

ALASKA POST

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an edition of the
FAIRBANKS
Daily News - Miner

Home of the Arctic Warriors

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Vol. 6, No. 28

Fort Wainwright, Alaska

July 17, 2015

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BRIEF

GOLDEN DAYS

Fairbanks will celebrate Golden Days, a week-long event, since 1952, July 20 through 25. The Greater Fairbanks Chamber of Commerce coordinates the event to celebrate Felix Pedro's discovery of gold in 1902. There's tons of fun for the family, including the Grande Parade downtown, July 25. See more in next week's issue or call the Chamber office for more information at 452-1105.

ONLINE

Check www.facebook.com/FortWainwrightPAO for the latest information.

WEEKEND WEATHER



Friday

Mostly cloudy with a high of 74 and low of 52.



Saturday

Mostly cloudy with a chance of rain showers. Highs of 72 and lows of 49 expected.



Sunday

Partly cloudy with highs in the low 70s and lows in the low 50s.



After serving as the U.S. Army Alaska commander for the past two years, Maj. Gen. Michael Shields passed the unit colors and leadership of America's Arctic Warriors to Maj. Gen. Bryan Owens during a change of command ceremony, July 10, on Joint Base Elmendorf-Richardson. The ceremony was presided over by Gen. Vincent Brooks, commander of U.S. Army Pacific, and held on Pershing Field in front of the U.S. Army Alaska headquarters. (Photo by Justin Connaehr)

Owens takes command of USARAK

David Bedard
JBER Public Affairs

Maj. Gen. Michael Shields relinquished command of U.S. Army Alaska to Maj. Gen. Bryan Owens in a change-of-command ceremony at Joint Base Elmendorf-Richard-

son's Pershing Parade Field July 10.

Officials nominated Shields for directorship of the Pentagon's Joint Improvised-Threat Defeat Agency (previously the Joint Improvised Explosive Device Defeat Organization) and promotion to lieutenant

general.

In his remarks, reviewing officer Gen. Vincent Brooks, U.S. Army Pacific commanding general, placed the ceremony in context of the Army's nearly 150-year history in the 49th state.

"Today's ceremony marks

another milestone in the long history of the Army in Alaska," Brooks said. "Since 1867, there has been an Army presence in a place long recognized as a strategically important location for the

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PT exemptions, dwell time for new AF mothers increase to one year

Secretary of the Air Force
Public Affairs

The six-month deferment for female Airmen to accomplish their fitness assessments following childbirth will be increased to 12 months to align with recent changes to the deployment deferments, Air Force officials announced July 14.

The deployment deferment

policy, as part of the Air Force's 2015 Diversity and Inclusion initiatives, increases the deferment from deployment, short tour or dependent-restricted assignment, and temporary duty to one year, unless waived by the service member.

"The goal is to alleviate the strain on some of our talented Airmen who choose to leave the Air Force as they struggle to

balance deployments and family issues, and this is especially true soon after childbirth," said Secretary of the Air Force Deborah Lee James.

The one-year deferment applies to female Airmen who gave birth on or after the effective date of March 6, 2015, to provide predictability with

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EES/WAPS briefing team visits Eielson

Master Sgt. Karen J. Tomasik
354th Fighter Wing Public Affairs

A team of personnel from Headquarters Air Force and the Air Force Personnel Center visited Eielson on July 8 as part of its trip to visit Air Force bases worldwide to share information about the Enlisted Evaluation System and Weighted Airman Promotion System changes.

During the visit, EES/WAPS

subject matter experts spoke to installation leaders, 354th Force Support Squadron personnel, and the general base populace about changes that have already been implemented, those slated for implementation in the months ahead, and the reasons and philosophy behind the changes.

At the end of each briefing, Airmen in attendance were able to ask questions and share their observations with senior

leaders.

"This is one of the most significant changes to the enlisted evaluation and promotion system in a generation. So, we feel it's important to bring this information directly to commanders and Airmen and allow them to ask questions and get immediate answers from the experts," said Maj. Gen. Peggy Poore, the AFPC commander.

See AFPC on page 3

Dashing through the Pole...the North Pole Triathlon



Cpt. Nick Shamrell, U.S. Army Garrison Fort Wainwright, finishes first at the North Pole Triathlon at the Chena Lakes Recreation Area, July 11. The triathlon consisted of a 1500-meter swim, 40-kilometer bike and a 10-kilometer run. (Photo courtesy of the Fairbanks Daily News-Miner)

Fairbanks Soldier dies in motorcycle accident

U.S. Army Alaska
Public Affairs

A U.S. Army Alaska Soldier from Fort Wainwright died early July 8 in a motorcycle accident at the intersection of Gaffney Road and Barnett Street in Fairbanks.

According to the incident report, Sgt. Stanley Bernard Daniels Jr. was transported to Fairbanks Memorial Hospital just after midnight where he was pronounced dead.

Daniels, 32, was a military policeman with the 28th Military Police Company and joined the U.S. Army in July 2005 from Gurnee, Ill. He completed one-station unit training at Fort Leonard Wood, Mo., and went on to assignments at Fort Lewis, Wash., and Fort Stewart, Ga., before reporting to Fort Wainwright in March 2013. Daniels also served three combat assignments totaling 26 months in Afghanistan and Iraq.

The cause of the accident is under investigation. Daniels' next of kin has been notified of his death.

NASA's newest astronauts complete training

NASA Press Release

The Army's two astronaut candidates officially joined the astronaut corps, July 7.

Maj. Anne McClain and Maj. Andrew Morgan are among the eight new astronauts, who are ready to help advance scientific research aboard the International Space Station and pave the way for the United States' new space launch capabilities and journey to Mars. The four women and four men moving from candidates to the corps were part of the 2013 astronaut class, chosen from 6,300 applications - the second largest number of applications NASA ever has received.

"These individuals have worked incredibly hard to attain this milestone," said Chris Cassidy, chief of the astronaut office at NASA's Johnson Space Center in Houston. "For many, it is the culmination of a lifetime of dedication and perseverance to reach this goal. We are proud to have them join the NASA astronaut corps."

The group reported to Johnson in August 2013 to begin technical space system training, robotics instruction and specialized hardware and science instruction. They have successfully completed two years of intensive training and now will support mission operations and technical duties while awaiting spaceflight assignments.

"It is an honor to have these talented and skilled individuals as part of the operations organization," said Brian Kelly, director of flight



The 2013 astronaut class members pose at NASA's Johnson Space Center in Houston, July 8, after receiving their astronaut pins, symbolizing the completion of their training. From left are: Air Force Lt. Col. Tyler "Nick" Hague; Maj. Andrew Morgan; Jessica Meir; Christina Hammock; Marine Corps Maj. Nicole Mann; Maj. Anne McClain; Navy Lt. Cmdr. Josh Cassada; and Navy Lt. Cmdr. Victor Glover. (Photo by NASA)

operations at Johnson. "We look forward to their future contributions as we enter this new era of human space exploration."

The new astronauts are: Maj. Andrew Morgan, who considers New Castle, Pa., home. Morgan is a graduate of the U.S. Military Academy at West Point, N.Y., and earned a doctorate in medicine from the Uniformed Services University of the Health Sciences in Bethesda, Md. He has experience as an emergency physician and flight surgeon for the Army special operations community, and is completing a sports medicine fellowship.

Maj. Anne McClain hails from Spokane, Wash. She is

a graduate of the U.S. Military Academy at West Point, N.Y., and the University of Bristol, both in the United Kingdom. McClain is an OH-58 helicopter pilot, and a recent graduate of U.S. Naval Test Pilot School. Follow McClain on Twitter at [@AstroAnimal](#).

Navy Lt. Cmdr. Josh Cassada is originally from White Bear Lake, Minn. Cassada is a naval aviator, who holds an undergraduate degree from Albion College, Mich., and advanced degrees from the University of Rochester, N.Y. Cassada is a physicist by training and previously served as co-founder and chief technology officer for a

private technology company.

Navy Lt. Cmdr. Victor Glover, hails from Pomona, Calif., and Prosper, Texas. He is an F/A-18 pilot and graduate of the U.S. Air Force Test Pilot School. Glover holds degrees from California Polytechnic State University in San Luis Obispo, Calif., and the Air University and Naval Postgraduate School. He is serving as a Navy Legislative Fellow in the U.S. Congress. Follow Glover on Twitter at [@VicGlover](#).

Air Force Lt. Col. Tyler "Nick" Hague calls Hoxie, Kan., home. He is a graduate of the U.S. Air Force Academy in Colorado Springs, Colo., the Massachusetts Institute of Technology in Cambridge,

Mass., and the U.S. Air Force Test Pilot School at Edwards Air Force Base, Calif. Hague is supporting the Department of Defense as deputy chief of the Joint Improvised Explosive Device Defeat Organization.

Christina Hammock, from Jacksonville, N.C., holds undergraduate and graduate degrees from North Carolina State University in Raleigh. She is serving as National Oceanic and Atmospheric Administration station chief in American Samoa.

Marine Corps Maj. Nicole Mann is originally from Penngrove, Calif. She is a graduate of the U.S. Naval Academy in Annapolis, Md.; Stanford University, Calif.; and the U.S. Naval Test Pilot School at Naval Air Station, or NAS, Patuxent River, Md. Mann is an F/A-18 pilot serving as an integrated product team lead at NAS Patuxent River. Follow Mann on Twitter at [@AstroDuke](#).

Jessica Meir is from Caribou, Maine. She is a graduate of Brown University in Providence, R.I., and has an advanced degree from the International Space University in Illkirch-Graffenstaden, France. Meir earned her doctorate from Scripps Institution of Oceanography in La Jolla, Calif. She is an assistant professor of anesthesia at Harvard Medical School in Boston.

Denali National Park and Preserve publishes online "Denali Climate Anthology"

Denali National Park and Preserve News Release

The National Park Service this week announces completion of a new online anthology of essays by five accomplished local authors about the effects of a changing climate on the lives and landscape they treasure in Interior Alaska.

The "Denali Climate Anthology" features works commissioned from writers Christine Byl, Julie Collins, Carolyn Kremers, Tom Walker and Erica Watson. The collection, available free at www.nps.gov/dena/getinvolved/dca.htm includes interactive photo galleries, video and audio clips.

"What this project was about was to tell real stories," said Deputy Superintendent Eric Smith during opening remarks at a public reading in June at Tonglen Lake Lodge, south of Denali National Park and Preserve. "I really appreciate that these



Author Carolyn Kremers (Photo by Emily Brouwer)

guys have taken time to produce some very quality products."

The writers were asked to describe effects ranging from rising temperatures, vegetation changes, thinning glaciers, melting permafrost and shrinking wetlands. The collection also includes a foreword by nature writer and environmental philosopher Kathleen Dean Moore from work she donated as a writer-in-residence at the park in 2013.

"We do a really good job of telling our stories to our constituency. We

speaking and preach to audiences that we already have very well. We don't do as good of a job speaking to diverse audiences that maybe hold different viewpoints than we have," Smith said.

"We're not going to argue with people about what the cause is. But it's real; it's happening," he said.

For more information about Denali National Park and Preserve, please visit the park's website at nps.gov/dena or call the park's information line at (907) 683-2294, 8 a.m. to 4 p.m. daily.

New fire burning on Yukon-Charley Rivers National Preserve

Yukon-Charley Rivers National Preserve News Release

The lightning-ignited Weshrinarin Creek Fire was reported by an aircraft flying over the area, July 13. Fire managers conducted an aerial reconnaissance flight later that day and reported the perimeter of the 30 acre fire as 30 percent active. There are no threats to structures at this time. The fire is burning in a limited protection area and has been placed in monitor status. The area is expected to receive precipitation over the next few days, which will likely moderate fire behavior.

As the wildland fire protection agency for the area, the BLM Alaska Fire Service is

working closely with the National Park Service to monitor the fire. Federal land managers have opted to let the fire take its natural course, as fire in the boreal forests of the preserve is a natural process that restores ecosystem health and wildfire habitat. Agency managers will take measures to protect life or property, as needed.

The only other fire in the Preserve, the Trout Fire, continues to smolder. However, minimal smoke has been observed recently. The fire is estimated to be 278 acres in size and is in monitor status. It does not pose a threat to the community of Eagle, nor to any structures within the Preserve at this time.

There will be no

additional updates on the fires within Yukon-Charley Rivers National Preserve unless significant changes occur.

The Seventy Mile Fire burning south of the Preserve remains at 2,902 acres, and is in monitor status. It currently poses no threat to Eagle.

Additional information on the Seventy Mile Fire or other fires outside the Preserve can be obtained by calling the Joint Information Center at (907) 356-5511. State-wide wildfire information is also available at akfireinfo.com.

Additional park information is available on the web at www.nps.gov/yuch or by calling the Eagle Visitor Center between 8 a.m. and 5 p.m. at (907) 459-3730.

MEDDAC Minute

Important Numbers

Emergency: 911

24-Hour Nurse Advice Line: (800) 874-2273 Opt. 1

Appointment Line: 361-4000

Behavioral Health: 361-6059

Benefits Advisor: 361-5656

Immunizations: 361-5456

Information Desk: 361-5172

Patient Advocate: 361-5291

Pharmacy Refills: 361-5803

Tricare Online: www.tricareonline.com

United Health Care: uhcmilitarywest.com, (877) 988-9378

Tricare Online Reminders - Tricare makes it easy to receive

a reminder for upcoming appointments. Beneficiaries who have their cell phone number in their Tricare profile will receive a reminder text 48 hours and two hours prior to appointments.

Sports and School Physicals - Bassett ACH will be running a Sports and School Physical Clinic July 21 from 4 to 6 p.m. for youth three to 18. Bring in any special school forms and immunizations records. Appointments can be scheduled by calling 361-4000.

Enroll at Bassett - For quick and efficient services, beneficiaries arriving to Fort Wainwright should change enrollment from their previous medical treatment facil-

ity to Bassett ACH. The change is quick and easy. Call (877) 988-9378 or log onto www.uhcmilitarywest.com.

Eye Health - Bassett ACH Optometry Clinic provides services to retirees and dependents. Anyone over the age of three is encouraged to schedule a comprehensive eye exam once a year for optimal eye health. For more information or to book an appointment, call 361-5212.

Save a trip to the ER - Bassett ACH has launched a Nurse Advice Line. Beneficiaries can access a registered nurse 24-hours a day, seven days a week for advice about immediate health care needs. Call 1-800-TRICARE (874-2273).

ALASKA POST

Home of the Arctic Warriors

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Denali National Park and Preserve

Yukon-Charley Rivers National Preserve

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The ALASKA POST - Home of the Arctic Warriors

Owens

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United States of America. That strategic importance continues today as we advance our national efforts to rebalance in the Indo-Asia-Pacific Region, and as we continue to pursue our interests in the Arctic. Alaska is important to both of these efforts.”

Brooks said numerous USARAK deployments to Afghanistan, peacekeeping missions in Kosovo, and partnership exercises with allied nations during Shields’ tenure show the value of the Army in Alaska.

“Our arctic warriors under Major General Shields were found in places like Nepal, Mongolia, Chile, not to mention Deadhorse and the top of Mount McKinley – amazing work by a great outfit commanded by a great commander,” Brooks said. “This command – filled with arctic-tough Soldiers who are unique in the joint force – demonstrated to anyone who was watching that Alaska is a strategic location for the United States, and that we can project forces from here to any place our national leaders order them to go.”

Shields echoed Brooks’ sentiments during his remarks.

“No organization in the U.S. military can do what these Soldiers do,” Shields said. “They’re the cold-weather and cold-regions proponent of the Army. They’re expected to be the experts



Maj. Gen. Michael Shields (right) shakes the hand of Maj. Gen. Bryan Owens during the U.S. Army Alaska change of command ceremony, July 10, on Joint Base Elmendorf-Richardson. (Photo by Justin Connaher)

in the conduct of decisive action in support of unified land operations as well as operationally effective in extreme cold-weather environments.”

Shields thanked many of the senior officers, noncommissioned officers and civilians on his staff for making his command successful. He also recognized USARAK’s civilian neighbors for their support.

“To the entire Alaskan community, thank you for your patriotism and loyalty,” he said. “Nowhere else in the world will you find a community more supportive of the military and so willing to express their gratitude. The love and unconditional support our Soldiers enjoy in Alaska

is something special to witness and experience, and we don’t take it for granted.”

Above all, Shields expressed gratitude to USARAK’s Soldiers.

“America is fortunate to have such dedicated, outstanding warriors, and I’m proud to have been part of such a great team,” he said. “It’s been an honor to lead you.”

Most recently, Owens served as director of Joint Operations, U.S. European Command. He has served in every officer leadership position from platoon leader to brigade commander.

“In choosing Bryan Owens for this command, the Army chose a leader with both the warfighting credentials

of a seasoned infantryman and a vast array of high-level staff positions as a warrior statesman,” Brooks said.

The USARPAC commander acknowledged Owens and his wife, Jen, would face challenges, including the recently announced drawdown of more than 2,600 USARAK Soldiers.

“We are counting on Maj. Gen. Bryan Owens and Jen to move this command forward, working through the challenges of implementing the Army’s directed reductions here in Alaska while also increasing the pace of engagement activities and demonstrating our capabilities around the region,” Brooks said.

“I’m confident that Team Owens will be successful, because – as Bryan is known to say – in the end it comes down to leadership.”

Shields – who served with Owens when they were both battalion commanders at Fort Bragg, N.C. – said he is confident the new commander is the right Soldier to succeed him.

“He has an incredible reputation, which has only grown,” Shields said of Owens. “He’s led a brigade in combat. He knows what sacrifice and training is required to train units ready to answer our nation’s call in support of any combatant commander. Bryan Owens is simply the right leader at the right time to lead the Soldiers of U.S. Army

Alaska.”

Owens’ previous assignments include deputy commanding general-operations (South), 25th Infantry Division in Iraq; commandant of the United States Army Infantry School at Fort Benning, Ga.; and chief of staff for the Combined Arms Center at Fort Leavenworth, Kansas.

Owens expressed his feelings at assuming command.

“It is truly a pleasure to be back with Soldiers again and to serve in such an awesome place,” he said. “I fully commit myself to you and your families as we continue to provide trained and ready forces in support of worldwide contingencies, support theater engagements in the Pacific and the Arctic, and military operations in Alaska Joint Operations Area in order to contribute to a stable and secure environment.

“I look forward to leading this awesome team as we create opportunities and tackle the challenges that lie ahead, including new ones announced by our Army leadership,” Owens continued. “There is no doubt that [USARAK Soldiers] are the Army’s premier cold-weather, high-altitude cold region experts, and I’m proud to join your ranks.”

PT

Continued from page 1

minimal disruption to Airmen and the deployment process.

As dwell times for deployment, permanent change of station and TDY increase, so too will the exemption from the current fitness assessment for female Airmen following pregnancies lasting 20 weeks or more (delivery, miscarriage, etc.). The service does not anticipate significant mission or readiness impacts associated with extending this action.

“Like many other programs announced earlier this year, such as the Career Intermission Program, we recognize the potential retention benefits associated with providing our female Airmen options that allow them to serve and support their family without having to choose one over the other,” James said.

Air Force Guidance



Members in the Post Pregnancy PT class do high knee step aerobics at the Commando Health and Fitness Center, Hurlburt Field, Fla., July 21. The class, sponsored by the Health and Wellness Center, is intended to help active duty women recondition themselves and prevent injury by training members how to increase and maintain their fitness level properly after maternity leave. (Photo by Staff Sgt. Orly Tyrell)

Memorandums will be available detailing the changes to both policies in the coming weeks.

The Air Force continues to research opportunities, in conjunction with the Department of Defense, to extend the maternity and convalescent leave period, similar to the recent changes announced by the Secretary of the Navy.

Airmen currently receive six weeks (42 days)

of maternity leave, in line with the Department of Defense policy. By direction of the President, federal agencies can advance up to six weeks of paid sick leave to federal employees with a new child.

“We want to make sure we develop an equitable policy that supports all of our Airmen and also maintains the ability to execute our mission,” James said.

AFPC

Continued from page 1

The briefing team walked Airmen through the three pillars of the new evaluation system – meaningful feedback, a cumulative record of performance and promotion potential – all of which are based upon duty performance. Airmen also received a preview of the new performance report forms and learning about forced distribution and senior rater endorsement under the new system.

An important aspect of taking the briefing on the road is to provide consistent information Air Force wide and to al-

low Airmen the opportunity to ask questions or provide feedback to those who shaped the new system.

“We want to leave Airmen with a clear understanding of the paradigm shift and the changes that will be implemented in stages over the coming months,” said Poore. “We’ll also provide tools to unit leaders and local personnelists so that they can continue the conversation on EES/WAPS changes with their Airmen.”

Additional opportunities to participate in the town halls virtually, such as during Facebook live chat sessions, will be announced. Briefing materials will also be available on myPers –

the executive briefing is already posted and the general populace brief will be added once the roadshow tour ends later this month.

For more information about EES/WAPS changes, go to the myPers website at mypers.af.mil, select “enlisted” under the active duty, Guard or Reserve drop down menus, and then select “evaluations” in the left hand column. Individuals who do not have a myPers account can request one by following the instructions on the Air Force Retirees Services website.

(Information from an AFPC Public Affairs news release was used in this story.)

TSP: start young and start wise

Senior Airman Ashley Nicole Taylor
354th Fighter Wing
Public Affairs

In return for advice that can drive a financial future into a comfortable retirement or pull an Airman out of a monetary crisis, all that is requested is a postcard – a reminder that his guidance has worked and traveled around the globe.

After an hour-long appointment with Dick Hageman, a 354th Force Support Squadron community readiness consultant, customers clear up questions and walk away with a better understanding of the Thrift Savings Plan and all it entails, as well as their finances in general.

“Money doesn’t guarantee happiness, but it does guarantee options and TSP rocks when you know what it

offers you,” said Hageman. “However, most people sign up for TSP then never do anything with their account. Understanding the different funds accounts to transfer your money to can give you the best financial gain in the long run.”

An old rule of thumb has always been to have three to six months of personal income saved in case of an emergency, but equally important is saving for the future.

There are three rules Hageman recommends Airmen follow when holding their account – start young and start wise, put a little bit more money in when receiving a pay raise or deploying and watch for world events.

“There isn’t a magic crystal ball that shows if there will be an event that disrupts the stock market,” said Hage-

man. “What we can do is look at fund trends in the past and each member can stay on top of current events to responsibly transfer money to different funds, if needed.”

Every Airman can put up to \$18,000 into their TSP account annually, and a catch-up option is available to those older than 50, but starting as young as possible can get the best results.

“I’ve been contributing for two years now and I find it very important because TSP is a good way to earn extra money, especially if I retire in the Air Force,” said Senior Airman Sydney Awid, a 354th Comptroller Squadron financial services technician. “I recommend TSP to other people even if they don’t want to stay in the military because long-term it

is a good idea and the more you contribute the more you get back.”

TSP offers many services such as loans, withdrawals and re-funds, but understanding the risk of each will determine if it’s worth doing.

“If you wanted to build or buy a house, you can take a loan up to \$50,000 that allows you to borrow money from your own contributions and the amount of the loan is removed from your TSP account,” explained Hageman. “People have come to me in times of financial crisis not knowing what they can do, but having a TSP account and being able to take a loan through it has been both a career and life-saver.”

To set-up an appointment to learn more about TSP and what it offers, contact



(Photo by Airman 1st Class Areca T. Wilson)

the Airman and Family Readiness Center at 377-2178. As an incentive to start young, first-term Airmen can receive a free credit check and a complimentary oil change with their appointment.

On a mission to better serve the customer

Allen Shaw
Fort Wainwright
Public Affairs

Working with the public is a delicate endeavor and providing exceptional customer service is challenging. At a diversified facility like a military installation, where many personalities intertwine, the occasional collision should be expected.

The best tool to deescalate a potential volatile situation resides between your nose and chin, and is driven by

your brain. In the book entitled “Verbal Judo – The gentle art of persuasion,” Dr. George Thompson states that the cocked tongue is the single most dangerous weapon when dealing with the public. He said the single word or sentence shot off without reflection, can precipitate negativity, generate a complaint, lose a sale or client, or crush one’s credibility permanently.

Thinking before speaking can save a situation; natural lan-

guage can be disastrous. The moment you allow words to rise readily to your lips you will create the greatest speech you will ever regret. Natural language is easy language that reflects our personal feelings. There is no place for such language in our professions and at home it can be equally dangerous. Some things should just remain in our heads.

Christine Donovan, customer evaluation analyst, Plans, Analysis and Integration Office, United States Army Garrison, Fort Wainwright said, “Your staff, co-workers and the agencies you work with on a daily basis are as much your customer as the ones outside of the organization. Good customer service applies to everyone inside and out.”

To succeed in customer service, we must perform our jobs and use tactical language. The key is to shape words to achieve a pro-

fessional goal.

Tactical language is professional language. Some may call it artificial in that it is tailored to achieve a specific purpose, but if you are working with the public in any capacity you must develop an easy capability with tactical language. Very seldom is anyone hired to express feelings or give opinions. Having the skills to effectively deal with other human beings is a performing art that should become a habit of mind and a way of life.

“If you are always polite and respectful it becomes second nature. Your customer is affected by your being courteous and polite. It shapes their perceptions of you, the organization and the service that is offered,” Donovan said.

The ability to provide excellent customer service is achieved by developing and mastering mental and physi-

cal tactics. Knowledge gives us the power to go above and beyond.

Whenever you or your organization are being verbally attacked, consider it an opportunity. It is a chance to show good customer service skills. When someone else is going off the deep end or is emotionally charged, you should immediately grow calm inside and listen. Don’t just wait for them to finish talking, listen to what they say, because they will usually provide necessary information you can use to handle the problem professionally. People who are angry will always give you clues as to what they value, what they fear or what they want, and these can be used to calm them and redirect hostility. Of course it is not natural to do this when people are in your face, but when you are aware you will gain the strength and control.

It’s easy for people

to become agitated in today’s society. Customers have effortless avenues to complain and complaints aren’t good for anyone. Two or three will get you noticed and more can stall a career and cause undue stress. The solution to reduce complaints and increase compliments is to always perform and never react. When you perform, you respond to the person and the situation. Organizations are successful when their employees are responsive to the needs of the public and not reactive to confrontation. Remember, conflict is an opportunity to take a rational approach and help people address their needs. With the right approach, everyone can win.

For more information on improving customer service, contact Christine Donovan at 353-9721.



you’re
always part
of our family
**we’re here
to support you**

Survivor
Outreach
Services



iWatch: everyone’s responsibility. To report suspicious activity, call 353-7526.

Fort Wainwright

Friday – 17th

GROUP CYCLING, 9:30 to 10:30 a.m., Physical Fitness Center, building 3709. Call 353-7223.

YOUTH SPORTS GOLF CAMP, 10 a.m. to 1 p.m., Youth Sports and Fitness, building 1049 #2. Call 353-7482.

ACTIVE DUTY MILITARY OPEN LESSONS, \$10, Noon to 1 p.m., Chena Bend Golf Course, building 2092. Call 353-6223.

BASIC STRENGTH & CONDITIONING, 4:15 to 5:15 p.m. and 6:15 to 7:15 p.m., Melaven Fitness Center, building 3452. Call 353-1994.

NATIONAL ICE CREAM APPRECIATION DAY, 5 to 7 p.m., Last Frontier Community Activity Center, building 1044. Call 353-7755.

WOMEN IN THE WILDERNESS: EVENING STANDUP PADDLE BOARDING, 5:30 to 7:30 p.m., Outdoor Recreation, building 4050. Call 361-6349.

Saturday – 18th

GULKANA GLACIER HIKE, 7 a.m. to 6 p.m., Outdoor Recreation, building 4050. Call 361-6349.

VOLUNTEER DEVELOPMENT DAY, 9 a.m. to 5 p.m., Outdoor Recreation, building 4050. Call 361-6349.

GROUP CYCLING, 10 to 11 a.m., Physical Fitness Center, building 3709. Call 353-7223.

ICE CREAM SKEDDADLE, 10 a.m. to Noon, Physical Fitness Center,

building 3709. Call 353-7223.

ACTIVE DUTY MILITARY OPEN LESSONS, \$10, Noon to 1 p.m., Chena Bend Golf Course, building 2092. Call 353-6223.

BOWL-B-QUE, 1 p.m. to 8 p.m., Nugget Lanes Bowling Center, building 3702. Call 353-2654.

WARRIOR ZONE MONTHLY POOL TOURNAMENT, 7 p.m., Warrior Zone, building 3205. Call 353-1087.

Sunday – 19th

BOARD GAME NIGHT, Warrior Zone, building 3205. Call 353-1087.

WOMEN IN THE WILDERNESS: WHITEWATER RAFTING, 8 a.m. to 6 p.m., Outdoor Recreation, building 4050. Call 361-6349.

ACTIVE DUTY MILITARY OPEN LESSONS, \$10, Noon to 1 p.m., Chena Bend Golf Course, building 2092. Call 353-6223.

Monday – 20th

BUDDY CLIMB, 10 a.m. to 6 p.m., Outdoor Recreation, building 4050. Call 361-6349.

INSANITY CLASS, 5 to 6 p.m., Physical Fitness Center, building 3709. Call 353-7223.

MONDAY MOVIE MARATHON, 5 to 11 p.m., Warrior Zone, building 3205. Call 353-1087.

ZUMBA, 6:15 to 7:15 p.m., Physical Fitness Center, building 3709. Call 353-7223.

Tuesday – 21st

GROUP CYCLING, 6:30 to 7:30 a.m., Physical Fitness Center, building 3709. Call 353-7223.

ROMP AND STOMP PLAY GROUP, 9:30 to 11:30 a.m., Last Frontier Community Activity Center, building 1044. Call 353-7755.

ZUMBA, 6:15 to 7:15 p.m., Physical Fitness Center, building 3709. Call 353-7223.

TRIVIA TUESDAY, 7 p.m., Warrior Zone, building 3205. Call 353-1087.

Wednesday – 22nd

POST NEWCOMERS, 8 to 9 a.m., Last Frontier Community Activity Center, building 1044. Call 353-7755.

GROUP CYCLING, 9:30 to 10:30 a.m., Physical Fitness Center, building 3709. Call 353-7223.

ACTIVE DUTY MILITARY OPEN LESSONS, \$10, Noon to 1 p.m., Chena Bend Golf Course, building 2092. Call 353-6223.

JUNIORS GOLF OPEN LESSONS, \$10, Noon to 1 p.m., Chena Bend Golf Course, building 2092. Call 353-6223.

INSANITY CLASS, 5 to 6 p.m., Physical Fitness Center, building 3709. Call 353-7223.

ZUMBA, 6:15 to 7:15 p.m., Physical Fitness Center, building 3709. Call 353-7223.

Thursday – 23rd

GROUP CYCLING, 6:30 to 7:30

a.m., Physical Fitness Center, building 3709. Call 353-7223.

ROMP AND STOMP PLAY GROUP, 9:30 to 11:30 a.m., Last Frontier Community Activity Center, building 1044. Call 353-7755.

FREE BOUNCY HUT NIGHT, 5 to 7 p.m., Last Frontier Community Activity Center, building 1044. Call 353-7755.

INTRO TO BELAY, 5:30 to 6:30 p.m., Outdoor Recreation, building 4050. Call 361-6349.

ZUMBA, 6:15 to 7:15 p.m., Physical Fitness Center, building 3709. Call 353-7223.

Friday – 24th

TALKEETNA RIVER REDS, 8 a.m. to 5 p.m., Outdoor Recreation, building 4050. Call 361-6349.

GROUP CYCLING, 9:30 to 10:30 a.m., Physical Fitness Center, building 3709. Call 353-7223.

ACTIVE DUTY MILITARY OPEN LESSONS, \$10, Noon to 1 p.m., Chena Bend Golf Course, building 2092. Call 353-6223.

FAMILY CANOE NIGHT, 5:30 to 7:30 p.m., Outdoor Recreation, building 4050. Call 361-6349.

IN BRIEF

DISPOSITION OF PERSONAL EFFECTS

Anyone having claims against or who is indebted to the estate of Sgt. Stanley Daniels, 28th Military Police Detachment, 2nd Battalion, 8th Field Artillery Regiment, may contact 1st Lt. Jacob Wilkins, 28th MP Detachment, 2-8 FA, Fort Wainwright, at (907) 361-1817.

ACS' 50th BIRTHDAY CELEBRATION

Join in as the community celebrates 50 years of Army Community Service supporting our Soldiers and Families by promoting self-sufficiency, cohesive community and enhanced readiness. Cake and popsicles for everyone Friday, July 24, from noon to 3 p.m. Bring your kiddos so that they can enjoy face painting, balloon animals, the bouncy house and more. Also, ACS has a new Facebook page – check it out at www.facebook.com/ftwainwrightacs?ref=hl.

SKEET RANGE CLOSURE

Due to a staff shortage, the Skeet Range is temporarily closed until August 22.

JOBS

In search of a new job? Fort Wainwright is looking for you! Visit www.usajobs.gov for a full listing of federal jobs.

NATIONAL ICE CREAM APPRECIATION DAY AND ICE CREAM SKEDADDLE

In celebration of National Ice Cream Appreciation Day, July 17, the LFCAC (bldg. 1044) will be giving away free ice cream to DoD cardholders and their dependents from 5 to 7 p.m. Then run off those calories in the Fort Wainwright Ice Cream Skedaddle 5k, July 18, starting at 10 a.m. in the Physical Fitness Center parking lot. Bib pick-up and late registration begins at 9:30 a.m. and is \$20. For more information, call 353-7223.

WOMEN'S EQUALITY DAY WORKSHOP

The EEO Office is hosting a Women's Equality Day Lunchtime Workshop on Tuesday, August 4, from 11:30 a.m. to 12:30 p.m. in the first floor conference room of bldg. 1045 (Murphy Hall). It's a great opportunity to have an open dialog with a panel of women from our military and civilian community regarding women's equality, women in the workforce, and the many successes and challenges

that women encounter. The 2015 Women's Equality Day Theme is "Celebrating Women's Right to Vote." Free refreshments will be provided, so come out and share in the discussion during your lunch hour. For more information, contact Tora Henry, EEO Manager at (907) 353-6917 or tora.r.henry.civ@mail.mil.

NEW RAP CARD

Fort Wainwright will launch an updated version of its automated recreational access system, USARTRAK, July 20. The update will require all current recreational access permit cardholders to re-register and obtain a new, free access pass for all recreation activities taking place on military land. After July 20, previously obtained access permits will no longer be valid.

The upgraded system, found at usartrak.isportsman.net, will have the following benefits for registered users: Faster and more reliable access to online and telephonic users in determining which military lands are accessible to all forms of recreation; provide more areas accessible to recreation in Donnelly Training Area West; communicate training area road closures in real time both online and telephonically and will allow for training area check-in online, telephonically or by smart phone. For more information, contact the Fort Wainwright Natural Resource Office at (907) 361-9686 during normal business hours from 7:30 a.m. to 4:30 p.m. If no one is available to take your call, please leave a message and they will return your call.

NEW FIRE PIT POLICY FOR FORT WAINWRIGHT

New policy in place on use of fire pits on post. Requesters can visit the Fire Prevention office, building 1049, apt. 9, Monday through Friday, 8 a.m. to 4 p.m. to acquire a permit for fire pit use after receiving a safety briefing. For more information, call 353-9164 or 353-9166. Find the new policy letter, # 54, online at www.wainwright.army.mil/sites/local/fwa_pages/policyletters.asp.

ARMY HEARING PROGRAM

Because of the potential for exposure to hazardous noise, Garrison Policy 58 has been issued. All Soldiers and Civilians will wear appropriate hearing protection whenever they are exposed to hazardous noise on all ranges, training areas and in all work places. Soldiers will wear an ear plug case attached to the 1st belt loop to the right of center

on the ACUs at all times. Commanders and leaders at all levels will ensure Soldiers and Civilians wear appropriate hearing protective devices any time they are exposed to hazardous noise. Find out more on Fort Wainwright's webpage at www.wainwright.army.mil/sites/local/fwa_pages/policyletters.asp.

INVITATIONAL SOFTBALL TOURNAMENT

Open to all at all levels, the Fort Wainwright Invitational Softball Tournament is July 31 through August 2. Register your team at the Physical Fitness Center by July 27. Registration is \$275 per team with a 24 team limit. For more information, call 353-7294 or 353-7223.

NATIONAL NIGHT OUT

Join North Haven for America's Night Out Against Crime on July 28 from 5 to 8 p.m. at the IHG Holiday Inn Express on Santiago Avenue. National Night Out is designed to heighten crime prevention awareness, generate support for and participation in local anti-crime programs and strengthen neighborhood spirit and police-community partnerships. Bring the family for an evening of games, prizes, live music and more! For additional information, call 356-7165.

6TH ANNUAL GOLF OUTING

Tee off at 9 a.m. for the Fort Wainwright Firefighter's Association tournament, July 25. \$90 per person or \$360 per team. Includes green fees, cart and barbeque after your round. To sign up, call 460-9036 or 590-4161.

6th ANNUAL GOLF OUTING
 When: Saturday July 25th 2015
 Tee Off: 9:00 am

4 man best ball longest drive and closest to the hole
 Prizes, and other contests
 \$90 per person or \$360 per team
 Includes green fees, cart, and barbeque after your round

Contact
 Donovan Glade 460-9036 or Fritz Vockert at 590-4161

Please note to make check out to FWFA or bring cash

ALASKA FIREFIGHTERS ASSOCIATION

Eielson Air Force Base

Friday – 17th

HOT TUB TIME MACHINE 2 (R), 7 p.m., Ernie Walker Theater, building 3309 Eielson AFB, Call 377-2269.

TEEN BREAK, 7 to 10:45 p.m., Youth Center, building 5313 Eielson AFB, Call 377-3194.

THUNDER ALLEY, 7 to 11 p.m., Arctic Nite Lanes, building 3301 Eielson AFB, Call 377-1129.

Saturday – 18th

FREE BOUNCE, 10 a.m. to 6 p.m., Eielson Community Center, building 3310 Eielson AFB, Call 377-2642.

STYLIQUE BEAUTY SALON OPENING, 10 a.m. to 6 p.m., Base Exchange, building 3338 Eielson AFB, Call 372-3265.

SUMMER KIDS' CRAFT, noon to 1 p.m., Arts and Crafts Center, building 3335 Eielson AFB, Call 377-4880

THE DIVERGENT SERIES: INSURGENT (PG-13), 7 p.m., Ernie Walker Theater, building 3309 Eielson AFB,

Call 377-2269.

THUNDER ALLEY, 7 to 11 p.m., Arctic Nite Lanes, building 3301 Eielson AFB, Call 377-1129.

Sunday – 19th

CHENA HOT SPRINGS TRIP, 11 a.m. to 7 p.m., Eielson Community Center, building 3310 Eielson AFB, Call 377-2642.

STRANGE MAGIC (PG), 2 p.m., Ernie Walker Theater, building 3309 Eielson AFB, Call 377-2269.

Monday – 20th

CARDIO CLASS, 7:30 - 9 a.m., Baker Field House, building 3343 Eielson AFB, Call 377-9355.

STRENGTH TRAINING CLASS, 9:30 - 10:30 a.m., Baker Field House, building 3343 Eielson AFB, Call 377-9355.

Tuesday – 21st

REINTEGRATION BRIEFINGS, 9:30 a.m., Airman and Family Readiness Center, building 3125 Eielson AFB,

Call 377-2178.

BETTER BODY, BETTER LIFE, 11 a.m. - 12:30 p.m., Baker Field House, building 3343 Eielson AFB, Call 377-9355.

GREAT EXPECTATIONS, Noon to 4 p.m., Airman and Family Readiness Center, building 3125 Eielson AFB, Call 377-2178.

Wednesday – 22nd

WOBBLE TRAP, 11:30 a.m. to 1:30 p.m., Outdoor Recreation, building 76392 Eielson AFB, Call 377-1232.

TOBACCO CESSATION, Noon to 1 p.m., Fitness Center Health Promotions Class, building 3343 Eielson AFB, Call 377-9355.

ANGER MANAGEMENT, 2 to 4 p.m., Mental Health Conference Room, building 3349 Eielson AFB, Call 377-4727.

Thursday – 23rd

ELEPHANT BANK KIDS' CRAFT, noon to 1 p.m., Arts and Crafts Cen-

ter, building 3335 Eielson AFB, Call 377-4880

PRE-DEPLOYMENT BRIEFINGS, 1 p.m., Airman and Family Readiness Center, building 3125 Eielson AFB, Call 377-2178.

5-STAND SKEET SHOOT, 5 to 9 p.m., Outdoor Recreation, building 76392 Eielson AFB, Call 377-1232

Friday – 24th

TEEN BREAK, 7 to 10:45 p.m., Youth Center, building 5313 Eielson AFB, Call 377-3194.

THUNDER ALLEY, 7 to 11 p.m., Arctic Nite Lanes, building 3301 Eielson AFB, Call 377-1129.

IN BRIEF

24-HOUR GYM ACCESS

Baker Field House will now allow 24-Hour Fitness Access to DoD CAC card holders, dependents over 18 years old and military retirees. All those who wish to utilize the designated area in the facility after hours will be required to register their CAC/Fitness Access Card and sign a Statement of Understanding/Assumption of Risk Form. Dependents and retirees will be required to obtain a Fitness Access Card from the Baker Field House in order to gain access through the designated entrance. Program registration and Fitness Access Cards will be available through the Baker Field House beginning in July. For more information please contact the Baker Field House at 377-1925.

BOWLING ALLEY CONSTRUCTION

The current bowling alley parking lot will be closed to thru traffic until further notice. Personnel will be posted on either side of the delivery route on Wabash Ave to stop traffic when trucks enter and exit the construction site. Delays should be minor but drivers should plan accordingly. The speed limit in truck crossing zones is 10 mph. Construction is estimated to be complete September 2016.

CONSTRUCTION SEASON

The construction season for Eielson Air Force base is upon us. Along with construction season comes additional vehicle traffic through the Hursey Gate. Personnel entering the gate during peak traffic hours in the morning and midday can expect some delays at the gate. One way to mitigate delays is for personnel to either show up at the gate earlier or

later for their work day. This will help offset some of the increased traffic flow during peak hours. This is an option and if used should first be approved by supervisors and leadership. The Security Forces Squadron will use all available resources to maximize the use of available entry lanes. We thank you for your patience and cooperation as we move through another successful construction season.

EIELSON OUTDOOR RECREATION

Dreaming of that summer getaway? Call 377-1317 or visit Outdoor Recreation.

LEAVE USE/LOSE 2015 UPDATE

This serves as a reminder that Air Force members are now authorized to carry a balance of 60 days of leave. For more information, call 353-9405.