



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
IMCOM DIRECTORATE - TRAINING
1 KARKER STREET, MCGINNIS-WICKAM HALL
FORT BENNING, GEORGIA 31905-5000

REPLY TO
ATTENTION OF
IMBE-MWA (608)

12 January 2021

MEMORANDUM FOR Garrison Commander, Fort Benning, GA 31905

SUBJECT: Minutes of the Fort Benning Garrison Community Activities and Resources Exchange Meeting

1. The Fort Benning Garrison Community Activities and Resources Exchange (CARE) meeting convened at 0930 on 12 January 2021 via Facebook Live from MS Teams.

2. Attendance:

COL Matthew Scalia	Garrison Commander
Mr. Alvin Gelineau	Director, Family and MWR
LTC Yolanda Edwards	Provost Marshal, DES
LTC Steven Oliver	Deputy Commander for Administration, MACH
Mr. Don Sydlík	General Manager, AAFES
Ms. Christina Shively	Marketing Manager, Villages of Benning
Ms. Patricia King	Store Director, DeCA
Mr. Nathan Snook	Deputy Director, PAO
LTC Michael Patterson	Garrison Chaplain

3. The CARE panel and briefers provide valuable information for senior spouses/leaders to share with their units. Topic for today's meeting: Wellness.

4. Community Forum:

a. Physical Therapy Services – MAJ Steven Kovach briefed an overview of the Physical Therapy Clinic and the services offered. He stated that all beneficiaries thirteen years old and over with a referral are able to utilize services. The Physical Therapy Clinic offers consults for virtual or in-clinic appointments. MAJ Kovach stated that there are two physical therapists embedded in the Adult Primary Care Clinic (APCC), Strong Team and Victory Team. There are also three outlying clinics. Two of these, located on Harmony Church and Consolidated Troop Medical Clinic (CTMC), offer same day care to the Cadre population. He stressed the importance of minimizing no show appointments and how it would help increase the number of patients they see. For more information, please see the CARE slides, <https://benning.armymwr.com/programs/army-community-services6>, or <https://martin.tricare.mil/Health-Services/Specialty-Care/Rehabilitative-Services/>.

b. Pediatric Services – CPT Nicholas Lawson briefed on the services offered through Pediatric Services. He relayed that the Respiratory Urgent Care Clinic on Sand Hill is still available. The Respiratory Urgent Care offers drive-thru rapid on-site COVID testing, rapid on-site flu testing and rapid strep testing. He stated that there is an on-site pharmacist and drive-thru flu shots are still

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available. CPT Lawson stated that virtual telephonic appointments are available for referrals and medication renewals. They can complete school and sports forms without a clinic visit as long as there has been a physical exam done within the last year. Lactation services and the lactation room services continue at the pediatric clinic. CPT Lawson stated that through the Tricare Online Patient Portal (TOLPP) secure messaging can be used to help determine if a patient needs to be seen in person or virtually. Pediatrics is still providing Case Management resource services for respite care coordination, home nursing coordination, and Autism Pathway bridging. He spoke about how Pediatrics is trying to work with Army Community Service on events in the future. He said that Martin Army Community Hospital (MACH) is working to re-instate Inpatient Pediatric Services in order to be able to admit pediatric patients to MACH. For more information, please see the CARE slides, <https://benning.armymwr.com/programs/army-community-services6>, or <https://martin.tricare.mil/Health-Services/Primary-Care/>.

c. Exceptional Family Member Program (EFMP) services – Ms. Hannah Pye briefed that EFMP services include ACS EFMP and Medical EFMP. She spoke about the breakdown of the team and that Medical EFMP has an updated website. She went over the goals EFMP has set including: improving the culture of EFMP, increasing awareness, understanding of EFMP, and heightening visibility. She stated that an overview of the EFMP process, phone number, hours and email are on the new EFMP website. She gave an overview of EFMP enrollment and update process and explained that the process can take three to four weeks after receipt of forms at the office. Ms. Pye recommended starting the update process about three months before the current forms expire. She also gave an overview of the Overseas Screening Process stating it may take two weeks after receipt to be completed. For more information, please see the CARE slides, <https://benning.armymwr.com/programs/army-community-services6>, <https://martin.tricare.mil/Health-Services/Medical-EFMP/>, email usarmy.benning.medcom-bmach.mbx.bmach-efmp@mail.mil, or call 762-408-2423.

d. Women's Health Services – COL Amit Bhavsar briefed an overview of the Women's Health Department and capabilities. MACH offers a full scope of gynecologic and obstetrics services. There is a robust network with local partners, including the Maternal Fetal Medicine unit at Piedmont Midtown Hospital, and Columbus Center for Fertility, that provide services beyond the scope of MACH's abilities. CPT Andrea Vincent gave attendees a preview of the services offered in the Labor and Delivery Department. She stated that Labor and Delivery averages about 75 births a month and provides care to triage patients. She stated that Labor and Delivery also offers midwifery services in addition to traditional services. She explained that well babies stay in the room with the mother at all times. CPT Vincent briefed an overview of the Mother-Baby Unit. The facility has an agreement with Piedmont Neonatal Intensive Care Unit in Columbus if a baby is in need of a higher level of care. A pediatrician is responsible for baby care and visits the baby daily while at Piedmont. The Mother and baby receive 24-hour care during their stay. MACH is offering free online childbirth education through Customized Education and Pampers. They also have videos about newborn skin care and provide CPR and choking education. Patients can call 762-408-5077 with questions about the course. For more information, please see the CARE slides, <https://benning.armymwr.com/programs/army-community-services6>, or <https://martin.tricare.mil/Health-Services/Womens-Health-Pregnancy/>.

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e. Pharmacy Services - LTC Darryl McGuire briefed a snapshot of patient service times from last year. He stated that the Pharmacy has made improvements, become more efficient, and faster. Currently the main pharmacy waiting room is limited to 35 patients. After that, they turn off the kiosk. Patients can drop off prescription information and come back at a scheduled time. On 4 January a new call center which can take care of all your pharmacy needs was launched. The number to the call center is 762-408-2172. Patients can also email the Pharmacy via Tricare Online Secure Messaging or use the drop-off services. Things that will be coming soon such include a ScriptCenter and a text messaging service and a system to inform visitors about wait times. He urged anyone with questions or issues to contact the call center. He instructed patients to try to avoid taking paper prescriptions if possible. The busiest days for the Pharmacy are Monday and Friday and the longest wait times are between 0800-0900, lunch, and 1600-1700. LTC McGuire spoke about the options beneficiaries have available and the costs to those options. For more information, please see the CARE slides, <https://benning.armymwr.com/programs/army-community-services6>, or <https://martin.tricare.mil/Health-Services/Pharmacy/>.

f. Emergency Department (ED) Services – MAJ John Jennette briefed that they have a 23 bed Emergency Room (ER) and see about 32,000 patients per year. The ER has 24/7 physician coverage and additional providers on staff to help improve efficiency. The department has 24/7 access to labs, x-ray, CAT Scans and a number of specialty on-call providers. He relayed the COVID precautions implemented and that testing is available. The ER is working to becoming a trauma Center for the State of Georgia, which will increase the quality of care given to beneficiaries. For more information, please see the CARE slides, <https://benning.armymwr.com/programs/army-community-services6>, or call 762-408-2153.

g. Army Wellness Center (AWC) – Ms. McKenna Cornett briefed the integrated and standardized primary prevention programs and services. She emphasized that AWC's priority is the U.S. Army's Soldiers. AWC is also available to DA Civilians, Retirees, Family Members, and minors under the age of 18 with a medical referral. AWC accepts clients by referral and on a self-referral basis by appointment only. She spoke on the comparison of BMI trends in the United States in 2011 versus 2019 and what body composition and metabolic services do and can tell a patient about their health. She spoke about other services offered by AWC and explained they are available to teach classes at units or SFRG meetings. AWC hours of operation are Monday through Thursday from 0700-1600 and Friday from 0700-1400. For more information, please visit <https://www.facebook.com/FortBenningAWC> or call 706-544-9142.

h. R2 Performance Center – Mr. Matthew Halliday briefed the mission of the R2 (Ready and Resilient) Performance Center and the services provided. The R2 Performance Center provides training and resources to the Army to ensure resilience and optimize performance. Their primary line of effort is to increase resilience and readiness in Soldiers, DA Civilians, and Family Members. They conduct a ten-day Train the Trainer course that Soldiers, DA Civilians, and Family Members are welcome to attend. Mr. Halliday spoke about the academic performance training offered and how it can help with note taking, study tips, speed-reading, and test taking strategies. R2 has curriculums that can develop leadership skills, effective communication, empathy, trust, and cohesion and a wide range of capabilities covering resiliency, performance, academics, and team building. . For more information, please see the CARE slides,

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<https://benning.armymwr.com/programs/army-community-services6>,
<https://m.facebook.com/FortBenningR2PC/>, or call 706-626-8563.

5. Panel Updates:

a. Department of Emergency Services (DES) – LTC Yolanda Edwards briefed about speeding enforcement speed reduction efforts on the installation. Radar trailers will be placed around the installation. DES is holding a traffic study in Patton Village f24 - 30 January. There were 83 traffic stops in the month of December, 75 percent of those stops were in the housing areas. In addition, crime trends on the installation have decreased this fiscal year. For more information, visit <https://benning.army.mil/Garrison/DES/>.

b. Martin Army Community Hospital (MACH) – LTC Steven Oliver briefed about the status of COVID vaccinations. He stated that DOD dictated a phased operation. There is a limited supply of vaccinations. The initial phase focused on first line healthcare workers. As resources become more available, MACH will start scaling up their operations to providing vaccinations to beneficiaries. He stated that as soon there is more information about the vaccines MACH will put the information out to the community. There is a plan for opening the North Columbus Medical Home site in the future but there is not a definite date set at this time. For more information, visit <https://martin.amedd.army.mil/>.

c. Villages of Benning – Ms. Christina Shively briefed there will be a Shred Event held on 23 January at the Welcome Center from 1000-1400. Bulk trash pick up is every week this month including 18 and 25 January. Beginning in February bulk trash pick up returns to once a month. Villages of Benning has a “Refer a Friend” program with a \$300 referral bonus. The applicant will need to provide the resident’s full name and address. The Trendsetter Award program recognizes and shows appreciation for residents that keep their neighborhood looking beautiful January through March, and October through December. CEL Satisfaction Survey is extended through 30 January. Residents who complete the survey are entered to win a \$50 gift card. She emphasized that the Active Building website is the resident portal used to submit routine work orders and track those work orders. For more information, visit <https://villagesofbenning.com/>.

d. Defense Commissary Activity (DeCA) – Ms. Patricia King briefed the current Commissary hours are still 0900-1900. Upcoming holiday hours will be 0900-1700. The Military Children Program Scholarship information is available online and applicants are able to apply online. The application closes on 17 February. For more information, visit <https://www.commissaries.com/>.

e. Army & Air Force Exchange Service (AAFES) – Mr. Don Sydlik thanked everyone for their patience as AAFES continues to adjust its hours and business operations. They post the holiday hours for AAFES on the Exchange website and Garrison App. For more information, visit <https://www.facebook.com/FortBenningExchange/> or call 706-682-0562.

f. Public Affairs Office (PAO) – Mr. Nathan Snook briefed a Martin Luther King Jr. Ceremony will air on the MCoE Facebook page on Thursday, 14 January at 1500. Anyone looking for a job should visit the new Spousal Employment Group located on the Fort Benning Garrison Facebook page. Once approved, viewers have access to all the posted jobs. Employers with available

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positions can post them on this page also. For more information or updates, visit <https://www.facebook.com/FortBenningGarrison/> or <https://www.benning.army.mil/>.

g. Garrison Chaplain – LTC Michael Patterson briefed that all worship services are currently held virtually. There will be limited services in the training area held by individual chaplains in their units. The Battle Buddy Resource Center gave out over \$11,000 worth of food in the month of December. Anyone who knows someone or has a need of food assistance themselves to contact Amy Hancock at the Battle Buddy Resource Center at www.battlebuddyresourcecenter@gmail.com. For more information, visit <https://www.facebook.com/benningchaplain> or <http://www.benning.army.mil/garrison/chaplains>.

h. Directorate of Family and Morale, Welfare and Recreation (DFMWR) – Mr. Alvin Gelineau reminded listeners that under HPCON C, MWR has modified hours for the facilities and to visit benning.armymwr.com for a complete listing of the operating hours. The five fitness centers remain open to all DOD cardholders during HPCON C, but have suspended fitness classes during the restriction of movement period. The 2021 MWR Run series dates and times are in the CARE slides. There will be a “Family Fun Day & Archery Clinic” event on 6 February from 0900 until noon. An expert on site can give participants some basics on paddling and archery. RSVP by 5 February with the Outdoor Recreation Team by calling 706-545-7978. Auto Skills is running a promotion in February and March. Customers receive a free car wash with every oil change. The Marshall House is now part of recreational lodging. This historic property is available for family, short-term stays, or for events. MWR upgraded the McIver Suites and they will be reopening in April. Reservations can be made for both properties at Uchee Creek Campground by calling 706-545-4053. For more information, visit <http://www.benning.armymwr.com/>.

i. Garrison Commander - COL Matthew Scalia stated that there is no decision regarding DoDEA schools for next week. DoDEA will push information out as soon as they can. The Commanding General would like the on-post schools to be in line with the schools off-post, specifically Muscogee County, and how they are providing instruction. COL Scalia stated that more information in regards to childcare is coming. The CDCs and Youth Centers will notify patrons directly when they are able to bring children back.

7. For more information, see CARE slides on the MWR Website at <https://benning.armymwr.com/programs/care-community-activities-resource-exchange>.

8. Meeting adjourned at 1100. The next CARE meeting is 2 February at 0930.

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GRETCHEN CHAMPION
Program Support Assistant

CF: Panel members



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MEMORANDUM FOR Directorate of Family and Morale, Welfare and Recreation,
ATTN: IMBE-MWA, Fort Benning, GA 31905

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1. The January Community Activities and Resources Exchange meeting minutes are approved.
2. POC: Ms. Gretchen Champion, DFMWR, ACS, Program Support Assistant, 706-626-0824.

MATTHEW SCALIA
COL, IN
Garrison Commander

CF:
Each Member