100,000 gallons in just one day," Daniels said.

Pumping fuel is just one part of a bigger picture for his unit. Daniels and his Fuels Management Flight team ensures the right fuel, free of contaminants, gets to where it needs to go in a timely manner. Putting the wrong fuel in an aircraft could lead to engine stalls, potentially putting lives in danger.

"We make sure it's right before we take it out there to the aircraft," Daniels said.

One of the first things he and other members of his flight do each day is to inspect every one of the refueling vehicles to ensure there are no safety concerns. He also has to be aware of things in his environment that could potentially spark and ignite the fuel, like static electricity.

"Safety is one of the most important things we need to take care of – that's first and foremost," Daniels said.

Daniels has been a fuels distribution worker since 2001. Before that he was a combat engineer for the U.S. Army for nine years. In that career specialty, he helped clear a path for Soldiers on the battlefield by detecting and blowing up explosives.

As an Air Force civilian, he enjoys serving the military mission in a different way. Whenever he looks up to the skies at Lackland, he witnesses firsthand the fruits of his labor. "When I see aircraft flying by, 'that's me,' he's flying because of me," Daniels said. "I really enjoy my job."

Will Daniels (right), 502nd Logistics Readiness Squadron's Fuels Management Flight fuels distribution worker, ensures the fuel hose of his R-11 refueler is proper secured into a Marine Corps C-130 parked on Joint Base San Antonio-Lackland's flight line.

Photos by Sean Schroeder

Daniels monitors jet fuel leaving his R-11 refueler vehicle into an aircraft at Joint Base San Antonio-Lackland. On a typical day, Daniels can pump 50,000 to 100,000 gallons of fuel into a variety of vehicles and aircraft.

Daniels (right) ensures fuel is flowing into a tractor from his refueling vehicle at Joint Base San Antonio-Lackland. Daniels has worked in fuels for the past 15 years.

Interactive Customer Evaluation provides feedback on services

By Jeff Champagne
JBSA Interactive Customer Evaluation Site Administrator

The Interactive Customer Evaluation, or ICE, system is a web-based program that allows you to provide feedback on services provided by organizations across Joint Base San Antonio.

The ICE system allows you to submit online comment cards to rate service providers – good or not so good, whatever you think – throughout JBSA. That way, improvements to customer service can be made by giving managers crucial information regarding the level of satisfaction of services provided through these reports and customer comments.

ICE provides the following benefits:

Allows you to quickly and easily provide real-time feedback to our service provider managers;

Gives leadership and management timely data on service quality;

Allows managers to benchmark the performance of their service providers against other Department of Defense organizations;

Encourages communication across our organizations by comparing best practices to increase performance results;

Saves money and improves service processes

When you're ready to get started, all it takes is the click of a mouse and the system sends your comments, suggestions and/or recommendations for improvement directly to the appropriate service provider manager for action.

Using ICE is fairly simple. When coming across a service you'd like to make a comment on, simply follow these steps:

Visit the ICE website at https://ice.disa.mil/.

Locate your base or post.

Pick the category under which the service you're looking for.

Provide us with your feedback.

Click submit and off it goes.

Be sure to fill out your phone number or email address to have a manager contact you directly or submit it anonymously – it's up to you.

Here are a few simple guidelines to make the most out of your ICE comments:

Comment Often: Try to leave an ICE comment at some point about every service provider you've encountered. What did you like about the service? What did you not like about it?

Don't just complain – compliment. If you've received exceptional service, please submit an ICE comment and tell us why, not just when they need a swift kick to the pants.

Always provide your name and contact information when requesting follow-up. ICE is a passive program. When leaving an ICE comment, you may choose to remain anonymous or leave your contact information. This is a great way for the organization or service provider manager to remain in direct contact with you regarding your comment, suggestion or concern.

Remember someone doesn't say something, the problem will likely never get addressed. Sometimes you may be the only person who sees or reports an issue or problem. Speaking up brings awareness and allows the service provider managers the opportunity to fix the issue.

Careless smoking a leading cause of fire deaths

By Ricardo S. Campos
Fire Inspector & Life Safety Educator
502nd Civil Engineer Squadron

Careless smoking is a leading cause of fire deaths in the United States. According to the U.S. Fire Administration, more than 4,000 Americans die each year in fires and approximately 20,000 are injured.

Smoke alarms, smolder-resistant bedding and upholstered furniture are significant deterrents in combatting these unnecessary deaths.

Here are a few safety tips to keep you and your family from becoming a fire statistic:

Smoking safety:

• Never smoke in bed. Replace mattresses made prior to the 1973 Federal Mattress Flammability Standard.

• Do not put ashtrays on the arms of sofas or chairs.

• Use large, deep ashtrays with wide lips. While smaller ashtrays may be more attractive, they are not safe. Cigarettes can roll off the edge, and the ashes can be easily be blown away.

• Water down your ashes. Empty ashtrays into either the toilet or an airtight metal container. Warm ashes dumped in waste cans can smolder for hours, and then ignite into fire.

• Do not leave cigarettes, cigars, or pipes unattended. Pull out all smoking materials before you walk away.

• If you begin to feel drowsy while watching television or reading, extinguish your smoking materials in safe container.

• Close a matchbook before striking and hold it away from your body. Set your cigarette lighter on "low" flame to prevent burns.

• If friends or relative who smoke have paid you a visit, be sure to check on the floor and around chair cushions for ashes that may have been dropped accidentally.

• Do not discard cigarettes in vegetation such as mulch, potted plants or landscaping, peat moss, dried grasses, leaves or other things that could ignite easily.

Kids and fire safety:

• Store matches and lighters up high and out of reach of children's sight and reach, preferably in a locked cabinet.

• Do not put ashtrays in a location where children or pets could knock them over.

General fire safety tips:

• Keep children away from open flames and electrical receptacles.

• Have a smoke alarm on every level of your home and make sure your smoke is maintained and working properly

• Keep your emergency numbers near the telephone.

• Always call the fire department for any fire, even if the fire has been completely extinguished.

-- Have a fire evacuation plan and practice, practice, practice it with your family!

For more information about careless smoking visit the U.S. Fire Administration Website at http://www.usfa.fema.gov or contact the Joint Base San Antonio Fire Prevention Offices at JBSA-Fort Sam Houston at 221-2727, at JBSA-Lackland at 671-2921 or at JBSA-Randolph at 652-6915.

MOTORCYCLE

from P8

you," Ray said. "One day, I was out riding when a car pulled out in front of me. I landed face down on the street and thought to myself how glad I was I was wearing my helmet."

Along with racing, Ray also teaches other professional riders, as even experienced riders train and learn from others. He encourages riders to maintain their skills.

"Riding is a lot of fun," Ray said. "My father has a saying, 'an accident is human error.' Sometimes we get complacent. Don't be that guy. You know your bike. Take your time, make sure you're ready, I don't care how long you've been riding."

Following the presentation, Case lead a group on a ride. The motorcycle ride introduced formation riding and provided an opportunity to traverse different terrain from Fort Sam Houston out into the Texas Hill Country.

The day also included a local hazards brief, motorcycle refresher training and an after-action report. A pre-ride inspection and safety brief was conducted before departure.

The purpose of the Motorcycle Mentorship Program is to establish voluntary installation-level motorcycle clubs where less experienced riders and seasoned riders can create a supportive environment of responsible motorcycle riding and enjoyment.

Over the past five years, the number of motorcycle accidents has been reduced for Army Soldiers. Safety awareness efforts, training and involvement by leaders are making a difference. Even so, motorcycle accidents continue to make up a significate number of fatalities.

To learn the basic skills, motorcycle safety courses are offered at Joint Base San Antonio for active duty, retirees and civilians. To sign up for a class, visit https://jbsaleadershippathway.gosignmeup.com.

Navy announces elimination of Navy Working Uniform Type I

The U.S. Navy announced Aug. 4 that it will transition from the Navy Working Uniform, or NWU, Type I to the NWU Type III as the service's primary shore working uniform beginning Oct. 1.

Over the next three years, Sailors may wear either the NWU Type I or III, but effective Oct. 1, 2019, all Sailors will be expected to wear the NWU Type III as their primary working uniform when ashore or in port.

While the Navy is developing an incremental regional fielding plan for the NWU Type III, this transition period will give Sailors time to prepare for the change and allow them to get maximum wear out of recently purchased NWU Type I uniforms.

"As the Chief of Naval Operations and I travel to see Sailors deployed around the world, one of the issues they consistently want to talk about are uniforms," said Secretary of the Navy Ray Mabus. "They want uniforms that are comfortable, lightweight, breathable ... and they want fewer of them. We have heard the feedback and we are acting on it. As a direct result of Sailors' input, we will transition from the NWU Type I to the NWU Type III as our primary shore working uniform."

This change is the first step in a multi-phased process that will streamline and consolidate the Navy's uniform requirements, and ultimately improve uniformity across the force.

The Navy has listened to Sailors' feedback and is incorporating their desires to have a working uniform that is better fitting, more breathable and lighter weight.

NWU Type III will be issued to new accessions and recruits beginning Oct. 1, 2017.

Until further policy guidance is promulgated, black boots will be the standard boot worn in the United States and its territories with the NWU Type III. However, expeditionary forces in the United States or any forward deployed forces may wear the desert tan or coyote brown boots at the discretion of the unit commanding officer with the NWU Type III. Additionally, Sailors may wear the NWU Type I black fleece liner.

Sailors will be able to buy NWU Type III components for personal wear through Navy Exchange uniform stores and call centers once there is sufficient inventory on hand.

(Source: Chief of Naval Personnel Public Affairs)

Photo by Petty Officer 1st Class Julia A. Casper

The Dept. of the Navy announced that it will transition from the Navy Working Uniform, or NWU, Type I to the NWU Type III as its primary shore working uniform. While, the NWU Type I will be phased out over the next three years, effective Oct. 1, 2019, all Sailors will be expected to wear the NWU Type III as their primary working uniform when ashore or in port.

AMEDD Museum Foundation announces writing competition

The Army Medical Department Museum Foundation's 2017 Spurgeon Neel Annual Award competition is open for a paper of 5,000 words or less that best exemplifies the history, legacy and traditions of the Army Medical Department.

Named in honor of retired Maj. Gen. Spurgeon H. Neel, first commanding general of Health Services Command (now U.S. Army Medical Command), the award competition is open to all federal employees, military and civilian, as well as nongovernmental civilian authors. More information about Neel can be found at http://en.wikipedia.org/wiki/Spurgeon_Neel.

The AMEDD Museum Foundation will present a special medallion award and a $500 monetary prize to the winner at a Foundation-sponsored event early in 2017. The winning submission will also be published in the AMEDD Journal during 2017

All manuscripts must be submitted to the AMEDD Museum Foundation by Sept. 30. At the time of submission, a manuscript must be original work. It must conform to the Writing and Submission Guidance of the AMEDD Journal, and must relate to the history, legacy, and/or traditions of the Army Medical Department.

Manuscripts will be reviewed and evaluated by representatives from the AMEDD Museum Foundation, the AMEDD Center of History and Heritage and the AMEDD Journal. Submit manuscripts to amedd.foundation@att.net.

(Source: U.S. Army Medical Department Museum Foundation)

FIREFIGHTERS

from P5

May to October. Once a unit is alerted to deploy, ARNORTH sends personnel like Bruce and O'Brien forward to ensure all base camp support is provided and to ensure the unit is well integrated with the civilian leads.

In 2015, the 5/3 Field Artillery Battalion from JBLM deployed to fight fires in Washington. In addition to performing well for the incident commander, they also built great relationships with the local community.

"Soldiers visited local schools and attended town hall meetings, and the locals embraced them like family," said Bruce. "The 5/3 FA Battalion has been one of the best units we've worked with – very professional."

Local civilians have even brought lemonade and cookies to the Soldiers fighting to protect their homes.

"Most of the Soldiers really like this mission," O'Brien said. "They know they are doing something to help the local community."

Air Force military ambassador program accepting applications

Two articulate, self-confident Air Force, Air Force Reserve or Air National Guard members are needed to serve as military ambassadors at community events to represent Joint Base San Antonio in 2017.

One male and one female ambassador are chosen each year to represent the Air Force at many community events and promote the military's commitment and relationship with the local communities around South Texas.

"The program strengthens Joint Base San Antonio's relationship with the local community while educating the public about the Air Force," said Bill Gaines, 502nd Air Base Wing Public Affairs at JBSA-Fort Sam Houston civic outreach chief. "The ambassadors are given the opportunity to showcase the professionalism and skills of the Air Force while fostering a positive rapport in the community."

All E-4 to E-7 Air Force members, 21 years old and older and assigned to JBSA are eligible to apply to be a military ambassador. Nomination packages will be distributed to public affairs offices across JBSA Sept. 5. Once nominated, candidates appear before a selection board of chief master sergeants and former Air Force ambassadors. The selection panel reviews applications, conducts interviews and selects the ambassadors.

Nomination deadline is Oct. 3. For more information, call 808-0002 or 221-0546.

INSIDE THE GATE

Newcomer's Orientation, Spouse Information Fair

Friday, 8 a.m. to noon, Military & Family Readiness Center, building 2797. This in-processing orientation is mandatory for all military and civilian personnel newly assigned to Joint Base San Antonio. All mandatory patrons must be seated by 7:50 a.m.; service members should coordinate with their unit personnel coordinator or commander support element prior to attending. In conjunction with orientation, vendors and supporting agencies will be on site at 10:30 a.m. for the Spouse Information Fair. Call 221-2705.

Anger Management

Friday and Aug. 26, noon to 2 p.m., Family Advocacy Program, building 3387. A comprehensive anger program for those who want to examine the different causes of stress and learn techniques to more effectively cope with anger and stress in a group setting. Call 539-6350 to register.

Scream-Free Parenting

Friday and Aug. 26, 11 a.m. to 1 p.m., Military & Family Readiness Center, building 2797. This workshop offers a parenting approach that focuses on "parents" not "kids" that compels you to focus on yourself. Calm yourself down and by staying calm and connected with your kids you begin to operate less out of your deepest fears and more out of your highest principals, transforming your relationship in the process. Call 539-6350.

TAP-Goals, Plans, Success

Monday-Aug. 26, 8 a.m. to 4 p.m., Soldier for Life, building 2264. A mandatory five-day workshop for all service members separating from the military. GPS is facilitated by the Department of Labor, Veterans Administration and M&FRC. Prerequisite class is "Pre-Separation Counseling." Call 221-1213.

Accessing Higher Education

Monday-Wednesday, 7:30 a.m. to 5 p.m., Education Center, building 2408. A three-day track for those pursuing higher education; service members will review education requirements that support their personal goals. Registration is required by calling 221-1213.

Computer Lab

The Computer Lab located at the Military & Family Readiness Center, building 2797, is open Monday-Friday, 8 a.m. to 4 p.m., and closed on the second and fourth Friday of the month from 1-4 p.m. Call 221-2418 to confirm daily availability.

Organizational Point Of Contact VMIS

Mondays, 1-4 p.m., Military & Family Readiness Center, building 2797. Unit and agency organizational points of contact, or OPOC, will receive training with the Volunteer Management Information System, or VMIS. Open to all registered OPOC's. Call 221-2418.

Volunteer Management Information System

Mondays, 1-4 p.m., Military & Family Readiness Center, building 2797. Volunteers will receive hands-on training with the Volunteer Management Information System, or VMIS. Open to all registered volunteers. Call 221-2418.

Helping Us Grow Securely Playgroup

Tuesdays, 10 a.m. to noon, Middle School Teen Center, building 2515. A playgroup for infants and toddlers; open to parents and their children. HUGS will open to youths up to age 11 to accommodate school age families. Registration not required. Call 221-2418.

Post-Deployment Resiliency

Wednesdays, 1-3 p.m., Military & Family Readiness Center, building 2797. Service members scheduled to deploy, go on temporary duty longer than 30 days or go on a remote assignment are required to attend this briefing. Registration required. Call 221-2418.

Key Spouse Initial Training

Tuesday, 8:30 a.m. to 2:30 p.m. Mandatory for all newly appointed Key Spouses and highly recommended for Key Spouse mentors. Review the nine core modules in the standard Air Force Key Spouse training curriculum and receive a certificate upon completion. Call 221-2705.

Citizenship, Immigration Assistance

Tuesday, 9 a.m. to noon, ceremony at 2 p.m., Military & Family Readiness Center, building 2797. Meet with a U.S. Citizenship & Immigration Service officer for assistance with applications. Eligible patrons will take the oath of allegiance at a naturalization ceremony beginning at 2 p.m. Call 221-2705.

Army FAP Unit Training

Wednesday, 9-11 a.m. and 1-3 p.m., Military & Family Readiness Center, building 2797. Mandated Unit Family Advocacy Training in accordance with Army Regulation 608-18 regarding domestic and child abuse identification, reporting and prevention. Other topics covered include the Lautenberg amendment, restricted/unrestricted reporting and transitional compensation program. Seating is limited. Call 221-2418.

Salary Negotiation

Wednesday, 9-11 a.m., Military & Family Readiness Center, building 2797. Learn salary negotiation by reviewing what is acceptable and improve your networking skills. Call 221-2418.

Step Families 101

Wednesday and Aug. 31, noon to 4 p.m. This two-part series must be attended in order. Discuss changes in the family dynamics, evolving roles, and the joys that come from being a stepparent. Call 221-2418.

Pre-Deployment Resiliency

Thursday, 1-3 p.m., Military & Family Readiness Center, building 2797. This training draws heavily on the experiences of service members in order to prepare for the realities and challenges commonly encountered prior to and during a deployment. Call 221-2418.

Volunteer Orientation

Thursday, 10-11 a.m., Military & Family Readiness Center, building 2797. Volunteers newly assigned to the Military & Family Readiness Center will in-process and receive training on their responsibilities. Call 221-2418.

Active Parenting Of Teens

Thursday, noon to 2 p.m., Family Advocacy Program, building 3387. This class gives parents the confidence and courage to meet the challenges while savoring the joy of their children's teen years. Call 539-6350 to register.

Trails & Tales Guided Tour

Aug. 26, 8-10:30 a.m., Military & Family Readiness Center, building 2797. A guided tour of Fort Sam Houston; learn about old and new structures that share a rich history dating back more than 150 years. Patrons must be ready for departure by 8 a.m. Due to limited seating, registration is required. Call 221-2705.

FRG Leadership Academy

Aug. 30-31, 8:30 a.m. to 4:30 p.m., Military & Family Readiness Center, building 2797. This training provides commands with a better understanding of their FRGs, how to utilize their volunteers, in addition to their roles and responsibilities to the families. Call 221-2418.

Pre-Separation Counseling

Aug. 30, 9 a.m. to noon, Military & Family Readiness Center, building 2797. Airmen, Sailors, and Marines planning to separate from the federal service must attend a mandatory counseling. Begin the process 18 months prior to separation date. Call 221-1213.

News Briefs

Continued from P6

mercial and regular lanes at the Walters Entry Control Point. This closure is to allow installation of active vehicle barriers and supporting utilities at this gate. The North New Braunfels gate is open for regular, non-commercial traffic to Department of Defense ID holders from 6-9 a.m. weekdays. For more information, call 221-5283.

BAMC Bariatric Clinic

Bariatric surgery can improve quality of life for individuals who are obese and have obesity-related conditions such as type II diabetes, hypertension (high blood pressure), obstructive sleep apnea, asthma, hyperlipidemia (high cholesterol), gastroesophageal reflux disease, or GERD, or other obesity-related conditions. Bariatric surgery is the most successful long-term treatment of obesity. There are three kinds of laparoscopic bariatric surgeries performed at Brooke Army Medical Center: adjustable gastric band, gastric bypass and vertical sleeve gastrectomy. The BAMC Bariatric Clinic is a self-referral clinic and offers informational seminars on the second, third and fourth Wednesdays of each month. There is also a bariatric support group held on the first Wednesday of each month in the main dining room in the lower level of BAMC. The Bariatric Clinic will also accept referrals from your primary care manager. Call 916-9023 to set up an appointment.

Air Force Ball

The U.S. Air Force hosts its annual ball Sept. 16 at the Hyatt Hill Country Resort, 9800 Hyatt Resort Drive with the theme of "You Are What Makes Our Air Force Diverse." Social hour begins at 6 p.m. and main event at 7 p.m. Call 325-2035 or 925-1716 for tickets or go to the JBSA Air Force Ball Facebook page at http://www.facebook.com/2016JBSAAirForceBall.

FEGLI Open Season

The Office of Personnel Management holds a Federal Employees' Group Life Insurance, or FEGLI, open season from Sept. 1-30. During this time, eligible employees can elect or increase their FEGLI life insurance coverage. The effective date for changes to FEGLI coverage under an open season election will be delayed one full year to the beginning of the first full pay period on or after Oct. 1, 2017. Coverage can be cancelled or reduced at any time and enrollees satisfied with their current FEGLI coverage do not need to make any elections during the open season. Department of the Army civilians must log into the Army Benefits Center-Civilian website at https://www.abc.army.mil and go into the Employee Benefits Information System. For assistance, call 877-276-9287 weekdays from 6 a.m. to 6 p.m. For additional information, visit https://www.opm.gov/healthcare-insurance/life-insurance/.

Weingarten Rights: Having Union Representation

The Labor Relations Statute entitles a bargaining unit employee to representation by the union during an examination, by an agency representative, in connection with a matter under official investigation if that employee reasonably believes disciplinary action will result. If the employee requests union representation, no further questioning will take place until a representative is present. For those stationed at Joint Base San Antonio-Fort Sam Houston, call 808-0205; JBSA-Randolph, call 652-4658 and JBSA-Lackland, call 671-4528.

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