



## Force Protection



Current FPCON: Alpha  
Threat Level: Low

**"6-5...  
IN THE FIGHT!"**  
CY 2010  
(as of Sept. 26, 2010)

**1,358  
SORTIES**

**22,241  
LODGED**

**5.40 million  
FUEL ISSUED  
(gallons)**

### Weekend Weather Forecast (Lajes Weather Flight)

#### Friday (a.m. / p.m.)

Mostly Cloudy / Rain  
Wind W 18 mph / NW 18 mph  
High 73  
Low 64



#### Saturday (a.m. / p.m.)

Mostly Cloudy / Mostly Cloudy  
Wind N 10 mph / N 18 mph  
High 73  
Low 64



#### Sunday (a.m. / p.m.)

Mostly Cloudy / Mostly Cloudy  
Wind N 11 mph / NW 11 mph  
High 72  
Low 62



## Lajes adds 'more colors' to waste-recycle program

By Staff Sgt. Olufemi Owolabi  
65th Air Base Wing Public Affairs

While going "green" remains the overall goal, Lajes has come up with a way to ease its waste disposal program by using other colors.

In an effort to be more environmentally friendly and ecologically responsible, the 65th Civil Engineer Squadron began distributing new color-coded bins in the military family housing sheds and kitchens on Sept. 16.

The initiative, according to Vera Leonardo, 65th CES environmental program manager, will help members to easily separate waste while disposing them, and it will ease the Lajes recycling process at the pick-up and drop-off points.

"Instead of all blue bins, the new bins will comprise of different colors," said Ms. Leonardo. "The green bins are for glasses, yellow for plastic and metal, and the blue bins will now be used for paper disposal."

Ms. Leonardo said this initiative is supported by Lajes leadership as well. Col. Eric Axelbank, 65th Air Base Wing vice commander, and Chief Master Sgt. Francisco Rodriguez, volunteered to lead the way by placing recyclables into the bins.

The Lajes recycling services contractor collects wastes from these bins every Tuesday from base offices and ev-



Col. Eric Axelbank, 65th Air Base Wing vice commander, and Chief Master Sgt. Francisco Rodriguez dispose waste in a recycle trailer at Lajes Field, Azores. (U. S. Air Force photo by Guido Melo)

ery Wednesday from military family housing. Besides the recycling bins, the contractor also collects wastes every week from the recycling trailers located behind building T-630 and near the base car wash. These trailers are avail-

To read more on "Waste-recycle" see page 6

## Lajes Combined Federal Campaign kicks off

By Capt. Brandon Morgan  
65th Air Base Wing CFC project officer

This year's Combined Federal Campaign – Overseas (CFC-O) will run from Oct. 4 – Dec. 6. For over four decades, the CFC-O has been very effective in supporting and promoting philanthropy through a program that is employee-focused, cost-efficient and effective. Over 2,300 nationally and internationally qualified charities benefit from this structured and convenient program.

The goal of this program is to provide all federal employees, military and civilians, serving overseas with a 100 percent informed opportunity to give to the charity/charities of their choice in a convenient and cost-effective manner. It is important for each potential contributor to understand the benefits of giving through the CFC without being coerced to give. This opportunity makes it unnecessary to have each charity solicit throughout the year, meaning that you will only be approached once, instead of several hundred times. Please consider taking advantage of this opportunity.

Last year, Lajes raised \$78,338 with only 52 percent participation base-wide. This year, our goal is to have a participation rate above 60 percent and exceed last year's

monetary goal. It does not matter if you donate \$1 or \$1,000; the point is that you participate!

There are numerous ways to participate. First of all join us at the Lajes CFC-O Kickoff Event on Monday 04 October at the Café Bean. Join your Wing and Squadron leadership as they lead the way and fill out their pledge cards. The Island 96.1 will be broadcasting live from the Café Bean and with every CFC pledge made during the Kickoff Event you will receive a Café Bean coupon.

Be on the lookout for your CFC-O Unit Coordinators and Key Persons as they approach you and offer you the opportunity to give. They will explain how you can make a one-time cash/check/credit/debit donation, payroll deduction, or recurring credit/debit donation. Again, the goal is for everyone to participate whether it is \$1 or \$1000. For a little bit of friendly competition: the Unit with the highest percentage participation and money raised per capita will win the services of the Top Chefs, Col Rivera and Chief Hagadorn, for their next unit function.

For more information check out the CFC-O website: [www.cfcoverseas.org](http://www.cfcoverseas.org). And look for more information in future editions of the Crossroads. We look forward to seeing you at the Café Bean on Oct. 4.



# How FSS helps Lajes meet the mission

By Mr. Jeffery Adams

65th Force Support Squadron director

I decided to write my article on the Force Support Squadron since it is what I know best. The FSS here at Lajes is the second largest squadron on base. It is comprised of over 195 APF and NAF local nationals, 30 U.S. civilians and 22 U.S. military. We are the true "Cradle to Grave" squadron. Cradle is our Child Development Center which takes children at 6 months, and Grave is our Mortuary Affairs Office which arranges for all burial services.

The FSS is divided up into the Command Section and five flights. The five flights are comprised of 34 activities and 52 separate buildings, playgrounds and ball fields. This article will familiarize you with the FSS and how it helps Lajes meet the mission.

The Command Section consists of the Operations Department, Marketing Department and Resource Management. These departments work directly for the Director and Deputy to provide support to the community and the FSS as a whole.

The Marketing Department provides publicity for all FSS activities. They also run the Commanders Access Channel for the wing commander. This department is funded by non-appropriated funds and therefore is designed to provide support to the FSS, and because of this, they can do things for the base and the community on a reimbursable basis. The FSS Marketing Department designed the commercial FSS webpage ([www.lajesfss.com](http://www.lajesfss.com)) and provides the live video streams, videos,

newcomer's page and Web Quest.

The Resource Management Department handles the Appropriated Funds, Non-Appropriated Funds, NAF vehicle fleet and Private Organizations. Last year, AAFES dividends provided over \$325,000 to support MWR programs. This money is used to cover overhead, projects and events and programs that the FSS provides to the Lajes community.

The Operations Department handles all the important readiness aspects of the FSS and Lajes. They provide accountability for all US Military and Civilians, Mortuary Affairs, NAF Training, Contingency Lodging, Contingency Feeding and in the event of a natural disaster, provide shelter for the community.

The Force Development Flight runs all aspects of training and education for the base. They provide four different contract colleges for "A"irmen to continue their education. They manage the Tuition Assistance program that funds this personal education. They manage the First Term Airman's Center and the Airman Leadership School that provide professional military education for our Airmen. The base Library also falls under the Force Development Flight. The Library offers DVDs, books and other great programs for education or just entertainment.

The Sustainment Flight consists of Lodging, Fitness and Food Operations. Lodging consists of five buildings with 196 rooms that support all transient aircraft moving through Lajes. Last year, we provided over 22,000 bed nights to our transient war fighters. Our state of the

To read more on "FSS" see page 6

# Health Benefits Awareness Month Using Your Patient Travel Benefit

By 65th Medical Group Staff

Our Referral Management Center and Patient Travel office work hand-in-hand to facilitate your referral healthcare. The RMC schedules your appointment, travel and lodging arrangements. The Patient Travel Office works the authorization that allows travel. The Patient Travel program is available only to command sponsored TRICARE Prime Active Duty Members and their dependants. Staff Sgt. Kenny Moore is your patient travel clerk and will work through the process with you to ensure that all responsibilities are met. That is correct; patients have responsibilities when using this program.

Our RMC and patient travel office will do everything in their power to meet your needs but there are limiting factors. First, we are governed by regulations and instructions so we always aim to meet those requirements. Second, we have little control over the appointment dates. We schedule based on availability. Third, we cannot manipulate flight itiner-

aries to allow patients to stay extra time in a location. Our goal is to get you there, get you seen, and bring you home in as short a time as possible causing the least disturbance to your families and work centers. We accept that situations may change once you've seen your specialty provider and deal with those changes as they arise.

Receiving authorization to travel is simple. Active duty patients, have orders entered in the Defense Travel System. DTS utilizes the Government Travel Card so Active Duty Members are encouraged to keep their information in these programs up to date. Having accurate information in these systems allows the Patient Travel process to run smoothly when you really need it. Travel orders for family members are not processed through DTS. The patient travel clerk completes paperwork so that manual orders can be provided. To facilitate the trip, patients are given the opportunity to receive a cash advance up to 80% of the total estimated

To read more on "Benefits" see page 6

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



Col. Jose Rivera

**Col. Jose Rivera**  
Commander, 65th Air Base Wing



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*Submissions can be e-mailed to 65abw.pa@lajes.af.mil or faxed to 535-6326 and are due the Thursday prior to the required publication date. Call 535-6161 for more details.*

*This Air Force funded newspaper is an authorized weekly publication for members of the U.S. military services overseas.*

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*All photographs are Air Force photographs unless otherwise indicated.*

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# A day with the boss a big eye-opener for Airman

By Senior Airman Johnathan Parker  
65th Communications Squadron

I had the great privilege of shadowing the 65th Air Base Wing Commander, Col. Jose Rivera, for a day.

We kicked off the day bright and early with PT at 5:30 a.m. After about an hour workout I took a quick shower, and got back in time for the Warrior Welcome at 7:20 a.m. At the Warrior Welcome, I quickly realized that I wasn't just going to be a shadow, I was going to be more like a sidekick.

Without much notice, I was thrown in front of the crowd to welcome back the returning warrior and talk about being a shadow. I felt like a little kid trying to fill big kid shoes, but I think I stumbled through it ok.

Once that was over, we rushed down to the airfield to hop on a helicopter with Maj. Gen. Rolo of the Portuguese Air Force. After the short flight to Sao Miguel, we went straight to the American Consulate for a meeting. It was obvious this wasn't going to be a sightseeing trip. Just when I thought we might get a little break, we were on our way to another meeting. This meeting was with Portuguese Lt. Gen. Cruz, and wow, that conversation went way over my head! I felt like I was taking an advanced class in political science. I'm surprised I didn't have a heart attack with all the coffee I had that morning.

Every place we went I was offered a café, and every time I accepted. Maybe next time I will be a little more mindful of how much coffee I drink.

After all that, it was finally time for lunch. I was surprised that we actually had a decent amount of time for lunch, with how busy the morning was I didn't think we would have time.

After lunch, as you can guess, we were off to another meeting. This time it was with the President of the Azores. I didn't actually get to sit in on this meeting; instead I got to relax with the journalists waiting for the President to speak. I had to be very careful of what I said in front of the journalists, so I did the best thing I could think of. I said hello, and not much else.



(Left) Portuguese Air Force Col. Eduardo Faria briefs Col. Jose Rivera, 65th Air Base Wing commander, and Senior Airman Jonathan Parker, 65th Communications Squadron, before a helicopter ride to Sao Miguel. (Courtesy photo)

Next we were headed back to the helicopter, and back to Lajes. The most important parts of the day were over, and the only thing left to do was go over Col. Rivera's schedule for the next few days. The thing that scared me about his schedule was that the day I spent with him was one of the least busy days he had that week.

Overall, the day was a big eye opener. I never realized he would be so busy that he has to schedule every little thing even down to a 5 minute break.

I have a new found respect for all of our Air Force leaders, because they work long hours every day, and they do it just for us. All these meetings were for us here at Lajes, to improve things for us.

Our commander works very hard, not necessarily in terms of manual labor, but in terms of long hours and busy days that he could otherwise be spending with his family. I really enjoyed the day with the commander, and I hope you get a great opportunity like this too.

## Lajes hosts Fire Prevention Week 2010

By Senior Master Sgt. Quentin Mulholland  
Fire & Emergency Services chief

Fire Prevention Week (Oct. 3-9, 2010) is rapidly approaching, and we are, no doubt, finalizing the 2010 campaign. This year's National Fire Prevention theme is "Smoke Alarms!" Getting out is the best survival strategy, so test your smoke alarms. Fire Prevention Week commemorates the Great Chicago Fire of 1871, in which more than 250 people died, 100,000 were left homeless and more than 17,400 structures were destroyed. Since 1922, Fire Departments across the nation have used this particular week to reach out to its surrounding community, and raise public awareness about the danger of fire. It is in our hands to continue this tradition and keep our Lajes community informed and safe.

Our goal is to focus on ways to keep our families and homes fire safe from the leading causes of home fires and injuries or even death, along with teaching good fire safety tips and alerting for the hidden dangers in your homes and at work locations. Take that extra step and make sure your smoke detectors function and your family is well aware of the evacuation drill. Help me help you be fire safe.

The Lajes Fire Department proposes to host multiple events during the week (3-9 October 2010) with the following goals in mind:

Promote fire prevention safety among the base populous through organizational activity and involvement.

Promote cohesiveness and morale between organizations from Air Base 4, and the local community.

The Fire Department, would like to invite leadership at squadron,

group, and wing levels, all First Sergeants and base personnel to participate in the Fire Muster portion of our 2010 Fire Prevention Week. The event will consist of four-man teams competing against each other in different fire fighter challenges. Each year, this particular day has been one of the most popular and successful days of Fire Prevention Week. It has been a great way to involve the Lajes leadership and let them know what the Fire Department is doing to keep the public safe from fire. We hope to continue this tradition and leave a lasting impression on all who were involved.

Please contact Mr. Jorge Estrela or SSgt. Kenneth Early at extension 535-1495/535-1493 or by email, with any questions, ideas, or concerns.

Activities scheduled (tentative) for Fire Prevention Week include:

- Oct. 3 – All day radio & TV broadcasts.
- Oct. 4 – DoDDS and Scouts tour the station, Sparky visits the Youth Center.
- Oct. 5 – Sparky visits HDQRS, CDC and Open house fire tours.
- Oct. 6 – Students from AB-4 will tour the fire station and boy scouts tour the station.
- Oct. 7 – Sure start tour the station, structural exercise (AB4) facility. Sparky visits BX table set-up.
- Oct. 8 – LYP station tour, Sparkey visits commissary table set-up.
- Oct. 9 – Parade and Fire Muster open to the base.

# One Airman's inspiring journey

By Col. Eric Axelbank  
65th Air Base Wing vice commander

Raised by his mother, a small grocery store vendor making twenty dollars a month in Lagos, Nigeria, Staff Sgt. Olufemi "Femi" Owolabi conquered enormous odds to become an Airman in the U.S. Air Force. Femi, a Public Affairs Craftsman at the 65th Air Base Wing Public Affairs Office, is an impressive young Airman who caught my attention because of his exceptional writing abilities. As I visited his office recently, he recounted to me his life experiences and challenges growing up in Nigeria.

While in Lagos, Femi's brother, Akin, asked him to fill out paperwork for the U.S. Visa lottery. With a population of twenty million people, the odds of winning this lottery in Nigeria seemed impossible. However, Akin was persistent and he convinced Femi to sign the forms. At about that time, the professors from the college Femi was attending were on a six month strike.

In February 2002, during a heated game of Scrabble between Femi and his friends, the mailman came and delivered a letter from the U.S. Immigration and Naturalization Service. Without even opening the letter, everyone knew that any letter from the United States could only mean good news. After Femi opened the letter congratulating him on earning a Visa to the United States, the word spread quickly throughout the town of Lagos.

Once their elation had subsided after a few weeks, Femi's challenges became overwhelming. He had to raise \$400 for the Visa application. After he successfully raised the \$400 and sent it in, he received the Visa. Then, he had to come up with an additional \$1,000 for the airline ticket to Baltimore. After the entire community pitched in, Femi had accumulated enough money to make the long awaited journey.

On Valentine's Day in 2003 Femi left Nigeria and on 15 February, Femi stepped onto American soil. When he arrived in Baltimore, he did not know anyone and a stranger took him in for three nights. A friend from Lagos whose father lived in Annapolis, Md., was supposed to meet him at the airport, but the area was snowed in and he couldn't make it. Eventually, Femi met up with his friend's father.

During the next six months, Femi worked at Radio Shack in Largo Town Center in Maryland. On a busy day, he convinced a gentleman to purchase a satellite dish. This man turned out to be Air Force Major Brian Parker. Impressed with Femi's communication and persuasive skills, Major Parker returned to the store and asked Femi if he was interested in joining the Air Force. Even though Femi's friends



Staff Sgt. Olufemi Owolabi, 65th Air Base Wing, was visited by his mother in the United States during his Airman Leadership School graduation in 2008. (Courtesy photo)

and family expressed their fear about being in the military during a time of war, Femi had to pay back this wonderful country that gave him his freedoms and opportunities.

Shortly after the events of 9/11, Femi knew that he wanted to serve and he went to the recruiter's office. Scoring very well on the entrance test, the recruiter rushed his application and Femi was on his way to Basic Training at Lackland AFB on 7 August 2003. After graduating from the Air Force Journalism School at Fort Meade, Md., he reported in to his first assignment at the Laughlin Public Affairs Office. In 2006 while at Laughlin, Femi was awarded the Air Education and Training Command Public Affairs Airman of the Year.

Femi reported to Lajes in October 2008 and he has impressed everyone around him since then. He is married to Temitope and he has an Associate Degree in Mechanical Engineering. As for the future, Femi is on track to complete his bachelor's degree in March 2011, and he has his sights set on joining the Air Force Medical Service Corps.

## LAJES AIRMEN OF THE WEEK



**Name:** Amanda Hildreth  
**Rank:** SSgt  
**Unit:** 65 CONS  
**Hometown:** LaSalle, Colorado  
**Duty Title:** Contract Specialist  
**Accomplishments:** SSgt Hildreth, a hard-charging five year veteran of contracting, was the 35 FW's 2006 Airman of the Year and the 2008 Air Force Outstanding Contracting Airman of the Year. She's a Certified Acquisition Professional Level II in Contracting and has experience as

a contingency contracting officer. Currently, she is responsible for a large variety of commodity and recurring service contracts as well as training new contracting professionals.



**Name:** Connie Pires  
**Rank:** LGS-09  
**Unit:** 65 CONS  
**Hometown:** Ladeira Grande  
**Duty Title:** Contract Specialist  
**Accomplishments:** As the lead contract specialist in the Base Support Flight, Sra. Pires is responsible for purchasing supplies and services, managing acquisition efforts, and administering ongoing contracts. She's a 15 year veteran of contract-

ing, has extensive experience in logistics, and is a Certified Acquisition Professional Level II in both Contracting and Purchasing. Sra. Pires is a perennial award winner, including being USAFE's 2003 Outstanding Contracting Civilian of the Year.

# "6-5...IN THE FIGHT!"



A KC-135 Stratotanker refuels at Lajes Field, Azores. (Photo by Guido Melo)



Brig. Gen. Michael Miller, chief of Medical Service Corps, presents Col. Brian Witt, 65th Medical Group commander, a coin during the general's visit to Lajes Field, Sept. 20. The general's visit was to see the men and women of the medical group as part of Lajes MSC Appreciation Week held from Sept. 20 to 24. (Photo by Guido Melo)



More than 350 children and their families attended the National Day for Kids celebration at the Youth Center, Sept. 24, 2010. The event which had pony rides, face painting, crafts, games, bouncy castles and refreshments, was part of the Boys and Girls Club's National Kids Day which is celebrated by thousands of adults and children nationwide and on U.S. military bases throughout the world. (U. S. Air Force photo by Tech. Sgt. Chyrece Campbell)



Mr. John Young accepts a glass of wine from Mr. Alcino Meneses from Adega Cooperativa dos Biscoitos during the wine tasting event organized by the 65th Forces Support Squadron on Sept. 24 at the Top of the Rock Club. (U. S. Air Force photo by Mr. Guido Melo)



Eleven of Lajes Field's non-commissioned officer pose for a photo with Master Sgt. Frances Jackson, 65th Force Support Squadron career enlisted advisor, after receiving their certificates of completion of the NCO enhancement seminar at Lajes Field Sept. 24, 2010. (U. S. Air Force photo by Tech. Sgt. Chyrece Campbell)



## Mark your calendar



### ASIAN PACIFIC AMERICAN HERITAGE COMMITTEE CAR WASH:

The APAHC will be having a car wash/ Lumpia and Pancit sale on October 2, 2010 from 10 a.m. to 3 p.m. in the commissary parking lot.

### RISING VI CAR WASH:

The Rising 6 organization will be conducting a car wash on Oct. 9 from 9:30

a.m. - 3:30 p.m. in the commissary parking lot. If anyone is interested in taking charge of this fundraiser and forming a committee to plan it, please contact TSgt Michael English at 535-1151 ASAP so he can get the ball rolling.

**LAJES FIELD AIRMAN MINISTRY CENTER** will have a grand opening on Friday, Oct. 15, 2010 at 3 p.m. in the Community Activity Center building (T-307). There will be music, finger foods, cake and soft drinks. Everybody is welcome!

### "Waste-recycle", from page 1

able for all base members to use when they need to dispose recyclables, according to Ms. Leonardo.

This is not the first time Team Lajes has taken initiative to support the United States Air Forces in Europe's goal of recycling 40 percent of all the municipal solid waste generated. In April, the Lajes environmental team launched the "E-wastes" initiative. Team Lajes began collecting electric and electronic wastes, such as personal televisions or kitchen appliances that need to be disposed. "All a member has to do is contact us through 535-6557, and we will coordinate the pickup," Ms. Leonardo said.

Furthermore, she said Lajes has many other programs such as hazardous materials program that control the hazardous materials usage and identifies less hazardous substitutes; remediation program to clean up potential contaminated sites; spill prevention and response program. Besides the pollution prevention at shop level, the natural resources conservation campaigns like the Cagarro campaign to help protect the Cory shearwater birds, and hazardous waste program that recycles and disposes of hazardous matter in a safe manner to the environment are a few of the ways Lajes is protecting its environment.

"Recycling keeps useful materials from simply being disposed," Ms. Leonardo said. "It also reduces wastes/landfills and allows manufacturing to get material for their new products while saving natural resources such as water and energy."

### "FSS", from page 2

art Fitness Center keeps our Airmen in shape and ready to fight today's and tomorrow's wars. This past July the Air Force moved the Fitness program under the Force Support Structure across the Air Force. The Food Operations element consists of a Warehouse that carries over \$500,000 in inventory. This inventory supports all of our food operations and gives us the ability to provide contingency feeding in any event that may transpire. Food Operations is also made up of the Oceanview Island Grill and the Top of the Rock Club. These two facilities are 100% non-appropriated activities which means they rely on the profits they make to cover their programs, labor, supplies and other expenses.

The Manpower and Personnel Flight consists of Manpower, Civilian Personnel Office, NAF Human Resource Office, Force Management, Customer Support, Career Development and Personnel Systems Management. They handle all the US/LN APF and NAF Civilian hiring for the Lajes community. They also provide consultant services, manpower determinations, organization actions, IDEA program, promotions, evaluations, assignments, retirements, separations, decorations, ID cards, passports, DEERS enrollment and a plethora of other support to the Lajes community.

The Community Services Flight consists of Outdoor Recreation, Arts and Crafts, Auto Hobby, Swimming Pool, Kennel, Veterinary Clinic, Community Activity Center and the Bowling Center. This flight is the Quality of Life flight and lives by that motto. They provide trips and tours, equipment rental, resale operations, classes, framing, engraving, food, Starbucks coffee, Armed Forces Entertainment, bowling, pet care and boarding. Recently, they hosted Tommy Davidson a comedian/actor and on 24 October will host Maria Costa and the

## Phrase of the Week A LESSON IN PORTUGUESE



**ENGLISH:** Will you accept a credit card?

**PORTUGUESE:** Você aceita um cartão de crédito?

**PRONUNCIATION:** vohSAY ahSAYtah oom cartOW de CRE-Hdeetoo?

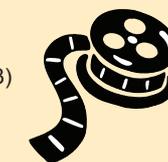
## BULLFIGHT SCHEDULE

Friday, Oct. 1	5:00 p.m.	Figueiras do Paim
Saturday, Oct. 2	5:00 p.m.	Rua Gervásio Lima, Praia da Vitória
Sunday, Oct. 3	5:00 p.m.	Canada da Saúde, Praia da Vitória



## At the Movies

- 7 p.m. Friday - The Other Guys (PG-13)
- 7 p.m. Saturday - Dinner for Schmucks (PG-13)
- 10 p.m. Saturday - Cyrus (R)
- 4 p.m. Sunday - The Other Guys (PG-13)
- 7 p.m. Sunday - Step Up 3D (PG-13)



Movie times and schedule are subject to change. Call 535-4100 for the latest update.

Macho Men. Also, the Community Activity Center will be opening Gamerz on 13 November. Gamerz will be a video game rental store that will allow the Lajes community to rent Wii, Xbox 360 or Playstation 3 games.

Last, but definitely not least, is the Airman and Family Services Flight. This flight consists of the Airman and Family Readiness, Child Development Center and the Lajes Youth Programs. The Airman and Family Services Flight takes care of all Lajes Airmen. Whether it is the Key Spouse Program, Financial Management, Day Care, Before and After School Care or our teenagers, this flight is involved.

Col Rivera and the FSS are all about taking care of Airmen. The above synopsis of the Force Support Squadron should give you an idea of what we have to offer. If you have questions or ideas, send them to "Ask Paulette" on the Force Support Squadron's commercial website at [www.lajesfss.com](http://www.lajesfss.com).

### Benefits", from page 2

cost of the trip.

After you are authorized, orders are cut; you'll receive a patient briefing. The patient briefing is scheduled one week prior to the departure from Lajes for your appointment. This is an individual briefing that will cover all details of the upcoming trip. We schedule our patient briefings one-week out so that instructions and important details are still fresh, but it leaves enough time to contact our office if additional concerns arise before you depart.

Once you're off, the patient travel clerk will be available for you anytime through a 24/7 cell phone carried by the patient travel clerk. This ensures that we can properly coordinate any changes that may arise while you are on orders receiving care. Some examples include flight delays, or an extension of care requested by the specialty provider.

Once you return to Terceira you'll set up an appointment with the Patient Travel Office to review your completed Travel Voucher. The completed voucher is submitted to and processed through the base finance office. Once you receive reimbursement for the authorized trip expenses your Patient Travel experience is complete.

We'll be here if you need us and we hope to make your experience is outstanding. You can reach the Patient Travel office via phone by dialing 295-573-615 or DSN 535-3651 or email us at [Kenny.Moore@lajes.af.mil](mailto:Kenny.Moore@lajes.af.mil).