



**IMCOM**  
SOLDIERS • FAMILIES • CIVILIANS



23 February 2011, 1000 – 1100 hours, The ARENA, Caserma Ederle



# InfoX



## Agenda

- ❖ **Introduction/Master of Ceremony – Public Affairs Office**
- ❖ **Volunteers of the Month**
- ❖ **Hot Topic(s)**
- ❖ **Community News**
- ❖ **Community Issues – Open & New**
- ❖ **Open Forum**
  
- ❖ **Next InfoX is 30 March 2011, 1000 – 1100 hours, The Arena, Caserma Ederle**

## **Adult Volunteer of the Month – February**

### **Tricia Bailey**

Tricia is fondly known within the Vicenza community as the "Coupon Lady." As the lead ACS volunteer for the coupon program, Tricia coordinates efforts with other volunteers in order to handle hundreds of coupon donations that are mailed by stateside organizations in support of our military. Tricia has devoted countless hours in order to receive, sort and tape the coupons onto items in the commissary every week. Thanks to her selfless service, our Military Families and commissary patrons can conveniently save money on their basic living expenses.

**Thank you Tricia!**

## **Youth Volunteer of the Month – February**

### **Ronnie Wilcox**

Ronnie Wilcox has worked with Project TRUST since August. She assisted in the move of the offices, sorted all the giveaways and pamphlets on various topics and put them away in the new office. She has also assisted at meetings writing all ideas and plans for members to see and organizes them into action plans. Ronnie makes sure there are minutes from the meeting where all the ideas are carried out. She has put in extra hours when necessary to get a task completed. She is organized and energetic; this is contagious to the other members.

**Thank you Ronnie !**



# Hot Topics



# InfoX



**DHR**



You Are invited to the  
**2011 ARMY EMERGENCY RELIEF**  
**CAMPAIGN KICKOFF**



Please join Guest Speaker

**COL Kimberly Armstrong**  
USAG Vicenza Health Clinic Commander

**March 1, 2011 at 10:30 a.m.**

In the ACS Living Room of the  
Davis Soldier & Family Readiness Center

*Light Refreshments Provided*

**The 2011 AER Campaign is 1 March—15 May 2011**

AER provides emergency financial assistance to active duty and retired Soldiers and their families. AER also offers scholarship grants to spouses and dependent children pursuing their first undergraduate degree. For more information contact the AER Officer at 634-8524.



**Soldiers Helping Soldiers**





# AER Campaign Opportunity Drawing

## MARCH 1 – MAY 15 2011

**Visit the AER info table THURSDAYS at the PX from 1100 – 1300 for a chance to win:**

**2 ROUND TRIP AIRLINE TICKETS TO ANYWHERE IN THE US!**





# InfoX



# DPW

## “Earth Week” Activities 18-22 April 2011

- Publicity:
  - Earth Day Banner
  - AFN/Outlook publicity
  
- Energy Conservation:
  - Earth Day table at PX with free handouts
  - Tour of Co-generation plant for High School students (DoDDS and possibly from local schools)
  
- Community Involvement:
  - ECO Center Tour by DoDDS primary school
  - Classroom presentations and games for DoDDS 1<sup>st</sup> Graders
  - Unveiling of a thematic park project in front of building 393 with involvement of the Schools, the Scouts and the Arts and Craft shop

# InfoX

## EPAS

### (Environmental Performance Assessment System)

- The Garrison will be visited by an inspection team on 14-22 March 2011 to evaluate Garrison environmental stewardship.
- EPAS visits are performed every three years and focus on areas like hazardous waste management, drinking water quality and recycling.
- The Garrison DPW will assist the Community and Units to ensure we are in compliance with Host Nation and Army environmental regulations.
- We ask the Community to assist by properly sorting and disposing of recyclable items and Units to ensure that corrective actions from previous inspections have been implemented.

## Community Calendar – March 2011

1 March – VCC Scholarship Application Deadline

1 March – Army Emergency Relief Campaign kick off, 10:30 a.m., Davis Hall

1 March – 15 May – Army Emergency Relief Campaign

4 March -- Quarterly Awards Ceremony, 3 p.m., Luna Bubble

16 March – Women’s History Month Observance, TBD, Soldiers’ Theatre

17 March – Italian National Holiday, Unification of Italy

17 March – Saint Patrick’s Day

18-21 March – USAREUR Training Holiday

30 March – INFO-X

## Community News – Service Providers

- ❖ DES
- ❖ DFMWR
- ❖ DPW
- ❖ DHR
- ❖ DOL
- ❖ DPTMS
- ❖ AAFES
- ❖ DoDEA
- ❖ Religious Support Office
- ❖ Installation Safety Office
- ❖ EEO
- ❖ 509<sup>th</sup> SIG BN
- ❖ HRO
- ❖ AFN
- ❖ Health Clinic
- ❖ Dental Clinic
- ❖ Italy Finance Office
- ❖ Installation Legal Office
- ❖ American Red Cross
- ❖ Health Promotion
- ❖ DECA
- ❖ USO
- ❖ PAO
- ❖ IG



## Community Issues

**OPEN – 0**

**NEW – 3**

## ICE Issue: ID Card Processing Delays

**Date of Customer Comment:** 3 February 2011

**Scope:** I had to get an ID card and my husband had to be present as a sponsor. Due to work he has only specific hours free from work, so we set up time to do the ID card renewal at 10:30. We were unable to do it because of a slow process the office is closed until 13:00. I have three children and it's difficult to arrange time while I have child care and coordinate it with my husbands hours. Very disappointing experience.

**Agency Response: DHR** Due to equipment issues with the Brigade ID Card Machine, the Central Processing facility's DEERs/ID Card Office is experiencing significant increase in customer volume and waiting time. The Brigade machine is expected to be back in service by approximately 15 March 2011. The ID card section will start to take appointments on 1 April 2011.

***We ask that you please plan accordingly and we apologize for the inconvenience and appreciate your understanding.***

## ICE Issue: CDC/SAC Hourly Care Availability

**Date of Customer Comment:** 27 January 2011

**Scope:** We have called many times to CDC/SAC in Villaggio for hourly care on school-out days, each and every time they inform me they are full. We are both working parents. My husband is active duty and I work at the school. I was informed today that the only way to guarantee a space is if I enrolled them full time for aftercare. Since, I work at the Middle School, my work day ends at the same time as my children. Why, would I take up space and time from others that may need it? I really feel that something needs to be done to increase hourly care spaces on school-out days for Kindergarten and School Age children.

**Agency Response: DFMWR** We realize that it can be difficult to reserve an hourly space on school-out days due to our increased demand for enrollment on those days. If Kindergarten care is not available in Villaggio, it is often possible to reserve hourly care at CDC 398 on Caserma Ederle. We are also exploring possibilities to increase school age space on school-out days in the Villaggio CDC and SAC in the future, such as recruiting substitute staff members who work primarily on school-out days. This is dependent on our applicant pool. Unfortunately, in the past there have been very few applicants who are willing to accept this type of flexible position.

## ICE Issue: UTEP Late Fees

**Date of Customer Comment:** 12 January 2011

**Scope:** I have had late fees added to my account because of not being able to get to the UTEP office before the bill was due. It seems like every time I get a bill in my mailbox, it is dated weeks prior and is due within just a couple of days. It seems like there could be a much more convenient time frame between getting the bill and having it due.

**Agency Response: DFMWR** The FMWR Financial Management Officer met with the Post Office Administrator to understand the delay in customers receiving invoices. The holidays along with severe weather conditions were the cause of delays. So far we have not had any reoccurring issues

## Vicenza Much MORE (MMs)

March 8: **La Festa della Donna** (Women's Day)

March 8: **Carnevale**

March 19: **La Festa del Papà** (Fathers' Day)

March 4, 6 and 13: **Carnevale in Verona**

**Feb 19 – March 8: Carnevale in Venezia**

*For more Carnevale celebrations, please see the Outlook, Out & About section*

March 18-24: **Saint Joseph Festival and Spit-roasted quail Fair**, in Villagarzerla

### **Fairs:**

March 3-6: **Abilmente** - Bricolage and manual creativity exhibition, in Vicenza

March 18-21: **Olio Capitale** - Top quality extra-virgin olive oil expo, in Trieste

March 19-20: **Model Expo** - Miniature trains, plans, trucks and cars, in Verona

March 24-27: **Gitando** - Exhibit of camping, sportswear and leisure goods and Hobbies, in Vicenza



# InfoX



## Open Forum



# InfoX



## InfoX Schedule

**30 March 2011**

**27 April 2011**

**25 May 2011**

**29 June 2011**

**27 July 2011**

**31 August 2011**

**InfoX is held the last Wednesday of the month, excluding December.**

## Methods to Submit a Community Issue

**USAG Vicenza Website: <http://www.usag.vicenza.army.mil>, hover over “Contact Us”, click on “Info-X”, then “Click to Submit”.**

**EMAIL: [Community.issues@eur.army.mil](mailto:Community.issues@eur.army.mil)**

**AFN HOT LINE AT INFO X: DSN 634-7411, CIV 0444-71-7411**

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