



Force Protection



Current FPCON: Alpha
Threat Level: Low

**"6-5...
IN THE FIGHT!"
FY 2012**

 **449
SORTIES**

**7,329
LODGED** 

 **2,3 M
gallons
FUEL ISSUED**

In a real-world
emergency, call the
Public Affairs Straight
Talk Line, **535-3542**.

Don't drink and drive; call
LADD: 295 57 LADD

Medical Appointment:
Base: 535-3261
Off base: 295-573-261
Emergency:
Base: 911
Off base: 295-571-911

**Weekend Weather
Forecast
(21st Operational Weather
Squadron)**

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

Mostly Cloudy / Partly Cloudy
Wind E 10 mph
S 10 mph
High 14C / 57F
Low 14C / 57F

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

Mostly Cloudy / Partly Cloudy
Wind E 10 mph
S 10 mph
High 15C / 59F
Low 14C / 57F

Lajes' own named Outstanding Mental Health NCO in Air Force

By Staff Sgt. Erica Horner
65th Air Base Wing Public Affairs

A Lajes Airman proved to be the best of the best in the Air Force after being awarded the Medical Service Outstanding Mental Health NCO of the Year award for 2011.

Master Sgt. Carmen Wyatt, Flight Chief, 65th Medical Operations Squadron Mental Health Flight, is the President of the Cross Cultural Awareness Council, highly involved in the 65th Medical Group Top IV, and is also one of the community outreach committee members for the Top III. So it comes as no surprise that she surpassed all Major Command nominees to win this prestigious award.

"When I think of Master Sgt. Wyatt, I immediately think of two things--dedication and hard working," said Lt. Col. Gwendolyn Johnson, 65th MDOS commander. "Master Sgt. Wyatt gives 200 percent every day, and takes pride in everything she does."

This was Wyatt's first time being submitted for the award, and she was very honored to win.

"I actually found out I won on Facebook," said Wyatt. "I was excited and felt a sense of satisfaction. I knew I had a pretty good package, but never expected to win at the Air Force level," she said.

This was no easy award to win. The individual had to demonstrate good moral character within the past 2-year period, and exhibit exceptional duty performance and professionalism (both on and off duty) while working in the mental health career field--and Wyatt was nothing less

than exceptional.

Being stationed at Lajes Field paved the way for her: "I knew about it [the award], but didn't plan for it. Things just fell into place, and I was provided with a lot of opportunities here by my leadership."

Wyatt was hand-selected to attend the Department of

Defense Resiliency Conference and became certified as an Active Military Families facilitator. Also, as the wing Suicide Prevention Program manager, she overhauled 12 squadron's training metrics, leading to Lajes becoming the first base in U.S. Air Forces in Europe to reach 99 percent compliance. She also spearheaded Child Abuse and Substance Abuse Month, ensuring that 2,500 base members received the appropriate training and awareness.

Her achievements weren't just limited to her duty hours. She also attended the Rutgers School of Alcohol Studies where she was able to renew her substance abuse certification, as well as receive additional alcohol abuse prevention



Master Sgt. Carmen Wyatt, 65th Medical Operations Squadron, earned the Medical Service Outstanding Mental Health NCO of the Year award for 2011. (Photo by Lucas Silva)

techniques to help her patients.

Wyatt's passion for her career field and for others proved that she was the perfect candidate for this award. It is in honor of Chief Master Sergeant Lewis W. Dunlap, the first mental health enlisted career field advisor appointed by the U.S. Air Force Surgeon General, and recognizes outstanding duty performance and achievements of Mental Health Service NCOs who have been involved in training, supervising, managing, and providing direct patient care during the nomination period.



Complaining 101

By Dave Clore

General Manager, Azores Exchange

“YOU GUYS STINK! I THINK YOU ALL SHOULD BE FIRED!”--Anonymous

Personally, I blame these types of comments on the Internet and faceless interaction. Society is developing the habit of venting frustration outright, rather than developing the skills to reduce the anger by working to solve the actual problem. As the General Manager for the Azores Exchange, I train our associates that every complaint is a gift--a road map telling us how to improve the operation. That is not always true. Every complaint has the potential to be a gift if it helps solve the problem. Complaining simply for the sake of complaining might help release the frustration felt at the moment, but the next time you're faced with that same problem, the frustration will return. I've received several complaints that were totally useless--anonymous and vague to the point where I have nothing to work with. There have been a couple comments like the one above, only not as polite. Even those that have a starting point and contact information often require some probing to get to the heart of the matter. I've come to the conclusion this past year that society needs a class on how to complain.

An internet search for "How to Complain" brought up 166,000,000 results, complete with videos, links to sites specializing in complaining to restaurants, doctors, businesses, police officers and that's just skimming the first screen. Here are some common takeaways from these sites:

Before you complain:

Be clear in your mind why you are dissatisfied. A recent complaint said we did not have baby girl burp cloths in stock. After showing that burp cloths were consistently in stock the customer

confirmed that the underlying reason for the dissatisfaction was the price of the item we had on hand. She was looking for a less expensive brand. Fixing the not in stock issue would not have reduced the pricing frustration.

Be clear in your own mind what you want to happen as a result of making a complaint. Remember, the goal for everyone is to reduce the frustration.

Who to complain to:

This will be different depending on what type of organization you are complaining to and the scale of your complaint.

1. You should attempt to resolve your complaint directly with the parties involved: Letters to headquarters are simply forwarded back to the local manager to handle. Firewalls at work often block Facebook. The fastest results come from talking face to face. In many cases you don't even need to talk to a manager. A common complaint is that a customer is looking for an item that he or she can't find, so they automatically assume it's not in stock. Had he or she asked someone at the store, they could have been directed to the right location.

2. You should contact the relevant authority or overseer who will be able to give advice on how to alleviate your complaint if you are still not satisfied. I am unable to solve every complaint to your liking. Gas prices are a perfect example. The entire island might complain that prices on Lajes are too high, but the gas pricing policy is established by the Exchange board of directors to accomplish the mission assigned by the Department of Defense. Until that mission changes, the current pricing policy must stay in effect to satisfy the mission.

There's more online, but this is a start. The main take-away from this...let's talk openly and communicate. We can work together on removing the specific problems that cause frustration.

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
Commander, 65th Air Base Wing

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

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CARNIVAL 2012



Dancers at a Carnival event in Praia da Vitoria celebrate the festive season at the Youth Academy and Arts of Terceira Island, Feb. 17, 2012. Carnival typically involves a public celebration or parade combining some elements of a circus, mask and public street party. People often dress up or masquerade during the celebrations. (Courtesy photo)



65th Communication Squadron-- enabling connection across the Atlantic

By Staff Sgt. Angelique N. Smythe
65th Air Base Wing Public Affairs

"In the beginning, God created the heavens and the earth..."
No... wait... fast forward a bit.

In the beginning, the Air Force was twice as big than it is today; we had a lot more aircraft, and there were no computer networks or e-mail systems... only typewriters and message centers, said Lt. Col. Miller, 65th Communications Squadron commander, of when he first joined the U.S. Air Force.

"Things were much slower; we didn't have e-mail," he said. "We had message centers where messages were brought to be printed out, signed for and then carried back to your unit. And, unless you were a senior ranking individual, you would never make a DSN call off base. You could make a local commercial call, but every phone call that went out of the base had to be logged. Everything was tightly controlled, and there were no fax machines."

Of course, things are much faster now with the speed of communication and the constant change of technology.

"The young men and women entering the Air Force today are much more sophisticated in their understanding of the world than when I first entered the Air Force," Miller said. "Their knowledge of computer system networks is way ahead of what we knew. When I first entered the Air Force, I think the first Apple had been built; not many people had them. There were no networks to connect to, so if you had one, it was just a standalone that sat on your desk. The young men and women that are entering the Air Force now have been using them their whole lives. They come in with skills even before they go to technical school."

The 65th CS commander said his team of Airmen do a very fine job in keeping everything running, despite the fact there's been a lot of change going on in the Air Force, especially in the cyber world.

"We're transitioning to become cyber warriors," he said. "You definitely see flexibility and adaptability with today's Airmen as change always happens, and it happens very quickly today."



Former 65th Communications Squadron member, Senior Airman Justin Wilson, demonstrates his cyber warrior capabilities, September, 2010. The communications team provides assistance to transiting aircraft at Lajes Field, so they can get what they need, including fuel, repairs to the aircraft or medical assistance. (Photo by Tech. Sgt. Chyrece Campbell)

Miller commands the largest active duty squadron on Lajes Field.

This team is important on Lajes, because if it weren't for them, there would be a great big empty space in the lines of communication all across the Atlantic Ocean.

As aircraft are transiting, they need a place they can refuel or get medical assistance in case of an in-flight emergency. There aren't many places to stop until you get to the Azores in the mid-Atlantic, and there are a lot of areas that need to be reached with communications.

The communications team has a part of the Global HF (high frequency) network, which is used for command and control of U.S. forces throughout the world. It's a global way for the President and other decision makers to be able to command and control forces, especially in the event of war.

To read more on "65th CS" see page 4

Lajes little Airmen make big strides in international partnership

By 1st Lt. Mara Title
65th Air Base Wing Public Affairs

When servicemembers go overseas, it's important to understand the local cultures and customs of the countries they visit. And when their family members come with them, it's equally imperative they develop this mindset. The Terceira Girl Scouts have proven they've made the effort to not only interact with the Azorean and Santa Luiza Girl Scouts, but learn from them on a continual basis.

Their relations with the host nation Girl Scouts has garnered them the Lady Baden Powell Award, which exemplifies International Friendship and encourages Girl Guides and Girl Scouts to work together in the spirit of Girl Guiding and Girl Scouting.

"The girls had to attend five activities to earn the award," said April Legere, Overseas Committee Chair of the Terceira Girl Scouts. "The activities focused on building an international relationship by following the 5 C's: Communication, Community, Camping, Crafts, and Culture. Each activity focused on a different "C", and brought together the different cultures," she said.

The American Girl Scouts interacted with their host nation scouts in many ways. Their first activity was a meet and greet, where they learned about the similarities and differences in the scouting programs through presentations, music and uniforms.

According to Legere, each girl had to be motivated by a desire to know individuals from a culture different from her own, and be willing to commit herself to attending the activity meetings and an award ceremony. The events were organized with a host nation troop, the Santa Luiza Scouts of Lajes.

The awards ceremony will take place this Sunday, Feb. 26, at 2 p.m. in the Lajes Field Chapel. In attendance will be both the American and Portuguese Girl Scout troops, the Lajes Field Command Team, the Principal Officer to the Azores in Ponta Delgada, and the Mayor of Praia da Vitoria.

"This award took well over a year to complete and we are so proud of the girls," said Legere.

The U.S. Girl Scouts of the North Atlantic Region leadership will be presenting the award-- Kathryn Owen, CEO, and Taryn Rimland, Director of Marketing and Membership.

To apply, the troop submitted a package of request through the North Atlantic office. Once they concurred on the package, it was forwarded to the Girl Scouts of America Headquarters in New York. Upon their approval, they were able to begin the awards process. After completion of the last joint activity in December, they had to submit a final package, which consisted of recaps of the events, pictures, articles, etc.

Because this award can only be earned by Girl Scouts living overseas, in conjunction with host nation scouts, it's not commonly pursued, said Legere.

"As we all know, there is frequent turnover with the military and this award requires a time commitment," said Legere. "We are fortunate we started at the beginning of tenure, as this is the first time Girl Scouts here at Lajes have earned the award."

The Terceira Girl Scouts might be young and small, but their impact on Terceira has been huge. They've broken down barriers to create a partnership and memories with the Azorean and Santa Luiza Girl Scouts, which will last much longer than their short stay here on the island.



"65th CS" from page 3

Global HF is also for aircraft and non-aircraft communication, both data and voice communications by aircraft transiting areas away from other bases.

"If we didn't have Lajes with Global HF on it, there would be a big hole in the network, especially across the Atlantic where U.S. forces couldn't communicate," Miller said. "It's a vital part of blanketing the globe so U.S. forces, wherever they are, can be communicated with immediately by our national command authority. It's one of the most important things we do."

The communications team provides assistance to transiting aircraft so they can get what they need, such as fuel, repairs to the aircraft or medical assistance.

"Part of providing safety for those aircraft in flight is the navigational aids here on Lajes, and we maintain all of those," Miller said.

The 65th CS also maintain the air surveillance radar that's used to follow aircraft as they're transiting or approaching for landing, the air traffic control tower radios, as well as the instrument landing system; this consists of equipment that gives a 3-dimensional representation of how close aircraft are to the runway and whether they're following

the right path to land on the runway. The team also maintained one for the space shuttle program, which had its last mission during the summer of 2011.

The communications Airmen even play a role in weather equipment by maintaining the Next Generation Radar, which is mostly used by the national weather service, Federal Aviation Association and U.S. forces. It's the only one within the U.S. Air Forces in Europe. The system is designed to maintain surveillance on dangerous weather, hurricanes and high winds.

"We also have a special satellite receiver which gives satellite reports as well," Miller said.

The Airmen also do a wide variety of other things for Lajes personnel, such as records management, publications management, and the maintenance of all the basic communications devices everyone usually associates with their squadron, like the network and telephone lines.

"Communications Airmen are doing the mission and they're doing it under more challenging circumstances today," said Miller, who was once a prior-enlisted Airman. "We know that money is a big issue right now, so we're going to have to do things differently than we did them in the past, whether we want to or not."



Members of the Royal Air Force, with the help of the 65th Operations Support Squadron, service multiple Panavia Tornado GR4s on the Lajes Field flightline, Feb. 16, 2012. (Photo by Lucas Silva)

LAJES WARRIORS OF THE WEEK



Name: Paulo C. Goulart
Rank: LGS-09
Unit: 65th OSS
Hometown: Cinco Ribeiras, Terceira Island
Duty Title: Airfield Management Shift Leader

Accomplishments: Sr. Goulart is an Airfield Management Shift Leader who has been instrumental to the success of Lajes Field's mission. He inspects the runway, taxiways, aprons, lighting systems, and construction projects, along with processing dozens of flight messages on a daily basis. He's essential to ensuring the safety and success of a \$1.5 million project to improve Lajes airfield safety and water drainage. During the construction project he ensured contractors complied with Foreign Object Elimination and airfield driving regulations. Also, because of his calm professionalism and quick reactions, he is responsible for activating the Secondary Crash Net to notify base personnel in emergency situations. As a flight data coordinator, he also processes flight messages enabling aircraft to cross the Atlantic and carryout missions worldwide.



Name: Thomas L. McAfee
Rank: Staff Sgt.
Unit: 65th OSS
Hometown: Palmyra, Ind.
Duty Title: Aircraft Electrical and Environmental Systems Craftsman

Accomplishments: Staff Sgt. McAfee has prided himself on exceeding the Air Force standards when it comes to leadership. He recently completed Airman Leadership School, where he earned the John L. Levitow Award. This week he was instrumental in providing repair of a gaseous oxygen cart to facilitate a mission critical service to a transient U.S. Navy P-3 Aircraft. Also, as the 65th OSS Unit Control Center NCOIC, he acquired a 100 percent recall and accountability of all assigned personnel in 20 minutes for the recent Lajes Field earthquake exercise. Additionally, as facility manager he was paramount in leading and organizing multiple clean-up projects for distinguished visitor stops at the 65th OSS community room, Fiddler's Green, including the recent Secretary of the Air Force visit.



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

Feature



(Left to right) Rogério Aguiar and Rui Leal, firefighters with the 65th Civil Engineer Squadron, take care of an injured patient during a Lajes Field exercise, Feb. 15. (Photo by Guido Melo)



(Back row, left to right) Col. Dave Parr, 65th Air Base Wing vice commander, Master Sgts. Nikki Drago, 65th Security Forces Squadron, Jason Miest, 65th Communications Squadron, Ronald Quick, 65th Civil Engineer Squadron, Chief Master Sgt. Curtis Storms, 65th Air Base Wing command chief, (Front row, left to right) Tech. Sgts. Keith Morales, 65th SFS, Itumeleng Khasane, 65th CS, Troy Pietz, 65th CES, Christopher Walker, 65th CES, and Nathan Quick, pose at the NCO Academy Graduation at Ramstein Air Base, GE, Feb. 16, 2012. (Courtesy photo)



(Left to far right) Staff Sgts. Troy Davis, American Forces Network-Lajes, and Yaacov Mosly, 65th Civil Engineer Squadron, stand with family members to bid farewell to the Lajes Field Command Team and Lajes personnel at the Warrior Send-Off, Feb. 16, at the Top of the Rock Club, prior to their deployments. (Photo by Guido Melo)

African American History Month Luncheon

featuring

CMSgt. (retired) Cynthia Burney



(Center stage) Chief Master Sgt. (retired) Cynthia Burney, 65th Force Support Squadron, was the keynote speaker at the Black History Month Luncheon at the Top of the Rock Club, Feb. 17. Burney highlighted four African American women leaders at Lajes who are exemplary role models--Col. (select) Gwendolyn Johnson, 65th Medical Operations Squadron commander, Lt. Col. Teju Guest, 65th Medical Group Family Medicine Physician, Dr. Tiffany Prather, 65th MDOS Clinical Psychologist, and Chief Master Sgt. (retired) Yvette McKenzie, Department of Defense Dependents Schools teacher. (Photo by Lucas Silva)



Mark your calendar

LEGAL OFFICE CLOSURE: The Legal Office will be closed for training on Friday, Feb. 24, 2012. Normal duty hours will resume on Monday, Feb. 27, 2012 at 9 a.m. Please contact the On-Call JAG at 963-413-121 for emergency assistance.



AAHM EVENTS: Celebrating Great Moments of Our Past, Present and Future: Listen for the African American Heritage Committee, by tuning in to AFN Radio 96.1FM at 9 a.m. Feb. 29 for Black Education Talk (BET.)

LAJES FIRST SERGEANTS COUNCIL DODGE BALL

TOURNAMENT: The Lajes first shirts will be hosting a dodge ball tournament at the Chace Fitness Center, Friday, Mar. 2, at 8 a.m. There is a sign-up fee of \$60 per team (6 people on a team) raising money for the Lajes troops support fund. There will be trophies for first and second place teams and best unit participation. Registration POCs: Master Sgts. Daniel Guzman, 535-5214, and Jason Miest, 535-1222, or your unit's first sergeant.

HOLA COINS NOW AVAILABLE: The Hispanic Latin American Organization is now selling their organizational coin. Coins are available to all Lajes Field personnel, regardless of membership in HOLA. Hurry and get this one-of-a-kind coin before they're gone. Prices are: \$3 for senior airmen and below; \$4 for staff and technical sergeants; and \$5 for master sergeants and above. Please contact Staff Sgt. Evelina Wyand for purchase.

VOLUNTEER INCOME TAX ASSISTANCE: The Volunteer Income Tax Assistance program will run through June 15. The VITA program will assist military members with free tax filing of simple tax returns. VITA volunteers offer free tax advice, tax preparation, and assistance to military members and their families on military specific tax issues, such as combat zone tax benefits and the effect of Earned Income Tax Credit (EITC) guidelines. If volunteers are unable to assist with your taxes under VITA rules, we recommend you seek professional tax services. For more information, contact the legal office at 535-3546.

DIGITAL PHOTOGRAPHY EXHIBIT: There is a local digital photography exhibit in Praia da Vitoria at the "Academia de Juventude e Artes da Ilha Terceira" (Youth Academy). This free exhibit features the photos of photographer Hermano Noronha and is open to the public Monday-Friday between 1 and 5 p.m. until Feb. 27. The Youth Academy is located next to the Praia "Ramo Grande" movie theater.

Feature

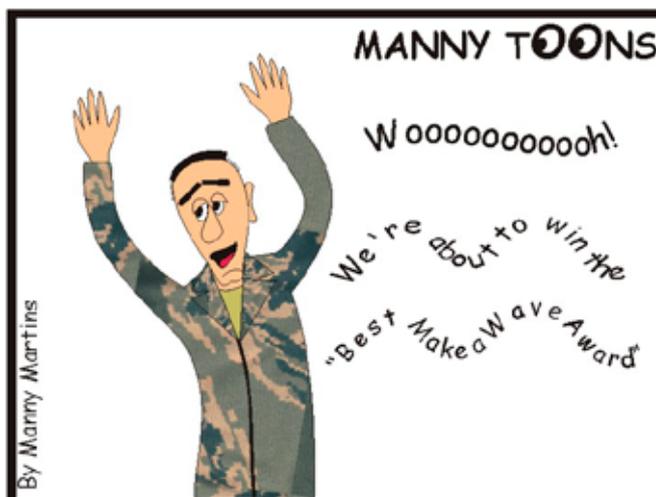
Phrase of the Week A LESSON IN PORTUGUESE



ENGLISH: At what time does the restaurant open? The restaurant opens at six o'clock.

PORTUGUESE: A que horas abre o restaurante? O restaurante abre às seis horas.

PRONUNCIATION: Ah kay orash ahbre oo resturahnt? Oo resturahnt ahbre ahs saysh orash.



ASKED

A column that looks at the culture and history of the Azores.

By Eduardo Lima
Community Relations Advisor



Seismic activity on the Azores



Capelinhos Volcano, Faial Island, Azores. The most recent volcanic eruption in the Azores occurred here in 1957. (Courtesy photo)

The most recent volcanic eruption in the Azores occurred in 1957 just off-shore of the northwest tip of Faial Island, near Capelinhos village.

The eruption and subsequent earth tremors didn't cause any deaths, but left hundreds of people homeless, forcing many of them to immigrate to the United States and Canada.

The Azores has experienced several seismic crises over the past four decades, especially on the islands of Pico, São Jorge, Faial, Graciosa and Terceira.

The most recent non-volcanic serious seismic crisis occurred July 9, 1998, on the islands of Faial, Pico and São Jorge when an earthquake, measuring 5.8 on the Richter scale, destroyed hundreds of dwellings and killed nine people.

Terceira Island has not been immune to these types of natural catastrophes either. The last major seismic event happened 32 years ago when in the sunny afternoon of Jan. 1, 1980, an earthquake of tectonic origin, measuring 7 on the Richter scale, rocked the islands of Terceira, Graciosa and São Jorge.

This major earthquake killed more than 60 people and destroyed hundreds of residences, leaving thousands of people homeless on all three islands. Fortunately, Lajes Field didn't suffer any significant structural damage since the earthquake's epicenter was located 40 kilometers off the western side of Terceira Island, between this island and the Island of São Jorge.