



# Schweinfurt Dispatch

Serving the Military Community of Schweinfurt

April 17, 2008



## Health clinic implements scheduling changes

By Kimberly Gearhart

Effective May 1, the Schweinfurt Health Clinic will implement new guidelines for scheduling appointments. The plan, which utilizes a staggered timeline for calling in same-day appointments, has a two-fold aim: help the clinic meet the mission of caring for Soldiers and their family members and reduce the number of missed appointments or no-shows.

“For the first three months of the year, we had approximately 500 no-shows, costing the clinic nearly \$50,000,” said Lt. Col. Daniel Duecker, Schweinfurt Health Clinic commander, noting that every missed appointment soaks up time and funding that could better be used helping patients.

“If we keep that pace up, we’re going to lose a physician,” Duecker noted. A physician should see 100 patients per

week, or 20 per day, in order to meet medical command staffing guidelines. Missed appointments could contribute to a reduction in staffing levels.

Most missed appointments are those that are set for a future date, rather than a same-day appointment. To counteract the no-show problem, the health clinic will move to an almost exclusively same-day appointment scheduling program.

“It is essentially an open access program. If you call today, we’ll see you today,” Duecker said.

To accomplish this goal, changes in appointment scheduling practices will be implemented.

Active duty Soldiers in need of care will report to sick call, and those determined to be in need of further medical care will primarily be seen before 9 a.m. In any military health clinic, Soldier care is priority one.

“The change for Soldiers will be transparent, as they will still report to sick call at their aid stations,” Duecker said.

Family members in need of care can begin calling at 7 a.m. to schedule same-day appointments. These family appointments will begin no earlier than 9 a.m., allowing parents time to get their

children off to school and doctors time to care for Soldiers.

All other patients will be seen on a space-available basis, in line with the clinic’s mission of providing care primarily for Soldiers and their families. These patients can begin calling about possible appointment openings at 10 a.m.

“Essentially, if you are not a Tricare Prime enrollee, you can’t call until 10 o’clock,” Duecker said. This move will help prioritize appointment scheduling, allowing Soldiers and family members to seek appointments first as dictated by the medical command’s mission. Referral for care in host nation facilities is offered if appointment slots at the clinic are full.

Patients should arrive at all appointments 15 minutes early. Showing up 10 or more minutes late will result in your appointment being cancelled.

“Things happen—flat tires, last minute emergencies—but if you can’t make your appointment, call. We may be able to schedule you in a later slot, and we can open yours up immediately for someone else,” Duecker said.

To schedule an appointment at the Schweinfurt Health Clinic, call 354-7901 or 09721-96-7901.



Duecker

## Self defense essential to sexual assault prevention

Story and photo by Sandra Wilson

As part of Sexual Assault Awareness month, Army Community Services (ACS) offers Self Defense 101 in order to educate the community on how to respond to the attack of a predator. The first class took place Monday at the Finney Fitness Center multipurpose room on Conn Barracks. The last class is offered Saturday in the same location from 10 a.m. to 2 p.m.

“It’s good stuff for women— and men— to know. If it should happen, I would want to know what to do,” said Sherri Reveal, participant in Monday’s class.

Some of the self defense moves taught in the class included how to get out of a standing or sitting choke hold, how to strike properly, and where the vital target areas are located.

“What you use standing, you can also use on the ground,” said Joe Bautista, instructor of the class. Bautista started martial arts in



Sherri Reveal performs a choke hold on Dora Lewis as instructor Joe Bautista teaches how to respond when attacked by a predator in the Army Community Service class, “Self Defense 101.” The class will be held again at Finney gym Saturday from 10 a.m. to 2 p.m.

**ASSAULT, see page 6**



## News Briefs

### Have fun with poker

Better Opportunities for Single Soldiers (BOSS) is hosting a Texas Hold ‘Em Poker tournament at Finney gym, Saturday and Sunday at 6 p.m. Win prizes like AAFES gift cards, Army poker chips, and much more. The first place winner gets to play in the finals online tournament competing against all first place winners of participating Army Garrisons throughout the world and has a chance of winning a home entertainment system. There is a \$25 registration fee, which includes dinner. For more information call (BOSS) 353-8476/8021.

### Get rid of bulk trash

There will be a bulk trash pick up Tuesday for Askren Manor, Yorktown Village, and other government-leased housing. Please put bulk items out prior to 7 a.m. on the day of pick-up but no earlier than the day before. Bulk trash items are those too large for your vehicle.

### Credit union closures

Andrews Federal Credit Union (AFCU) branch in Wuerzburg is now closed Mondays and Wednesdays. On these days the phone lines will be forwarded to the Schweinfurt branch. For questions call Ledward’s AFCU 354-6891 or Leighton’s AFCU 350-6229.

### Sign up for softball

Finney Fitness Center is holding sign-ups for women’s recreational softball leagues. The last day to sign up is April 24. For more information call 353-8234.

### Shop and read

Schweinfurt Elementary School is holding a book and craft fair, Saturday both beginning at 10 a.m. the book fair ends at 2 p.m., the craft fair ends at 3 p.m.

### Travel to Amsterdam

Last chance to sign up for United Service Organization’s (USO) Amsterdam trip April 25-27. 89 euros includes entrance fee for flower parade and tour of Amsterdam. Call USO 345-6711.

### Book club meets

The Schweinfurt library book club meets April 24, in the Ledward library at 5:15 p.m. to discuss the book “Three Cups of Tea.” If interested call 354-1740.

### Shop at flea market

The Schweinfurt Middle School Parent Teacher Student Association will host a flea market in the middle school gym Saturday, May 3 from 10 a.m. to 3 p.m. Tables are available for those wishing to sell personal wares. For more information call Diane Schmidt 354-6815.

### Enjoy children’s theater

Missoula Children’s Theater performs “Robin Hood” at the SAS building on Askren Manor Saturday at 2 p.m. Come and enjoy a classic play done by the younger crowd. Tickets sold at the door.

### Play bunco

Morale, Welfare, and Recreation will host “It’s Bunco Time” at the Irish Pub Community Club on Conn Barracks April 24. Games begin at 6 p.m. All I.D. card holders 18 or older are invited to attend. Win fabulous prizes like gift cards from popular stores. All participants will be entered into a grand prize drawing for a \$4,000 spa gift card or a second place \$500 spa gift card. For more information or to sign up, call 353-8476. Walk-ins are welcome.

### Walk the walk

Army Community Service (ACS) is holding a “Take Back the Night” walk, on Askren Manor Wednesday beginning at 6 p.m. Be a part of this walk. April is the month of sexual assault awareness. For more information call ACS 354-6933.

### Watch teen movie

Army Community Service (ACS) is hosting a teen movie night at the Abrams Center, April 24 from 6:30 to 9 p.m. Teens will watch, “Pirates of the Caribbean: Dead Man’s Chest.” For more information, call Ledward ACS at 354-6933.

## Schweinfurt Dispatch



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The Schweinfurt Dispatch weekly newsletter is an unofficial publication of the U.S. Army Garrison Schweinfurt, IMCOM-Europe and the U.S. Army authorized under the provisions of AR 360-1.

The newsletter is published and distributed weekly in an electronic format. The newsletter can be viewed on the U.S. Army Schweinfurt website at <http://www.schweinfurt.army.mil>.

This newsletter is a command information product that places emphasis on events and activities occurring throughout the Schweinfurt and Lower Franconia areas.

Information and photos included in this

newsletter are acquired from sources that highlight events, programs and activities in Schweinfurt and Lower Franconia.

Dates, times, locations, and the events themselves might change or be cancelled without prior notice.

To be added to the Schweinfurt Dispatch distribution list, please email: [mail.sft.pao@eur.army.mil](mailto:mail.sft.pao@eur.army.mil).

This address can also be used to submit community slides or information on upcoming events, or you can reach the USAG Schweinfurt public affairs office by calling 354-1600/6381 or (09721) 961600/966381.



- 25 APR** --Garrison volunteer recognition ceremony, 10 a.m. to noon, Conn Club.
- Bamberg HS staff available for registration, 9 a.m. to 2 p.m., Schweinfurt Middle School.
- Community scrapbook crop, classroom 299 next to Conn CMR, 6 p.m. to midnight.
- Couples' Game Night, 6:30 to 8:30 p.m., Schweinfurt Elementary School, call 354-6933.
- 25-27 APR** --USO trip to Amsterdam/Keukenhof flower parade, 89 euro per person. Call 354-6711.
- 26 APR** --Community Family Festival, noon to 4 p.m., Askren Manor.
- Little Miss and Mister Kinderfest pageant, noon to 3 p.m., Askren Manor. Call 09721-96-6141.
- Flea market, sponsored by Bavarian Red Cross, 6 a.m. to 4 p.m., Schweinfurt Volksfestplatz.
- 27 APR** --Oldtimer Rally, classic car show, 10 a.m. to 5 p.m., Prichsenstadt (south on B286).
- 28 APR** --Spring community enhancement begins. Order supplies from DPW before April 14.
- 29 APR** --Parenting with Love & Logic, 9 to 11 a.m., Askren Manor SAS. Call 354-6933 to register.
- 29-30 APR** --Auditions for community theater "And Then They Came for Me," Abrams Entertainment Center, 6 p.m. For more information, call 0162-296-2776.
- 1 MAY** --Wee Can Do It success series: hula dancing, Leighton CDC, 4 to 5 p.m.
- German holiday, stores will be closed.
- 2 MAY** --Parenting with Love & Logic, 9 to 11 a.m., Askren Manor SAS. Call 354-6933 to register.
- Dachau Concentration Camp tour, free bus trip departs 5:45 a.m. from Conn bldg. 1 and Ledward bldg. 206. Deadline to sign up is April 30. Call 353-8043 or 0171-164-0821.
- 4 MAY** --Traditional crafts market fieldtrip with Arts & Crafts Studio, 8 a.m. to 6 p.m. Call 354-6903.
- 6 MAY** --Parenting with Love & Logic, 9 to 11 a.m., Askren Manor SAS. Call 354-6933 to register.
- 9 MAY** --"Keeping in touch" class, Leighton/Ledward teen centers, 4 to 5 p.m. Call 354-6933.
- Parenting with Love & Logic, 9 to 11 a.m., Askren Manor SAS. Call 354-6933 to register.
- Dinner & family movie night sponsored by PWOC, Ledward chapel, 5 p.m. dinner, 7 p.m. movie. Free childcare for ages 4 and under. The community is invited to attend.
- 10 MAY** --Flea Market, 11 a.m. to 2 p.m., bldg 10, Leighton (old furniture store). Call 354-6715.
- 11 MAY** --Mother's Day Brunch, 11 a.m. to 2 p.m., Conn Community Club. Call 354-6715 to reserve.
- 12 MAY** --Unit level softball sign-up deadline. Season begins May 19. Call Finney Gym at 353-8234.
- 13 MAY** --Patchwork quilting class, Arts & Crafts Studio, 6-8 p.m. \$35 for 6 sessions. Call 354-6903.
- 17 MAY** --1-77 FA chili cook-off, Kessler gym, noon. Contestants 09367-982-688, volunteers 09721-476-5073.
- Granger Smith free country music concert, Finney Fitness Center, Conn Barracks, 7 p.m.
- 21 MAY** --Basket-making workshop, Arts & Crafts Studio, 6 p.m. Materials provided. Call 354-6903.
- 22 MAY** --The 2008 Army Soldier Show, Finney Fitness Center, Conn Barracks, 7 p.m.
- 23 MAY** --CYS facilities closed for Memorial Day training holiday.
- 30 MAY** --Community scrapbook crop, 172nd classroom next to Conn Barracks CMR, 6 p.m.-midnight. \$10 for dinner, hourly door prizes, and instructional class. Call 09721-96-6141.

**Community 6 week outlook calendar**



# Retirees turn out in full force

Story and photo by Mark Heeter

Hundreds of years of military experience spanning generations packed into the personnel transition assistance center on Conn Barracks for the USAG Schweinfurt retiree appreciation day (RAD) Saturday.

“You’re a part of our community, and it’s important that we take care of our community,” said Lt. Col. Anthony Haager, USAG Schweinfurt commander, as he addressed 117 retirees and their family members at the opening of the RAD.

One of the hottest tickets was the shuttle trip to the Schweinfurt dental clinic on Ledward Barracks, while organizers brought in subject-matter experts from as far away as the U.S. consulate in Frankfurt and the Defense Finance and Accounting Service in Indianapolis.

“Today is your day. Make sure you get what you came for. And if we don’t have what you need, then tell us,” Haager said, encouraging them all to use the opportunity to do everything from getting a new identification card to getting their teeth and finances checked.

Before presenting certificates of appreciation and awards to several participants and organizers, he thanked the retirees for their service.

“Our nation is what it is today because of the sacrifices you and your families have made,” he said. “It’s a privilege and an honor to provide this service.”

The first RAD hosted in Schweinfurt met the organizers goal of providing “more services to more retirees at more locations.” The event was traditionally held in Heidelberg.

The decision to host one in Schweinfurt hit the mark, according to Mike Swafford, head of the Schweinfurt retiree council.

“I could count all the Schweinfurt and Wuerzburg retirees on one hand,” when visiting the Heidelberg RAD, Swafford said. “We’ve reached a lot of retirees and widows that wouldn’t have come (had it been held elsewhere),” Swafford said.

In a basement corner, Sgt. 1<sup>st</sup> Class (Ret) Jose Santiago, working for Army Community Service, offered some advice to one of his fellow retirees, Sgt. 1<sup>st</sup> Class (Ret) Espy Johnson.

“Retirees can really help each other out,” Santiago said. And where they might not be able to, the USAG Schweinfurt is ready to fill in the gap.



Jose Santiago talks to Espy Johnson about the benefits available to retirees.

## Liaisons aid Americans with German health care Schweinfurt soon to have five on board

By Kimberly Gearhart

Ursula Holstein and Sylvia Hellmann have their work cut out for them these days. Schweinfurt’s only patient liaisons make daily visits to American patients in both St. Josef’s and Leopoldina hospitals and in the outlying clinics during the week.

“We help mostly with language and cultural issues,” Holstein said, noting that neither she nor Hellmann is a nurse and cannot dispense medical advice.

“They can’t tell you whether to give your child Tylenol, but they can help direct you to appropriate host-nation care,” said Kevin Worth, nurse case manager for host nation care at the Schweinfurt Health Clinic.

If you are in need of that sort of health advice, the liaisons urge you to call the 24-hour Personal Health Advisor line at 0800-825-1600, where a registered nurse is available to answer questions.

When American patients are admitted to host nation facilities, liaisons are notified by facility staff. On weekends, that notification occurs Monday morning, unless a patient is in an Intensive Care Unit, Hellmann explained.

“Then we get a call right away,” she added.

If you find that you need a patient liaison after duty hours or on the weekend, contact the community operations center at 354-6708 or 09721-96-6708. The on-call liaison will then be alerted.

“We take turns being on call, but with only two of us, we don’t get much time off,” Holstein said.

That will change soon, according to Worth. By the first of June, five liaisons will be on board at the clinic—a move which should also result in earlier visits with hospitalized patients.

“The new liaisons have been hired. Two will be here in May, and one by the first of June. Nobody else in Europe has that many patient liaisons,” said Lt. Col. Daniel Duecker, Schweinfurt Health Clinic commander.

In another change that will aid liaisons in focusing on patient care, translations are now being handled through medical records. Medical documents requiring translation are sent to the U.S. and may take two weeks to return, although Hellmann noted that emergency translation services can be arranged.

The increases in liaison staffing will help insure American patients seeking care in host nation facilities have the help they need to make their experience as comfortable and smooth as possible.



# Tough issues move on to Heidelberg AFAP

By Sandra Wilson

In February, community members participated in the three-day 2008 Army Family Action Plan (AFAP) forum to discuss 109 issues submitted by the USAG Schweinfurt community.

Some of the 109 issues "had really quick answers," said Jennifer Litchfield, Schweinfurt's AFAP program manager. "A lot of things have already been resolved."

But some issues needed higher-level input and were selected to be pushed forward for review at the AFAP conference in Heidelberg May 12-16.

The first issue chosen

concerns the system incompatibility in the leave donation program for civilians. The other addressed Family Servicemembers' Group Life Insurance (FSGLI) coverage parameters for births.

Currently, as the leave donation program stands, only non-appropriated funds (NAF) employees can donate or receive leave from those who are within the same system. Likewise, appropriated funds (APF) employees can only give and receive leave donations from other APF employees.

"Right now, ACS (Army Community Service) employees cannot donate leave to CYS (Child and Youth Services) employees," said Litchfield, as

an example.

The second issue that will be forwarded concerned the extent of FSGLI coverage.

"If a full-term (38-week) baby is stillborn, as it stands now, there is no coverage," wrote Debby Pedroza, who submitted the issue following a firsthand experience.

Conversely, according to Pedroza, "If a mother at 20 weeks delivers early due to pregnancy complications and the baby survives for only minutes before passing away, there is full coverage."

"I don't know how they draw those lines, but it's not right the way it is," she said. Having the financial burden thrown on top of the tragedy of a stillborn

baby was a shock to her family, she said.

With the weight of these two issues, the AFAP problem-solving process continues to Heidelberg as a resolution is sought. From the issues brought to Heidelberg, more will be selected to move even higher to the Department of the Army AFAP conference in December, with results of change hopefully on the horizon.

For conclusions or responses given to the other issues submitted in Schweinfurt, go to the Community Info Vault on the USAG Schweinfurt webpage at <http://www.schweinfurt.army.mil/>. The AFAP issue book will be posted on this website starting Monday.

# Sergeants major address NCOs in Schweinfurt

Story and photo by Mark Heeter

"I will communicate consistently with my Soldiers and never leave them uninformed." NCO creed. Second paragraph. Eighth sentence.

"Quite frankly, you're cheating the (NCO) corps when you don't share your knowledge," said Command Sgt. Maj. Keith McMullen, USAG Schweinfurt, addressing about 50 noncommissioned officers (NCO) in the Ledward theater April 10.

The NCOs, from units in Schweinfurt, Bamberg and Ansbach, were invited here for a noncommissioned officer professional development (NCOPD)— a time-honored tradition, according to McMullen.

"If you never learn anything in the military, carry on traditions, traditions, traditions," he implored the audience, before introducing Sgt. Maj. Grant Jones, from the USAREUR office of the provost marshal, who immediately let the Soldiers know he leads from the front.

Holding up a paper that included the details of his next assignment, which will take him to Iraq, Jones let the NCOs know that he was close to retiring with 31 years of service when he heard the "battle cry."

"I am not playing. I'm going. I am not a hypocrite about anything I do," he proclaimed.

Jones came from Heidelberg, Germany, to talk to the NCOs about recent changes to the enlisted promotion system, transformation and rebasing, and general leadership skills— regardless of military occupational specialty.

"It's an opportunity for NCOs to get together and cross-level information throughout career management fields," said 1st Sgt. Hassan Wilson, who assisted the USAG Schweinfurt command in arranging the NCOPD.

"My intent is to teach them their responsibility to their Soldiers as it pertains to the new (promotion) system ... and they can determine how their Soldiers are best-suited for promotion," Jones said, before entering the theater.

"We got busy, the Army got busy, and some things began to get excused in terms of the one-on-one sergeant taking care of the Soldier, 'Let me tell you what you need to do to get promoted,'" Jones said. "My intent is to remind them that this responsibility doesn't change and it isn't



Sgt. Maj. Grant Jones, USAREUR office of the provost marshal, leads a noncommissioned officer development session here April 10.

lessened in importance because of an (operations tempo), because who's taking care of the Optempo? Your Soldiers."

The Army today needs NCOPDs and solid training more than ever, according to Jones.

"It's a very important process and a very important and central tool to the development of our sergeants. We should do it formally as much as we can," he said, noting, however, that training is training, and NCOs should be doing it.

"NCO Professional development is any means or manner in which mentoring goes on," he said.



# Soldiers, civilians train as environmental officers

Story and photo by Kimberly Gearhart

Earth Day is Tuesday, and it is around this time of year that many people turn their thoughts toward environmental concerns such as pollution prevention.

In the USAG Schweinfurt Department of Public Works (DPW)



Contractor Dave Cooper conducts day four training for environmental officers on Conn Barracks. Concerns ranging from placement of Material Safety Data Sheet (MSDS) binders to specific environmental officer duties are covered during the week-long course.

Environmental Division, Earth Day is every day, and teaching Soldiers and civilians how to protect the environment is one aspect of their mission. To that end, they train Environmental Officers.

“Environmental Officers are the eyes of the commander,” said Lothar Rueckert, chief of the Environmental Division.

Each battalion, and separate companies whose location or duties require it, appoints an environmental officer, who must attend a 40-hour course known as the Hazardous Waste/Hazardous Material Spill Response Course—officially known as the Environmental Officer’s Course said Katrin Holstein, a contractor from AMEC, GmbH helping to organize and conduct training.

The week-long course covers hazardous material and waste handling safety procedures, aimed at preventing spills or injuries, as well as response procedures should an incident occur. Additionally, environmental officers keep the command and the environmental division information about training needs and any potential problems before they arise.

“It’s important for them to know what their duties are and what their role is,” Rueckert said.

Ideally, the course is offered twice per year, in the spring and fall, although coordination with battalions and mission conflicts can make scheduling classes a balancing act.

“But mission and environmental concerns go hand in hand,” Rueckert said. Many environmental hazards also present mission-capability hazards as well. Soldiers and civilians working with hazardous materials can be injured if proper environmental safety measures aren’t in place.

“We also try to offer classes in German and in English so that civilian workers also have an opportunity to train,” Holstein said. With the increased number of civilians working side-by-side with Soldiers, particularly in motor pools where environmental hazards abound, civilian training is necessary in order to see that the environmental mission is accomplished, added Rueckert.

## ASSAULT

1991 and now holds a black belt in Taekwondo, Karate, and Aikido.

As part of the class, he proposed possible situations when an attack could occur and demonstrated to the participants how to react. Each participant got their chance to be the attacker as well as the victim so as to understand how the moves worked.

“I’m from big cities and I have always been aware of what’s going on, and here I’m losing that (awareness) because I feel so comfortable. It’s good to get alert,” said Dora Lewis, a participant.

Wednesday will also be part of the awareness month as ACS hosts a “Take Back the Night Walk” starting at the Askren Manor Commissary at 6 p.m. Join your friends and neighbors for the walk to shine a light and blow the whistle on sexual violence.

## Twista performs for Soldiers at Finney



Platinum recording artist Twista drew a crowd of 225 to a free concert in the Finney Fitness Center on Conn Barracks last night. The Morale, Welfare, and Recreation-sponsored event, will be followed by country recording artist Granger Smith May 17. (Photo by Lindsey Cole)