



IMCOM
SOLDIERS • FAMILIES • CIVILIANS



26 January 2011, 1000 – 1030 hours, The ARENA, Caserma Ederle



InfoX



Agenda

- ❖ **Introduction/Master of Ceremony – Plans, Analysis & Integration Office**
- ❖ **Volunteers of the Month**
- ❖ **Hot Topics**
- ❖ **Community News**
- ❖ **Community Issues – Open & New**
- ❖ **Open Forum**
- ❖ **POC: Ms. Shirley Martin, PAIO, DSN 634-7524**
- ❖ **Next InfoX is 23 February 2011, 1000 – 1100 hours, The Arena, Caserma Ederle**

Adult Volunteer of the Month – December: HyoJim Kim

HyoJim began volunteering for the American Red Cross in September of 2009 with the Dental Assistant Program. She completed her training in record time and has continued volunteering since her completion has continued to be an integral component of the Dental Clinic. Her enthusiasm for contributing and for the continual of learning new skills sets her apart from other participants in the program.

HyoJim took advantage of what the Dental Assistant Program had to offer her and instead of simply walking away after her training was completed, she continued to volunteer extensively giving back exponentially to the program.

Thank you, HyoJim!



Youth Volunteer of the Month – December: Anna Sepanic

Anna is a tireless worker. She assists with younger Girl Scout troops and always takes the initiative—she instinctively knows how to handle any situation. She is a very positive role model for the younger girls. She is always cheerful and never impatient, even though kindergarten girls can sometimes be challenging. Anna also volunteers for other Vicenza Community organizations; this volunteer has a passion for community service and endeavors to improve our entire community through her actions. She conceived and carried out a project to provide teddy bears to the MP station for children who needed comfort that only a stuffed animal can provide - collecting, cleaning, and distributing 150+ bears.

Anna exemplifies the best attributes of Youth today. Her contributions are far-reaching; her volunteerism impacts the younger girls in our community, who in turn will become role models in the future. She deserves to be recognized for her exemplary service.

Thank you, Anna!

Adult Volunteer of the Month – January: Jill Vogel

Jill is a very dedicated volunteer in our community. For Army Family Team Building, she instructs all levels and recently has assisted in revamping the AFTB portion of the Benvenuti program. She assists in programming and marketing of the AFTB program. Jill reaches out to new community members and mentors new AFTB volunteers. She serves as a mentor to the program manager as well. Jill also volunteers throughout the community. She embodies the true volunteer spirit, whether with AFTB, AFAP, the VCC or the other organizations that she volunteers with, you can count on her to inspire others to come out and take part in all that the Vicenza Military Community has to offer.

Thank you, Jill



Youth Volunteer of the Month – January: Sasha Sibilla

Sasha has made a significant positive impact on the community through her contributions to the USAG Vicenza post newspaper, The Outlook. She has volunteered to work after school to cover events and write stories, taken great photos, conducted interviews, and works diligently while in the office to learn new skills and master new concepts. Sasha volunteered to cover numerous programs after school hours and on the weekends. For instance, one weekend event kept her at a children's sporting event all day through cold weather. After putting in a full day doing interviews, taking photos and covering the sporting event, she had to write a story and submit the photos, with proper journalistic style. She completed these tasks also on her weekend to be able to meet the deadline. Her stories and photos have received praise from multiple community members. Her work has benefitted the garrison and PAO in particular. Her efforts have enabled the newspaper to cover local events that would otherwise not be covered.

Thank you, Sasha!



Hot Topics



Post Office Updates

Mr. Dave Ott
Director, DHR



New Customs Restrictions and Procedures

Due to recent world events, new customs requirements have been placed on all outgoing mail from APO locations worldwide.

Customers fully document the USPS Customs forms completely and fill out a daily customer log located at each postal finance counter verifying that no prohibited items are being mailed.

Your understanding and cooperation is being requested with the implementation of new security measures.

Please address any questions or concerns you may have to the Postal Service Center management.

Expect Mail Delivery Delays

Due to the recent extreme weather conditions within Europe and USA, expect to see delays in mail deliveries.

- Rest assured that our Postal Service Center is working non-stop to expeditiously process the mail. Customers should receive package notification normally within 2 days of arrival to the PSC, but with current conditions may take up to 4 days.
- Customers are reminded that tracking status on the USPS website must state that the item has arrived at APO AE 09630 indicating that the item has been scanned in at the Vicenza PSC. All other status means that the item is either in transit or must be redirected to our location.
- Please contact our PSC team for any issues or concerns.

DPW Construction Updates

***- Slides removed – for originals,
please speak to PAIO at DSN 634-
7524***

**Mr. David Murr
Director, DPW**



Tire Requirements for Germany

LTC Robert G. Trojanowski
DES

New Law for Driving in Germany in Adverse Weather Conditions (snow, ice or slush)

- Vehicles must have M & S (year around tires) or winter tires mounted
- 40 Euro fine if not mounted
- 80 Euro fine if the tires are not mounted and vehicle causes a hindrance to other traffic

Note: There is no grace period nor transition period for this requirement. In addition, both Austria and Switzerland have the same requirement.



Army Family Action Plan (AFAP)

**Ms. Jean Sweeton,
AFTB/AFAP Program Manager**

FY 11 AFAP Conference

- 8-10 February 2011
- Conference schedule
 - 8 February 8:30 a.m. – 4:45 p.m.
 - 9 February 8:30 a.m. – 4:45 p.m.
 - 10 February 8:45 a.m. – 11 a.m.
- Final Report out 10 – 11 a.m. at the post theater

FY 11 AFAP Conference

- Issues for the conference are being accepted through January 31st.
- Pick up submission cards throughout post
(ACS/ Post office/ Commissary/ Library/BOSS)
- Drop off boxes for submission cards at:
 - Commissary
 - Chapel
 - Library
 - Arena
 - Davis Hall
 - Health Clinic
 - BOSS
 - Post Office
- To submit an issue online, email afap@vicenzamwr.com, or call DSN 634-8526 / CIV 044-471-8526 and ask to speak with the AFAP Program Manager.

FY 11 AFAP Conference

- AFAP is recruiting delegates and staff
- Five Workgroups
- Delegates

Two representatives per unit from following demographics IAW AR 608-47: Service Members, DoD Civilians, Retiree's, Family Members, Dual Military, Single Soldiers, Single Parent, Enlisted, NCO, Warrant Officer, Company Grade and Field Grade Officer.

Hourly childcare is paid for participants
Snacks and lunch are provided

- If interested please stop by or call ACS at DSN 634-7500/COM 0444-71-7500



Health Center Updates

LTC(P) Ross Colt
Deputy Commander for Clinical Services
USAHC - Vicenza

- **Types of appointments**
 - Acute (within 24 hours)
 - Routine (within 7 days)
 - Wellness/specialty (within 28 days)
- **Book 24/7 with Tri-care Online (TOL)**
 - See all available appointments
 - Acute = —new problem/urgent”
 - Routine = —new problem/not urgent”

- **Book with your Primary Care Manager (PCM) for care**
 - Better continuity & quality of care
 - Better satisfaction for patient and provider
 - Can book online using TOL or calling 636-9000 or 0444-61-9000
 - Online at <http://www.tricareonline.com>
- **Community Tile Painting project**
 - Visit the Art Center to make your permanent mark upon our beautiful new facility!



DeCA Europe's Your Action Line (YAL)

Mr. Al Brooks
DeCA Europe Vicenza

DeCA On-line Customer Comment Care Your Action Line (YAL)

https://www.commissaries.com/YAL/customer_comments.cfm

The Defense Commissary Agency has a new on-line customer comment form. The Director, DeCA, Europe, oversees and responds to all YALs received for DeCA Europe.

In addition, the DeCA EU Forms 90-5, hard copy customer comment cards, are available in every European commissary store.



Community Calendar – January

January 27 – Quarterly Retirement Ceremony, 3 pm, Soldiers' Theatre

January 29-30 – Nationwide Rail Strike 9 p.m. Saturday to 9 p.m. Sunday

January 31 – Tax Center Opens



Community Calendar – February

February 2 – AAFES / DeCA Council Meeting, 10:30 a.m., Davis Hall

February 4 – Quarterly Awards Ceremony, 3 p.m., Luna Bubble, Bldg. 340

February 8 – National Prayer Breakfast, 7 a.m., AAFES Food Court

February 8-10 – Army Family Action Plan (AFAP) Conference, 8:30 a.m., Soldiers' Theatre

February 14 – San Valentine Dinner, Villa Godi Malinverni, 7:30 p.m.

February 14 – Parent-Child Valentine Dinner, 6:30 p.m., Lion's Den in The Arena

February 17 – African-American History Luncheon, 11:30 a.m., Dining Facility

February 18 – USAREUR Training Holiday

February 21 – Presidents' Day Federal Holiday observed / Italian Rest Day

February 23 – Info-X, 10 a.m., The Arena

February 24 – African-American History Presentation, TBD

Community News – Service Providers

- ❖ DES
- ❖ DFMWR
- ❖ DPW
- ❖ DHR
- ❖ DOL
- ❖ DPTMS
- ❖ AAFES
- ❖ DoDEA
- ❖ Religious Support Office
- ❖ Installation Safety Office
- ❖ EEO
- ❖ 509th 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 – 1

DPW - Work Order Process

Date Submitted: 12/30/2010

Scope: I have been having problems with DPW completing work orders in a timely manner. I understand the holidays slow down work order completion however it has been almost a month since we place a work order for issues with our glass shower door and faucet in Villaggio. I call and they say wait for parts but no one ever calls about the parts to fix these problems. What can I do to speed this along?

Recommendation: Can you help me out with this issue?

Agency Response: DPW This request was received on 17 November and work was completed on the second week of January. This was completed within the time required to procure required material during the holiday season. Please remember that upon submission of a service order request, a service order number is assigned. This number can be used for tracking the status of your submission. At the same time, your service order number assigned will be given a Priority code.

Priority 1 is for emergency requests (life, health and safety such as broken steam pipes, gas leaks, major utilities service failures) which are addressed immediately;

Priority 2 is for urgent requests (air conditioning system failure, heating and warm water supply outages, functional failure of ranges or refrigerators) and is addressed within 2-7 days;

Priority 3 is given to routine requests (minor repairs for inconvenient or unsightly conditions) and every effort is made to respond to and complete the work order within 30 days.

Completion of all categories of service orders is dependent on type and availability of supplies and materials. Again, our customers are always welcome to contact us to inquire on the status of their requests. **The DPW work reception number is DSN 634-7491 or Civ. 0444-71-7491.**

Vicenza Much MORE (MMs)

Italian Celebrations:

- Feb. 14: Valentine's Day
- March 8: Carnevale (Festivities start on Feb. 19)

Fairs in Vicenza:

- Feb. 5-6, EXPO' - Electronics Fair
- Feb. 6-13, Spazio Casa - Exhibition of Furnishings and Home Accessories
- Feb. 19-21, Hunting Show and Fly Fishing & Spinning Show

Local Festivals:

- Feb. 12-13 & 18-20, Saint Valentine Festival, in Pozzoleone
- Feb 12–14, Verona in Love Festival



InfoX



Open Forum



InfoX



InfoX Schedule

23 February 2011

30 March 2011

27 April 2011

25 May 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 “InfoX”, then “Click to
Submit”.

EMAIL: Community.issues@eur.army.mil

AFN HOT LINE AT InfoX: DSN 634-7411, CIV 0444-71-7411

InfoX POC: Shirley Martin, PAIO, DSN: 634-7524, CIV: 0444-
71-7524

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