



One Team, One Mission



502d Air Base Wing & Joint Base San Antonio BSD Resident Meeting



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Commander, 502 ABW & JBSA
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JBSA Vision: The Premier Installation in the Department of Defense!



Agenda



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- **Welcome & Introductions**
- **Why We Are Here**
- **Actions Taken**
- **Way Ahead**
- **Residents Open Forum**



Why We Are Here



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We are here to listen to your concerns and advocate for better quality of housing in a open, transparent, non-attributional and non-reprisal environment



Actions Taken

(502 ABW)



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- **Barracks, Ships, Dormitory (BSD) Room Inspections**
 - Phase 1: 100% inspection of 71 BSDs (~8,200 rooms)
 - Phase 2: Cross Functional Team (Medical/CE) assessments
 - Identified ~2,500 rooms with mold or mildew
 - Cleaned ~1,500 rooms (60% completed)
 - Common findings: showers, bathrooms, air vents, soft goods
- **Addressing immediate mold/mildew concerns**
 - Focus is on temperature, relative humidity, and air flow
 - HVAC system repairs (exhaust fans, air filters, fan coils)
 - Dehumidifiers, as appropriate
 - Ceiling fans, as appropriate
 - Replace carpeting, as required
 - Cleaning of rooms with emphasis on bathrooms/vents
 - Mold Remediation Web site: <https://www.jbsa.mil/Information/JBSA-Mold-Remediation/>



Actions Taken

(502 ABW)



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- **Facility Maintenance Actions**
 - HVAC, plumbing, and mold facility requests are executed as high priority work tasks
 - Revamped preventive maintenance program with increased focus on Technical Training and Permanent Party BSDs
 - Dedicated BSD maintenance teams
 - Trade BPAs and Service Contracts
 - Encourage BSD residents to submit work orders
- **Long Term Facility Renovations**
 - Dorm, Training, and Campus Improvement Plan developed to address inadequate facilities and infrastructure
 - Major facility renovations addressing mechanical, electrical, structural, fire and safety
 - Mission Readiness focused



Actions Taken

(502 ABW)



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- **BSD Resident User Guide under development**
 - **Keep HVAC systems online, even when not in room**
 - **When you return to your room, ensure HVAC is turned on**
 - **Ensure room temperature ranges from 72 – 74 degrees**
 - **Clean bathrooms to ensure no mildew buildup**
 - **Keep bathroom door open for better ventilation**
 - **Keep air vents dusted and free of obstructions**
 - **Keep floor clear of debris (moisture bigger concern)**
 - **Keep closet door open for better ventilation**
 - **Utilize dehumidifier if room has one (empty drain pan daily)**
 - **Open window coverings to get more sunlight in room**
 - **Utilize ceiling fan if room has one for better air ventilation**
 - **Do not leave wet clothing unattended within the room**
 - **Report any facility issues to your facility manager**



SUBMITTING A SERVICE REQUEST



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Facility Managers (FMs) and Barracks, Ships, Dormitory (BSD) Managers are the primary points of contact (POC) for all fire, safety, security, energy, environmental, services, and maintenance requirements related to their assigned facility.

Submission from a DSD Resident's Perspective

Non-Emergencies

All should provide specific information: Issue, Location, Severity Remediation if Attempted, Dorm location, Room Number

Permanent Party BSD Resident: Notify your *BSD Manager* of any discrepancy. BSD Manager submits work request.

Technical Training BSD Resident: Notify your *Military Training Leader (MTL)* of any discrepancy. MTL/Facility Manager submits work request.

BMT Dorm Resident: Notify your *Military Training Instructor (MTI)* of any discrepancy. MTL/Facility Manager submits work request.

Emergencies

For emergency (Life / Health /Safety) actions, contact the 502 CES / CSU (Customer Service Unit) for your location:

Lackland: 210-671-5555

Fort Sam Houston: 210-466-5555

Camp Bullis: 210-466-5555

Randolph: 210-652-5555

After hour calls are automatically routed to EMCS (Energy Management Control Systems) at either Lackland or Randolph with facility maintenance staff available to respond

Response/Repair Process

Facility Managers/BSD Managers upload and monitor work requests in 502 CEG's work task management system (TRIRIGA)

Work request execution times lines are based on severity and impact of the issue

Life/health/safety (LHS) issues are prioritized as emergency. Less severe issues are either categorized as urgent or routine, and will be scheduled accordingly

If an LHS issue cannot be quickly resolved, the occupant may be relocated if the risk cannot be mitigated

Generally, the process requires an initial assessment, which may include an immediate or temporary fix

If there is no immediate fix, 502 CEG will determine repair requirements, identify/source materials, and schedule the repair

Timing may be delayed if it involves material long-lead time or fabrication

Occupant Follow-up Actions:

If occupant does not see resolution in a reasonable time, immediately contact unit leadership or first sergeant to resolve



JBSA Permanent Party BSD Manager POCs



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After Duty On-Call List

JBSA LAK

Dorm Chief
(830) 444-1177

Housing
Manager
(210) 724-5971

Housing Chief
(813) 777-3257

JBSA FSH

Dorm Chief
(210) 380-4989

Housing Manager
(210) 863-0342

Housing Chief
(813) 777-3257

JBSA RAN

Dorm Chief
(210) 607-0818

Housing
Manager
(334) 201-8198

Housing Chief
(813) 777-3257



Medical



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- **Mold occurs everywhere, outdoors and indoors, but humid and damp conditions can cause mold to grow inside buildings**
 - **If you remove the moisture, the mold stops growing**
- **Mold is harmless to most people**
- **Some people are sensitive to mold and may experience:**
 - **Runny or Stuffy Nose**
 - **Cough**
 - **Itchy or watery eyes**
 - **Those with allergies or asthma may experience a flare-up**
- **CDC recommends against routine sampling/testing for molds**
- **No proven links between mold and serious disease in healthy people**



Medical



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HELPFUL LINKS:

- EPA guidance: *A Brief Guide to Mold, Moisture, and Your Home*,
<https://www.epa.gov/mold/brief-guide-mold-moisture-and-your-home>
- CDC information:
 - <https://www.cdc.gov/mold/faqs.htm>
 - https://www.cdc.gov/mold/dampness_facts.htm
- American Academy of Allergy Asthma and Immunology:
<https://www.aaaai.org/conditions-and-treatments/allergies/mold-allergy>
- If you feel you need to be seen for health concerns related to mold:
 - For permanent party, make an appointment with your PCM by calling 210-916-9900
 - For Basic Military Training trainees, see your IDMT or walk into Reid Health Services Center
 - For Technical Training Students, see your IDMT or usual healthcare provider which may be Reid Health Services Center at Lackland, Troop Medical Clinic at Fort Sam Houston, or Taylor Burk Health Clinic at Camp Bullis



Legal



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- **Legal Workshops**
 - **Conducted 7 legal workshops across all 3 installations to guide dorm residents through claims process**
 - **Coordinated directly with the Claims Service Center to streamline the process**
 - **All claims information available on AETC's mold remediation site**
 - **All base legal offices standing by to assist with claims guidance and filing**
 - **The Claims Service Center website is:**
<https://claims.jag.af.mil>



Way Ahead



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- **Working with Unit Leaders and BSD Managers to address dorm resident concerns**
- **Continued monitoring of mold remediation actions to assess potentially recurring issues**
- **BSD residents, dorm managers and facility managers continue to submit work orders**
- **Air Force legal assistance available**



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Resident Open Forum



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Closing Comments