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## AF special duty team to visit Dec. 2



Courtesy photo

A Military Training Instructor looks over his flight during basic training at Lackland Air Force Base, Texas. MTIs are just one of many special duties covered in the special duty team's briefing at Patrick Air Force Base, Dec. 2.

By Airman 1st Class Shaun Emery  
45TH SW PUBLIC AFFAIRS

On their annual visit to Patrick Air Force Base, Dec. 2, the Air Force Special Duty Assignment Briefing Team will educate the enlisted corps on all of the special duty opportunities available in the Air Force's Air Education and Training Command.

The special duties that will be discussed are Recruiter, Military Training Instructor, Military Training Leader, Technical Training Instructor, and Professional Military Education Instructor. Briefings will be open to everyone on base.

There are few jobs in the Air Force more challenging, satisfying and rewarding as a special duty assignment. "If you're a senior airman through master sergeant with less than 17 years active service, the AETC Special Duty Briefing Team may have the answer to your Air Force future," said Master Sgt. Charles Brown, Recruiting Screening Team chief. "We are essentially recruiting the people we need today so that they may fight the battles we will face in the future.

"Some of the key points we will be addressing are recruiting school, overview of recruiting duties; our benefits, rewards, and recognition programs; the marketing tools available to our recruiters; recruiter qualifications; and the application process," said Master Sgt. Richard Delacy, Air Force Recruiting Squadron, Recruiter Screening Team member. According to Master Sgt. Delacy, recruiters are an essential part of the operational Air Force.

"Every day Air Force members retire and separate, and people are the Air Force's greatest asset," he said. "We must replace those lost assets because without adequate manning, we will be unable to maintain our status as the world's greatest aerospace power.

It is the job of Military Training Instructors and Military Training Leaders to train and teach the importance of Air Force values to new airmen.

"The fact that my former MTI helped begin so many Air Force careers, and had the opportunity to change so many people, is what influenced me to be an MTI," said Master Sgt. Michael McCrea, former 45th Mission Support Squadron first sergeant.

"I have pride in knowing that I served three years in one of the toughest enlisted special duty assignments and in knowing that only a small number of our enlisted population have answered the call to train our new airmen," he said.

*Start ... Get it!*



By Brig. Gen. Greg Pavlovich  
45TH SW COMMANDER

It is good to be back! Last week I was TDY to Minot Air Force Base for the AFSPC commanders' conference. Despite the cold weather it was a great trip - there was lots of money and information ... two things you can't get enough of.

The command handed out quality of life funding to the wings and we came home with \$370,000! Once again our foresight and planning paid off with the command funding two projects for us - renovation money for the Airman's Attic to the tune of \$120,000, and \$250,000 to construct a running track for Patrick Air Force Base. This was possible because of the hard work by our quality of life team, a diverse, dedicated team of folks who have been working to ensure we're doing good things for the base. It started this past summer when we sent five representatives to the annual command quality of life seminar. But instead of disbanding this representative group from our First Sergeants, Top 3, Company Grade Officer Association, and Junior Enlisted Airman Council, we teamed them up with our command chief, Chief Master Sgt. Tony Manson, our deputy group commanders and some services personnel and kept them engaged in looking for quality of life projects with broad appeal. They've been working continuously to create and maintain a prioritized project list to be ready for windfall opportunities like this. Thanks to their hard work, we now have the resources to rebuild a quality Airman's Attic closer to the Family Support Center and finally get a Patrick AFB running track.

In addition to handing out money, Gen. Lance Lord, the AFSPC commander, briefed us on the direction the command will be taking in 2004. There are some great initiatives and focus areas that he's going to be steering the command toward next year. And while I don't want to steal his thunder, I do want to let you know that he has a clear vision for the command - and it is an exciting one. He'll be unveiling his "Commanding the Future" vision shortly, and we'll introduce it in the Missileer and follow-up with presentations at our commanders' call once it is launched. The good news is that we're already well positioned to implement Gen. Lord's vision because of our own people-centered performance plan, START. Our guid-

ing principles - Synchronize actions, Trust people, All accountable, Recognize achievement, and Tenacious execution - align nicely with the comprehensive plan the general is pursuing.

We're well positioned because of the great personnel we have charting our course. After all, START was borne from the feedback we received during last year's Quality of Life survey. As you know this year's survey is ongoing. We're in the final week but just 50 percent of you have taken the time to fill the questionnaire out. Please do it today. We need your input to know how the wing is doing - what we are doing right, what needs improvement ... we need to know it all. Active-duty, civil service, reservists, and nonappropriated fund employees are all eligible to participate - so please do. The Web site is <http://afclimatesurvey.af.mil>. Log on from work or home to voice your opinion - but please do so by Sunday, that's the last day.

We wrap up the Quality of Life Survey campaign, just in time to launch into another. Today kicks off our holiday safety campaign. This effort is geared to keep safety in the forefront this holiday season. We have our red ribbon reminders to prompt folks to remember not to drink and drive as well as our mandatory safety briefings at 8 a.m. in the base theater at Patrick and at 11 a.m. in Hangar F at the Cape. Through the next several weeks our safety office and supervisors at all levels will be promoting safety to ensure that each and every member working at Patrick Air Force Base and Cape Canaveral Air Force Station keeps safety in the forefront this holiday season. Our goal is to make it through this critical part of the year without injury to a single PAFB or CCAFS team member.

I know you understand how important every member of the team is. It has been clear with the tremendous outpouring of support this base - and the whole Air Force family - has given to the Trainer family as they engage in the toughest battle of their lives. As you know, Master Sgt. Bill Trainer, first sergeant for the 45th Medical Group, was diagnosed with leukemia several weeks ago. He's been undergoing treatment and - despite the fact that this week has been the toughest of all his treatments - his spirits are high because he is energized by what folks have been doing for him and his family.

He spoke with me for over an hour about what



Photo by Jim Laviska

**Brig. Gen. Greg Pavlovich, 45th Space Wing commander, demolishes the first house in South Housing. Five houses were scheduled to be demolished to provide construction crews information about how long the project will take.**

this giving spirit has meant to him. He talked about the bone marrow donor drive, the e-mails and cards that people have sent - he's aware of every input and grateful for each and everyone. He was overwhelmed that so many of our civil service employees have donated leave to his wife, Nancy, a newly-hired GS employee who had little leave accrued when this tragedy struck. The first sergeants and Chiefs' group at MacDill AFB have also joined in support, raising hundreds of dollars to help offset some of the costs the family has incurred with this illness. What great service before self everyone has displayed, and what tenacity of spirit Bill and Nancy are displaying in this struggle.

For those who may have missed out on the support campaigns, it isn't too late. The medical group has said that if there is enough follow-on interest, another bone marrow donor drive may be possible. Let your first sergeant know if you want to participate - they'll be gathering names. Civil servants can still donate annual leave to Nancy so she can be with her husband as he undergoes treatment in Tampa. Air Force civilians can donate leave by completing an OF 630-A form. Federal employees in another DOD component must fill out an OF 630-B form. Submit completed paperwork to Ms. Cathy Cawthon in our Civilian Personnel Office (45 MSS/DPC). Her fax number is 494-6377; her phone number is 494-8398. For other ways to support, please contact the chaplain for the 45th Medical Group, Chaplain (Capt.) David Zavala at 494-4073.

Please continue to keep the Trainers in your thoughts and prayers, and continue this great spirit of giving. God Bless!



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## Where eagles soar

Michael Bryan, Boy Scout from Patrick's Troop 326, becomes an eagle scout as he receives the Eagle Charge and Oath, Nov. 15, at South Patrick Chapel, from his brother Senior Airman Craig Bryan, who is stationed at Elmendorf Air Force Base, Alaska. Eagle Scout is the highest level a scout can achieve. Michael has been involved in scouting for more than 13 years.



Photo by Airman 1st Class Shaun Emery

# AFSPC spreads word on Force Development

By Capt. Angie Blair  
AIR FORCE SPACE COMMAND PUBLIC AFFAIRS

Air Force Space Command's "Spread the Word" briefing team is on a command-wide tour to explain the Air Force chief of staff's force development initiative.

The team, led by Col. Robert Worley, AFSPC mission support director, hit the road in late October and will visit Patrick Air Force Base and Cape Canaveral Air Force Station Dec. 2 and 3. Times and locations will be announced later.

The team's goal is to ensure all officers and their supervisors understand the concept, policies and procedures of the force development initiative — designed to assist officers pursue assignments, education and training opportuni-

ties that will better prepare them to meet Air Force needs.

Force development is a total force initiative including officers, enlisted members, career civilians and Reserve and Air National Guard forces.

"The system is not a new process, but a more deliberate one reducing 'chance' development in officers," said Col. Worley. "It will enhance how we develop our future leaders. In the past, your career paths were somewhat left to chance in a sense that you hoped to get a developmental kind of assignment, or it was due to the kind of mentoring you received. This is now a top-down recognized, deliberate process that involves more people in developing each officer."

The bottom line of the initiative is to meet Air Force needs by putting the right person, with the

right skills, in the right place at the right time.

The assignment process has expanded to help meet this goal. Development Teams, made up of functional leaders, will now provide officer development plan vectors to assignment teams to improve assignment matches.

The development teams increase feedback between all players and ensure officers' career development plans are on track.

A further mechanism for feedback is how the preference worksheet was revised. There is now a block on the form that allows officers to state their long-term career goals and their desire to hold a command position.

In the end, assignments teams will select offi-

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## Commander Q&A:

**Maj. John Lansberry**  
Det. 2, Ascension Auxiliary Airfield

**Q: What is the mission of Ascension Auxiliary Airfield?**

**A:** We provide needed telemetry and tracking data during manned and unmanned space launches at the farthest eastern edge of the Air Force's Eastern Range, almost 5,000 miles from Cape Canaveral Air Force Station.

The airfield, called Wideawake Field, is also operated by Ascension AAF personnel through air traffic control, fire and a relationship with the Royal Air Force to provide fueling requirements for transiting aircraft.

**Q: How well does the integration of AF and contracted personnel work in a location on the far end of the Eastern Range?**

**A:** Our relationship is excellent. We have people here who have a huge body of corporate knowledge that spans almost 50 years.

You truly need a lot of historical knowledge to operate at Ascension AAF.

**Q: How are the field's services and recreational facilities in relation to a normal base?**

**A:** We don't have the wide variety of on-base facilities here, but our club and gymnasium here are excellent. There are also some unique things, such as fishing, hiking, visiting beautiful beaches and diving to do on or around the island.

**Q: What's the most interesting part of living on an island almost 700 miles from anyone else?**

**A:** Every day here is interesting. You face some unique challenges 5,000 miles away from your command standing out in the middle of the South Atlantic Ocean alone and unafraid. Logistics takes a lot of planning here because you still need basic things like food, fuel and (construction or spare) parts.

## Tax relief aids military, families

By K.L. Vantran

AMERICAN FORCES PRESS SERVICE

Legislation signed by President George W. Bush on Nov. 11 increases the death gratuity payment to \$12,000 and provides that the full payment is tax free.

That portion of the Military Family Tax Relief Act of 2003 is retroactive to Sept. 10, 2001, to provide for servicemembers who died in the terrorist attacks the following day and in the ongoing global war on terror, said Army Lt. Col. Janet Fenton. She is the director of the Armed Forces Tax Council.

"If you are killed on active duty, regardless of whether you're in the theater, or in a training accident or die from disease, your family receives \$12,000 death gratuity that is not taxed," she said. "And that's a big change. In addition, any future increases to the death gratuity will remain tax-free."

The death gratuity has been \$6,000 since 1991, with half of it being taxed, she said.

"It just didn't seem to be fair for the military family who was left grieving for their servicemember to get hit with a tax bill," Lt. Col. Fenton said.

Capital-gain exclusion for home sales is one of the most common areas people were looking for tax relief in, Lt. Col. Fenton said.

"This act will allow members to suspend the period of time which they have to sell their home and take the tax exclusion so they won't have to pay that capital gains," she said. "It's retroactive to 1997 so military members who have sold their homes since 1997 have one year from Nov. 11, 2003, to request a refund for any

tax they did pay."

Since 1997, when the law was previously changed, if servicemembers who owned a home got reassigned more than 50 miles from that home or was ordered to move on post, they were no longer able to roll over the gain from that sale to the next home they purchased.

Also since 1997, individuals could exclude up to \$250,000 (\$500,000 for married couples) of gain from the sale of a home if they resided in it for two of the five years preceding the sale. Under this act, military and foreign service people can suspend (for up to 10 years) the time transferred away from home on official extended duty for purposes of applying the five-year portion of the two-out-of-five-year rule.

The 2003 act also includes above-the-line deduction for overnight travel expenses of military reservists and National Guardsmen who have to travel more than 100 miles to attend drills or meetings.

"The act allows for an above-the-line, which means you don't have to itemize your taxes to take advantage of this deduction," she said. "(Servicemembers will) be able to deduct unreimbursed travel expenses such as lodging, 50 percent of meals and any transportation costs." This part of the act is retroactive to Jan. 1.

When the tax code changed in 1986, it allowed any military benefit existing in September 1986 to remain tax-free, Fenton said. However, it was always unclear whether military child care was included in that, she added.

"This act merely makes it clear that those provisions of child care were intended to be tax-free to military members," Lt. Col. Fenton said.



The tax act also provides for extra tax-filing time for servicemembers serving in contingency operations. The internal revenue code allows servicemembers who are serving in combat zones or hazardous-duty areas to have an extension of time — usually 180 days from the time the person leaves the combat zone — to file taxes.

"A lot of military operations don't rise to the level of being declared by the president as 'combat,'" Lt. Col. Fenton said. "But there are several contingency operations where servicemembers are outside the continental United States."

The act also includes modifying eligibility criteria of tax-exempt veterans organizations; tax-free treatment of homeowners' assistance program payments; suspension of tax-exempt status for designated terrorist organizations; and extension of victims' tax relief to astronauts who die on space missions.

**FORCE, from Page 3**

cer assignments based on personal preferences, commander's inputs, development team vectors and Air Force needs.

"We're just building on the current assignment system, it's not a replacement for it," said Col. Worley. "The assignment teams have the same authority and responsibilities they always did - they're just getting more input to make more thorough decisions."

Force development doctrine places officers at three developmental levels: tactical, operational and strategic. At the tactical level, officers will focus on their primary skill combined with educational and leadership training experiences.

Officers widen their experience and accept increased responsibility at the operational level. They will gain a wider perspective on Air Force issues critical to the Air Expeditionary Force construct.

At the strategic level, officers are challenged to gain breadth of experience and leadership perspective beyond the Air Force to other services

and agencies.

Significant changes to the officer education process are under way as well. The Air Force has redefined what it means to send someone to developmental education. "It used to be Air Command and Staff College was the trademark of intermediate training - ACSC was the place the service looked to send most of its promising majors," said Col. Worley. "However, the Air Force has realized that one size doesn't fit all."

The Air Force has already expanded its in-residence developmental assignments by 50 percent this year. According to Gen. John Jumper, Air Force chief of staff, "no longer will the doctor, scientist, engineer, and operator be expected to pursue the same line of advanced degree and professional military education in order to be promoted. Under the new construct, if the Air Force needs you to have an advanced academic degree, we will send you to get the right one that is useful to you and the Air Force, either as part of PME or AAD."

Officers asked good questions during recent briefings, according to Col. Worley. One of which was how or if the space Professional Strategy is

linked to Force Development. Col. Worley assures officers that there is close coordination under way between the Space Professional Task Force and the force development initiative. "These efforts are in lockstep. The space professional strategy will give development teams the tools to make Force Development come alive within AFSPC."

The end state for both initiatives is to develop a cadre of professionals that will allow assignment of the right person, with the right skills, to the right job, at the right time, according to Col. Worley.

As the team continues its travels, they ask people to be patient and keep in mind that there are some issues still being resolved.

"We may not have answers to all your questions - for example, how advanced academic degrees will be reflected in records and how degrees will be reflected in selection briefs," he said. "I assure you those answers are being worked."

For more information on FD, go to [www.dp.hq.af.mil/afslmo/fd](http://www.dp.hq.af.mil/afslmo/fd) or [www.afpc.randolph.af.mil/afas](http://www.afpc.randolph.af.mil/afas).



## Apply for civilian tuition assistance for spring term

Tuition assistance begins Dec. 8 for the spring term, which starts in January.

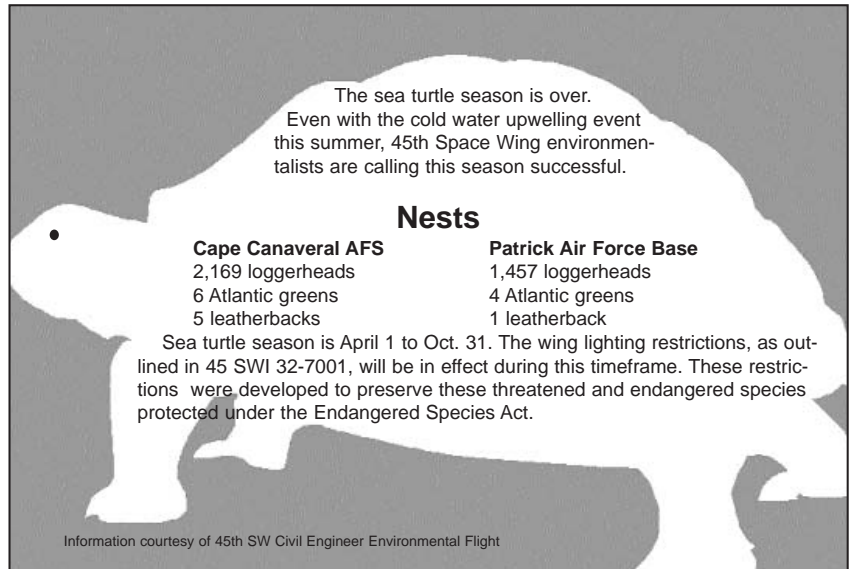
It is open to all 45th Space Wing civil service full-time, permanent employees. Temporary, NAF, DECA, AAFES and individuals working for tenant units are not eligible.

To receive tuition assistance, individuals must have a degree plan on file at the Education Office. To make a plan, contact the college to make an appointment with a counselor.

Tuition assistance pays 75 percent of the \$250 cap per semester hour. It pays for one class per eight-week term and two classes per 16-week term.

Tuition funds are limited and are on a first-come, first-served basis until funds are depleted. Students must contact the Education Office when they drop a course. Those who fail a course are obligated to pay the government back in the amount of the tuition assistance.

For more information, call the Education Office at 494-2071.



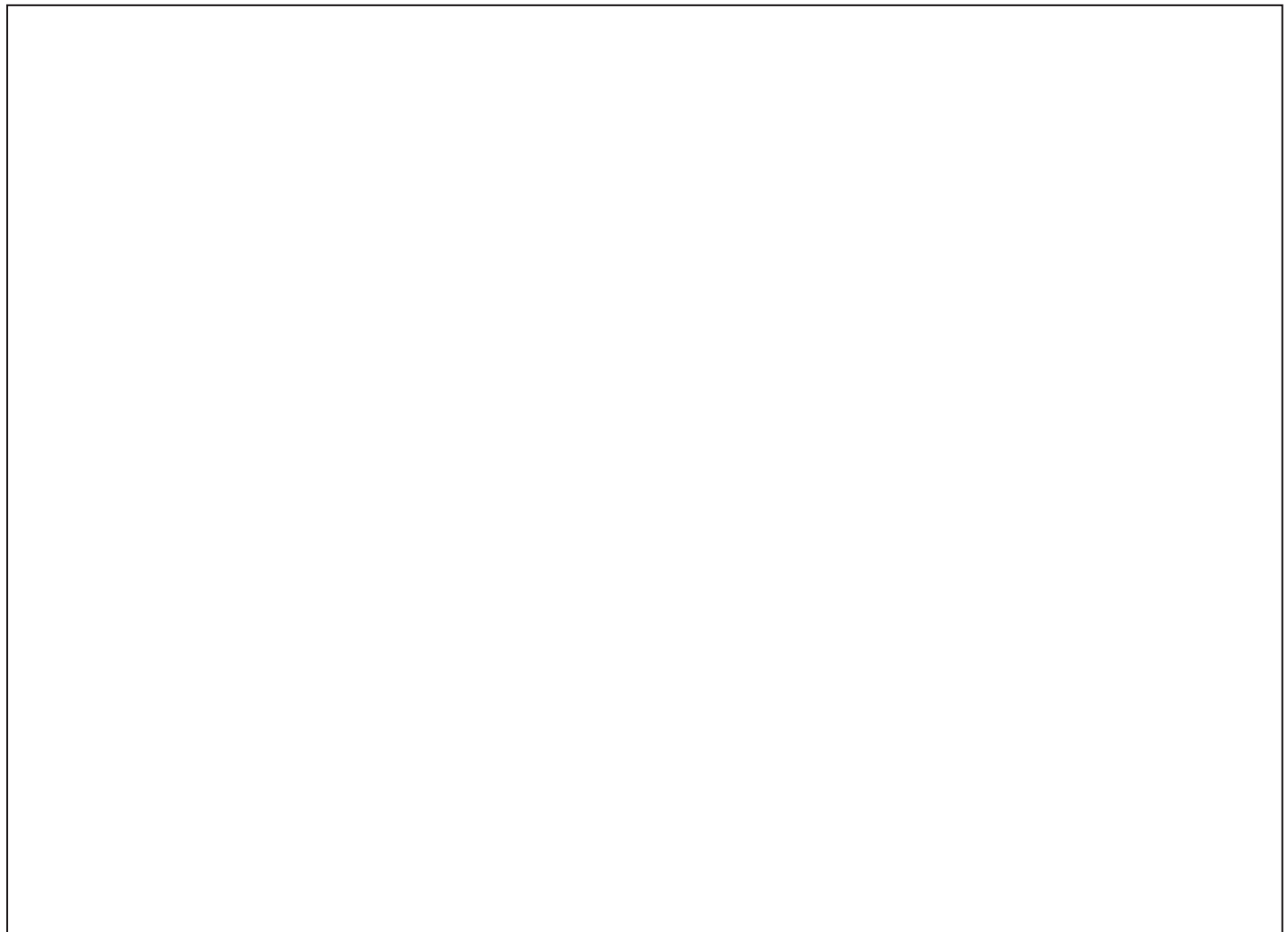
The sea turtle season is over. Even with the cold water upwelling event this summer, 45th Space Wing environmentalists are calling this season successful.

### Nests

Cape Canaveral AFS	Patrick Air Force Base
2,169 loggerheads	1,457 loggerheads
6 Atlantic greens	4 Atlantic greens
5 leatherbacks	1 leatherback

Sea turtle season is April 1 to Oct. 31. The wing lighting restrictions, as outlined in 45 SWI 32-7001, will be in effect during this timeframe. These restrictions were developed to preserve these threatened and endangered species protected under the Endangered Species Act.

Information courtesy of 45th SW Civil Engineer Environmental Flight



# Civilians hired faster thanks to new teams

RANDOLPH AIR FORCE BASE, Texas — It has been taking up to 200 days to get some vacant Air Force civilian jobs filled, and senior leaders have said those long delays have to stop.

Three process-improvement teams researched ways to reduce the total time a job request is in the system, and the administrative-handling time spent on each.

"The teams identified more than 40 policy, procedure or systems changes that they feel would improve the fill process toward the 'ideal to be' state," David Davenport said. He is the chief of the human resources laboratory and re-engineering division at the Air Force Personnel Center here.

"And even early on we're showing results," he said. "That means (leaders) will be able to hire workers sooner," and that may mean more people will be in work areas from the flightline to headquarters to get the mission done, he said.

"We have to remember who our customer is — military and civilian managers — in the field," said Ron Orr, principal deputy assistant secretary of the Air Force for installations, environment and logis-

tics. "We must look at it from their focus, getting skilled people out there faster to roll up their sleeves and help get the job done in these busy times."

"But this is a complex issue, and we're only fixing the small part of the overall process that we can fix here," said Greg Den Herder, executive director of the center.

"Hopefully our success so far will stimulate similar efforts at every level. It must be a multifront war."

In one week, the teams were able to reduce the total time spent on the job-fill process at the personnel center by 12 to 14 days.

Three other "rapid-improvement events" covering additional processes were conducted in September.

Rapid-improvement events are part of a larger "Lean" streamlining process, a government-wide program to remove waste while making programs more cost-effective and efficient, officials said.

Lean is an ongoing process for continuous improvement, and the teams will continue to refine the process as changes are approved, officials said. *(Courtesy of AFPC News Service)*



## AAFES holiday hours

### Thanksgiving

All facilities are closed except:  
Class Six/Shoppette, 9 a.m. - 5 p.m.

### Nov. 28

Main Store, 7 a.m. - 9 p.m.  
Wetzel Pretzel, 6 a.m. - 4:30 p.m.  
Anthony's Pizza, 10:30 a.m. - 9 p.m.  
Taco Bell, 11 a.m. - 7 p.m.

### Closed facilities

Cape Food Court  
Cape Shoppette  
Cape Barber

### Nov. 29

All facilities will maintain regular hours except:  
Main Store, 6 a.m. - 9 p.m.  
Wetzel Pretzel, 6 a.m. - 4:30 p.m.  
Anthony's Pizza, 10:30 a.m. - 9 p.m.  
Taco Bell, 11 a.m. - 7 p.m.

## 'Ready on my right'

Cadet Basic James Ryan checks to make sure the range is clear during the Civil Air Patrol's second annual rocketry bivouac Sunday at Patrick Air Force Base. In order to earn their rocketry badge, cadets spent three days learning the history of aerospace and rocketry safety, building rockets and participating in competitions such as highest altitude, spot landing and parachute duration.



Photo by Airman 1st Class Shaun Emery



### Come to holiday party

The 45th Space Wing holds a Tropical Holiday Party on Dec. 13 at the Patrick Officers' Club.

Cocktails start at 6 p.m. at the MECO Beach patio with dinner at 7 p.m. It's Caribbean heavy hors d' oeuvres, a live steel drum band and karaoke.

The event is \$20 for club members; non-members pay \$22 and those E-1 to E-5; GS-01 to GS-05 and NF 1 and 2 pay \$10.

Dress is sharp Florida casual (collared shirt/khakis for men and pantsuit/dress for ladies).

Tickets must be purchased through first sergeants in advance by Dec. 10. Call 494-4511.

### Enjoy free dinner

American Legion Post 200 in Satellite Beach holds a free Thanksgiving dinner for all active-duty and retired military members and their families Thanksgiving at 2 p.m. The post is at 105 Ocean Blvd.

No reservations are needed. For more information, call 773-5151.

### Wing celebrates Military Family Week

In recognition of National Military Family Week, the 45th Space Wing conducts Military Family Fun Day Saturday from 11 a.m. - 1 p.m. at the Family Support Center. Games, free food, doorprizes and a live band are the day's highlights.

### Annual Children's Christmas Party set

The Space Coast Association of Chief Master Sergeants presents its annual Children's Christmas Party Dec. 13, 9 a.m. - 1 p.m. in the NCO Club. Children and grandchildren of active-duty and retired enlisted members and children of all deployed troops are invited.

Each child will visit with Santa, get a photo taken with him and receive a gift. There is no charge, but registration is essential.

Call Joe Pannitto at 253-2629, or Chief Master Sgt. John Baker at 476-2911 or 752-4019 after hours.

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**NCO position available**

The Family Support Center has an immediate requirement to fill the Readiness NCO position.

This is a three-year controlled tour, special duty assignment open to a technical sergeant or highly qualified staff sergeant.

Call 494-5676 for more information.

**Celebrate with new chiefs**

There will be a chief master sergeant promotion party Friday at the NCO club at 3:30 p.m. Everyone is welcome to attend.

For more information contact Senior Master Sgt. Frye at 494-7358.

**Housing Office closes**

The Housing Office will be closed Nov. 28 and 29 for the holidays and will re-open Dec. 1.

**Get academy, ROTC info**

Come to Air Force Scholarship Night Tuesday from 7-9 p.m. at the Officers' Club. Learn about military scholarship opportunities and the application process at the Air Force Academy and Air Force Reserve Officer Training Corp for high school students and interested enlisted personnel. Interested applicants and their parents are invited to attend this event.

Local AF Academy and ROTC cadets will be present. For more information, call Capt. Joe Carcinek at 773-5411.

**MPF closes**

The Military Personnel Flight will be closed Monday at noon for an official function. For more information, call 494-6144.

**Christmas trees for sale**

The Space Coast Company Grade Officers

Association holds its annual Christmas tree sales Nov. 29 - Dec. 19 at the South Housing Sports Complex. Hours are Monday - Friday 5-8 p.m., Saturday 9 a.m. - 6 p.m. and Sunday noon - 6 p.m. Trees are \$7 per foot. Proceeds benefit Special Olympics.

The association is recruiting volunteers for the tree sales. Reserve a time slot by calling 2nd Lt. Elizabeth Kreft at 494-5959.

**Santa visits families**

Santa makes a stop at the Family Support Center for family members of deployed members Dec. 6 from 10-11 a.m.

Children will have their photo taken with Santa and they will make frames. Family Support Center will send the photos in the frame to the deployed member. Bring in the address of deployed spouse.

Sign up for this event by calling 494-5676 by Dec. 1.





Photo by Jim Laviska

Chrissy DeWitte reviews training materials with fellow Family Support Center staffers Lili Cassidy, left, and Elsa Kekahuna.

## Family Support Center to provide one-stop service

By Ida Barry  
45TH SW PUBLIC AFFAIRS

It's not visible, but behind the scenes at the Family Support Center the program managers are busy learning each other's jobs and programs.

An Air Force Staff directive, issued earlier this year, mandates that all consultants be trained on all FSC programs.

"This is not really new to us because we've always had everyone trained to do at least one or two other person's job," said Glenn Simms, FSC director. "This new system will make our counselors well rounded, which will provide a better service to our customers."

The Family Support Center currently has seven work life consultants who are trained to provide a specific service in each of the programs that the Family Support Center offers. Those programs include Relocation Assistance, Personal Financial Management Program, Air Force Aid, Transition Assistance, Career Focus, Family Life Skills, Information, Referral and Volunteer Resource Program and Family Readiness.

"It's not unusual for military members to use most, if not all, the FSC programs during their tenure at Patrick Air Force Base," said Sal Noto, FSC consultant. "The new philosophy of 'one service for one person' will eliminate seeing a different counselor for different needs.

Consultants will be assigned squadrons

as Family Support representatives and provide support to that squadron's personnel. Upon the customer's arrival to the squadron, the counselor will do everything for them - from a needs assessment to relocation information, housing information and appointments, according to Mr. Noto.

"It'll be most exciting for me because I'll be there to let them know what I can do for them and their families and then go on from there," said Mr. Noto. "I'll stay with them from the beginning and assist them to the very end - anything from separation to relocation."

The work life consultants feel that building rapport and bringing comfort to the individual is of utmost importance.

"We deal with personal issues and seeing the same person and their family will lessen the anxiety level and provide a sense of comfort," said Christine DeWitte, FSC personal financial management and education consultant. "I think this will help with mission preparedness and touch the people who need us the most. When you see the same person all the time it becomes a household name and you know they will take care of you."

The FSC staff welcomes the new change whole-heartedly.

"This is exciting for everyone and we look forward to the change," said Larry Fulk, Life Skills consultant. "Anytime we can provide better service to our customers we are all for it."

## Web site place to voice opinion on Services facilities

**AIR FORCE SPACE COMMAND** - Headquarters Air Force Space Command has officially entered the new ICE age with Web-based customer feedback.

The DoD Interactive Customer Evaluation (ICE) system is helping shape the future of customer service through technology. The interactive Web site allows customers to give direct and immediate feedback to facility managers about their products and services.

With just the click of a mouse, the system sends users' comments, suggestions, complaints or compliments directly to the appropriate service provider manager for action. Users must include a phone number or e-mail address so the manager can contact them directly. An Internet browser is all that's needed to access the ICE system from any computer, any time, and any place.

Log on to <http://ice.disa.mil> and click on the appropriate base. Select a category from the list and click on the info icon to see service provider information, such operation hours, phone numbers and upcoming events. Click on the service provider link to access the customer comment card and submit comments.

Managers will use the feedback to continuously review, improve and provide the highest quality service possible. The system automatically calculates the customer service rating each week and reports trend data as well. After the system has been operational for 90 days, customers will be able to see those ratings.

ICE began as a joint project sponsored by OSD Quality Management Office, HQ USECOM, and the Army 6th Area Support Group. The primary purpose of ICE is to improve customer service by giving leadership timely information about service quality and by improving the speed, quality and quantity of feedback from customers.

AFSPC's Services Squadrons are currently set up in the system, and people now have the opportunity to provide feedback on any Services facility.

"The ICE program will assist us in providing good customer service," said Col. Rosemary Norman, HQ ASPC director of Services. "We want to hear from our customers on areas we need to improve upon or what we are doing well.

"Comment cards are a good method for customer feedback but we feel that the interactive website (ICE) will be more customer friendly and allow immediate response to our customers. It will also flow customer feedback up to base leadership."



By Larry Kelly  
45TH MEDICAL GROUP FAMILY ADVOCACY

Holidays, that wonderful time of the year, are not for everyone. It's a busy time of gift buying, wrapping and mailing, decorating, baking and entertaining. This is also a time of high expectations that are sometimes not met; a party invitation that didn't arrive, packages lost or a leave that has been disapproved. And for the children, that special gift with someone else's name on it.

Without careful planning and budgeting the holidays can also bring financial stress.

For young married couples it means integrating the values and traditions of two families, which could lead to hurt feelings or even open hostility.

For some, the holidays are a time of sad memories when childhood was filled with drunken abuse and broken dreams. As adults they enter the holiday season with trepidation and wonder what new embarrassment, crisis or hurt may lurk on the horizon.

For single people it means being far away from home and loved ones. While their families join together back home, they struggle through with a stiff upper lip, hoping someone invites them to their home for a holiday meal.

And then there are those who are grieving from the loss of a loved one who recently died. Maybe for the first time they look toward the holidays with sadness and fear that the holidays will kick up reminders of a happier past with the loved one only to be shattered by death's emptiness.

To prevent an emotional meltdown during

If the next few weeks look too hot to handle ...

# Wash away that holiday stress

and after the holidays, there are strategies to help manage the added stress.

◆ Time management is essential. Plan early to avoid feeling overwhelmed. Spread tasks out. Do Christmas or Hanukkah cards early. Make cook-ahead dishes for the freezer as early as possible.

◆ Limit spending. The crunch of last minute shopping for that perfect gift can result in spending overload. Love is not how much we spend on a gift. Large and overdue credit card bills will surely create post holiday stress.

◆ Delegate tasks. Don't try to do everything yourself. Make it fun and invite a few friends over for a tree-trimming party.

◆ Make a list of things needed to do and when. If you can't get everything done, decide what things cannot manage and let go of them.

◆ Work efficiently. Cook more than one meal at a time. Combine errands to cut down on travel time. Do one load of wash a day instead of saving everything for one day. Do two things at once: save mending, ironing or shoe polishing for TV time, for example. Balance your checkbook during commercials.

◆ Give yourself some tender loving care. You and your spouse deserve a break. Even though the budget has all but disappeared ask a friend to take the children one night in trade for you doing the same next week. Then the two of you spend time enjoying one another; whether it's a candlelight dinner or popcorn and wooly blankets in front of the TV, take a break together.

◆ Give yourself a break with a bubble bath, a manicure, a good old-fashioned funny or tear-jerking movie, if that's your cup of tea. Treat yourself or invite a few buddies over for a poker game, to watch a football game or simply enjoy a good book.

◆ To fight those post-holiday blues, plan a Super Bowl party in January or a Cabin-Fever Party in February. Plan a short get-away trip. St. Augustine has a lot to offer, it's quiet and out of the way. Find an inexpensive hotel room on the beach for a nice, relaxing weekend.

◆ Avoid alcohol. While a cold beer might seem like just the thing after a long day at work,

alcohol is a depressant and actually contributes to the problem.

◆ Reduce your caffeine and nicotine intake. Both speed up the heart, increase blood pressure and interfere with one's natural ability to reduce stress.

◆ Exercise. Do some relaxation exercises. Take a yoga class. Meditate.

◆ Get lots of sleep and eat right - plenty of fruits, vegetables and whole grain foods.

◆ Invite a few friends over instead of waiting for an invitation. Living in the dorms? Find a friend with a home and offer to co-host a holiday meal.

◆ Talk to a friend you trust. Sometimes he or she can see things from a different point of view and can help you find a way out of a difficult situation. Sometimes a friend can just be a good listener offering empathy instead of solutions. Be sure to tell him or her what you need when you begin.

◆ Do something just a little different. Take the kids to the movies instead of a video tonight, or go to the gym or take the family on a mini-vacation somewhere.

The post-holiday blues include the end of the parties, the meals, and the excitement. There is much needed relief from the hectic pace, but an abrupt stop is like hitting the emergence button on a treadmill. If you aren't careful you'll fly over the handlebars. Post-holiday relaxation can feel that way. There is nothing left to look forward to, no expectations, a little loneliness, perhaps even an attack of bona fide homesickness. At the very least you will feel bored after all the year-end activity. But remember, boredom is also a source of stress.

Seek professional help at any time, but especially if the stress continues for several weeks or starts to turn into depression.

The Family Advocacy Life Skills offers stress management classes. Individual therapists are available for one on one counseling if needed. Visit the Family Advocacy at bldg. 1370 behind the medical clinic or call 494-8171.

# Stay healthy for the holidays

By Airman 1st Class Shaun Emery  
45TH SW PUBLIC AFFAIRS

With the holidays right around the corner, images of long lines and packed shops come into mind. Endless tables of goodies and treats tease and tug at even the strongest-willed person. While the holidays are a time of celebration and joy, some people may find it hard to battle with the stress the holidays bring while trying to keep up their healthy lifestyle.

"Stress tends to bring our bad habits to the surface," said Noreen Williams, Health and Wellness Center's registered dietician. "If you tend to eat snacks to reduce stress, it will be that much harder to eat healthy over the holiday season."

Many people will find themselves away from home this holiday season, joining the multitudes of holiday shoppers all searching for the perfect gift. Holiday shopping brings new challenges to healthy eating. Fast-food restaurants and mall food-courts will be crowded with people looking to fit a meal into a busy day of shopping.

"Fight temptation at fast food places," explained Ms. Williams. "A lot of fast-food places offer healthful items, such as chili, or salad. If you're going to eat fast-food, consume small portions, or take some of your meal home with you."

Ms. Williams said to fight this temptation; it's a good idea to shop after you eat.

"Bring a bottle of water or a bag of nuts with you. They will help reduce your hunger."

With turkey, stuffing, mashed potatoes and gravy all at your fingertips it can be difficult not to overindulge at large holiday meals.

"Don't worry too much about Thanksgiving or Christmas; they are only two days out of the holiday season."

"Be careful not to let those two days turn into a month-long binge on holiday treats," added Mike Mendoca, 45th Services Squadron, personal fitness trainer.

"Eat dessert first," explains Ms. Williams. "No matter how full they are after dinner most people will eat all of their dessert. If you eat it first you're more likely to leave something else on your plate."

The holidays can be a hectic time of year. Leaving home to visit friends and family can make it difficult to follow healthy habits.

"People don't plan ahead when they are traveling," added Ms. Williams. "People tend to lose assertiveness when at a family member or friends house. They don't want to seem rude by not eating what they are given and they let their own nutrition-

## Nutrition Tips

### Holiday meals

- ◆ Thanksgiving and Christmas are only two days. Don't give into holiday treats all month.
- ◆ Fill your plate with extra fruits and vegetables.
- ◆ Eat dessert first; no matter how full you are, you'll always finish dessert.

### Shopping

- ◆ Shop after you eat.
- ◆ Bring a bottle of water or a bag of peanuts to keep hunger in check.
- ◆ If eating fast-food, choose the healthiest items on the menu and eat small portions.

### Parties

- ◆ Hold a glass and plate to keep hands occupied.
- ◆ Don't sit next to the food.
- ◆ Eat before you arrive.
- ◆ Bring a healthy food as a gift.

al habits go and give in to the habits of others."

One tip Ms. Williams suggested is to bring healthful food gifts so there will be at least one healthy alternative.

"At a Christmas party, keep a glass and a plate in your hands. If your hands stay occupied you'll be less likely to keep reaching for snacks," she said. In the spirit of the holidays, some may choose to have a few drinks. Ms. Williams recommends drinking in moderation.

"Alcohol contains a lot of calories. If you want to have a drink for the holidays, have it with dinner."

Like nutrition, fitness is sometimes pushed to the back of many people's schedules during the holidays.

"During the holidays, people are busy with shopping, planning and attending holiday festivities," said Mr. Mendoca. "Individuals need to make sure they don't let that interfere with a healthy lifestyle."

"Americans have an all or nothing attitude when it comes to fitness," he added. "Recognize the minimum you have to do to stay in shape. Set yourself to those fitness minimums."

According to Mr. Mendoca, a good attitude may be to accept the fact that you are going to gain a little weight over the holidays. The holidays are a time of celebration and overindulgence. That's what makes the holidays so great. Why would anyone want to abstain from that?

## Sports briefs

### Hoop dreams

Try-outs for the Patrick's Varsity Basketball Team are Dec. 6, from 12-3 p.m. at the Patrick Fitness Center. For more information contact Tech. Sgt. High Smith at 494-2687.

### You make the calls

Officials are needed for Patrick's youth/intramural basketball. New and experienced officials must be at least 16 years old.

The Bluezebra Officials Association will have a mandatory meeting for officials Monday at 5 p.m. at the Youth Center gym.

For more information, contact Michael Green at 537-5808 or Sam Hall at 536-0097.

### Winter basketball League Forming

The Patrick Fitness Center is organizing the Intramural over 30 Basketball League to commence with a pre-season tournament on Jan. 5 with the regular season following on Jan. 12.

Entries must be submitted to the Fitness

Center no later than Dec. 5. An organizational meeting to include all team coaches or representatives will be held Dec. 5. For more information, contact Ralph Robinson at 494-3187.

### WarFit in water

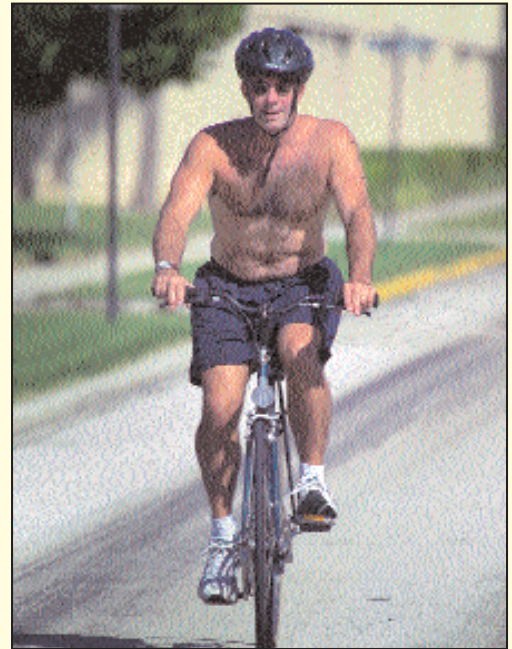
The Patrick Fitness Center offers Waterfit classes. The classes are every Tuesday and Thursday from 9-10 a.m. at the Fitness Center Lap Pool. The classes are designed for all fitness levels. Aqua-joggers and waterbells will be supplied.



Photos by Jim Laviska

## Staying fit

Kelly Jones (below) from Air Force Technical Applications Center and Fred Reeg (right) from the 45th Medical Group, participate in the Patrick Air Force Base Adult Triathlon, Nov. 14. More than 20 people participated in the event.



**Facilities offer Thanksgiving meals**

People looking for a place to eat on Thanksgiving have three places to choose from on base.

Riverside Dining Facility offers a Thanksgiving meal for active duty and their family members from 11 a.m. to 1 p.m. on Thanksgiving. Retirees are served between 1 p.m. and 6 p.m. The dining facility's Thanksgiving buffet includes roast turkey, steamship round of beef, baked ham, plus several side dishes and desserts.

The NCO Club serves a Thanksgiving buffet with seatings at 12 p.m. and 3 p.m. The buffet features turkey, ham, roast beef, several traditional sides plus desserts. Cost is \$15.95 for adults; \$7.95 for children ages 5 to 12; children under 4 eat free. Show a club card and receive \$2 off each meal.

The Thanksgiving buffet at the Officers' Club has been sold-out.

**Blockhouse grand opening**

There will be a ribbon-cutting ceremony to celebrate the completion of construction on the Officers' Club blockhouse, following Officers' Call Friday at 5 p.m. A crud tournament will be held immediately following the ceremony. There will be a live reggae band, free food and giveaways. The ceremony is for club members and their bona fide guest only.

**Go to Family Night**

The Patrick Library sponsors "Family Night" Dec. 11 at 5:30 p.m. The evening includes stories about Christmas, Hanukkah and Kwanzaa as well as holiday crafts and snacks. Phone registration is suggested. Call 494-2641.

**Bowl during the holidays**

The Bowling Center celebrates the holidays with several specials throughout the month of December.

\* Bring in a tree ornament between 11 a.m. and 4 p.m. on Dec. 1 and bowl for \$1.25 a game. Shoes not included.

\* Children who bring in a letter to Santa Claus between 1 p.m. and 5 p.m. on Dec. 14 bowl for half price.

\* Unlimited bowling for \$5 from 2 p.m. to 10 p.m. on Dec. 26 and Jan. 2. Cost does not include shoe rental.

\* Ring in the New Year, Dec. 31, with a bash at Rocket Lanes. Cost is \$15 per person and includes party favors, champagne, breakfast, bowling and more. Participants must be 18 to enter. Call 494-2958 for reservations.

## AF Monopoly game hits AAFES soon

WASHINGTON — The new Air Force Edition Monopoly game hits base exchange shelves Dec. 1.

"This is a one-of-a-kind board game dedicated to the men and women of the United States Air Force," said Chris Burton, of the exchange service.

According to the game, "You've been appointed a joint air-component commander and must assemble your forces to deploy and fight the enemy. As you accumulate air expeditionary squadrons and wings, remember the words of the Air Force chief of staff, 'Victory belongs to those who can most quickly collect intelligence, communicate information and bring capabilities to bear against targets around the globe.'"

In classic Monopoly risk-taking, deal-making style, players compete to control aircraft, rocket and satellite

properties, Burton said. Instead of traditional houses and hotels, the Air Force edition features air expeditionary squadrons and air expeditionary wings.

Players navigate the board with a B-2 Spirit, an air traffic control tower, the F/A-22 Raptor, a satellite, an unmanned aerial vehicle or a C-17 Globemaster III.

The Air Force edition comes after the success of the Army Monopoly game in August 2002, Burton said.

Based on sales of the Army edition — the number one board game sold by AAFES — Burton said the Air Force edition is expected to be as successful or better.

For those who can't wait for Dec. 1, customers can now purchase the game online at [www.aafes.com](http://www.aafes.com). (Air Force Press News)

### Riverside Dining Menu



**Saturday Brunch** - Creole shrimp, doubly good chicken, savory baked chicken, Swedish meatballs; **Saturday Supper** - Baked fish, BBQ chicken, doubly good chicken, Hungarian goulash; **Sunday Brunch** - Canto-nese spareribs, grill mustard chicken, oven fried fish; **Sunday Supper** - Steak loin strip, stir fry beef with broccoli, turkey nuggets; **Monday Lunch** - Baked stuffed fish, pot roast, roast loin of pork; **Monday Dinner** - Cannelloni beef, chili mac, Southern fried chicken; **Tuesday Lunch** - Salmon cakes, teriyaki chicken, veal parmesan; **Tuesday Dinner** -

Country captain chicken, meat loaf, turkey ala king ;

**Wednesday Lunch** - Lasagna, spaghetti w/ meatballs, chicken cacciatore, Italian sausage, pasta primavera; **Wednesday Dinner** - BBQ spareribs, lemon-herb chicken, stuffed pork chops; **Thanksgiving Day Feast** - Shrimp Cocktail, roast turkey, baked ham steamship round beef, cornbread dressing, glazes sweet potatoes, mashed potatoes, rice pilaf, green beans w mushrooms, steamed corn, peas, glazed carrots; **Friday Lunch** - Mexican-baked chicken, stuffed green peppers, Swiss steak w/tomato sauce; **Friday Dinner** - Lasagna, spaghetti with meat sauce, Italian sausage

Menus are subject to change. For more information, call dial-a-menu 494-2845.



**Events**

Saturday, 7:30 p.m., Concert at Eau Gallie High School auditorium. Program features works of Husa, Schuman, Copland, Woolfenden and Ticheli. Concert is free but donations are accepted. Call 777-9766.

Thursday, 3-8 p.m., Thanksgiving dinner at the World of Faith Christian Outreach Center (next to U-Haul on Dixie Lane) in Rockledge. Dinner will be served to those people who would otherwise not have a Thanksgiving dinner on this day. Cost is free to those in need. Donations are accepted. Call Trina at 223-0583.

Dec. 6, 7 p.m., "Light Up Palm Bay Holiday Night Parade." The parade will start at the intersection of Minton and Malabar Roads and head east on Malabar.

Dec. 6-7, Holiday Craft Fair in downtown Cocoa Village. One of the largest craft fairs in Florida with more than 350 craft exhibitors. Event is free. Call 631-9075.

Dec 13, 9 a.m., Breakfast with Santa at Sandrift Community Center, Titusville. Event includes breakfast, filled stocking, and photo with Santa. \$5 per child.

Registration is required, limit 150. Call 264-5037.

Dec 22, 8 a.m. - 3 p.m., Santa's Workshop at the Sandrift Community Center for children in first through sixth grade. An opportunity for children to create gifts and cards for friends and family. Cost is \$12 per child plus \$2 material fee. Call 264-5105.

**Festivals**

Saturday and Sunday, Artworks of Eau Gallie Fine Arts Festival at Highland Ave. in the Olde Eau Gallie Riverfront Business District. Sidewalk art show featuring 90 artists demonstrating their skills, student high school and community college art show, porcelain show, live entertainment and food court. Event is free.

Sunday, 11 a.m. - dusk, Musical Medley & Art Festival in the Park at Taylor Park, Rockledge. Local artists, rides on the trolley, animal display, student art, music and food. Admission is free.

Nov. 29-30, Space Coast Art Festival in downtown Cocoa Beach. More than 250 juried artists, live entertainment, covered food court, Student Art Show, Young-At-Art (hands on art activities), police and fire department demonstrations, Brevard Zoo exhibit. Event is free. Call 784-3322.

Dec. 5, 6-10 p.m., Titusville Nights Street Party in downtown Titusville. Shops are open, bands are playing, entertainment and street vendors. Call 267-3036.



**Catholic**

Daily Mass 11:30 a.m. in the Seaside Chapel.

Saturday: 4 p.m. confession and 5 p.m. Mass in the South Patrick Chapel

Sunday: 8:45 a.m. Mass in the South Patrick Chapel and 11:30 a.m. Mass in the Seaside Chapel.

Religious Education: 10:15 a.m. at the Education Center for pre-K - 6th grade, grades 7-12 Youth

Ministry at 6 p.m. at South Patrick Chapel.

**Protestant**

Sunday: 8:30 a.m. Traditional Worship in the Seaside Chapel.

9:50 a.m. Adult Sunday School in Seaside Chapel

10 a.m. Grades K-12 at South Patrick Chapel. Van transportation provided for base children.

11 a.m. Contemporary Service in the South Patrick Chapel

Wednesday: 5:30 p.m. Fellowship dinner in the South Patrick Chapel.



## Action Line: 494-6550



**Brig. Gen.  
Greg Pavlovich**  
45th SW  
commander

The Action Line is your direct link to me and provides a valuable source of information on ways we can work together to make Patrick Air Force Base and Cape Canaveral Air Force Station better places to work and live.

The best way to get something fixed is to identify the problem to supervisors and first sergeants.

If you can't get your problem resolved through the agencies, contact the Action Line: e-mail, Commander'sline@patrick.af.mil or click global at Commander's Line - Patrick AFB; recorded message, 494-6550; mail, 45SW/PA 1201 Edward H. White II St, Ste C-130, Patrick AFB FL 32925-3237; fax, 494-7302. Address all correspondence "Attn: Action Line."

When directing an issue to the Action Line, callers must indicate to whom they've previously addressed the issue.

**45th Mission Support Group**  
Col. Steve Werner  
494-6607

**45th Civil Engineer Squadron**  
Jack Gibson  
494-4041

**Base Housing**  
Caroline Jamba  
494-2593

**45th Services Squadron**  
Lt. Col. John Sproul  
494-8081

**Military Personnel**  
Maj. Dianne Dzialo  
494-2035

**Commissary officer**  
Ronald Rogers  
494-4060

**AAFES**  
Mike Lovejoy  
494-6455

**Civilian Personnel**  
Robert Daniel  
494-5238

**Military Equal Opportunity**  
Capt. Marlon Johnson  
494-6334

**45th Security Forces Squadron**  
Maj. Lynden Skinner  
494-6202

**Financial Services**  
John Brett  
494-7171

**45th Medical Group**  
Col. Gilbert Hansen  
494-8100

**Ground Safety**  
Paul Compton 494-4023

**Inspector General**  
Lt. Col. Frank Miles  
494-4373



**Friday** - *Under the Tuscan Sun* Frances, fed up with her job and saddened by her recent divorce, goes on a vacation in Italy. When she decides to stay and put down roots, she eventually finds a more rewarding life and a new chance at love. Stars Diane Lane, Sandra Oh. Rated PG-13 (sexual content, violence and some language). 113 min.

**Saturday** - *Under the Tuscan Sun* See Friday's synopsis.

**Sunday** - *Cold Intolerable Cruelty* Miles, a divorce lawyer nearing a midlife crisis, meets his match in his client's gold-digging wife, Marilyn. He's impressed by her similarly heartless ways of using marriage to fuel an expensive lifestyle, but he still defeats her in court. With Marilyn looking to get her revenge and Miles finding himself attracted by her, the two engage in a ruthless romantic romp to out-swindle each other. Stars George Clooney, Catherine Zeta-Jones. Rated PG-13 (sexual content, language and brief violence). 100 min.

**Thursday** - *Closed on Thanksgiving.*

*Movie times are 7:30 p.m. unless otherwise noted. Tickets for adults are \$2.50, children 11 and younger pay \$1.50.*

# Street Talk

Patrick Air Force Base and Cape Canaveral Air Force Station

## What are you thankful for?



"I'm thankful for my family and for being here in the states."

**Tech. Sgt. David Mayhill**  
45th Space Communications Squadron



"I'm thankful I live in the United States of America."

**Minnie Sue Lindsey**  
AAFES Human Resources



"I'm thankful I have a God who cares for me and for my job."

**Airman 1st Class Ryan Mitchell**  
45th Chaplain Office



"I'm thankful for being alive and having a loving family."

**Airman 1st Class Marlon Harris**  
45th Civil Engineer Squadron



"I'm thankful for my family, my community and for the opportunity to serve my country."

**Master Sgt. Sean Denny**  
Det. 8, Space and Missile Systems Center



"I'm thankful for my health my friends and my family."

**Senior Master Sgt. Bill Wade**  
45th Medical Group

