



April 2013

Fort Greely

Home of the Rugged Professional

INTERCEPTOR



Inside this issue:

- IMCOM welcomes new DCO**
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- Operation Megaphone**
- Earth Day Challenge and more!**

Help us design a new TEAM Greely logo using the insignias pictured below, on the left, to represent a "team" concept. Design must be able to be replicated in metal materials. The winning design will be showcased throughout the installation, web-based products, and traditional mediums. If you are interested in participating contact the Fort Greely Installation Public Affairs Office at 873-5023.

Fort Greely

Home of the *Ruaaed* Professional



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IMCOM welcomes new deputy commander for operations

By Luke Elliott
U.S. Army
Installation Management
Command

SAN ANTONIO (March 28, 2013) -- U.S. Army Installation Management Command Soldiers and civilians welcomed a new deputy commander to the organization during a ceremony March 28 at the Fort Sam Houston Theater on Joint Base San Antonio, Texas.

BG Jason T. Evans, who was joined at the ceremony by his wife Machelle Evans, officially assumed responsibilities as the IMCOM deputy commander for operations. Prior to arriving at IMCOM, Evans served as the Adjutant General of the Army and executive director of the Military Postal Agency.

"Chelle and I are excited to have the opportunity to begin another chapter of our Army journey here in the great city of San Antonio," said Evans. "I am particularly honored to be able to serve as a member of the Installation Management Command team, and to serve with the thousands of dedicated IMCOM professionals as we endeavor through inspired leadership to deliver programs and services to achieve the greatest positive impact for Soldiers, families, civilians and veterans.

"We are the Army's home," he added.

LTG Michael Ferriter, IMCOM commanding general, described many of the positions that Evans has served in throughout his career, but he brought special attention to his time as the

commander of the U.S. Army Garrison, Fort Monroe, Va., from 2005 to 2008.

Ferriter praised Evans' record. "His advice, his counsel and his leadership really has shaped today's Army, and today, we are glad to have him."

During the ceremony, Ferriter joked that others have accused him of stacking the IMCOM deck once again by bringing Evans onboard to serve as deputy commander for operations.

"Yes we have," Ferriter said. "He's the perfect person to lead IMCOM into the future."

Evans has served in command and staff positions in the continental United States, Italy, Somalia, Kosovo, Germany and Iraq with the 13th Corps Support Command, III U.S. Corps, 510th Personnel Services Battalion, 1st Personnel Command, U.S. Army Europe, IMCOM, Multi-National Force - Iraq, and the Office of the Assistant Secretary of the Army.

He was born in Baltimore, Md., and was raised as an Air Force dependent. He attended Wentworth Military Academy where he earned an Associate Degree in Business Administration. He completed his Bachelor of Science Degree in Business Administration from Bellevue University, Bellevue, Nebraska. He holds Masters Degrees in Business Administration and National Resource Strategy.

Evans is a graduate of the Adjutant General's Officer Basic and Advanced Courses, Combined Arms Staff Services School, Command and General Staff

College, the Army Resource Management Course, and the Industrial College of the Armed Forces.

Evans' awards and decorations include the Legion of Merit (with Oak Leaf Cluster), Bronze Star Medal, Defense Meritorious Service Medal, Meritorious Service Medal (with 4 Oak Leaf Clusters), Army Commendation Medal (with Oak Leaf Cluster), Army Achievement Medal (with Oak Leaf Cluster), Parachutist Badge, and the Army Staff Identification Badge. ■



Brigadier Gen. Jason T. Evans and his wife Machelle Evans greet U.S. Army Installation Management Command employees at the end of a welcoming ceremony March 28 at Fort Sam Houston, Texas. Evans assumed duties at the deputy commanding general for operations at IMCOM.



IMCOM celebrates its youngest family members during Month of the Military Child

By Amanda Rodriguez
U.S. Army
Installation Management Command

SAN ANTONIO – April has marked the Month of the Military Child as a time to focus national attention on the youngest members of the military community since 1986.

This year's theme, "Proud, Ready & Resilient," highlights military children's unique lifestyle and their ability to succeed despite frequent relocations, reintegration, deployments, loss and/or care for a wounded parent.

The U.S. Army Installation Management Command serves Soldiers and Families around the globe.

Charged with the care of approximately 53,000 children in Child Development Centers and 45,216 youth in School-Age Services programs worldwide, IMCOM recognizes the resiliency of the Army community's youngest members by putting a spotlight on these extraordinary individuals throughout the month of April.

"IMCOM is committed to ensuring families continuously receive a combination of programs and resources at appropriate times and venues that provide nurturing, resilient environments where families thrive," said LTG Mike Ferriter, IMCOM commanding general.

Around installations across the Army, garrison leaders will celebrate children's contributions and recognize their sacrifices through teen lock-ins, youth bike rodeos, children book fairs,



April is Month of the Military Child returning from deployment, a 1-91 CAV Soldier holds his daughter following a welcome home ceremony, Mar. 9, at U.S. Army Garrison Schweinfurt, Germany.
Photo courtesy of U.S. Army IMCOM

parades and other community events

"The Month of the Military Child affirms the Army's commitment to military children," said Ferriter. "For IMCOM, that means recognizing their critical role and continuing to offer the best possible education, childcare and youth services commensurate with their families' service and sacrifice. People are at the heart of what we do, and during the Month of the Military Child, I hope military communities everywhere will join IMCOM in recognizing the accomplishments of our amazing young people." ■

For more information about Month of the Military Child visit <http://www.armymwr.com/>

CYSS events for MOMC at Fort Greely

By Michelle Garrick
Family and Morale,
Welfare and Recreation

Each April, the Fort Greely Youth Center has a lock-in to celebrate the Month of the Military Child. This year will be extra special because the Youth Center will participate in a Worldwide Operation Megaphone Lock-In. Military youth around the world, across all branches of services, are participating in this event, and it will kick off with new YC Director Ms. Billie Guy re-opening of the Youth Center building! It will start at 7:00 p.m. on Friday, April 26th and end at 7:00 a.m. on Saturday, April 27th. Competitions will be held and food will be provided, so please sign up today! There is no charge to participate and all registered youth that would like to attend can pick up a permission slip at the CDC, building 847.

Throughout April, the Child Development Center will hold special classroom activities for all of the children, and everyone will get a T-shirt to decorate to commemorate this year's celebration! The School Age Center will also have a special celebration in April for the Month of the Military Child. All registered SAC youth are invited to go bowling at the Community Activity Center on Saturday, April 20th from 12:00-3:00 .pm.! CYSS will cover the costs for shoe rentals and games of bowling, so please sign up to attend today. Field trip forms can be picked up at the Child Development Center, Building 847. ■



Lock-in events develop military youth resiliency a team building exercise helps break the ice for 53 military teens joining the IMCOM Central Region Youth leadership Forum 25-30 June, 2012 at Fort Leonard Wood, Missouri. Photo courtesy of U.S. Army IMCOM

Operation Megaphone calls for worldwide lock-in for military youth

By Robert Dozier
U.S. Army
Installation Management Command

Military teens across the globe will collaborate in the first Operation Megaphone Worldwide Lock-In this April.

Led by the Army Teen Panel and their colleagues from the Air Force and Navy teen councils during the Month of the Military Child, the event is designed to connect all military youth interactively for one 24-hour period, according to organizers.

Youth from all military branches could potentially interact with others living in 10 countries around the world.

Participants will engage as peers and inspire each other through competitions, challenges and events.

This event gives everyone a chance to showcase the work they are doing locally and learn from the ideas and accomplishments of other teens in the military family.

"I think the lock-in event will be a great chance for our youth to break down the barriers between the other services," said Stacy Wendt,

Army youth development specialist, U.S. Army Installation Management Command. "The teens realize as military kids they face similar challenges but have never been given the opportunity to connect in this way before."

The lock-in "will be a great event for youth to connect around the world," said Kevin Montgomery, IMCOM G9 youth program branch chief.

The Army Teen Panel is made up of youth leaders from installations around the world who work together to voice concerns to senior military leaders on problems affecting their community and to bring about change.

Operation Megaphone is the first joint services collaborative project designed to address three universally identified military youth program goals:

- to increase participation in positive military youth programs,
- to bridge the communication divide between school support programs and transitioning military youth, and

- to design effective marketing to military youth.

The youth-led initiative was an outcome of the first Joint Services Teen Council meeting in July 2012. That meeting brought together the Air Force, Army, and Navy teen councils in conference for the first time. After a week of collaboration it became evident the concerns each council was working to address were not unique to their branch of service. Operation Megaphone was created as a unifying program to help leverage the ideas and needs of the participants. Read more: http://www.army.mil/article/84927/First_Joint_Services_Teen_Council_meets_in_San_Antonio/

The Army Teen Panel is managed by the Child, Youth and School Services program in the U.S. Army Installation Management Command. CYSS supports the Army Family Covenant by reducing conflict between mission readiness and parental responsibility. ■

Save The Date

OPERATION: MEGAPHONE

WORLDWIDE LOCKIN 2013

APRIL 26-27, 2013

Military Youth around the world, across all branches of services, are invited to the Operation Megaphone Worldwide Lock-in

Prizes for TOP POINT EARNERS!!

COMPETE with other sites and EARN POINTS!



For more opportunities to earn points like us on Facebook @ www.Facebook.com/OpMegaphone

WinnCompanies

WINNING Edge

\$1,000+ Scholarship Opportunity for Residents!

2013 Scholarship Program

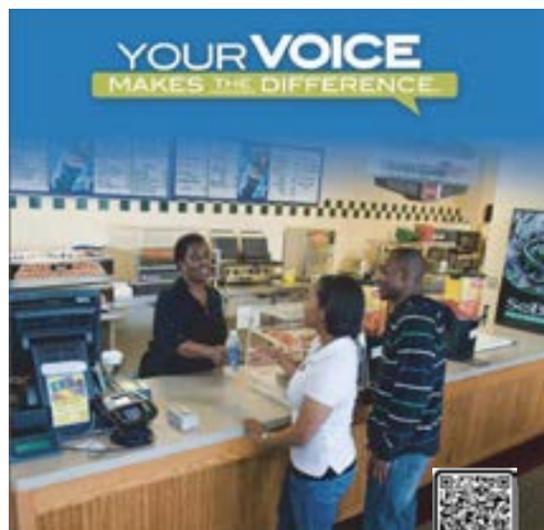
Is someone in your household preparing to or currently pursuing some form of higher education, in community college, college, university or trade/professional school?

North Haven along with WinnCompanies welcome eligible residents to apply for the 2013-2014 Winning Edge Scholarship.

Interested? Please visit your community office to pick up an application or for additional information. The application is also available at: [www.nhcalaska.com/Current-Residents--Fort-Wainwright/Fort-Wainwright-News/Current-News/WinnCompanies-offers-\\$1,000+-Scholarships-to-North-Haven-Residents](http://www.nhcalaska.com/Current-Residents--Fort-Wainwright/Fort-Wainwright-News/Current-News/WinnCompanies-offers-$1,000+-Scholarships-to-North-Haven-Residents).

Don't wait!

Deadline for entry is April 12, 2013.



ICE
Interactive Customer Evaluation

Visit <http://www.greely.army.mil>
Then Click on the ICE Logo
or
<http://ice.disa.mil>
Army Pacific / Fort Greely Garrison / Show All



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Take the Earth Day CHALLENGE!

When: Monday, April 22
Where: Bldg. 643
Time: 9 a.m. to 3 p.m.
Who: All Team Greely members

Earth Day is Monday, April 22 and the Environmental Office will be holding an Open House at the new recycling center Building 643. The challenge this year is for directorates and tenants to create things that can be worn such as clothing, accessories or jewelry using recyclable materials. For the outdoor enthusiasts, create something from old hunting or fishing equipment that can be repurposed.

This contest is sponsored by the Environmental Office and the displays will be set up at the recycling center during the open house event.

Get creative, form a group or enter individually – just be sure to enter! We would like to get as many entries as possible to make things interesting.

All entries need to be delivered to the center on Friday, April 19 for display and judging. Winners will be determined and announced during the open house.

Prizes will go to the first, second and third place winners.

When submitting an entry, list all people involved and your organization.

Should you have any questions, please call or email Sandi DeLong in the environmental office at 873-4381 sandra.l.delong4.civ@mail.mil.

Learn how we turn your TRASH into CASH!

See how that cash gets put back into our FGA community!

Fort Greely is celebrating EARTH DAY with an OPEN HOUSE at the NEW Quality Recycling Center Building 643.

See the recycling equipment and the process that turns your trash into products OR readies them for sale.



FREE Food and Drinks offered

[Take me to the Fort Greely Facebook Page](#)

SUSTAIN THE MISSION  **SECURE THE FUTURE**

ARMY EARTH DAY 2013
reduce • repurpose • recycle
recover energy • dispose

Acknowledge the past
by restoring lands to useable condition while preserving cultural and historical resources.

Engage the present
by meeting environmental standards, enabling Army operations, and protecting soldiers, families and communities.

Chart the future
by institutionalizing best practices and use of technology to ensure future environmental resiliency.

Asst. Sec. of the Army, Installations, Energy & Environment: <http://www.army.mil/asa/lee>
ARMY EARTH DAY www.aec.army.mil/usaec/newsroom/earthday00.html

NOT YOUR REGULAR NEW BOYZ IN TOWN

By Savanna Fleming
and Savannah Johns
Delta High School

The New Boyz performed at Ft. Greely's Community Activity Center (CAC) building on Monday, March 4. The New Boyz are famous for many hit songs, and chances are, if you walk down our hallways at school you'll, catch more than one student singing terribly to one of their songs.

Unfortunately, not all of the New Boyz were able to attend the concert, but Ben Jay, the lead singer of New Boyz, gave a memorable performance. If you would have told either of us a week ago that we would get the opportunity to not only see him perform but meet him and interact with him, we would have most likely laughed in your face. Thanks to the National Guard and Ft. Greely, we were given the opportunity to meet them.

When it was announced on the intercom at school that The New Boyz would perform that night, here in our town, the school went into a buzz with the news. It was the main topic of every discussion and everyone was ready to go. Upon arrival, it seemed The New Boyz were more than shocked at the small crowd; being Deltoids though, it was a huge crowd for us! When the concert started, most people were timidly sitting in their chairs not completely sure how to act, until finally Shana Wilburn and Jordan Craig decided it was time to break the ice; once they stood up and danced in the middle of the room, the response was immediate. The crowd still in their seats followed suit within seconds once Ben Jay joined the two girls in the middle of the room.

Keeping it PG, Ben Jay provided us with one of the most memorable nights of the year; and for some of us, our lives. The majority of people were sad when the concert ended but the night wasn't over. Despite having to drive back to Fairbanks that night, Ben stayed and took an abundance of pictures and signed everything he was asked to.

All in attendance, from children to adults, are beyond grateful for the amazing night given to us. It would not have been possible if it wasn't for the sponsors of the National Guard, The New Boyz, and Ft. Greely. So for that, we thank all of you! ■



Upper left: Ben J autographs a New Boyz Meet & Greet flyer as a fan anticipates an opportunity for a photo with her smart phone. Lower left: Ben J signs a red Converse sneaker as fans wait in line for their turn to meet the sensational duo. Upper right: DJ Mark autographs a young fans forearm. Lower right: Ben J grins for the camera as fans are on their feet enjoying the show. All photos courtesy Mary Fulton.



Top: Sgt Terry Hams, from the 49th Missile Defense Bn., A. Co. Military Police, mounts his opponent while competing in the United States Army Alaska Combatives Tournament on Joint Base Elmendorf-Richardson March 22nd. Hams won his bout with a technical knock-out in the first round earning first place in the bantamweight division.



Middle: Spc. Casey Waters (left), from the 49th Missile Defense Bn., A. Co. Military Police, checks his hand wraps before competing in the United States Army Alaska Combatives Tournament on Joint Base Elmendorf-Richardson March 22nd. Waters won his bout with a technical knock-out in the first round earning first place in the middleweight division. Right: Waters (left), from the 49th Missile Defense Bn., A. Co. Military Police, engages his opponent while competing in the United States Army Alaska Combatives Tournament on Joint Base Elmendorf-Richardson. Photos by Maj. Guy Hayes, Alaska National Guard Public Affairs



Sgt. Terry Hams, from the 49th Missile Defense Bn., A. Co. Military Police, poses for a photo after competing in the United States Army Alaska Combatives Tournament on Joint Base Elmendorf-Richardson March 22nd. Hams won his bout with a technical knock-out in the first round earning first place in the bantamweight division.

By SSG Jack Carlson III
49th Missile Defense Battalion

Alaska Army National Guardsmen from Fort Greely competed in the 2013 United States Army Alaska Combatives Tournament at the Buckner Physical Fitness Center on Joint Base Elmendorf Richardson March 21-22 to determine who was the toughest Soldier in Alaska.

With more than 100 Soldiers from across Alaska competing in eight different weight classes, competitors were divided by weight and skill level during the two day event. In the end, two Soldiers from Fort Greely earned gold medals for their performance.

Sgt. Terry Hams and Spc. Casey Waters, from the 49th Missile Defense Bn., earned first place in their weight class during the tournament, displaying an impressive ability to compete against Alaska's best Soldiers in hand-to-hand combat.

Displaying a wide range of mixed martial arts, Hams and Waters threw punches, grappled and kicked their opponents to win their bouts, displaying skill and talent essential to Soldiers.

Hams and Waters will now advance to compete in the all-Army tournaments at Fort Carson, Colo. this August. ■



National Public Safety Telecommunicators week

By Randi Owen
Directorate of
Emergency Services

Every emergency and non-emergency call starts with the dispatcher who receive and processing a call for service and ends with the dispatcher closing the event in the computer-aided dispatcher system. Whether your department has its own communications center or has its calls dispatched by another agency, dispatchers serve as the first and last link in the continuum of fire and police service operations for virtually every department in the country. Whether you call them dispatchers, call-takers, 911 operators or telecommunicators, they all share a national week of recognition for their services.

National Public Safety Telecommunicators Week is the second full week of April each year. This is a recognition week that is near and dear to my heart, as I am a Fort Greely Dispatcher. As you recognize your dispatchers this year you might want to consider the integral role they serve for your department and evaluate how you can leverage their considerable skill-set to improve the overall value that your fire and police departments provide to the community that it serves.

Dispatchers connect the anxious conversations of terrified victims, angry informants, suicidal

citizens and grouchy officers. They are the calming influence of all of them - the quiet, competent voices in the night that provide the pillars for the bridges of sanity and safety. They are expected to gather information from highly agitated people who can't remember where they live, what their name is, or what they just saw. And then, they are to calmly provide all that information to the officers, firefighters, or paramedics without error the first time and every time.

Let's consider a single traffic stop: The deputy or police officer calls in the stop to the dispatcher, who creates a computer call and runs the license plate to ensure the vehicle is not stolen or wanted for anything. The officer then radios the names of all the people involved in the stop to the dispatcher, who then runs the names through the department warrant system and the nationwide warrant system. They then call any related departments to have them check their individual department(s) warrant system. If there are four persons in the vehicle then this process is done four times. This is all being done while the dispatcher is still answering the phones and handling other radio traffic. People's lives are on the line and dispatchers need to respond immediately and think on their feet. Dispatchers need to prioritize events, and deal with the most urgent calls first, and they need to be able to communicate in

a most effective manner.

Dispatchers have been honored every year in April ever since the U.S. Congress passed legislation declaring "National Public Safety Telecommunicators Week." A congresswoman from Maryland, Mrs. Morella, announced in Oct. 1991: "Mr. Speaker, as the Republican sponsor of House Joint Resolution 284, and as a member of the Congressional Fire Services caucus, it is my pleasure to rise in support of this legislation to designate the second week of April, 1992, as 'National Public Safety Telecommunicators Week' . . . We depend upon public safety Telecommunicators to notify emergency personnel promptly, clearly, and calmly. We depend upon them to keep our husbands, our wives, and our children calm and assured in an emergency. We depend upon them for guidance and support in our most frantic and panicked moments. . . Mr. Speaker, some of us have been lucky enough not to have had to dial 911 in the middle of a fire, a robbery, or a medical emergency. But for the millions of Americans who have faced such an emergency, public safety telecommunicators have been there ready and willing to help. It is, indeed, fitting that we take time to recognize their invaluable contribution to our daily lives, and I am very pleased to support the designation of the second week of April, 1992, as 'National Public Safety Telecommunicators Week.'" This week has been set



aside and now continues every year from its humble beginnings in 1992.

We are lucky to have some great dispatchers here at Fort Greely and we don't take the time to say, "thank you" often enough. So if you see any of the 10 dispatchers here at Greely, please stop and say, "hi" and thank them for the job well done, it could be you on the other end of the phone one day that needs the help of our dispatchers. ■

The distracted driving dilemma

By Ron Gibbens
Directorate of Logistics

TALK ABOUT IT: Thousands of deaths and hundreds of thousands of injuries happen each year simply because of people not paying attention to the road. Whatever the distraction is, it can wait. The risk of causing a crash that could ruin lives is just too great.

In 2010, 18 percent of injury crashes were reported as distraction-affected crashes. When drivers engage in distracted driving behaviors they are not only a danger to themselves, but also to everyone else on the road with them.

ACTIVITY: Do you adjust the stereo, search for items in the glove compartment or a

briefcase, read maps, or make or take phone calls while driving? Do you know how likely you are to crash when dialing a cell phone while driving? Assess your awareness of the distracted driving dilemma with this 10-question quiz.

Click here: The Distracted Driving Quiz- One Text You Can't Take Twice
http://www.upublish.info/Article/The-Distracted-Driving-Quiz---One-Test-You-Can-t-Take-Twice-/413868%5Ct_blank

TAKE-AWAY: Three things you should know about distracted driving:

1. Drivers simply can't do two things at once. According to the Insurance Institute for Highway Safety, drivers who use hand-held devices while driving are four times as likely to get into

accidents serious enough to injure themselves or others.

2. It's deadly behavior. In 2010 alone, nearly 4,000 people died and 416,000 injuries occurred simply because people were not paying attention to the road.

3. Everyone has a role. We all have a stake in this problem and we are all art of the solution. We must put our phones down; be good examples to our children, our peers, our community; and insist that others do the same. ■

At The Community Activity Center

FREE

MOVIE NIGHT

Friday, April 5th
Les Misérables PG~13

Saturday, April 6th
Zero Dark Thirty~ R

Please join us at The Aurora Community Activity Center for FREE movie programming starting at 1830. Popcorn, candy, beverages and more will be on hand for purchase upon arrival. There are a total of 21 seats available for occupancy so don't hesitate to enjoy a night out. For more information contact the front desk at 873-4732 and visit us at www.facebook.com/FortGreelyFMWR.

4.30.13
6 p.m.

Alaska Break Up 5K MUD RUN **FREE**

Sign Up at the Fitness Center
Call 873-2696 for more information

Get Muddy on the **Bison Trail**

Safety and Wellbeing Corner

Spring thaw is right around the corner

By Fort Greely Garrison Safety Office

It may look appealing, but don't wander on frozen rivers and lakes in the spring. The ice will begin to thaw soon, and you never know just how thin the ice really is. Don't judge ice quality on how it looks. The ice thickness and quality on a River can change quickly over a short distance. Remember that the thickness of the ice near shore can be misleading. Snow covered ice can be very dangerous. Snow can keep the surface from freezing and actually allow the ice below to warm up and melt or crack. Until winter goes away please remember these safety precautions for driving and walking: The melts and refreezes that we have been having recently make for very hazardous driving conditions and outdoor sporting conditions so be very cautious.

Allow extra time to get to your destination when driving or walking. Allow extra space between you and other traffic (trust yourself - not the other driver). Allow extra stopping and turning distance. Don't use your brakes while turning. Watch out for pedestrians and as a pedestrian remember cars need longer stopping distances (trust you - not the driver). The ice melt products that are on the market are only usable down to 0 degrees and some down to 20 below zero. Below that the water will re-freeze even with the ice melt in it. So make sure you read the instruction on the package. ■



REMINDER: The orange sand-filled buckets you see around the installation are not trash buckets. They are filled with sand for **YOU** to use in front of exit/entry ways for **YOUR** safety. ■

Vitamin D

By 1LT Aaron Dahle
49th Missile Defense Battalion

Vitamin D was discovered in 1922 during a push to cure rickets a disease that is the result of low calcium and weak bones. Originally classified as a vitamin and classically associated with calcium. New research shows us that it is actually a pre-hormone. Low levels are associated with much more than just low calcium. Low levels are also associated with decreased mood and energy, muscles aches/pains, some immune disorders (such as fibromyalgia, arthritis, and lupus), cancer, MS, and diabetes.

Vitamin D is made in the skin after exposure to UV rays. It is also present in food such as oil-rich fish such as mackerel and salmon (3-4 oz. twice weekly is recommended) and in fortified dairy products (cheese, milk, and some types of yogurt). Most of us are low in Vitamin D during these winter months and would benefit from Vitamin D replacement.

A word of caution though... not everyone would benefit from Vitamin D replacement as not everyone is low on Vitamin D. Too much of a good thing, and can lead to Vitamin D toxicity. Too much vitamin D can lead to increased calcium levels in the blood leading to kidney problems and increasing the possibility of calcium type kidney stones.

I encourage you come to the aid station during normal operating hours Monday-Friday in the morning for an initial screen to see if Vitamin D replacement would benefit you. ■

Reference: Clinical Advisor Sept. 2012; 15(9);20-26



FrontLine Employee

Wellness, Productivity, and You!

April 2013

Fort Greely Army Substance Abuse Program

PTSD: "There's an App for That"

There's a new app to help those suffering with post-traumatic stress disorder (PTSD). It's available via iTunes, and it was produced by the Department of Veterans Affairs' National Center for PTSD. Called "PTSD Coach," it is designed to be a supplement to psychological health care and support. Originally PTSD Coach was developed to help military veterans affected by PTSD. Family and friends of service members and veterans can also use the mobile app to learn more about PTSD and support resources. The app works on iPad and Android-powered devices. The app focuses on four aspects: education, self-assessment, managing symptoms, and finding support. You can download the PTSD Coach app anonymously. Depending on how the app is used, HIPAA privacy laws apply to information managed by the app. <http://www.ptsd.va.gov/public/pages/PTSDCoach.asp>



Your Positive Work Culture Checklist

Respect means more than regard, consideration, and tolerance for age, sex, race, culture, and other differences. It also includes differences in generation, thinking styles, and how others approach problem solving. Use this checklist to help you interrupt the impulse to show disrespect toward others as you work and collaborate with them. When you feel irritation welling up, consider the following: 1) Why is my coworker saying what he or she is saying? 2) What is my coworker really thinking? 3) What does my coworker need to hear from me? 4) What can I say to my coworker so he or she feels listened to? 5) What is my coworker trying to accomplish? 6) How can I acknowledge my coworker, even though I believe he or she is incorrect?



Alcoholism Awareness Month Enabling and "Terminal Uniqueness"

Enabling by others is how alcoholics avoid consequences for their problems. This need to protect can be difficult to stop. Is there an alcoholic in your life whom you view as unlike other alcoholics, one who is above the crowd, gifted, and who should have a private room in treatment, a celebrity doctor, or special handling? This type of enabling is dubbed "terminal uniqueness" by recovering addicts and those participating in successful recovery from addictive disease. Terminal uniqueness undermines and delays admission to treatment; it reinforces denial, and it speeds the progression of the illness, which can be terminal.



Star Performer Secrets: Using Humility on the Job

Humility at work is the practice of denying one's self-importance so the needs of others can be realized. Humility is a less understood but powerful relational skill. Few employees understand its true importance and how its impact can lead them to become star performers at work. Acting humble is not a demonstration of asceticism, subservience, low self-esteem, or meekness. Quite the opposite, it is a demonstration of maturity. It is self-awareness and understanding of your affect on others. When you're humble, others are drawn to you because they are attracted to your ability to help them feel safe, open, and not judged. You show a genuine desire to be a team player, discover the talents and abilities of your coworkers, exercise patience, and be open-minded. Humility has other behaviors associated with it, including being able to recognize your limitations, being a good listener, and knowing you haven't learned all there is to know. To contribute to a positive work culture, strive to make humility a courtesy and a skill. You'll draw others to you and be seen as the leader you truly are.



Complacency and Chronic Illness

Complacency is lack of caring for one's illness, thus failing to ward off its symptoms or prevent relapse. Complacency is a hazard in the treatment of many kinds of medical conditions such as diabetes, heart disease, and alcoholism. Complacency is more complex than it appears. It's not just satisfaction with "good enough" and deciding to neglect self-care. The true culprit is a desire to forgo the aggravation of managing one's illness aided by lack of noticeable symptoms. The intervention and prevention for complacency is consistent motivation to do what it takes to treat the condition. The easiest way to generate this motivation is by meeting with others who come together to help each other learn how to manage the condition and solve problems that are secondary to it. Find your group, or start one. You'll achieve more manageability and less guilt from the on-again, off-again cycle of self-care.



Is Incivility at Work Getting Worse?

Does it feel like workplace incivility is getting worse? New research from the Harvard Business Review (January/February 2013) says it might be so. Civility is not just a nice way to behave; it is a social skill used to build rapport with those around us. A lack of civility in the way we communicate problems, difficult feelings, frustrations, and workplace annoyances will cause us to jeopardize our relationships. Without civility at work, employees are slowly robbed of positivity. This behavior, if pervasive enough, can undermine productivity in the same way as other severe counterproductive behaviors. Creativity and a desire to pursue goals can be diminished. If this sounds familiar, you can reenergize civility at work more easily than you think. Make positive discussion about civility a part of your regular staff or group meetings. Spend five minutes discussing positive expressions and interactions, affirming behaviors, and evidence of civility. No need to label negative behaviors or dig up the past. With the focus on awareness, positive discussions, and increased expectations, you'll see a big difference almost overnight and a more positive work culture within weeks. Once things turn around, don't stop. Continue having preventive maintenance discussions and concrete examples of positive communication.



Detaching Emotionally from Angry Customers

Dealing with angry customers can be a downer that leaves you feeling bitter and resentful, but practicing self-awareness allows you to gain control over these experiences so you can enjoy your job more. Start by acquiring an understanding of all the types of situations that cause customers to be emotional. Your knowledge will be the ability to be thrown off guard and knowing what kind of response works best in specific situations. This practice of knowing the problems and having a toolbox of responses is a guaranteed stress reducer. It doesn't stop there. Because you're in control, you can more readily use empathy and patience, the most powerful of all relational skills for turning frowns into smiles.



Important notice: Information in *FrontLine Employee* is for general informational purposes only and is not intended to replace the counsel or advice of qualified health or legal professional. For further help, questions, or referral to community resources for specific problems or personal concerns, contact an employee assistance or other qualified professional. Source URL's may be abbreviated for convenience and are case sensitive. For larger, clearer view, please select the image above.

On the cover: Late March and early April may often present near-perfect opportunities for capturing the Aurora Borealis. The colorful shot presented on this month's cover was captured by Rob Warren. If you'd like a chance to have your Alaskan photo on the cover of the *Interceptor* and displayed in Garrison Headquarters Building 501 for a year submit your photo to the Installation Public Affairs Office (deborah.a.coble2.civ@mail.mil) prior to the 15th of every month.

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