



Red Tail Flyer

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October 15, 2004

Airmen gather for humanitarian service

Group unloads toys, supplies for local Iraqi school

Staff Sgt. Ryan Hansen
332nd AEW/PA

When given the chance for humanitarian service, members of the 332nd Air Expeditionary Wing go all out.

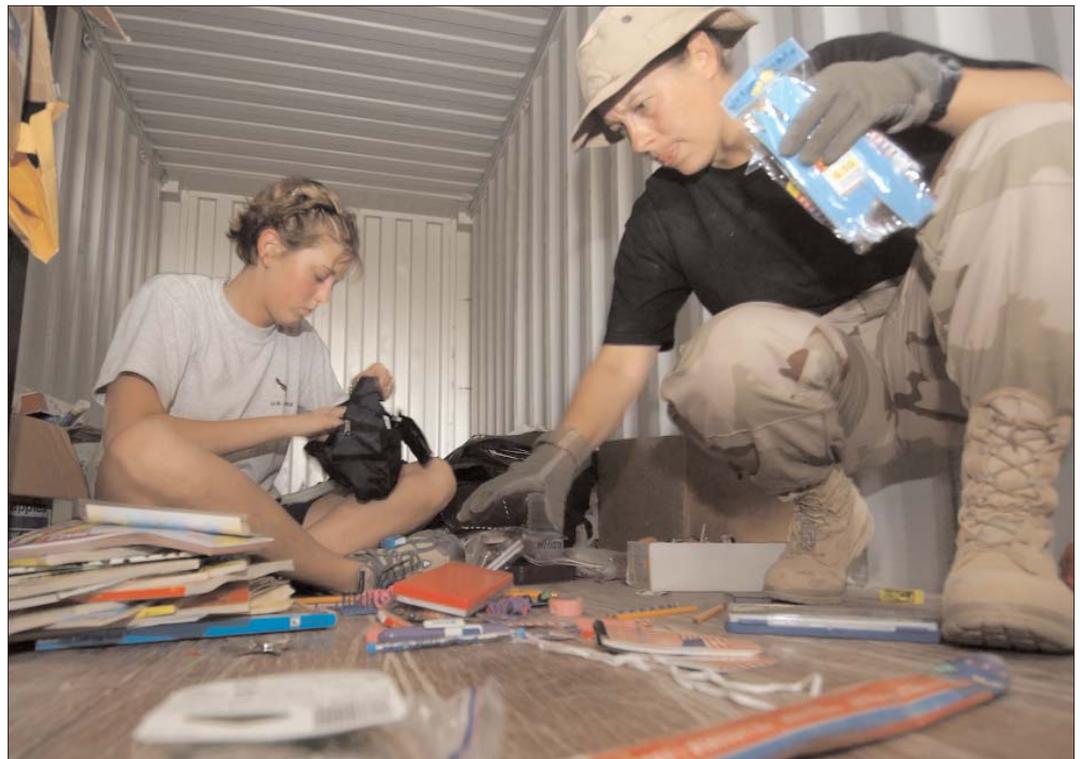
More than 50 Airmen showed up on their day off or after working all night to help unload two 30 foot containers of school supplies and toys and then organize and package them for a local Iraqi school Oct. 8.

“What a great turnout,” said Chaplain (Capt.) Quentin Collins, 332nd AEW. “I was expecting maybe 20 people, but this is absolutely great.”

Chaplain Collins said the chapel regularly receives packages of gift and supplies in the mail and he contacted the Army civil affairs office to find out how to get them out to children who need them the most.

“They told me the Air Force actually adopted a local school and hospital and they would deliver the goods for us if we organized them,” Chaplain Collins said. “So what a great opportunity this is to be part of a humanitarian effort.”

Chaplain Collins enlisted the help of the Balad Company



Air Force/Tech. Sgt. Robert Jensen

Airman 1st Class Leanne Williams, left, and Master Sgt. Susan Piasecki from the 332nd Expeditionary Communications Squadron, organize toys and school supplies to be delivered to a local Iraqi school.

Grade Officers Council and after that, word simply spread. The turnout even impressed the Army civil affairs Soldiers.

“This is best support I’ve seen since I’ve been here,” said Army Staff Sgt. William Goosby, 13th COSCOM civil affairs office. “The Air Force is great, whenever we need them they are there for us. And when it comes to a mission like this, it really shows the locals that the United States is trying to help them get back

on their feet and that we’re more than just bombs and rockets.”

To some of the volunteers, it was a chance to give back to the local community and make them feel like they are part of an important mission.

“I have three kids and this just sounded like a great idea,” said Capt. Dianne Stroble, 332nd Expeditionary Medical Group. “Despite the fact that there’s a lot of fighting and different feelings of animosity

as to why we’re here, I thought that this would be something that might bring joy to the kids.”

“I just simply love kids,” said Senior Airman Gwenda Tuika, 332nd Expeditionary Logistics Readiness Squadron. “And I think by doing things like this we can win (the Iraqi’s) trust.”

The Army civil affairs office will deliver the school supplies and toys later this month.

Education opportunities don't stop in AOR

Airmen can continue to work towards goals

Staff Sgt. Ryan Hansen

332nd AEW/PA

A deployment to Balad does not have to set back your continuing education goals, thanks to education services.

Education services, located inside the 332nd Expeditionary Mission Support Group, offers Airmen everything from College Level Examination Program or Defense Activity for Non-Traditional Education Support tests to study guides for the Air Force Officer Qualifying Test.

"Basically we don't want a deployment to hold (Airmen) back," said Master Sgt. Darryl King, 332nd Expeditionary Services Squadron education services officer. "We're also here to help them get through their Career Development Courses, Squadron Officer School or Air War College."

Since AEF 1/2 arrived in the area of responsibility, many Airmen have been taking advantage of the opportunities Education Services brings to the fight.

"They are doing a great job over there," said Staff Sgt. Christopher Parsons, Joint Special Operations Air Detachment, who has been using education services for CLEP and CDC tests. "It is a great opportunity for everyone to better themselves

and their careers, while deployed."

Besides providing curriculum, study guides and information, education services also gives practice tests and has the capacity to proctor school exams for Airmen who are taking college courses back in the States.

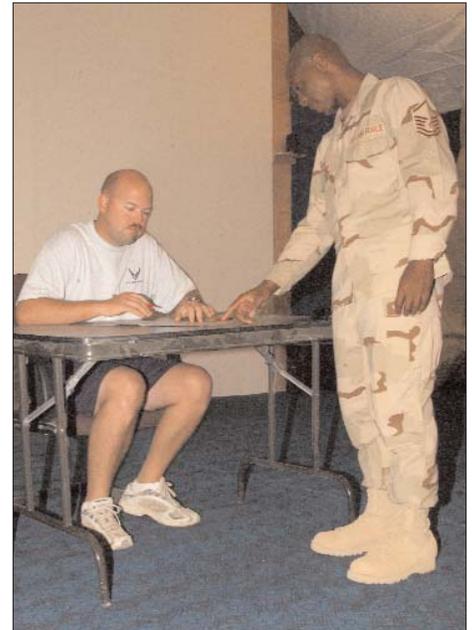
"We have plans to build a new learning resource center which will include a testing room that can hold up to 15 students," Sergeant King said. "That should happen sometime in the next nine months to a year."

Detailed information on all educational services offered can be found by going to Balad's intranet site and clicking on the 332nd EMSG link. From there, click on the 332nd ESVS link and go to education center. For one-on-one personal attention, Airmen can stop by between 1 and 7 p.m., as testing is done in morning hours.

"Check out our Web site for detailed information," Sergeant King said, "but if there's anything out there they are interested in, please give us a call at 458-1896."

Sergeant King also encourages anyone who is close to earning his or her Community College of the Air Force degree to stop by and get a progress report. He can then help them map out a specific plan to get them on their way towards their degree.

"The education office has been great," said Master Sgt. Steven Bell, 332nd



Air Force/Staff Sgt. Ryan Hansen

Master Sgt. Darryl King, 332nd Expeditionary Services Squadron, education services officer, assists Tech. Sgt. David Wilburn, 332nd Expeditionary Aircraft Maintenance Squadrons he prepares to take a test Wednesday.

Expeditionary Aircraft Maintenance Squadron. "I have been able to pursue my Community College of the Air Force associate degree through CLEP and DANTES exams. I can't think of a better place to have this kind of service available."

Burger King, Pizza Hut open their doors at Balad

Staff Sgt. Ryan Hansen

332nd AEW/PA

Finally, Airmen at Balad can have it their way with the opening of Burger King and Pizza Hut Sunday.

Lines started forming outside the two fast-food chains about 9 a.m. with their grand opening at 10 a.m.

"It was a great turnout," said Terry McCoy, Army and Air Force Exchange Service chief of Operation Iraqi Freedom food programs. "Everybody

worked hard and it came off very well."

Throughout the day there were at least 50-to-75 people in line waiting for a taste of golden fries or pizza.

"This is a good morale boost for sure," said Airman 1st Class Stephanie Heck, 332nd Expeditionary Operational Support Squadron. "It's also nice to have a little something from back home."

Airman Heck waited for about an hour for a Whopper, but said, "It was definitely

worth the wait."

Others were just looking for a little change of pace from the everyday routine.

"It's good to get away from the (dining facility) for once," said Staff Sgt. Ephrain Alvarez, 332nd Expeditionary Medical Group.

"(Airman Phlipot) woke me up early today and said, 'we're going,'" said Airman 1st Class Brian Young, 732nd Expeditionary Civil Engineer Squadron, Detachment 6. "We've been waiting for quite

a while, but it will be worth it."

"This is definitely better than an MRE," said Airman Eric Phlipot, 732nd ECES, Det. 6.

Mr. McCoy said Airmen can expect more with Subway opening in the future.

"It makes it all worthwhile supporting the troops," Mr. McCoy said. "We're just glad we can give them a little taste of home."

Burger King and Pizza Hut are open daily from 9 a.m. to 10 p.m.

Power supply safety a key while deployed

Tech. Sgt. Gerald Boarts

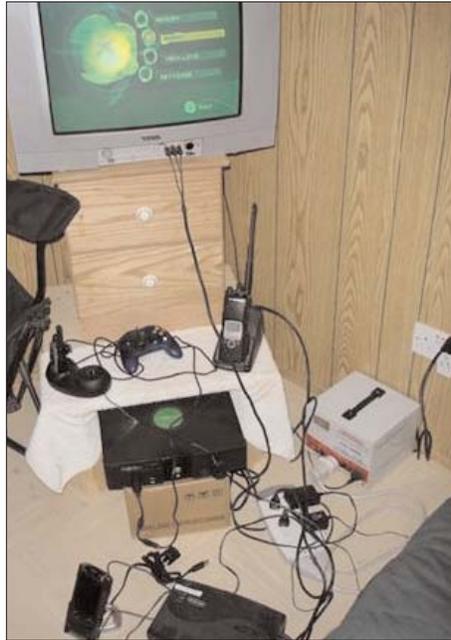
332nd AEW/SE

Can you see what is wrong in the photo? Did you notice there are two surge protectors plugged into one transformer?

One of the many changes we face while overseas is the difference in the electrical power supply. The coffee pots, game boxes and computers we brought with us will not plug directly into the outlets. This is by design and is intended to prevent you from plugging your 110 volt appliance into a 220 volt power source.

Now I don't want to sound like an electrical expert here, but you should never plug a 110 volt appliance directly into the wall, unless you are looking to upgrade to a newer model. Chances are whatever you plugged in will not survive the surge of power. Using a transformer will let you safely use your electrical "toys" while vacationing here.

There are two types of transformers at Balad. One comes ready to use, and you just plug it in and enjoy. The other type requires you to connect two wires before you can use it. If you have this type, make sure you connect the wires on the back to the 220 side and not the 110 side.



Be careful when using a transformer, because it can become overloaded. Make sure the transformer that you are using has a breaker that will engage if the load placed on it is too great. A quick way to determine what is a safe load for the transformer is to divide the watts by 240, which will give you a good estimate of the amps. For example, a

1000 watt microwave will draw a little over four amps and a 1600 watt hair dryer will draw a little over 6.5 amps. Use this only as a guide and never exceed the maximum load limit of the transformer.

Another concern is too many electrical items for one surge protector, get another transformer and plug into a separate outlet in the wall.

Never piggy back a surge protector into another surge protector! Don't plug in too many items at once. If you have appliances like a coffee pot, microwave and refrigerator, alternate their use. Don't use the microwave while brewing coffee, and unplug each item when not in use.

Something else to consider is the outlets that are being used. The outlets in the trailer are wired into two circuits, with the front outlets as one circuit and the rear outlets as the other. Try and spread the electrical load between the two circuits. "Spreading the wealth" will prevent circuit overload and keep you out of trouble.

By following these suggestions, you should be able to use all your electrical items safely during your time here. If you have any questions regarding safety, please call the safety office at 458-1204.

Operations security keeps enemy out of loop

A few simple steps helps fight terrorism

Senior Airman Shawn Clements

CENTAF Forward PA

AL UDEID AIR BASE, Qatar – Operations security is one of the key aspects for fighting the global war on terrorism. But, what is OPSEC?

"OPSEC is used to provide measures to keep your adversaries or anyone who doesn't have the need to know from getting that information," said Staff Sgt. Robert Elbrecht, electronic submissions supervisor. "Everyone's role is the same when it comes to OPSEC. People must take every step possible to protect information."

Although, people might not mean to violate OPSEC, it still happens.

"What people need to realize is that

whether you're talking on an administrative phone or on a radio, if it's 'in the clear' someone is probably collecting data and you have no idea who it is," said Lt. Col. Mike Linschoten, information warfare division chief.

"My goal here is to save lives. If you talk about some type of tactic we use to keep our guys out in field safe and the adversary learns about it, they can turn around and use it against us," Colonel Linschoten said.

A common misconception about OPSEC is that it only pertains to classified material.

"Stuff you would consider routine and unclassified is vital treasure to someone else," the colonel said. "Every piece of information you put out there is a piece to a puzzle. The slightest amount of information could let down your comrades and destroy a mission."

However, there are things members can do to prevent violations.

"The first thing I would ask myself would be, 'Is this something that I would want to put out over an open microphone, telephone or over Non-secure Internet Protocol Router net,'" Colonel Linschoten said. "Once you send an e-mail it's gone, you can't recover it. If you have any doubts go secure."

Offices should also have a critical information list in their continuity books.

"Everybody should be familiar with the CIL. It identifies the information that you don't want the bad guys to know," Colonel Linschoten said.

Some other tips are:

- Be aware of your surroundings.
- Pay attention to detail.
- Never assume that you have privacy.

OPSEC must be practiced and maintained by everyone throughout the deployment to help keep the fight against terrorism successful, Colonel Linschoten said.

MECHANICS KEEP CONVOYS ROLLING

Staff Sgt. Marc Barnes

332nd AEW/PA

MOSUL, Iraq – While escorting convoys on the dusty roads of northern Iraq, vehicle operators in Detachment 1 of the 732nd Expeditionary Logistics Readiness Squadron face many challenges – long hours, enemy gunfire and roadside bombs to name a few.

With those challenges on their scope, they don't have time to worry about vehicle maintenance; that's a task that falls to the mechanics deployed here in support of Operation Iraqi Freedom.

Tech. Sgt. John Slais, from Elmendorf Air Force Base, Alaska, leads the small crew tasked with maintaining the "gun trucks" of Det. 1. He said their goal is simple – to lower risk to vehicle operators by keeping convoys moving.

"If the trucks are breaking down on the road, that puts people's lives in danger," Sergeant Slais said. "If a truck breaks down, the (vehicle operators) are like sitting ducks, so it's important to keep them running."

To do that, Airmen in the shop work tirelessly, sometimes doing "trade work" they don't do at home, according to Chief Master Sgt. Carl Hunsinger, Det. 1 chief of operations.

"Here, everything they do to prepare these vehicles has an effect on survivability," said the chief, who is deployed here from Yokota Air Base, Japan. "They have to give maintenance a more thorough look than during peace time. They're also doing trade work (such as welding) they would never do at home;



Staff Sgt. Doug Vontroba, 732nd ELRS, Det. 1, connects a windshield hinge on a five-ton "gun truck" in the unit's vehicle maintenance shop.

their role is very important."

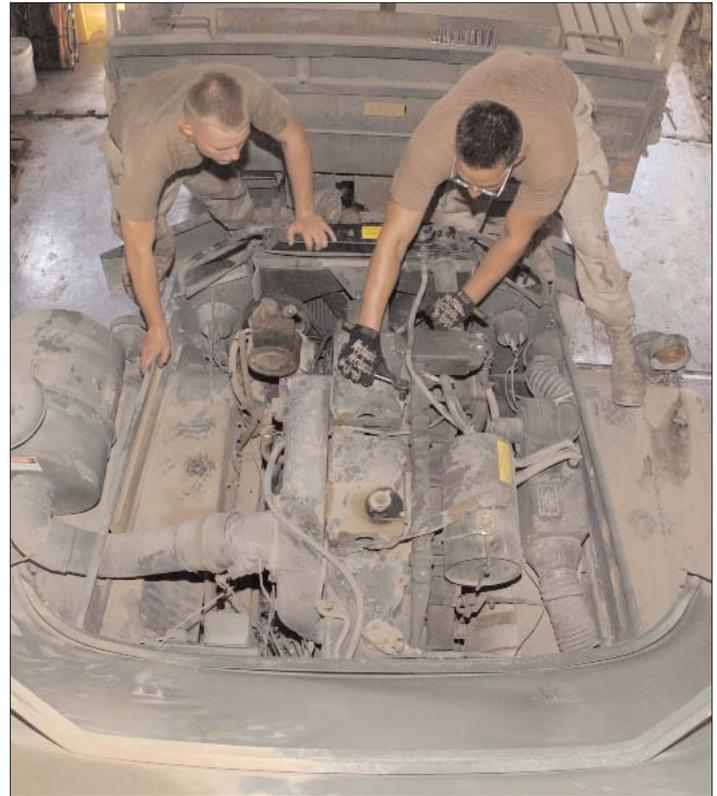
But their job does come with challenges, according to Sergeant Slais.

"The biggest challenge is the supply system," he said. "If a truck breaks down, it's not like we can always run down the road and pick up parts.

"It's also a challenge to maintain five-ton trucks. Most of us weren't used to working on them before deploying here," he explained. "But our guys adapted quick; they jumped in and picked it up right away."

Chief Hunsinger agrees with Sergeant Slais. He's watched the small team of mechanics adapt to working long hours in less-than-pristine facilities, and he's thankful for what they do; but he said the vehicle operators are the real beneficiaries of the mechanics' work.

"I guarantee you every one of the convoy vehicle operators appreciates what they



Air Force/Staff Sgt. Marc Barnes

(Above) Staff Sgt. Jason Greco removes a valve cover from a five-ton wrecker while Airman 1st Class Nicholas Helms looks on. Both Airmen are vehicle mechanics assigned to the 732nd Expeditionary Logistics Readiness Squadron, Detachment 1. (Below) Tech. Sgt. John Slais, 732nd ELRS, Det.1, installs a windshield on a five-ton "gun truck."



do," he said.

As long as the mechanics of Det. 1 have anything to do with it, the convoys will continue running in northern Iraq;

not solely because of their efforts, but they're proud of what they do – a small team with a big role in Operation Iraqi Freedom.

GOIN' POSTAL

Staff Sgt. Ryan Hansen

332nd AEW/PA

In a deployed environment morale is an important thing. It comes in many forms, shapes and sizes, but usually it's by mail.

Here at Balad Air Base, Iraq, three Airmen are responsible for this under-publicized, but highly-appreciated service, which delivers mail to more than 2,500 people.

"We can't put a number on how many pieces of mail we get," said Tech. Sgt. Timothy Hill, 332nd Expeditionary Communications Squadron postmaster, who is deployed from Moody Air Force Base, Ga., "but it's around 2,600 pounds a day."

Around 7:30 a.m. every day of the week, Balad's postal team gets word if a plane has arrived at the airmail terminal carrying the precious morale building cargo. From there contractors separate the mail between the Army and Air Force before the team loads up their truck with the goods.

"Our postal service is a team effort," Sergeant Hill said. "Even though most people don't think our mission is that big, it's important, and we take pride in what we're doing."

Once back at their brand spanking new postal facility, which has a ribbon cutting ceremony today at 11 a.m., the group painstakingly divides the mail between all of the Air Force units on base.

"We're the morale builders for this base," said Airman 1st Class Kristi Knudson, 332nd ECS postal augmentee, who is deployed from Eglin AFB, Fla. "It's a lot of work, but we get lots of help."

"We are a part of the mission and we help with morale," said Airman Ryan Goldberg, 332nd ECS postal augmentee, who is also deployed from Eglin AFB, Fla. "It doesn't seem like much, but it's important."

In their second month of a four-month rotation, the team almost has the delivery system down to a science. However, with the holiday months approaching, they believe the mail, which averages about 79,000 pounds a month now, will increase.

"It's only going to grow as the holidays approach," Sergeant Hill said. "During November and December, we'll probably



Air Force/Staff Sgt. Ryan Hansen

Airman Ryan Goldberg, 332nd Expeditionary Communications Squadron postal augmentee, puts mail away Tuesday at their new facility. Airman Goldberg is one of three full-time postal employees at Balad.



(Left) Airman 1st Class Kristi Knudson, 332nd ECS postal augmentee, divides mail into their squadron's boxes. (Above) Tech. Sgt. Hill, 332nd ECS postmaster, unloads boxes of mail.

hit one million pounds."

Besides pick-up, delivery, loading and unloading, the postal team also deals with a lot of federal postal regulations. Besides abiding by all of those rules, they're always watching for suspicious packages and questionable mail items.

"We're constantly on the lookout for various things," said Sergeant Hill. "Anything that has powdery substance that may be

mailed over here like Kool-Aid or (nutritional supplements), that may have opened up during shipment. If we see a potential hazard we'll call in the (bioenvironmental) people to come over and look at it."

So next time you get that morale builder in the mail, remember the Balad postal team who played a key role in the delivery.

"We're like Santa Claus," Sergeant Hill said. "Everybody likes to get mail."

Three challenges to becoming a success

Lt. Col. Timothy Moore
332nd ELRS commander

When I learned I'd be entrusted with command of a squadron here, I started formulating a plan to deal with the challenges my squadron would face. I did some research on the area and spoke with as many people I could who were familiar with our theater of operations. I also maintained close contact with the commander I was replacing. While there is no magic formula for achievement, I feel there are three basic challenges that we must meet to be successful: personal accountability, staying alive and fit for duty, and coming together as a team.

Personal Accountability. Whether you are a mechanic, an administrator, a technician or a pilot, we all must continue to be accountable for what is expected of us. An AEF is a potent instrument of our country. Each of us has been given maximum responsibility in our areas of expertise. If one person does not perform, it has a negative effect on the team as a whole.

Health and Safety. Let's face it, we're in a hostile environment -- there are some people on the other side of the fence that want to hurt us. Don't help the enemy do his job. Follow force protection regulations and properly your maintain chemical warfare gear. Our adversaries would prefer that we do not follow safety regulations or maintain good discipline. Take it one step further and maintain your personal health by eating right, exercising, and practicing good hygiene. We can't accomplish our mission if we don't take care of our people and ourselves.

Teamwork. This is perhaps most critical challenge. In all likelihood, this is the most

important team you've ever been on in your life. We are going to spend a lot of time together ... on- and off-duty. We'll even be spending the holidays together. Supporting one another as brothers and sisters will make all the difference in the world, and although we won't be with our families, you are taking part in something that you will be proud of for the rest of your life. This deployment will be a defining time. It will be "the Thanksgiving I spent in Iraq" and "I rang in 2005 at Balad." The memories you form here will last a lifetime because you were serving your country at a critical location.

I had planned to present these challenges to my new squadron in a formal speech during a change of command ceremony. Instead, I was forced to make a more personal presentation to my troops as they hunkered down around me in the aftermath of a rocket attack. The attack did not cancel my change of command ceremony; it only highlighted our flexibility and demonstrated our resolve in carrying out our everyday mission in Iraq. It also had a galvanizing effect on the relationship I will always share with the people who attended my "combat change of command."

Working on the flight line or walking through tent city, I am comforted by the thousands of years of combined experience in technical expertise and leadership gathered here. With a focus on sense of accountability for all that is expected of us, a determination to thrive in a hostile and severe environment, and most of all, an emphasis on teamwork, we'll succeed in our mission here, proudly serving our military family and protecting our way of life.

Three, two, one, action!



Air Force/Staff Sgt. Ryan Hansen

Airman 1st Class Pamela Bigham, 332nd Expeditionary Operational Support Squadron, prepares to film a holiday greeting as Spc. Brooks Taylor, 28th Mobile Public Affairs Detachment gives her a countdown. More than 50 Airmen from Balad took part in the holiday greeting program Oct. 8.



911
Police • Fire • Medical
EMERGENCY



PUBLIC HEALTH NOTE

As children we've probably all heard the saying, "don't let the bed bugs bite," before being tucked into bed. Unfortunately, it's not a fable, bed bugs actually exist. Bed bugs have been around a long time. They've been mentioned in medieval European texts and in classical Greek writing back to the time of Aristotle.

Adult bed bugs are reddish-brown to mahogany, with an oval flattened body. Their size can range from 1/4 to 5/8 inch long. The nymphs (babies) resemble the adults, but are smaller and somewhat lighter in color.

Bed bugs can hide in almost any small crack, crevice, or narrow space of your baggage and the various items you may bring back from deployment.

The insects are not known as disease carriers, but their bites can produce hard, itching bumps that are annoying and can become inflamed by scratching.

Besides their noticeable bites (not every person develops a strong skin reaction), the presence of bed bugs may be detected from blood-stained smears on walls, bedding, mattresses, curtains, and other light-colored surfaces. The beginning of an infestation is likely to be located close to the bed bug's host, which is typically on or in the bed. Bed bugs are night-biters. They seem to be quite shy during the daylight hours.

You can prevent bed bugs by practicing good personal hygiene, washing your bedding and clothing at least weekly, use deet lotion on your skin, especially in the evenings, and treat your clothing with permetherine spray. If you suspect a possible infestation or have any questions, contact the 332nd Expeditionary Medical Squadron pPublic health office at 458-1709.

"Public Health Note" is a column that answers frequently asked public health questions at Balad Air Base. Submit questions to public.health@BLAB.aorcentaf.af.mil.

Meet your neighbor



Staff Sgt. Chris Caswell

Home station: Peterson Air Force Base, Colo.
Unit: 332nd EMEDS

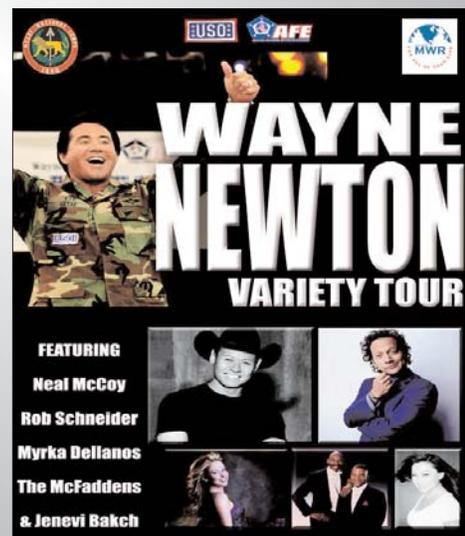
Family: Mother and grandmother

Hobbies: Reading, exercising and snowboarding.

How do you contribute to the mission? I evaluate health hazards at various Air Force work centers.

What is your favorite aspect of this deployment? The tax-free money.

Besides your family, what do you miss back home? My big couch.



Monday, Oct. 18
7 p.m. Balad Stadium

Air Force Religious Schedule

Protestant

Sundays:
8 a.m. • Religious Education – T-Town Chapel
9 a.m. • Contemporary Worship – T-Town Chapel
10:30 a.m. • Traditional – Hospital
2 p.m. • Bible Study – Hospital
3 p.m. • Devotional – CSAR Theatre
5:30 p.m. • Inspirational Worship – T-Town Chapel

Mondays, Wednesdays & Fridays:
8:45 a.m. • Purpose Driven Life Study – CASF

Daily:

8:30 p.m. • Band of Brothers – T-Town Chapel
9 p.m. • Prayer – T-Town Chapel

Islamic

Fridays:
1:30 p.m. • Prayer – Provider Chapel

Church of Christ

Sundays:
11 a.m. • Worship – 1/142nd Chapel Tent

Lutheran

Sundays:
8:30 a.m. • Cherokee Chapel
2 p.m. • 185th Task Force Tent

Roman Catholic

Sundays:
10:30 a.m. • Mass – T-Town Chapel

Wednesdays:

9:30 a.m. • Mass – CASF

Fridays:

6 p.m. • Reconciliation – Hospital
6:30 p.m. • Mass – Hospital

Latter Day Saints

Sundays:
7 p.m. • Sacraments – T-Town Chapel
8 p.m. • Sunday School – T-Town Chapel

Thursdays:

7 p.m. • Study Group – T-Town Chapel

Jewish

Fridays:
6:30 p.m. • Prayer – Eden Chapel

Orthodox

Sundays:
11 a.m. • Divine Liturgy – 185th Task Force Tent

Saturdays:

7 p.m. • Vespers – 185th Task Force Tent

Know what this is?



Air Force/Staff Sgt. Ryan Hansen

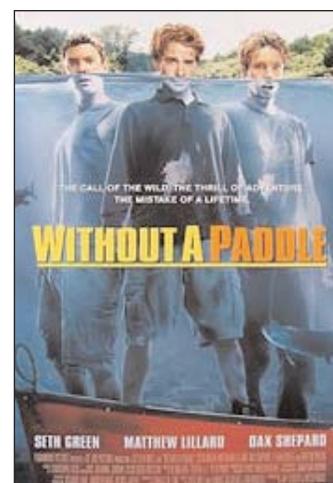
If you can identify the object or item, shoot us an e-mail at redtailflyer@blab.aorcentaf.af.mil. The first person with the correct answer wins a prize and will get their name printed in the *Red Tail Flyer*. Last week's winner was Senior Airman Roberto Vasquez, 332nd Expeditionary Logistics Readiness Squadron.

Sustainer Movie Schedule



Schedule is subject to change

Today	6 p.m. - The Bourne Supremacy	Water
3 p.m. - Shark Tale	9 p.m. - Shark Tale	Wednesday
6 p.m. - Shark Tale		3 p.m. - Open Water
9 p.m. - Black Cloud		6 p.m. - Without a Paddle
	Monday	9 p.m. - Black Cloud
	3 p.m. - Eurotrip	
Saturday	6 p.m. - Van Helsing	
3 p.m. - Alien vs. Predator	9 p.m. - Alien vs. Predator	
6 p.m. - Shark Tale		Thursday
9 p.m. - Without a Paddle		3 p.m. - Dodgeball
	Tuesday	6 p.m. - Black Cloud
Sunday	3 p.m. - Shark Tale	9 p.m. - Shark Tale
3 p.m. - Black Cloud	6 p.m. - Black Cloud	
	9 p.m. - Open	



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All photos are Air Force photos, unless otherwise indicated.

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