

Disclaimer

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RETIREES' ADVISORY COUNCIL
Tuesday, 5 February 2019, 1000

Attendees:

Lt Col Heather Fenzl	45 MDSS/SGSD (Pharmacy)
CMSgt Dan Delzingaro	45 MSG/CCC
MSgt Annette Cordero-Lais	45 MDSS/SGSD (Pharmacy)
COL Sal Lauricella (Ret)	Project Emeritus (PE)
Col Gilly Marshall (Ret)	Retiree Activities Office (RAO)
Lt Col Brian Whalen (Ret)	MOAACC
CW04 Gerald Watkins	Brevard Veterans Center (BVC)
CMSgt Ken Oyer (Ret)	VA
MSgt Jerry Waldrop (Ret)	Manatee Cove Golf Course
Mr. Marcellus George	45 FSS/CD
Mr. Waldemar Soto	DeCA
Mr. Fred Reeg	45 MDSS/SGST (Tricare)

The meeting was called to order at 1000 by acting Chair COL Lauricella; MSgt Waldrop arrived later during the meeting. COL Lauricella thanked everyone for attending today's meeting.

Lt Col Fenzl (45 MDSS/SGSD): If you come through on South Patrick Drive, you will see the pharmacy is getting ready to move into the trailers. Folks will be working 15-18 February to get everything moved and up and running by 19 February. We have posted the information on Facebook, base marquees and in Florida Today to get the word out about the temporary relocation. There are concerns we are working through concerning the drive thru - due to traffic patterns. We will see how it goes. We are going to be in the trailers for a year. There may be some lag in services at times. We will do everything we can do keep things running smoothly.

- We need your help - a lot of feedback coming in from the retiree community has been insensitive in nature/verbally abusive. Please pass the word throughout your respective chapters and the retiree community - our people work hard and do the very best at their jobs. We understand people become stressed at times, but there is no need for such behavior.
- Attachments handed out re: Construction Update and a map showing trailer location.

Comment: SFS has been, and will continue, doing random walk-thrus of the pharmacy. If someone is harassing or abusing personnel, SFS will detain them, and that individual may then be banned from base.

Question: If an individual is taking medication and the medication is later determined to cause cancer - does the pharmacy let the individual know? Yes. The medication would be recalled. The individual would be notified and given the option of a new medication.

CMSgt Delzingaro (45 MSG/CCC):

- Lt Col Lindsey, the 45 MSG deputy commander, is retiring and will be leaving this month. Lt Col Morse, from the 45 MSG Det 1, will be shifting over to fill in for the next several months. No decision has been made yet on a permanent replacement.
- We have been in communication with AAFES. There is some discussion of a Subway moving into the Exchange food court, along with a few other options. This was an IG inspection item that was brought up during a discussion. We are also looking into establishing a small shoppette on this side of the base.
- New east gate hours have been established. The gate now closes at 1800 every night. This is a permanent change based on data. Manpower was strained and this was one way to keep SFS personnel on 8-hour shifts vs. 14-hour shifts.

Mr. Soto (DeCA):

- We are still having a few issues with our distributors. One distributor's warehouse was damaged by Hurricane Michael, so we were shifted over to the George warehouse. That warehouse had to pick up 10 additional commissaries, and was overwhelmed. Our other distributor is having a hard time finding drivers. Things are improving; however, getting everything back to normal is going to take some time.
 - The Commissary has also been subject to an increase in the number of insensitive/abusive comments from the retiree population. It has at times been very racist in nature.
- The Commissary will also be undergoing renovations soon. Right now, contracting bids are underway. Hopefully, construction will begin later this year.
- AAFES and DeCA will be merging at some point in the future - perhaps within the next six to eight months. They have done testing of the merger on overseas organizations; figuring out how to manage things. This may mean some price increases at the Commissary. More to follow.

Question: How does the Commissary deal with food recalls? The Commissary gets notified of a food recall and has four hours to verify we carry that particular item, find it, pull it from our shelves and respond to the FDA. Just because the news says something like Wonder bread was recalled does not mean every loaf of Wonder bread is recalled. We have to match the product code, manufacturer code, store code, etc.

Question: Heard that the Commissary has been turning away some of the product being received - is that true? Also, what about the past due expiration/sell by dates on some items in the Commissary - what is being done about those? For example, milk purchased with an expiration date of 31 January; used on 27 January and it was already curdling. Yes, the Commissary checks all product coming into the store. When a truck arrives, we check the temperature of the truck itself. It must be 38 degrees inside or lower, or we do not accept the product. If it passes, we bring the product into our warehouse and do a probe recheck for temperature, then the product goes into our freezer or into the store. We do not have any control over the sell by/expiration dates. Truck drivers may turn off the refrigeration for extended periods of time, to save money, then turn it back on. We have no way of knowing for sure. We can only do our part. Also, if certain product contractors stock the shelves, they will just put product on the shelves without looking at dates. Those contractors do not work for DeCA. We do check the shelves, but sometimes we miss something. If a customer comes in and complains about a product, we take it

and call the vendor and they come and do an inspection to see if there is a problem with the product or find out what happened. Folks from the Health Department are also involved.

Comment: The freezers at the Commissary are showing signs of condensation, meaning something could be wrong with them.

- Freezers will be relocated farther from the doors. When the humidity goes up, sometimes the freezers get a bit out of whack. We have new systems in place to monitor the freezers and refrigerated systems.

Col (Ret) Marshall (RAO):

- Just a reminder - the Retiree Appreciation Day will be 23 February at UCF. It will start at 0800 and run until approximately 1500. A copy of the flyer is attached.
- The RAO and PE are possibly merging into one organization. The RAO staff will continue to assist veterans who come in; Project Emeritus staff will continue to provide volunteer assistance to the wing. Patrick is the only base where the two organizations were separate. They have been separate here for 28 1/2 years. This will be a big change. More to follow.

Mr. George (45 FSS/CD):

- The online applications for renewing retiree and dependent ID cards is still down. The kiosks located in the MPF and Medical Group are still working.
- Jason Michael's Magic Show will be at the Sharkatorium (base theater) on 4 March. Free tickets can be obtained from ITT starting 20 February.

CW04 (Ret) Watkins (BVC):

- CW04 Watkins apologized on behalf of all retirees for the recent spate of rudeness shown to Pharmacy and Commissary personnel. He greatly appreciates the service provided by the organizations.
- On Thursday, 7 February, 1500, there will be a military funeral with honors for Capt Edwin Cowan - a Tuskegee Airman - and his wife, and the Cape Canaveral National Cemetery. They had been buried in an unmarked grave without honors in a cemetery in Merritt Island. There is a possibility of a fly over for this event.
 - There is an article in Florida Today on this as well, if folks would like more details.

Lt Col (Ret) Whalen (MOAACC):

- We held a Missing in America event last weekend.
- Our February luncheon will be at the Tides Club on 19 February. The guest speaker will be Dr. Linda Bortings, the Chief Medical Officer at the VA Clinic in Viera. Reservations must be made by 14 February.
- We will be hosting a Chill-n-Grill at the marina on 21 February. Contact Mr. Tim Pishdad at 804-721-5850 for more information.
- We will have a table at the 23 February Retiree Appreciation Day. Thank you to the RAO and Project Emeritus for the contact info. Col (Ret) Steve Bond is leading our effort.
- We hosted our Key Lime Festival two weekends ago. Around 10,000 people attended. It was a great event.

CMSgt (Ret) Oyer (VA):

- Brevard County military deaths for the month of January totaled four: 1 Air Force, 2 Army and 1 Navy. Source of this information is Florida Today.
- Dr. Bortings is an excellent speaker and will be giving a very informative speech at the MOAA luncheon.

COL (Ret) Lauricella (Project Emeritus):

- Distribution of flyer re: the Military Volunteer Income Tax Assistance program (see attached). The Base JA office has announced they will no longer sponsor an on-base tax assistance program. In response to this loss, Brevard United Fund (with assistance from the IRS) will provide a free VITA program to the military community operated out of the Goodwill Offices on US 1 in Rockledge on Mondays, Wednesdays and Fridays, 0900-1600 hours, by appointment. Most of the volunteers who worked for the Base program in the Shark Center will continue working in the new program. However, they have been taken off Project Emeritus' active roles because, although they are still serving the military community, they will be doing so in an off-base program. The new service is open to all active duty, reservists, National Guard, retirees and veterans and their families. If time allows, they will also serve DOD civilians. RAC members are asked to give notice of the availability of this service to their retirees. The appointment number is 321-417-2358.
- Flyer for Retiree Appreciation Day handed out. See attached.

Mr. Reeg (45 MDSS/SGST): Information regarding Shingrix, the new vaccine for shingles, was distributed. See attached. The number for the immunizations clinic is 321-494-8131. There is a shortage of Shingrix. The clinic does have the new pneumonia vaccine.

Comment: The VA has the Shingrix vaccine.

MSgt (Ret) Waldrop (Manatee Cove Golf Course):

- MSgt Waldrop apologized to the Pharmacy and Commissary on behalf of all retirees. There is no cause for that kind of behavior. Personnel at the Pharmacy have always been helpful and courteous. Perhaps we can speak to Public Affairs about putting something on the website to make folks aware that this behavior should not be happening.
- Nothing is new to report about the golf course.
- We really need to have a rep here from the marina. Perhaps the RAO can ask the CV to appoint a marina rep?
- All non-voting members of the RAC are excused. We will be holding elections for a new chair and vice chair.

- A request to all Military Retirees:

As our years pass us by, we tend to reduce our tolerance and patience with others. At 83 years old, I have caught myself jumping on folks about issues outside their control. They were only there to help me. This is inexcusable and later I am sorry. The same is true for you. Please be courteous to our active duty personnel and volunteers. Treat them as you would like to be treated. You are not their boss. They are there to help you, not to make you mad. If you encounter a problem at any base service, please discuss it respectfully and if not resolved, take it to the next level. You just might make a friend.

The RAC is held the first Tuesday of every month. The next RAC will be on Tuesday, 5 March, 1000, in Bldg. 423, Room S-125.

UPDATE: After nominations and voting - MSgt Waldrop remains as Chair and COL Lauricella remains as Vice Chair.