



## Force Protection



Current FPCON: Alpha  
Threat Level: Low

## European Union's Daylight Saving Time is March 27



The European Union will "Spring Forward" or change their clocks for Daylight Saving Time March 27. Members are, thereby, reminded to turn their clocks one hour ahead at midnight of March 27.

## Weekend Weather Forecast

### Friday

Mostly Cloudy  
High 61  
Low 54  
Wind SSW 16 mph



### Saturday

Rain  
High 61  
Low 53  
Wind WSW 19 mph



### Sunday

Partly Cloudy  
High 60  
Low 53  
Wind N 23 mph



# OPSEC is everyone's responsibility

By Maj. Jeff Banks  
65th Operations Support Squadron

During the Vietnam War, a special team was established to address the alarming number of pilot casualties and aircraft lost from enemy attacks. The team, known as "Purple Dragon", was established to take a critical look at operational tactics and mission planning. What the team eventually discovered was a host of "open source" information that linked aircraft call signs to mission related activities [or indicators]. Since the call signs were easily intercepted via radio transmissions and behaviors were neither random nor cleverly concealed, enemy insurgents were able to accurately predict, what, where, when and how missions would unfold.

Operations Security (OPSEC) became the moniker and the program established processes to protect key assets and critical information.

The goal is to prevent competitors or adversaries from accurately deducing or predicting critical or sensitive information. The process includes not only identifying critical information, but analyzing threats and vulnerabil-

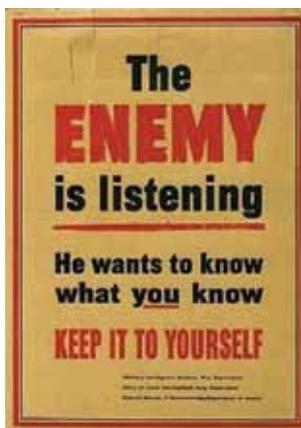
ities to determine associated risks, and develop effective countermeasures to negate viable risks. It focuses on information or activities that require protection and assists in understanding how someone might attempt to acquire that information.

OPSEC is an important part of any successful organization. Blending OPSEC into everyday activities is important to satisfying mission requirements and accomplishing organizational goals.

This is why the leadership at Lajes is reminding everyone here, servicemembers and civilians, to be mindful of any information that might violate OPSEC.

What happens when OPSEC is violated? Omission of any OPSEC element results in a security program liable to provide inadequate protection or require unnecessary or expensive protection measures.

At the basic level, a combined definition of critical information can be summed up as, "a collection of absolutely necessary facts and data about a specific subject." An indicator can



To read more on "OPSEC", see page 4

# Lajes Honors World Tuberculosis Day

By Staff Sgt. Clarissa Holloway  
65th Medical Group

World TB Day commemorates the date in 1882 when Dr. Robert Koch detected Mycobacterium tuberculosis (TB) as the cause of the disease. The Stop TB Partnership, a network of organizations and countries fighting TB, designated the day to highlight the scope of the disease, to educate on how to prevent it and to support worldwide TB-control efforts.

TB is a global epidemic and many countries and doctors are working together to eliminate the disease for good. Over one third of the world's population is currently infected with TB which is caused by bacteria attacking the lungs. People with active TB disease usually have symptoms including: a bad cough lasting 3 weeks or longer, coughing up blood, loss of appetite, weight loss, fatigue, fever; chills and night sweats. But not everyone infected with TB bacteria becomes sick. Latent TB infection exists in people who have been infected with the bacteria but their immune systems have not allowed the bacteria to grow enough to cause the disease. For these people, the only sign of the infection is a positive reaction to the TB skin test.

TB is spread through the air from one person to another when a person with active TB disease of the lungs or throat coughs or sneezes. People nearby may breathe in these bacteria and become infected. People with active TB disease can be treated and cured if they seek medical help. People with latent TB infection can take medicine so that they will not develop active TB disease.

Steps have been taken to eliminate and/or control the spread of TB. Latent TB infections and active TB disease are closely monitored by hospitals, state health departments and other organizations. Children need proof of negative Mantoux tuberculin skin test (TST) before entrance into many child care centers and public schools. Most adults must provide results of a TST before accepting a new job. Also, proof of having had TST and the results of the test are required for people seeking entrance into the U.S. military.

TSTs can be administered at the immunizations clinic every day of the week with the exception of Thursdays from 0900-1600.

For anyone who has a positive result Public Health

To read more on "Tuberculosis", see page 4



# A customer service attitude towards life

By Lt. Col. Rod Bloker

65th Logistics Readiness Squadron commander

Have you ever met anyone that liked poor customer service? Have you ever sat in a lane of merging traffic just wondering why everyone doesn't just let one car go ahead of them in an orderly fashion? Have you ever called an organization only to seemingly beat your head against the wall? Have you ever attended a meeting to resolve a problem or get something done only to be frustrated by that one disruptive force that comes in with a negative, "can't do" attitude?

A few years ago, I was convinced that customer service was a lost art and that people, in general, had forgotten how to cooperate with each other. I am proud to report that in my first year here, Team Lajes has alleviated my concerns. Teamwork and customer service are alive and well here! The teamwork and customer service I have witnessed here certainly surpasses that which I have experienced at other installations. That being said, I still remind every new person that gets assigned to the 65th Logistics Readiness Squadron that great customer service goes a long way, and it applies to everyone.

Think about it: When someone calls you, visits you, or asks to meet with you, chances are it is because they think you have something to offer them. It could be resources, knowledge or simply support. This applies to both your professional and personal interac-

tions. In essence, every person you deal with on a daily basis is your customer. How you treat them, what you offer them, and how you make them feel will determine whether or not they return as a customer. The number of return customers will ultimately determine how profitable you are ... at work, at home, in life.

I can think of three good reasons to treat those around you as your customers. First, life is easier when everyone cooperates. It's the simple team concept that we all learn in the military. Instead of battling with each other, we should battle what life throws at us. I am sure you have met that "can do" person that immediately impacted your life in a positive way or even motivated you to be a better person. Second, someday you might be their customer. It is a small world. Don't burn those bridges, because someday you will need them! Third, my mom told me if I do something nice for someone it will make me feel better. When life gets you down, try doing something for someone else and see if my mom was right. I already know the answer. In fact, don't wait until life gets you down- practice this every day!

So, what's the bottom line? Clichés are clichés for a reason ... they are usually right. Treat others like you would like to be treated. Treat others like your customers in life and your own life will improve. And yes, there are those disruptive forces out there for whom you should reserve the right to refuse service. Just tolerate them, and hope they shop somewhere else in the future!

# Earthquakes: how to keep you and your family safe

By Senior Airman Valerie Kalkwarf

65th Civil Engineer Squadron, Readiness and Emergency Management Flight

On 1 Jan 1980, an earthquake measuring 7.0 on the Richter scale struck the Azores. The hardest hit areas included Terceira, San Jorge and Graciosa. On Terceira alone, 4,725 homes were destroyed, 21,296 people were left homeless, 86 injured, and 50 dead. Due to recent earthquake activity throughout the world as in Haiti, Chile and Japan, the 65th CES Emergency Management flight would like to provide some valuable information to ensure you and your families are prepared and stay safe in case another earthquake threatens Lajes.

The key to earthquake preparation or any natural disaster for that matter, is to build an emergency kit with essential items that could maximize your survivability. You should know where and how to shut off electricity, gas and water at main switches and valves. Additionally, move large or heavy objects and place them on lower shelves as well as brace or

anchor top-heavy objects. Conduct frequent earthquake drills and talk about actions to take during an earthquake so each family member is aware of their role during the event. Furthermore, locate safe spots in each room; sturdy tables, desks and supported doorways are the best locations to ensure greatest survivability. It is imperative to identify danger zones in each room and brief family members on those hazards so they learn to avoid them. Finally, protect important personal papers such as marriage/birth certificates, insurance papers, and extra checkbooks by storing in a fire safe box and keep cash available as well in case ATMs are down.

When an earthquake occurs the first action should be to take cover. If indoors, stay away from glass objects, windows, outside doors, walls or anything that can fall and hurt you including furniture and lighting fixtures. If caught outdoors, move away from buildings, streetlights and utility wires. If you are in a

To read more on "Earthquakes", see page 4

**Commander's Action Line**  
**535-4240**  
**65abw.commandersactionline**  
**@lajes.af.mil**

*The Commander's Action Line is your link to the commander for suggestions, kudos and as a way to work problems or issues within the 65th Air Base Wing*

*for which you can't find another solution. Your chain of command should always be your first option*

*— but when that's not the answer, call or e-mail the Commander's Action Line at 535-4240 or 65abw.commandersactionline @lajes.af.mil.*



**Col. Peggy Poore**

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Commander, 65th Air Base Wing



*The 65th Air Base Wing Public Affairs staff prepares all editorial content in the Crossroads.*

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### Can I Kiss You?

Mr. Michael Domitrz, an author, briefs Lajes members on healthy dating during a Sexual Assault Awareness briefing at the Community Activity Center March 22. The briefing was organized by Lajes Sexual Assault Response Coordinator and School Liaison Office. (Photo by Mr. Guido Melo)



Maj. Lynn Sylmar, 65 Air Base Wing Judge Advocate General, delivers a kick to an "attacker", Master Sgt. Tony Phillips, 65th Air Base Wing Command Post, during a self-defense class at the Chace Fitness Center on March 19. The self-defense class was held as part of Women's History Month. (Photo by Mr. Guido Melo)

## Congratulations!

**Sra. Rose Oliveira** for winning the Air Force Outstanding Contracting Support Award.  
**Senior Airman Byran Petry (FSS)** for winning the AFSA Chapter 1653 "Airman of the Year"  
**Tech Sgt Jalid Samavarchian (OSS)** for winning the AFSA Chapter 1653 "NCO of the Year."  
**Tech Sgt Michael English (CES)** for winning the Top III's NCO Unsung Hero Award Winner.  
**Senior Airman David Leon (CS)** for winning the Top III's Airman Unsung Hero Award Winner.

Team Lajes welcomes newest member!

**Ma'Kai Julian**  
**was born March 16 to**  
**SSgt Michael Berish and**  
**his wife Mae.**  
**Congratulations!**



## 2010 LANCE P. SIJAN USAF LEADERSHIP AWARD

The deadline for submitting nomination packages for the 2010 LANCE P. SIJAN USAF LEADERSHIP AWARD to the 65 ABW/CCE organizational box is July 6, 2010. The purpose of this award is to recognize the accomplishments of officers and enlisted members who have demonstrated the highest qualities of leadership in the performance of their duties, and the conduct of their lives.



## Mark your calendar



### COMMANDER'S CORNER ON FM 96.1:

Lajes members are reminded to tune in to 96.1 FM every first Friday of the month to listen to Commander's Corner. The next Commander's Corner will be aired at 9 a.m. April 2. The program allows the 65th Air Base Wing commander to address issues, concerns and questions members may have. For

more information on the program, call the Defense Media Activity Center at 535-3497.

**CLINIC CLOSURE APRIL 14:** The Clinic will be closed for training April 14. The 2nd Wednesday of each month is the clinic's training day and the appointment line will be closed until 1 p.m. TRICARE On-line (TOL) will be available at [www.tricareonline.com](http://www.tricareonline.com) during this time as an option for appointment booking. If you have any questions, please contact TSgt Deanne Jackson at 535-3017.

**AETC SPECIAL DUTY RECRUITING TEAM'S VISIT** Have you ever considered taking on the challenge of replenishing the ranks of the Air Force as an Air Force Recruiter? Molding civilians into highly motivated airman as an Air Force Military Training Instructor (MTI)? Mentoring and guiding young airman as they transition from BMT as a Military Training Leader (MTL)? Enhancing the careers of countless future and current NCOs as a PME Instructor? The AETC Special Duty Team can answer any questions you may have concerning these challenging and rewarding careers. The team will brief on all aspects of the previously mentioned special duty opportunities on 30 Mar at 0830 in Bldg T-146 Education Bldg Auditorium. Spouses of the potential applicants are highly encouraged to attend. AICs with at least 24 months Time In Service (TIS) through Technical Sergeants with less than 17 years Total Active Federal Military Service (TAFMS) are invited to attend the briefing. Master Sergeants are hired on a case-by-case basis and encouraged to attend. To obtain more information on the AETC Special Duty Team briefing, contact the Wing Career Assistance Advisor, MSgt Frances Jackson at 535-6197

or [frances.jackson@lajes.af.mil](mailto:frances.jackson@lajes.af.mil).

**9-PIN NO-TAP BOWLING TOURNAMENT** will be Friday, March 26 from 1-5 p.m. at the Bowling Center. Contact MSgt Frances Jackson at 535-6197 if you have any questions.

**MILITARY ROAD CLOSURE UPDATE** The Military Road repair project is now expected to be completed March 31. For a map of the closed roads or for more details, check the Commander's Access Channel or the Lajes website. If you have any questions, contact Capt. Matthew Altman at 535-68127 or the Public Affairs Office at 535-3413.

**TAX SEASON IS HERE** Tax season has begun and will continue until June 16th. For personnel who need their taxes filed but perhaps don't have the time to wait to get them completed can drop off their tax documents every Thursday from 10 a.m. - 12 p.m. Walk-in tax assistance at the legal office will be every Thursday from 12-4 p.m.

### "OPSEC", from page 1

be defined as, "something observed or calculated that is used to show the presence of a condition or trend." The old WWII advertising campaign is simple but true... "Loose Lips Sink Ships".

OPSEC is EVERYONE's responsibility; we must all do our part to manage our unit's critical information and adhere to the countermeasures in place to protect information or capabilities. Each unit has a developed listing of critical information (also known as a Critical Information List -- or CIL) along with associated countermeasures to manage their indicators. CILs present unclassified categories of information and should easily accessible in each unit.

Sun Tzu proposed in the 6th century BC, while "making tactical dispositions, the highest pitch you can attain is to conceal them; conceal your dispositions, and you will be safe from prying of the subtlest spies, from the machinations of the wisest brains."

Whether in times of war or peace, we must all be careful to recognize what a unique role we all play for this wing and this U.S. Air Force.

Each member of Team Lajes is an important brick in the foundation of our mission. As such, when one of those bricks has compromised its mass or integrity, the foundation is no longer secure. When we operate under the

## Phrase of the Week A LESSON IN PORTUGUESE



**ENGLISH:** I'm sorry, but I have to leave now. Thanks for everything.

**PORTUGUESE:** Desculpe, mas tenho que sair agora. Obrigado por tudo?

**PRONUNCIATION:** Desh-culpeh, mash ten-yo keh say-ir agora obrigado poor todo?

## At the Movies



**7 p.m. Friday** - The Tooth Fairy (PG)  
**10 p.m. Friday** - Edge of Darkness (R)

**7 p.m. Saturday** - The Lovely Bones (PG-13)

**4 p.m. Sunday** - The Tooth Fairy (PG)  
**7 p.m. Sunday** - Edge of Darkness (R)

Movie times and schedule are subject to change.

old premise of "loose lips sink ships," we protect those men and women executing the tactical requirements at all levels so they are free to operate in an unmolested environment.

The next time you are sitting at your terminal or engaging in friendly conversation locally or over the telephone, think critically about the information you convey.

If someone was listening, are you perhaps compromising or inadvertently divulging critical information? Disclosure by multiple areas or people can easily tear down the countless number of hours spent on managing information. Be careful and, most importantly, be aware.

### "Tuberculosis", from page 2

will provide education on active TB disease vs. latent TB infection; medications; and the importance of monthly follow up appointments as well as properly taking all prescribed medications.

If you have additional questions or concerns, please feel free to contact the 65th Medical Operations Squadron Public Health office at 535-3464 or 535-4136.

### "Earthquake", from page 2

moving vehicle, stop as quickly and as safely as possible, and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses or utility wires. If you lose electricity, do not use candles, matches or open flames indoors or outdoors after the earthquake because of possible gas leaks. Instead, use flashlights or battery operated lanterns. Ready yourself for aftershocks, which occur from less than one minute after initial shock to more than one year later.

After an earthquake has ended, check for injuries but, do not attempt to move seriously injured persons unless they are in immediate danger of further injury. Try to call for help immediately. Contact your Unit Control Center (UCC) to ensure that you are accounted for. Steer clear of all debris and don't attempt to move or clean up debris without assessing possible hazards associated with it.

Earthquakes happen in a moment's notice, most of the time without any warning at all. Following these simple steps will ensure that you and your family are prepared and stay safe if Lajes ever encounters another earthquake. For information on how to build a disaster supply kit for your home follow this link <http://www.fema.gov/plan/prepare/supplykit.shtm>. For further natural disaster information consult the "Are You Ready Guide" given at the newcomer's briefing or contact 65 CES Readiness and Emergency Management at 535-2769.