



IMCOM
SOLDIERS • FAMILIES • CIVILIANS



27 July 2011, 1000 – 1100 hours, Caserma Ederle, THE ARENA

Agenda

- ❖ **Introduction/Master of Ceremony – Public Affairs Office**
- ❖ **Recognitions**
- ❖ **Hot Topic(s)**
- ❖ **Community News**
- ❖ **Community Issues – Open & New**
- ❖ **Open Forum**
- ❖ **Next Info X 27 July 2011, 1000 – 1100 hours, The Arena, Caserma Ederle**



RECOGNITIONS



Adult Volunteer of the Month – July

Byron Denmon - Nominated by The American Red Cross

Byron's leadership skills have made him an advocate for all the volunteers of the Vicenza Red Cross station. He makes himself available as a sounding board for both the volunteers and the Senior Station Manager. As a major volunteer for the Red Cross he takes on the responsibility of helping recruit and train new volunteers for the Red Cross. With professionalism and empathy, Byron is an inspiration to all those who endeavor to provide valuable service, to enrich the lives of others and to lead by example. Ms. Loraine De Olivera will be accepting the award for Mr. Denmon.

Thank you !



Youth Volunteer of the Month –

Dominique Brown – nominated by Army Community Service

Dominique offers her assistance wherever there is a need. She lights up the building with her great attitude, her polite manners and her smile. She volunteers for Mobilization and Deployment, Survivors Outreach Services (SOS), the Volunteer Corps and Relocation Readiness. She completes all her tasks with grace and a smile. It is wonderful to have this opportunity to recognize her for her great service to our community.

Thank you !

ICE Comment: DHR, Military Personnel Services

Customer Comments:

EXCELLENT CUSTOMER SERVICE!! This ICE comment card in recognition of excellent customer service in taking care of Soldiers displayed by Mrs. Toni Cuttino. I am currently sponsoring a fellow Sr. NCO who was working some issues not properly resolved from his previous duty installation. In working with Mrs. Cuttino on 8, 11 & 12 July, her concern and dedication to Soldiers was validated in her actions. She went "to battle" for the NCO, calling the previous installation and in the long run, took things into her own hands in taking measures to resolve the issues. It's my guess, Mrs. Cuttino was a NCO who took pride in and excelled in taking care of her charge. She displayed the boldness of an NCO in doing what is right. Please recognize MRS. TONI CUTTINO FOR A JOB WELL DONE, HARD WORK AND DEDICATION TO OUR SOLDIERS!!!!!!



Hot Topics



Culture College

Culture College *Italian 101*

Replacing Head Start is Culture College!

This is a new program developed by ACS primarily for new Soldiers to the country for one day of Italian Cultural Integration!

Classes will be offered bi-monthly starting 1 Aug. 2011

Time: 0900-1600!

● Newcomers will learn about:

- **Vicenza and the Veneto with a tour downtown**
- **An installation overview**
- **Information about deployment support**
- **Introduction to Italian language**
- **Overview of food**
- **Cultural customs**
- **Courtesies and frequently asked questions**
- **Financial information to include currency exchange**
- **Fun activities and events in the area**

This one day cultural class will have qualified instructors offering 20 years of experience living in Italy!



Army Family Action Plan Issue Update

5 Issues forwarded to IMCOM-E AFAP Conference:

VIC 11-01: OCONUS PCS Rental Car Reimbursement

VIC 11-02: Grant Non-Chargeable leave for DA Personnel during their spouses' R&R.

VIC 11-03: Adjust Dental Care Provider Ratio for OCONUS to include Other Than Active Duty (OTAD)

VIC 11-08: Establishing Army Breastfeeding Policy

VIC 11-11: Parental Bonding Time for Service Members

2 Issues Prioritized by delegates of the IMCOM-E Conference

VIC 11-02: Grant Non-Chargeable leave for DA Personnel during their spouses' R&R.

VIC 11-08: Establishing Army Breastfeeding Policy

Issues for the conference are being accepted through December 31st

Submit and issue by:

✓ **Pick up submission cards at ACS.**

✓ **Submit an issue online, email afap@vicenzamwr.com**

✓ **call DSN 634-7500 / CIV 044-471-7500 and ask to speak with the AFAP Program Manager.**



Antiterrorism Awareness Month

Antiterrorism Awareness Month, August 2011

- Directed by HQ, Department of the Army
- Purpose: Instill heightened awareness and vigilance throughout the Vicenza Military Community to protect USAG Vicenza critical resources from acts of terrorism
- Key messages:
 - A threat to U.S. Army installations and personnel exists
 - Army activities and people remain vulnerable
 - Vigilance and awareness coupled with timely reporting of suspicious activities can counter the terrorist threat
 - “It takes a community to protect a community.”

Antiterrorism Awareness Month, August 2011

- ❑ Awareness Displays at PX (10 Aug(T)) and Dining Facility (24 Aug(T)) with AT/Residential Security display, handouts, giveaway training aids, AT Survey, and “How I Can Help Protect My Community” Essay Contest
- ❑ Awareness Training (multiple sessions, English and Italian) at Post Theater, 1500 to 1600hrs – 9, 16, 23, 30 Aug
- ❑ Popular AT-themed movie viewings @ Post Theater - 8 and 22 Aug, 1500 hrs, specific titles TBD
- ❑ AFN radio broadcast on AT themes, Q&A, announce contest winners
- ❑ Special Outlook articles
- ❑ Special Edition AT Newsletter
- ❑ Display of AT-related books and handouts at Library (all month)

Community Issue:



**DEADLINE
TO REALIGN
AFN SATELLITE DISHES
31 JULY 2011**



What does this mean? If you need any assistance or information, go to www.afneurope.net or contact the AFN Help Desk via a toll free-number, 00800-2362683662 (00800-afnantenna).



Community Calendar – August 2011

15 August – Italian Holiday - Ferragosto

19-22 August – USAREUR Training Holiday

26 August – Women’s Equality Day, 1:30 p.m., Soldiers’ Theatre

29 August – DoDDS First Day of School

29-30 August – Career Fair, 8 a.m.-5 p.m., Luna Bubble

30 August – DOD Hiring Heroes Program Career Fair, TBD

31 August – INFO-X, 10 a.m., Arena



Community Issues

OPEN – 0

NEW – 1

Community ICE Issue: DPW Air Conditioning - Library

Date of Customer Comment: 12 July 2011

Scope: You need to get that AC fixed....my kids enjoy coming in there and the other day you could barely breath in there! it was nicer outside..a worker showed me the temp and it was 84 degrees that's very unsafe for your employees and the public INCLUDING children coming in there she said it would be August before you got it fixed and I'm sorry but really?? August and now the PO is out too you have to get on top your game here, this post is getting more and more miserable.

Agency Response: DPW Caserma Vicenza Garrison Air Conditioning Program

- Typically the cooling season for this area is May through September
- The 5 Vicenza Garrison DPW technicians support 360 centralized A/Cs and 700 Split Units
- The following buildings have repair priority:
 - Health and dental care facilities to include Warriors in Transition Units (WTU)
 - Operational or mission facilities (i.e. CDC, Communication, etc...)
 - Barracks
 - Community Facilities
 - Admin buildings and all others
- In most cases we are able to solve a/c problems within 2 working days, however, if we must order a part we rely upon the local market and timeframe for repair may increase. Another factor is the number of available personnel for the day.
- The garrison needs support from all members of the community to ensure that the cooling season is a success.
- Tenants will:
 - Ensure that under comfort a/c temperature does not go below 74 degrees Fahrenheit
 - Ensure that a/c units are not operated with windows open

Vicenza Much MORE (MMs)

Ferragosto – Italian National Holiday – Aug. 15

Local Festivals:

Aug. 5-7 and 9-15: Sopressa Festival - Valli del Pasubio

Aug. 15: Trout Festival – Arsiero

Aug. 20: Dark Night – Asiago

Aug. 20-21: The *Porchetta* (Roast suckling pig) Festival – Carrè

Aug. 25-28: Celtic Folk Festival - Valstagna

Aug. 27-28: Ceramic Festival - Nove



InfoX



Open Forum



InfoX Schedule

31 August 2011

27 September 2011

26 October 2011

30 November 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

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

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