

# JBSA

# LEGACY

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JOINT BASE SAN ANTONIO

APRIL 10, 2020



PHOTO BY LT. COL. TIMOTHY WADE

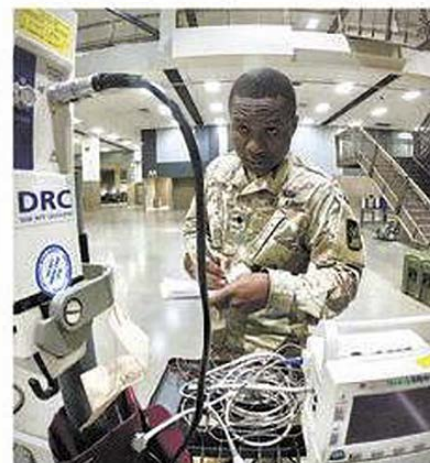
Medical technicians in the 433rd Airlift Wing board an Air Force Reserve C-5M Super Galaxy at Joint Base San Antonio-Lackland April 5. These Reserve Citizen Airmen, along with more than 120 Air Force Reservists across the nation, mobilized to Joint Base McGuire-Dix-Lakehurst, N.J., to support COVID-19 relief efforts in New York City.

## Air Force Reserve mobilizes medics to New York

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Local Navy recruiter produces face shields Page 9



Army hospitals operational in NY, Seattle Page 7

## WEATHERING COVID-19

## Build mental resilience in times of stress

By Staff Sgt. Alexander Frank  
142ND FIGHTER WING PUBLIC AFFAIRS

In times of national crisis, it's easy to become emotionally overwhelmed and forget to take your own mental health into consideration. The rapid onset of COVID-19 has brought a multitude of financial and personal stresses for military members and their families.

On March 25, Defense Secretary Mark Esper placed limitations on large-scale gatherings and encouraged military members to telecommute whenever possible.

While social distancing is imperative to limiting the spread of the coronavirus, it's equally important to maintain social connections and ensure mental resilience during these trying times.

Heather Gauthier-Bell, director of psychological health at the 142nd Fighter Wing, Oregon Air National Guard, stresses the importance of maintaining mental resilience.

"It's something that's vital to everyone to be able to continue to do your day-to-day

job and the overall mission," Gauthier-Bell said. "Without mental well-being, everything else kind of just falls apart."

At the forefront of mental resilience is practicing self-care.

"Make sure you're doing some kind of exercise, eating well, and getting enough sleep," Gauthier-Bell said.

By taking care of yourself, you limit the impact that stress and isolation can place on your mental well-being.

Develop a strong time-management system. Much of the recent quarantine measures have drastically affected our daily routines. Making time to digitally connect with family members can go a long way in developing a sense of normalcy.

Technology can be an important tool in maintaining daily interactions with friends and family.

"People are getting creative," said Gauthier-Bell, "I've seen people doing game nights over Zoom, and people doing tea or coffee over Zoom."

Sometimes it can be as simple as finding a way to fill the time.

"Try to create a routine for yourself and

your family," Gauthier-Bell said. "A lot of people just don't know what to do."

Some positive ways you can fill the time include completing home projects, cleaning, reading, listening to podcasts, and limiting how much media you consume.

When the stress of the day seems to add up, taking a few moments for yourself can make all the difference. Practicing deep breaths, meditation, or just stepping outside for some fresh air.

For those who feel overwhelmed with the current crisis, there are a variety of resources for service members and their families.

"I have a 24/7 cellphone, I can FaceTime with people, use WhatsApp, I can text people, so people can utilize that," Gauthier-Bell said.

In addition to wing resources, military members can also use Military OneSource and the Military Helpline to access various telehealth options.

Military OneSource can be reached at 1-800-342-9647, and the Military Helpline can be reached at 1-888-457-4838 or by texting "MIL1" to 839863

## Fortify spiritual resilience in uncertainty

By Tech. Sgt. Emily Moon  
142ND FIGHTER WING PUBLIC AFFAIRS

"He who has a why to live can bear almost any how," said Friedrich Nietzsche. This is one of Capt. Bob Edwards's favorite quotes. Edwards is one of the base chaplains at the 142nd Fighter Wing's Chaplain's Corps.

Whether you are religious or not, it's always good to ask yourself the questions that matter most in life: What is my purpose? Am I where I want to be right now? How can I become better? These are the kinds of questions Edwards encourages people to reflect on during stressful times in their lives.

People can build their spiritual resilience simply by practicing. Just as you would exercise to keep up your physical strength, you need to do the same for your spiritual strength. Examples of this would be to read books on faith; pray, journal, or just go outside to get some fresh air and reflect. The ability to lean on our strength is what will carry us through these trying times, said Edwards.

Religious Affairs Superintendent Tech. Sgt. Bernard Untalan is part of the

Chaplain's Corps and said that most of what they're hearing right now is people struggling with the fact that there have been a lot of canceled plans, for example, school, church, and Spring Break vacations.

At the same time, during this downtime, what we are experiencing is forcing us to look inward. We have become more aware of what has been taken for granted, and hopefully, have a new appreciation for the blessings that we have.

"The biggest thing is realizing that people handle stress in different ways, such as lashing out or withdrawing, but now is the best time to reach out to the people we hold dearest, prioritize what's most important, and look toward the future when all of this will pass and things will resume," Untalan said.

"Remember to look at the good during this time," Edwards said. "What have you been putting off? Maybe you could take up a new hobby. What do you want to learn? You could work on a goal you've been trying to accomplish like weight loss, cleaning the house, or reading a book series. You now have more time to spend with family, maybe learn what your spouse or children(s) "Love Language" is. Remember to take time for

self-reflection, don't isolate, and keep your mind occupied."

One of Edwards's favorite scriptures he reflects on is Psalm 23:4: "Yea, though I walk through the valley of the shadow of death, I will fear no evil: for thou art with me; thy rod and thy staff they comfort me." We often feel alone in life or want to do things our own way, but it is important to lean on your beliefs and family for strength when we go through tough times. Community is a huge piece; just having someone with you, going through the same things can bring comfort in times of uncertainty.

Edwards and Untalan are both at the base full-time as long as they are allowed to be and are now working on an online Strong Bonds for members to participate in since the May event has been canceled. They are both available for counseling, chats or prayer when people are in need.

"This situation shows how creative people can be in reaching out to others," said Untalan. "Look into what your own church services are offering."

The main thing Edwards wants people to focus on is connecting with people because we are all in this together.

## JBSA LEGACY

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# Feedback Fridays

**By Brig. Gen. Laura L. Lenderman**

502D AIR BASE WING AND JOINT BASE SAN ANTONIO COMMANDER

Feedback Fridays is a weekly forum that aims to connect the 502d Air Base Wing with members of the Joint Base San Antonio community. Questions are collected during commander's calls, town hall meetings and throughout the week.

If you have a question or concern, please send an email to [RandolphPublicAffairs@us.af.mil](mailto:RandolphPublicAffairs@us.af.mil) using the subject line "Feedback Fridays." Questions will be further researched and published as information becomes available.

## COVID-19

**Q. If we believe we have symptoms of the virus and self-quarantine, when do we come in for medical attention, especially if I'm being affected so much that I can't function?**

**A.** If you are experiencing a medical emergency, please call 911 immediately.

For healthcare questions and concerns, beneficiaries should call the San Antonio Military Health System COVID-19 Nurse Advice Line at 210-581-2266, Option 6, to book a CAMO appointment or for home-care instructions. The advice line is available Monday-Friday from 7 a.m.-7 p.m. and weekends from 10 a.m.-4 p.m.

After hours, please call the MHS Nurse Advice Line at 1-800-TRICARE (874-2273), option 1 or visit [MHSNurseAdviceLine.com](https://www.mhsnurseadvice.com) for a web or video chat.

As an additional resource, the CDC has an interactive COVID-19 Self-Checker that's intended as a guide to help you make decisions and seek appropriate medical care. Visit <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html>, and click on Coronavirus Self-Checker.

**Q. My husband and I were tested for COVID-19 at Brooke Army Medical Center and were told test results would be in 4-5 days. On day 6, still no notification. We called infectious disease clinic with only a recorded message and are now being told civilians won't be notified for up to 5 business days.**

Why not post a secure message to TRICARE online for notification or

push out results to primary care managers for notification, so that we can notify potential people of exposure.

Also why is the COVID-19 test being labeled as influenza A-B test on our medical record? Are we not truly being tested for the virus?

**A.** Due to the influx of tests being run, results are taking longer than the 4-5 days originally anticipated. Patients are instructed to call their primary care provider if labs not back after 5-6 days. If test results are complete, providers will be able to view them in a patient's medical record.

In the meantime, people who are exhibiting COVID-19 symptoms are recommended to self-isolate. When our medical teams first started testing, out of an abundance of caution, they also ran flu tests and these results are posted in your medical record. This is separate from the COVID-19 test.

In general, if you are feeling ill, please stay home and call before coming in to reduce the risk of COVID-19 infection to yourself and others.

In an effort to improve your access to healthcare information, the San Antonio Military Health System has launched a new COVID-19 Nurse Advice Line for beneficiaries. Call 210-581-2266, Option 6, to book a CAMO appointment or for home-care instructions. The advice line is available Monday-Friday from 7 a.m.-7 p.m. and weekends from 10 a.m.-4 p.m.

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## Installation & Facilities

**Q. Last year, there was an open house meeting regarding the JBSA-Fort Sam Houston Benner Barracks pertaining to the dorm mold mitigation plan. Can a status update be provided on phase 3 and having the rooms professionally**

## treated and cleaned?

**A.** Thank you for your question. Barracks, Ships and Dorms, or BSD, have been a top priority for me and my team.

During last year's JBSA-wide dorm inspection (Phase 1) and mold clean-up efforts (Phase 2), all 8,000+ rooms across JBSA were inspected, and any observed mold was cleaned through in-house or contracted cleaning teams.

In total, the Air Force invested \$4.5 million in this effort, to include facility repairs and improvements to help prevent reoccurrences.

This event generated a number of lessons learned that informed our long-term strategy (Phase 3) to reduce the risk of reoccurrences.

One action includes continued investments into repairing and/or replacing JBSA BSDs. For JBSA-Fort Sam Houston, this includes construction of a new permanent party dorm, which is currently underway and projected for occupancy in November 2021.

Once that facility is brought online, there will be subsequent investments into Benner and Okubo dorms, taking advantage of the swing space created by the facility. These investments are projected at \$25 million between FY23 and FY27. In the meantime, CE will continue to make targeted investments on specific issues and preventive maintenance.

Another action identified for phase 3 is improved cleaning and room inspection oversight. For permanent party BSDs, all mission partners are provided minimum cleaning requirements and have access to cleaning supplies through the dorm management office.

Additionally, rooms should be inspected monthly by unit leadership and dorm management to help ensure proper room maintenance, and identify any issues which may lead to mold concerns.

Occupants are also advised to report any water leaks or HVAC issues immediately to dorm management to help prevent future mold growth occurrences. Occupants are also required to inform dorm management of any long periods of time (i.e. TDY, leave or field training) where the room may be left unoccupied, potentially resulting in issues arising unobserved.

There are additional efforts underway regarding updated policies, improved preventive maintenance, increased contract support vehicles, expanded dorm management tools,

dedicated maintenance teams and improved facility sustainability that is also being incorporated into our long term strategy. These improvements will be shared with residents and leadership as they are resourced and implemented.

Lastly, if you should be experiencing any issues with your living quarters, please inform dorm management and/or your unit leadership as soon as possible so we can work to resolve. Thank you again for your feedback, and giving me the chance to provide an update on the great work our CE team is doing for our BSDs!

**Q. The speed bumps at the JBSA-Lackland Selfridge East gate are a bit extreme. I saw a Ford SUV hit them at 5 MPH, bottom out AND nearly lose control. I have to come to a complete stop and crawl over them or I bottom out in the Prius.**

I don't bottom out at any of the other gates at JBSA-Lackland. They are too high by about 1-1.5 inches over the speed bumps at the other gates, at least in my opinion. Maybe if they were wider, then your tires could stay on them longer which would keep your midsection from bottoming out so quickly.

**A.** Thank you for sharing your concerns. All speed bumps across JBSA are undergoing an upgrade, over a multi-year period, due to changes in the Department of Defense policy called the "Unified Facilities Criteria."

These new speed bumps and their size are mandated to help better protect DOD installations and the workforce against high-speed vehicles that don't have to negotiate barriers at slow speed when driving through the inbound and outbound lanes at the gate.

While inconvenient, these specifications were certified to be negotiable at the proper speed for any vehicle. Thank you for your patience and cooperation with these needed security measures to keep JBSA and our DOD warfighters safe.

**Q. Can you give gate guards some support during peak traffic periods? I have spoken to military guards and they are frustrated. The traffic backups are a safety hazard. I was recently at Dyess Air Force Base and they had 4-6 guards checking incoming traffic in the morning.**

**A.** Thank you for your concern about our hard-working Defenders at the gates. Our Security Forces commanders regularly consider utilization of all gates, traffic flows and available

# Beware of COVID-19 testing scams targeting TRICARE beneficiaries

From TRICARE Communications

While medical professionals in the U.S. and overseas are working hard to combat the coronavirus, some people are using this as an opportunity to take advantage of others.

If you receive a call from someone offering to send you a COVID-19 testing kit, you could be the target of a scam. Below are facts about testing and ways you can prevent your TRICARE information from being stolen.

Know the testing process

COVID-19 testing isn't available for everyone. According to the Centers for Disease Control and Prevention, your medical provider is the only one who can determine if you need testing. So be sure to talk to him or her if you're experiencing symptoms.

**THE MAIN SYMPTOMS OF COVID-19 INCLUDE:**

- » Fever
- » Cough
- » Shortness of breath

**OTHER RISK FACTORS INCLUDE:**

- » If you've come into contact with someone known to



have COVID-19.

» If you recently traveled to a CDC-confirmed infected region.

"Scammers know COVID-19 testing kits are in high demand," says Dr. John Kugler, chief of the Clinical Support Division at the Defense Health Agency. "They're targeting beneficiaries who may be unaware of the testing process and looking to steal their personal information. Your health care provider will

usually determine and order the test if you need it, so check with your doctor's office if someone else offers you testing."

**WHAT TO DO IF SOMEONE CALLS**

The people involved in the COVID-19 testing kit scam are looking to steal personal information from you. This could be your Social Security, credit card, or bank account numbers. Don't give them the opportunity to do it.

If you receive a call about coronavirus testing, submit a fraud report online to the DHA Program Integrity Office. Also, report it to your TRICARE regional contractor.

**LOOK OUT FOR OTHER SCAMS**

Testing kit calls aren't the only way scammers are taking advantage of the COVID-19 outbreak. They're on social media, too.

The Securities and Exchange Commission recently put out a statement on avoiding coronavirus-related investment scams. When using social networks, like Twitter or Facebook, be wary of people you don't know who ask for money.

## FEEDBACK FRIDAYS

From page 3

manpower to best balance gate availability, guard workload and overall required security of our JBSA community.

To minimize traffic backups, our Defenders regularly meet with the Texas Department of Transportation who control the public roads and intersection lights at our gates.

In addition, we appreciate drivers being attentive and prepared to show their ID cards upon meeting the gate guard and driving a little further to less busy gates.

**Q. Will you please provide a POC, website, or other resource to obtain the commander-approved designated tobacco area siting map including the number and location of DTAs for JBSA-Randolph in accordance with Air Force Instruction 48-104 2.7.3?**

**A.** Thank you very much for your question. There are locations that were previously approved as Designated Tobacco Areas, or DTA, which are maintained in CE's mapping system database; however, these locations are no longer valid based on revised medical AFI guidance that was published last year.

Our CE team is replotting locations based on the new criteria and plans to

have those draft maps developed this spring. At that point, our Community Planning Office will identify which areas should become, or in the case of acceptable existing sites remain as, DTAs.

Once finalized, the revised map will be coordinated with the 502d Air Base Wing and the medical community for approval. At that time, the map will be available on our Geobase SharePoint website to facility managers. So be on the lookout!

**Q. Prior to the COVID-19 response, I frequently used the Rambler Fitness Center at JBSA-Randolph and noticed that the showers smelled of mildew and the shower curtains have mold on the bottom and that the plastic holders that hold shampoo, etc., in the showers are dirty or moldy. This not acceptable and not healthy by any means. I see the cleaning folks in their cleaning the bathrooms but I have never seen anyone clean the showers at all.**

**A.** Thank you for sharing your concerns. The Rambler Fitness Center showers are covered under a custodial service contract that is overseen by our CE team, and includes twice daily cleaning and disinfection of the shower walls, curtains and fixtures.

Our Custodial Contract Officer Representatives, or CORS, documented the contractor's sub-standard performance. They are also working

with our Contracting Office to issue a Contractor Discrepancy Report to request improvement in performance.

We expect to see improved conditions in these areas very soon, however, if the problem persists, please refer any specific facility concerns to the fitness center front desk who can in turn work with the facility manager to address the issues with our CE team. Thank you for raising your concerns so that our FSS and CE teams can strive to provide the best services we can to our community.

**Miscellaneous**

**Q. Can you please tell me what the purpose of the commissary "reset" is?**

Once the most recent dates for JBSA-Randolph were announced, I asked the cashier every time I went in why it was done. No one could tell me. This week I heard, thankfully, it was postponed because the people that did it were not traveling due to corona virus. This suggests in addition to what I view as unnecessary confusion that we're paying travel and per diem for this exercise.

I was stationed here for four years in the 90s and never once did this crazy shuffle occur.

Though retired from the U.S. Air Force, I teach at an elementary school so my free time is minimal. I go to the commissary each week and don't travel

every aisle. I go in, get my 20-25 items quickly and get out. I hit H-E-B about every three months for stuff the commissary doesn't carry.

In the 15 years I have been back in Universal City, I can always locate what I need at H-E-B and that's because they don't do "resets." Why do you waste people's time with this exercise? Thank you for a response preferably published since I hear other people grumbling about this issue.

**A.** Thank you very much for your question. We shared your question with the Defense Commissary Agency (DECA).

The store reset at the commissary was done to better meet patrons' shopping patterns with complimentary category and item adjacencies based on an overall shift in internal and external patron shopping patterns.

The reset allowed DECA to update the store and provide customers with a more impactful product assortment and greater variety of items in some trending categories as well as a more complimentary store flow.

In order to assist patrons in adjusting to the stores new layout, handouts of the new layout with the new category locations are available at the store. DECA encourages customers to speak with the store directors for assistance. They can provide additional information about the reset and tips to facilitate your next shopping trip.

# How to turn current quarantine time into quality time at home

By Senior Airman Skyler Combs

22ND AIR REFUELING WING PUBLIC AFFAIRS

During the global pandemic that we find ourselves in today, it is important to remember to stay connected to our military mission. Mission readiness means keeping a sound body and mind during trying times like these.

In order to slow the spread of COVID-19, the Centers for Disease Control and Prevention has encouraged that all social gatherings and personal interactions be kept to a minimum.

How can you stay away from COVID-19 and keep yourself from going stir-crazy at the same time? Here are a few things you and your family can do to pass the time while practicing good social distancing habits:

► Reading/studying — Testing for your next rank soon? Well, there is no time like the present, and putting your head in the books might be what you need to get your mind off of current events. The Joint Base San Antonio base libraries are closed due to COVID-19, but they still offer many online resources through their website and through social media. Check out <http://www.jbsalibraries.org/> and the Joint Base San Antonio Libraries Facebook page at <https://www.facebook.com/jbsalibraries> to learn more.

► Hobbies/crafts — Drawing, playing music and do-it-yourself projects around the house can not only be fun but bring your family together in a meaningful way. Spending time with loved ones can be the silver



AIRMAN 1ST CLASS NILSA GARCIA

lining that you're looking for during social distancing. Check online for some craft ideas and a near-infinite amount of projects to keep you occupied.

► Exercise — Maintaining your personal fitness is one of the values at the heart of any strong service member. Home workouts like calisthenics, jumping rope or going for a run are effective ways to improve your fitness without having access to a gym. Take the dog for a walk, take the cat for a walk, take your kids for a walk — basically just take a walk, alright?

► Cooking — Putting together a nice, home-cooked meal could be just what the family ordered. There are endless options online for recipes and ideas for fun things to try in the kitchen and get the kids involved. Try out a new recipe that you've had on the backburner or browse online for some creative culinary inspiration.

► Cleaning — We all put this one off. Now that you're going to be home a little more often, it's time to get the

place in tip-top shape. Get those baseboards you've been avoiding all winter. Put the family to work too, while you're at it. You're in this together.

► Board Games — Monopoly, Risk or Hungry Hungry Hippos .. it doesn't matter as long as everyone is having fun. Maybe skip Twister if anyone has the sniffles.

► Streaming movies and TV shows — Once you're done being productive for the day, grab the popcorn and pillows and stream your favorite show. Streaming services or even good old cable is your best friend when it comes to a night in with nothing better to do.

► Virtual museums — You might not be able to go in person but virtual museums are an educational and fun resource that's sure to satisfy at least some of your curiosity. Between the Smithsonian Museum of Natural History, National Gallery of Art and the Guggenheim Museum, there are plenty of opportunities to see and experience the magic that museums have to offer. Google Arts & Cultures also offers plenty of places to explore.

Take these difficult times to make the most of your day. Staying physically and mentally sound during isolation should be your number one priority and even though some of us might be spending more time at home, we don't have to compromise our mission.

Now that you've seen some of the ways to keep your mind and body sharp while social distancing, get out there and do it. Or, better yet, stay in and do it. For more military family resources, go [tomilitaryonesource.mil](http://tomilitaryonesource.mil).

# Stopping the spread: JBSA mitigating risks during pandemic

By Lori A. Bultman

502ND AIR BASE WING  
PUBLIC AFFAIRS

Ensuring COVID-19 does not spread among Joint Base San Antonio personnel, their families, and the local community is a priority, and measures are being taken to prevent spread of the disease and to ensure contaminated areas are cleaned appropriately before put back to use.

“Protecting our people has been a priority from the start,” said Brig. Gen. Laura Lenderman, 502d Air Base Wing and Joint Base San Antonio commander. “We must take aggressive measures to limit COVID-19’s spread, while also ensuring our people are trained and ready to defend the nation.”

To decrease the risk of unrecognized spread of COVID-19, Col. Robert York, Joint Base San Antonio public health emergency officer, said it is important for unit personnel to increase daily cleaning, including wiping work centers at the beginning and end of each shift, especially commonly touched items, such as doorknobs, elevator buttons and water fountains, with disinfecting products.

“This helps protect everyone from being infected because someone could be asymptomatic or shedding the COVID-19 virus before becoming sick,” he said.

Even with the most stringent precautions, some people will become infected, and it is important that personnel act quickly once someone tests positive for the illness.

“When a positive case of COVID-19 is reported in a JBSA facility, the first thing to do is to vacate the area occupied by the ill person and wait a sufficient period of time for any air



ANDREY POPOV

*To decrease the risk of unrecognized spread of COVID-19, it is important for unit personnel to increase daily cleaning, including wiping work centers at the beginning and end of each shift, especially commonly touched items, such as doorknobs, elevator buttons and water fountains, with disinfecting products.*

suspended droplets to settle,” York said. “The waiting period is dependent on how much air is flowing through the building.”

For unknown air exchanges, the Centers of Disease Control and Prevention recommends waiting a minimum of 24 hours before someone enters the area without a surgical mask.

“In reality, most facility wait times will be much less,” York said. In addition to air exchanges, the wait time also depends on how long it has been since the ill person left the area.

In most cases, the person began feeling ill and left work several days prior to finding out they tested positive for COVID-19, so the 24-hour wait time has passed.

When a contaminated area

on JBSA has been deemed by Public Health to be safe to enter for cleaning, the JBSA Emergency Operations Center plays an integral role in determining the cleaning process that will be utilized based on each situation and will make decisions on a case-by-case basis.

All cleaning processes include disinfecting all areas (e.g., offices, bathrooms, and common areas) used by an ill person, with approved standard disinfecting products and in accordance with CDC guidelines, focusing especially on frequently touched surfaces, said Lt. Col. Andy Cullen, 502d Civil Engineer Group deputy director.

To protect all involved, individuals participating in cleaning wear disposable gloves

**“Protecting our people has been a priority from the start. We must take aggressive measures to limit COVID-19’s spread, while also ensuring our people are trained and ready to defend the nation.”**

Brig. Gen. Laura Lenderman, 502d Air Base Wing and Joint Base San Antonio commander

and outer garments for all tasks in the cleaning process, including handling trash, he said.

In addition to workspaces, dorm rooms housing individuals who test positive are being cleaned in the same manner once the service member vacates the room and before it is returned to service, Cullen said, adding that while areas of potential contamination are being cleaned, it is important that personnel not involved in the cleaning process, and not in the appropriate protective equipment, stay out of those areas.

“All spaces identified for cleaning, as well as areas currently being used for quarantine or isolation, are off-limits to unauthorized personnel and are required to be marked accordingly,” he said.

Once an area has been cleaned appropriately, York said it is ready to reoccupy.

Another precaution being taken on JBSA to help prevent the spread of COVID-19 is physical distancing.

James Butler Jr., the food service contract monitor at JBSA-Fort Sam Houston and JSBA-Camp Bullis, said dining facilities on JBSA are offering grab-and-go meals to help increase physical distancing and protect patrons and workers.

“We have stopped all self-service offerings and are using paper products that can be thrown away,” he said. “Inside the dining facilities, we have removed 50 percent of seating to encourage physical distancing.”

Butler added that staggering dining times for trainees also assists with physical distancing, helping keep the trainees well and on track, something Lenderman takes very seriously.

“It is essential that the basic military training and technical training taking place at JBSA continue, ensuring we have the forces needed to sustain us through the current situation and into the future,” she said. “As the pandemic continues to evolve, so will our efforts to protect everyone, while also remaining vigilant and mission ready.”

Continuing best practices is key to maintaining that readiness.

“By executing increased unit cleaning, practicing good physical distancing and good hand hygiene, we decrease the likelihood of transmission of COVID-19, even if a unit member becomes ill,” York said. “Clean your work centers, keep your spacing, and clean your hands — we’ll all get through this together.”



# FORT SAM HOUSTON

*Spc. Daniel Steele, a laboratory technician and native of Tacoma, Wash., assigned to the 47th Combat Support Hospital, checks the results of a blood test using a colored dye at the CenturyLink Field Event Center in downtown Seattle April 1.*



SGT. 1ST CLASS BRENT POWELL



CHIEF PETTY OFFICER BARRY RILEY

*Soldiers, along with Department of Health and Human Services personnel and other federal, state and local agencies operate Javits New York Medical Station out of the Javits Center March 30 to care for non-COVID-19 patients in an effort to relieve the burden on local hospitals.*

## Army hospitals up and running in New York, Seattle

**By Gary Sheftick**  
ARMY NEWS SERVICE

Army medical professionals began treating patients at the Javits Convention Center in New York City April 1 and an Army hospital unit deployed to Seattle will begin receiving patients April 3, according to U.S. Army North and U.S. Northern Command officials.

The 627th Hospital Center from Fort Carson, Colorado, has set up 250 beds at CenturyLink Field Event Center in Seattle, next to the home of Seahawks football. The hospital unit has also established two emergency rooms, two operating rooms, a pharmacy and X-ray department there.

It's one of the most capable hospitals in the Army, said Lt. Gen. Laura J. Richardson,

commander of U.S. Army North, headquartered at Joint Base San Antonio-Fort Sam Houston, Texas. She spoke by teleconference at a Pentagon press conference April 1.

ARNORTH has now been designated as the Joint Force Land Component Command to control all military ground forces supporting the COVID-19 response effort, she explained.

About 3,600 Soldiers, Sailors, Airmen and Marines are now deployed to New York and Washington state to support the Federal Emergency Management Agency and local officials, she said.

In total, about 5,600 military under U.S. Northern Command are "laser-focused" to support the COVID-19 response, said Gen. Terrence J. O'Shaughnessy, NORTHCOM commander. He

said more troops are prepared to deploy when needed.

"We're approaching it as a large-scale military campaign," he said, later adding "the scope of our response is unprecedented."

Three staging areas for equipment have been set up, he said, one at Joint Base Lewis-McChord, Washington, another at Travis Air Force Base, California, and a third at Dover Air Force Base, Delaware.

In the New York area, the 531st Hospital Center from Fort Campbell, Kentucky, and the 9th Hospital Center from Fort Hood, Texas, first deployed to Lakehurst, New Jersey. From there, the medical personnel are now staffing 750 of the 1,000 beds in the Javits Center, Richardson said.

Currently, non-COVID-19

"lower-acuity" patients are being treated at the Javits Center to take the pressure off other New York hospitals, she said. However, officials are talking about raising the capability of the medical station to treat higher-acuity patients, she added.

"We are working non-stop day and night," she said.

The U.S. Navy hospital ship Comfort also arrived in New York City Monday and the hospital ship Mercy is in Los Angeles.

"We're sending our teams into the hottest spots in America," O'Shaughnessy said. "We're taking a very aggressive posture" to practice protective measures so that the military remains healthy to support the nation, he said.

Army North is working with

FEMA to determine what military capabilities might be needed around the entire country, Richardson said.

"Our military usually deploys around the world," she said, "and now we're serving right here in the homeland."

If more military hospital units are needed, O'Shaughnessy said Reserve forces may be called upon, or a composite unit may be built for the mission.

U.S. Northern Command is attempting to mobilize the reserve components "smartly," he said, and not call up medical personnel who are already working in hard-pressed hospitals.

Richardson added that means not mobilizing National Guard and Reserve professionals "who might be needed right there in their own community."

# MICC serves strategic role in response to COVID-19

By Daniel P. Elkins

MISSION AND INSTALLATION CONTRACTING COMMAND  
PUBLIC AFFAIRS

Uniformed and civilian contracting professionals from across the Mission and Installation Contracting Command are serving a vital role in the nation's response to the COVID-19 pandemic crisis.

Actively directing efforts in support of the Army's response are the MICC Field Directorate Office and MICC Army North Contracting Support Cell, both at Joint Base San Antonio-Fort Sam Houston, that have integrated efforts with multiple commands across the service.

"As the health protection of our workforce remains my top priority, so too is the Army's efforts to meet the call by our president and the nation to take action in preventing the spread of the virus and addressing the needs of our communities impacted by this crisis," said Brig. Gen. Christine Beeler, the MICC commanding general.

With the designation of Army North as the lead service for contracting coordination, FDO-Fort Sam Houston along with personnel support from Army Contracting Command's 410th CSB at JBSA-San Antonio is coordinating contracting support being carried out by multiple battalions subordinate to the MICC.

The 902nd Contracting Battalion at Joint Base Lewis-McChord, Washington, is supporting the combat support hospital mission in the Seattle area



BEN GONZALES

Col. Jason Jefferis (left) plans contracting operations with his team to support Army North operations for COVID-19 March 27 at the Mission and Installation Contracting Command Field Directorate Office at Joint Base San Antonio-Fort Sam Houston. Jefferis is the senior contracting officer for ARNORTH and the director of MICC FDO-Fort Sam Houston.

being carried out by the 593rd Expeditionary Sustainment Command and 4th ESC.

The 900th CBN from Fort Bragg, North Carolina, is providing contract support for a similar mission by the 3rd ESC in New York City. Soldiers from the 918th CBN at Fort Carson, Colorado, and 922nd CBN at Fort Campbell, Kentucky, are also supporting missions on

the country's northern and southern borders.

Among those supporting the MICC effort is Capt. Brittney Jackson, a contract specialist with the 902nd CBN's 676th Contracting Team, who is in Montana conducting research and analysis to identify potential contractors.

"I'm researching restaurants and hotels to ensure they have the capability and capacity to support Soldiers assigned to assist measures limiting non-essential travel," she said. "We need to ensure they have the essential rooms and food supplies to sustain the mission."

MICC contracting officers are also playing a critical role in helping administer contracts being executed under the Logistics Civil Augmentation Program in support of the Army Sustainment Command to establish logistics support areas at Fort Bliss, Texas, and Fort Bragg.

Additional mission requirements led by the MICC's FDO-Fort Eustis office in Virginia are supporting basic training graduates before moving to advanced initial training locations.

As contract requirements continue to evolve daily, the MICC commanding general said her command stands ready.

"Historically, our professionals MICC-wide have responded to a number of crises with great success," Beeler said. "Whether in support of the Ebola epidemic in West Africa or to requests for assistance by our civil authorities for hurricane relief, we've put forth our best and will continue to do so in this crisis."

## BAMC updates primary care, pharmacy safety precautions

From Brooke Army Medical Center Public Affairs

During this time of national emergency, Brooke Army Medical Center is dedicated to ensuring we provide timely access to medical care for those who need it the most. We also are committed to protecting our patients from unintended illness resulting from exposure to others.

Due to an increase in local COVID-19 cases and Joint Base San Antonio's increased health protection condition, we are taking additional safety precautions by leveraging our drive-thru and virtual healthcare options for primary care and pharmacy services.

In general, if you are feeling ill, please stay home and take care of yourself. If you are experiencing a medical emergency, please call 911. Otherwise, please call your clinic before coming in to any medical facility.

You can evaluate your symptoms using the CDC's self-checker, available at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>. If you have questions or symptoms you'd like to discuss with a healthcare professional, call the San Antonio Military Health System COVID-19 Nurse Advice Line at 210-581-2266, option 6. The advice line is available Monday-Friday from 7 a.m. to 7 p.m. and weekends from 10 a.m. to 4 p.m.

After hours, call the MHS Nurse Advice Line at 1-800-TRICARE (874-2273), option 1 or visit [MHSNurseAdviceLine.com](https://MHSNurseAdviceLine.com) for a web or video chat.

You also can send a secure message through the TOL Secure Messaging function or call the Consult Appointment Management Office (CAMO) at 210-916-9900 to book a virtual appointment from your home.

To minimize the risk to patients and staff, our primary care clinics have transitioned to virtual care.

Most routine care such as preventive examinations and follow-ups are being deferred; however, immediate needs to include medication renewals, and well-baby exams for 12 months and under, are still being provided.

Patients will be booked a virtual appointment and will be called by a member of their provider team to address their needs. In-person visits will only be conducted when coordinated in advance at the Spc. Taylor Burke Clinic at JBSA-Camp Bullis, the Capt. Jennifer M. Moreno Clinic at JBSA-Fort Sam Houston, BAMC Main Campus, Wilford Hall Ambulatory Surgical Center and JBSA-Randolph Clinic.

We ask that patients not come into any primary care clinic for an appointment unless directed to by their provider team.

The McWethy Troop Medical Clinic and Reid Clinic

will remain open during normal hours and continue to provide support, to include sick call, to trainees on JBSA. Military medical readiness activities will be converted to virtual care unless PCSing, deploying, on flight status, in training, retiring or separating.

Patients should expect to see the following changes regarding pharmacy hours:

► Capt. Jennifer M. Moreno, Schertz Medical Home, and Westover Hills Medical Home pharmacies - 7:30 a.m. to 4:30 p.m.

► Spc. Taylor Burke pharmacy - 7 a.m. to 4 p.m.

► Gateway Bulverde, JBSA-Randolph Satellite, JBSA-Lackland Satellite, JBSA-Randolph Clinic, WHASC, Monday through Friday 8 a.m. to 4 p.m.

Schertz, Westover, and Gateway Bulverde labs will be closed. Patients can use the lab at any on-base facility across JBSA as they will remain open, 7 a.m. to 4 p.m. Monday through Friday.

We will continue to take proactive steps, working alongside our military and community partners, to both contain the spread and mitigate the impact of the virus.

As this situation is rapidly evolving, we will be sure to share any updates and appreciate your patience and support.

Your health and safety remain our top priority.



# Moments of joy still ring out at BAMC

By Elaine Sanchez

BROOKE ARMY MEDICAL CENTER  
PUBLIC AFFAIRS

With words of love and gratitude for his family's support, Air Force Master Sgt. William "Mac" McMillan rang the cowbell March 27, a joyful sound signifying his last round of radiation at Brooke Army Medical Center.

The tinny sound echoed in the near-empty hall usually bustling with family and friends eager to celebrate their loved one's milestone.

In this pandemic-marked year, McMillan was only able to bring one visitor and one photographer into the ward to witness his relief and joy at leaving another round of radiation behind him. This time, McMillan chose to bring Air Force Col. Christopher Paige, 959th Medical Group commander, and Senior Master Sgt. Robert Wick, his squadron superintendent, his staunchest work supporters over the past few years.

With social distancing in mind, Paige and McMillan bumped elbows COVID-19-era style in celebration and shared in a prayer of gratitude for McMillan's recovery and for the healthcare professionals who have never given up on him, no matter how dire the outlook.

McMillan was first diagnosed with cancer four years ago. A former medic

aiming for a commission, McMillan had been accepted into the Interservice Physician Assistant Program at the U.S. Army Medical Center of Excellence at Joint Base San Antonio-Fort Sam Houston in late 2014.

Two years into the program, he went to the doctor with stomach issues and was given a colonoscopy. The 33-year-old learned he had colon cancer, a disease that typically occurs later in life.

"I was shocked," he said. "I was so focused on the future; my wife, Christy, was pregnant with our baby girl."

McMillan was scheduled for 12 rounds of chemotherapy; however on the fifth round his abdomen perforated and, near death, he was rushed into emergency surgery. Refusing to give in to cancer, he continued his treatment at the MD Anderson Cancer Center in Houston.

In October 2016, his daughter Aria was born and McMillan's doctors declared him cancer-free. When he heard the news, "I was incredibly grateful and full of joy," he said. "It was an amazing time."

With a clean bill of health, McMillan finished his bachelor's degree and started on IPAP Phase 2, the clinical portion of the program, at BAMC.

But in January 2018, he developed an ache in his lower back that grew progressively worse. McMillan couldn't

eat or sleep but was desperate, with five months to go, to finish his PA program. He lost 50 pounds in two months.

"It was so bad in the end that I would see a patient, then go somewhere alone and cry from the pain," he said. "I was just so motivated to finish."

McMillan finally had an MRI and was hit with devastating news.

"They told me I had tumors up and down my spine," he said. "I had more scans, and I had tumors in my lungs, femur, abdominals, brain, basically all over my body."

McMillan had brain surgery to remove the tumor and started on 10 rounds of spine radiation, marking the first time he rang a cowbell at BAMC. After a second brain tumor was removed, it kicked off 10 rounds of brain radiation. It was for this latest round that he rang the cowbell last week.

He also restarted chemotherapy, which he's been told he will be on for life.

"I'm on round 49," he said. "Sadly, I'll never be able to ring the bell for my last round of chemo."

McMillan may have lost his dream of becoming a physician assistant, but has never lost sight of his faith or his hope. He works full time, spends time with his family, and works out up to five times a week, oftentimes with a chemo pump still attached from a recent treatment.



SENIOR MASTER SGT. ROBERT WICK

*Air Force Master Sgt. William "Mac" McMillan (right) and Air Force Col. Christopher Paige bump elbows COVID-19-era style in celebration of McMillan's final round of radiation at Brooke Army Medical Center March 27.*

Still working on the mission from home, McMillan will reach his 20-year mark in July 2020, and his retirement in September of this year.

"I've been working my tail off," he said. "I can't deploy but I can still contribute."

McMillan recalls when he was discharged and his doctor asked him if he wanted to know his prognosis. He didn't want to know; his fate was in God's hands, he told the doctor. He later saw in his discharge paperwork that doctors had predicted he would have four months to live. That was two years ago.

With his wife and now-3-year-old daughter at his side, giving up isn't an option, he said. McMillan's new mission in life is to continue being the best husband and father he can be and to encourage others, who are dealing with their own challenges. He believes these are the reasons he's still here.

## Navy recruiter produces face shields

By Burrell Parmer

NAVY RECRUITING DISTRICT SAN ANTONIO PUBLIC AFFAIRS

During the COVID-19 pandemic affecting so many across the country, a Sailor with Navy Recruiting District San Antonio is doing his part to help stop the spread.

Petty Officer 2nd Class Elias Grey, a recruiter assigned to Navy Recruiting Station Midland, is producing 3D-printed face shields for civilian medical personnel during his off-duty time.

According to Grey, who is performing his recruiting duties virtually from his home, the shields are predominately for use by hospitals.

"Right now, I am producing shields for three local hospitals, to include Medical Center Hospital, Odessa Regional Medical Center and Midland Memorial Hospital," said Grey. "I am projecting before April 14, that I'll be printing 100 face shields per day due to the influx of donations to purchase additional 3D printers and plastic to print with."

Grey, whose last duty was with Helicopter Strike Maritime Squadron 51 in Atsugi, Japan, has been assisted by his wife, Mariah, who helps him clean and assemble the face shields.

Grey said he has been a 3D printing enthusiast for the past two years.

"I love technology and the

concept of printing a 3D object out of thin air," Grey said. "As a Christian, I believe in serving others and setting the best example."

Grey, who is part of the Facebook 3D-Printing community, which numbers in the tens of thousands, collaborated with others on how they could help provide supplies as hospitals began to have shortages of personal protective equipment.

Once the need is no longer needed, Grey will donate the 3D printers and materials procured through donations to local high schools and colleges in the Midland/Odessa area.

NRD San Antonio's area of responsibility includes more



COURTESY PHOTO

*Petty Officer 2nd Class Elias Grey, a recruiter assigned to Navy Recruiting Station Midland, is producing 3D-printed face shields for civilian medical personnel during his off-duty time.*

than 34 Navy Recruiting Stations and Navy Officer Recruiting Stations spread

throughout 144,000 square miles of Central and South Texas territory.

# LACKLAND

## Air Force Reserve mobilizes medics to New York

From Air Force Reserve Command

Within 48 hours of notification, the Air Force Reserve mobilized more than 120 medical personnel across the nation to Joint Base McGuire-Dix-Lakehurst, New Jersey, to help with the fight against COVID-19 in New York City.

Air Force Reserve Command units mobilized over 40 doctors, over 70 nurses and approximately 13 respiratory technicians who departed their home stations April 5 for JBMDL for further inprocessing with the U.S. Northern Command's Joint Forces Land Component Command, based out of New Jersey. The medical personnel are slated for follow on movement to New York City's Javits Center.

The mechanism to get these Reservists out the door so quickly is AFRC's Force Generation Center. Stood up in 2010, the FGC serves as an amalgamation of a massive deployment cell, a 24/7 air operations center, and the crisis action team manager for the Air Force Reserve, in conjunction with the other AFRC A-staff directorates.

"The stand-up of the FGC and the capabilities it brought the command has made this COVID-19 mobilization a success this weekend," said Lt. Gen. Richard Scobee, AFRC commander and Chief of the Air Force Reserve. "The FGC team and our wing commanders got this mobilization moving in the right direction within 48 hours to take care of Americans in the fight against COVID-19."

It isn't easy to mobilize civilians into military status normally, much less within two days. However, the leadership across the Air Force Reserve leaned forward to pre-identify volunteers from the Selected Reserve - which are Reserve Citizen Airmen currently actively serving in the Reserve.

"Using SELRES member volunteers enabled the FGC to do a quick-turn to meet this first of many expected taskings coming to the Reserve component from the Department of Defense," said Brig. Gen. Stacey Scarisbrick, FGC commander. "It's important to get our



TECH. SGT. SAMANTHA MATHISON

*Medical technicians in the 433rd Airlift Wing mobilize and depart Joint Base San Antonio-Lackland to respond to the COVID-19 crisis April 5.*

Reservists out the door quickly to help combat the spread of COVID-19 and take care of Americans."

Reservists normally plan for deployment through a Reserve Component Period. A RCP is a period of months that a Citizen Airman could be mobilized to support a Total Force Air Force tasking around the world. It enables Reservists to provide planning to their civilian employers and families, as well as arrange school and training schedules appropriately. Actively serving Traditional Reservists at an Air Force Reserve wing are assigned to a RCP to help provide stability to know when they may be tapped to deploy.

Some of the medics mobilized this weekend in support of COVID-19 operations are from a pool of individual Reservists, called Individual Mobilization Augmentees. IMAs are normally not assigned to a RCP to deploy; however, close to 15 IMAs are among the medical personnel who

volunteered for mobilization in this initial wave of deployments for the Air Force Reserve. In addition, approximately 50 Emergency Preparedness Liaison Officers, who are also IMAs, are currently mobilized to help with interagency Defense Support to Civil Authorities at the state and federal levels.

"From our IMAs to our Reserve medics, I couldn't be prouder of this incredible Reserve team who stepped up quickly to answer our nation's call," Scobee added.

Through the volunteer process, members were screened for impact to their civilian communities and professions.

"We did not want to pull a doc or nurse out of their community clinical practice or hospital if already ensconced in coronavirus operations," said Col. Teresa Bisnett, AFRC surgeon general. As the top doctor at the command, Bisnett, her team of medical specialists,

and the unit and wing commanders, took care to ensure the balance between civilian responsibilities and military requirements were considered in Citizen Airmen deployment selection.

"It was truly a team effort with our units to ensure the right Reservists were selected to provide this surge capability to our nation," Bisnett said.

All Reservists deploying were also medically screened according to DOD and the Centers for Disease Control guidance.

As COVID-19 response requirements for more medical personnel, aeromedical evacuation capabilities, logistics experts and other specialties grow, the Air Force Reserve was granted the authority to activate the inactive Reserve, as needed, by the President's March 27 Executive Order. Calling up Individual Ready Reservists includes bringing back into service prior service members and retirees with a Reserve commitment left on their record at the time of separation or retirement.

"Our approach to fill future COVID-19 taskings will be to utilize currently serving Reservists first who are assigned to RCPs," Scarisbrick explained. "Then we will look at volunteers who want to come back and serve before we explore involuntary mobilization."

All members of the Air Reserve Component, currently serving or in the IRR, must be prepared for mobilization at any time.

Airmen willing to volunteer for mobilization should contact their squadron commander, unit deployment manager, Readiness Integration Office Detachment, Functional Area Manager and if medical, email [HQAFCR.SG.AFRCPCHEOs@us.af.mil](mailto:HQAFCR.SG.AFRCPCHEOs@us.af.mil) to self-identify their availability. In the body of the e-mail please provide your name, rank, AFSC, assigned/attached unit, civilian email, address, phone number and if you are currently involved in COVID-19 response in your civilian job.

For additional answers regarding mobilization of the SELRES and the IRR, visit [www.afrc.af.mil/covid-19](http://www.afrc.af.mil/covid-19).



# Op Blue Hero: 97th AMW transports BMT grads

By Airman 1st Class  
Breanna Klemm

97TH AIR MOBILITY WING PUBLIC AFFAIRS

A C-17 Globemaster III aircrew assigned to the 58th Airlift Squadron at Altus Air Force Base, Oklahoma, supported the transport of the Air Force's newest Basic Military Training graduates from Joint Base San Antonio-Lackland, Texas, to their technical training school at Keesler Air Force Base, Mississippi, March 20, 2020.

"This mission was a last-minute task to take freshly graduated Airmen from Lackland to their tech school," said Capt. Aaron Peercy, a C-17 instructor pilot assigned to the 58th AS. "This last-minute travel was necessary due to COVID-19, which caused complications with the original routine travel plans that these airmen typically take."

In an effort to enhance Airman safety in the midst of the COVID-19 threat, the 58th AS transported 114 BMT graduates and their possessions to their training schoolhouse, more than 600 miles away, at Keesler Air Force Base.

"These types of 'out in the system' missions are beneficial because it helps our instructors stay proficient at the larger mobility mission and variety beyond 'flying around the flagpole,'" Peercy said. "It's always a goal of the 97th Air Mobility Wing to be an additional asset for the Air Force to use during pandemics and other events."



KEMBERLY GROUE

*A C-17 Globemaster III carrying just graduated basic military training Airmen from Joint Base San Antonio-Lackland, Texas, arrives at Keesler Air Force Base, Mississippi, on March 20.*

The 97th AMW continues to fulfill its mission of training exceptional mobility Airmen in lieu of the ongoing world efforts of combating COVID-19 while supporting other missions within Air Education and Training Command. The support provided to these Airmen ensures that the essential mission of recruiting, educating, and training exceptional Airmen does not stop.

"For this mission, the 97th Logistics Readiness Squadron was responsible for coordinating the seating arrangement for 114 BMT graduates, assuring the safety of the members on the flight and their equipment," said Staff Sgt. Raleigh Randolph, an aerial operations

supervisor assigned to the 97th LRS. "By facilitating a safe transfer of equipment from ground to flight, we keep the training mission here running smooth."

Since 2010, Keesler-bound Airmen have been utilizing commercial airlines, and before then, busses, as transportation to one of their 39 Air Force schoolhouses at Keesler. Due to the stop movement order, students had no other way to reach their destination.

"From a larger Air Force perspective, keeping students on track to their tech school keeps our squadrons supplied with the talent we need to complete our mission," Peercy said. "Having the flexibility to accomplish missions like these helps the Air Force stay flexible in a changing world and face a variety of challenges such as pandemics."

Airmen do not often receive the opportunity to travel aboard the world's most flexible cargo aircraft in the airlift force. This fortunate group of the Air Force's newest Airmen received that opportunity one day after BMT graduation.

"Today we delivered 150 of the Air Force's newest Airmen to their next chapter in Air Force training," said Maj. Gen. Craig Wills, 19th Air Force commander. "With COVID-19 concerns and restricted travel, we're teaming up across 2nd and 19th Air Force's to take appropriate steps to protect Airmen and ultimately, protect America's combat power. I confess, I'm jealous though. I was in the Air Force for 29 years before my first ride in a C-17. What a great way to start an Air Force career."

## Sixteenth Air Force keeps the telework force in the fight

By George Serna

SIXTEENTH AIR FORCE PUBLIC AFFAIRS

In the midst of the COVID-19 pandemic, the Sixteenth Air Force (Air Forces Cyber) is working to ensure teleworkers across the Air Force keep government and personal computers and networks connected and protected.

"Some of the efforts to expand telework capacity have been months in the making, while others were accomplished by incredible Airmen who re-engineered systems overnight," said Lt. Gen. Timothy Haugh, commander of Sixteenth Air Force (Air Forces Cyber).

"We are working in close partnership with our Air Force CIO, Air Combat Command, the Cyberspace Capabilities Center, and Life Cycle Management Center to expand telework options and network capacity," Haugh said. "We also ask that you continue to submit trouble tickets so that we can focus our efforts on the most urgent improvements to user experience," Haugh said.

Virtual private network capacity has been upgraded to 70,000 concurrent users enterprise wide — a 600 percent increase. More upgrades in the coming weeks will take that number to 200,000 concurrent users.

Haugh also explained that although Airmen stabilized and eliminated a problem requiring users to enter their PIN multiple times, the issue persists for some segments of the network; and work is ongoing to address the issue.

The Air Force network can add up to 30,000 more government owned mobile devices. Installations purchasing additional iPhones and iPads should coordinate with their communication squadron. Additionally, units experiencing telephone issues, should contact their communications squadron for assistance and potential upgrades.

Haugh announced several capabilities coming online soon. "The combined team is working to improve your ability to access key tools such as Microsoft Outlook, SharePoint, and One-Drive through the use of both government laptops and personal devices," he said.

"As we continue to improve network user experience," Haugh said, "we also want to ensure we're being cognizant of cyber and information security during a time of increased telework." Protecting the DoDIN is an important part of every Airman's job.

"SecDef guidance is clear — we need to protect our mission critical data," Haugh said, "While many Airmen are starting to use commercially available

collaboration tools, we want to be conscious of information security and be aware that our adversaries are always seeking to exploit any new vulnerabilities. Do not work with any FOUO or PII on these platforms."

A final word on disinformation: "We know our adversaries will attempt to spread disinformation about COVID-19," Haugh said. "Each of us can serve on the front lines in the fight against disinformation, if we recognize the threat and maintain a healthy skepticism about the information we view online."

When reading posts, tweets, articles, etc., consider the following: Is this an original account, article, or piece of content? Who shared or created it? Simply ask yourself: "Is this real?" Then take a couple minutes to investigate and be especially mindful about what we re-post or share with friends, co-workers, and family.

Additional information and resources are available:

- DISA renews anti-virus software license agreement helping teleworkers keep machines safe at home: <https://disa.mil/NewsandEvents/2020/anti-virus-software-teleworkers>
- Defend the DoDIN: Telework Do's and Don'ts
- <https://www.doncio.navy.mil/chips/ArticleDetails.aspx?ID=13284>



# RANDOLPH

## Simulator instructors gain more teaching time

By Robert Goetz  
502ND AIR BASE WING  
PUBLIC AFFAIRS

Countermeasures developed during an Air Force Continuous Process Improvement event last September at Joint Base San Antonio-Randolph are allowing 12th Training Squadron civilian simulator instructors to devote more time to their teaching duties.

The CPI event, a combined effort of the 12th Flying Training Wing at JBSA-Randolph and the 149th Fighter Wing, an Air National Guard unit at JBSA-Lackland, produced countermeasures that addressed the problem of CSIs losing instructional time as a result of their supplemental duties as range control officers at the 149th FW's Yankee Range in McMullen County, a facility that provides fighter pilots with air-to-ground weapons deployment training.

RCOs are tasked with duties such as ensuring the range is properly manned and personnel are adequately prepared, trained and equipped to perform their duties; ensuring the highest degree of safety in both ground operations and air-to-ground bombing events while operating the range; and ensuring all range operations are conducted in compliance with service directives.

A previous CPI event conducted by the 149th FW in 2014 reduced the number of days 435th Fighter Training Squadron Introduction to Fighter Fundamentals CSIs were assigned as RCOs from 240 days per year to 50 days, and the CPI event in September further reduced it to 10 days, said David Bernacki, 12th TRS

IFF simulator/academic instructor supervisor.

"Prior to the 2014 CPI event, we had to supply one IFF CSI for RCO duties every day, so we'd lose that CSI to two simulator training sessions or seven hours of academic instruction each day," he said. "We have 10 CSIs, so it would go down to nine every day. With the first CPI event we were able to save 1,900 man-hours, and with the second one we saved an additional 400 man-hours."

The time CSIs lost to their everyday duties with the 12th TRS was especially significant because much of the day they devoted to their RCO duties was spent traveling to and from the bombing range, said Bernacki, who was the CPI event facilitator.

"The problem for the 435th FTS is that it's about a three-hour drive to get there, so it adds up to a 10- to 13-hour day for the RCO," he said.

From Sept. 10-13, a 13-member team led by CPI event champion Col. John Ludington III, 12th Operations Group commander, identified 12 countermeasures.

Lt. Col. Peter Duffy, 12th TRS commander, discussed one of the most effective countermeasures.

"Level-loading the workload of 149th Fighter Wing Det. 1 RCOs during the 182nd Fighter Training Squadron's night flying is the best countermeasure," said Duffy, who was one of the CPI event's process owners. "IFF CSIs do not need to accomplish RCO duties during 149th Fighter Wing night flying."

The 182nd FTS is a unit of the 149th FW.

This countermeasure balanced the work of the 149th



JOEL MARTINEZ

A 435th Flying Training Squadron student pilot trains on a simulator, while Jose Colon (right), instructor, looks on, at Joint Base San Antonio-Randolph.

FW Det. 1 RCOs during night flying, Bernacki said.

"So instead of scheduling two 149th Fighter Wing Detachment 1 RCOs during night flying, they schedule one RCO during the day and one for the nights, which balanced their workload," he said. "With two RCOs for night flying, there was too much redundancy. Also, data indicated that a fighter wing RCO rarely dropped out during night flying, which limited their daytime RCO coverage. Now they cover on all-night flying, meaning we do not need to do RCO duties unless one of them drops out."

Another significant countermeasure was conducting IFF CSI RCO evaluations in the weapon systems trainers at JBSA-Randolph rather than at

the bombing range, Duffy said.

"That eliminated the necessity of CSIs driving to the range for that purpose," he said. "Now we can utilize open WSTs to accomplish evaluations. That saves 200 man-hours per year as well as vehicle costs like gasoline and maintenance."

The 12th FTW has benefited from other CPI events in the past, including sessions that have boosted the number of sorties flown by the wing's two T-38C flying squadrons and streamlined IFF academic classes so 435th FTS students can devote more time to other squadron training activities.

Formerly known as Air Force Smart Operations for the 21st Century, the CPI initiative uses an eight-step approach to identify waste, focus activities on eliminating it and maximize resources to satisfy other

requirements.

The RCO Utilization CPI event led to enhanced simulator and academic training, Duffy said.

"IFF CSIs are available for a greater amount of sims and are spending more time with students for better training," he said. "It's a boost in morale for IFF CSIs since they can spend more time training students versus spending six hours driving to and from the range."

Bernacki called it a successful collaborative effort.

"It demonstrated leadership's commitment to the CPI process and great teamwork among the 149th Fighter Wing, 12th Flying Training Squadron, 435th Fighter Training Squadron, 12th Training Squadron and 39th Flying Training Squadron," he said.

# AETC Command Chief: ‘We stand as a ready Air Force because of you’

By Chief Master Sgt. Julie Gudgel

COMMAND CHIEF | AIR EDUCATION AND  
TRAINING COMMAND

Normally the month of March is known for Women's History Month and "Mustache March," however this past month will be remembered for when we were attacked by something that while challenging us mentally and physically, would also highlight our Airmen's resolve and true grit.

Protecting the health of our force has been a priority from the start and our medics have sprinted to the front lines to respond, with the difference this time being the front line is at their local base clinic. Whether it's COVID-19 drive-through testing

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centers or increased medical readiness support for our Airmen as well as our local communities where needed, our medics are there.

How we recruit right now looks a little bit different in the virtual world, but it hasn't stopped. And in true American fashion, new recruits

continue to volunteer to join our ranks every day.

Our team of military training instructors, technical school instructors and military training leaders continue to show up every single day, literally around the clock, to train and educate exceptional Airmen

to ensure the readiness of our nation.

On the flight line, our maintenance groups are keeping our aircraft ready and our instructor pilots continue to produce the world's best pilots.

All across our bases, the mission support groups keep us running, ensuring our missions don't fail.

As they always do, our first sergeants are doing whatever it takes to ensure that all their Airmen and families are safe and connected with one another.

And the mission keeps rolling.

Whether you're wearing the uniform, a civilian, or a contractor, you and your families are important to us and our nation. Thank you - we stand as a ready Air Force because of you!

## Air Education and Training Command implements DOD guidance of use of cloth face coverings

From Air Education and Training Command

In line with Secretary of Defense and Air Force guidance, Air Education and Training Command has directed, to the greatest extent practical, all individuals on AETC installations to wear cloth face coverings when they cannot maintain six feet of social distancing in public areas or work centers.

“The safety of our Airmen and families is our top concern as we continue our essential mission of recruiting, training and educating exceptional Airmen,” said Maj. Gen. Craig Wills, 19th Air Force commander.

“Cloth face masks provide an added layer of protection for everyone on our team. Being proactive with the things we can control is critical in our battle against the virus.”

The Department of Defense continues to place enhanced mitigation protocols as medical professionals learn more about the virus.

“COVID-19 is a new virus, and we have learned that asymptomatic patients can spread the virus up to 48 hours prior being symptomatic,” said Col. Gianna Zeh, AETC Command Surgeon General. “Due to this, the CDC is now recommending the wear of face masks and coverings to reduce potential spread



PHOTO COURTESY MAJ. GEN. CRAIG D. WILLS

*The Secretary of Defense issued new guidance today requiring the wear of cloth face masks when social distancing cannot be maintained. Our wing commanders are doing an awesome job adjusting operations to reflect the new guidance. Please be patient as we work to provide every practical measure we can to safeguard our Airmen while still getting after the mission!*

of the virus from those who may be sick and don't know it yet.”

Cloth masks and gloves do not replace or override the need for social distancing measures or occupational personal protective equipment, according to Zeh.

According to the guidance, commanders will ensure face coverings worn by uniformed military members are conservative, professional, and in keeping with dignity and respect according to the guidance. Also, N-95 and surgical masks should be reserved for health care workers.

Various cloth items worn as face

coverings — neck gaiters, neck warmers, balaclavas, etc. — may be acceptable as long as they are functional, cleaned and maintained.

Wing commanders will provide more detailed guidance concerning wear of the masks for those who work in situations where social distancing is not easily accomplished and identify potential exceptions as appropriate.

Additional information on creating a cloth face mask is available at: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.