

## Team Mildenhall COVID-19 Virtual Town Hall: 10 April, 2020

Questions addressed below with time stamps:

- 👉 27:18 Are the military family life counselors still available?
- 👉 28:52 What do we have available to get after our physical fitness?
- 👉 37:55 How much are the services offered through Magellan Ascend?
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- 👉 41:49 Can I rent or borrow a bossaball or other gym equipment during this time? 41:49
- 👉 43:44 Should there or is there any concern and how do you connect in that medium virtually? (referring to virtual mental health appointments)
- 👉 47:54 I'm a GS employee and would like to just chat with someone over the phone about dealing with stress. What resources are easy for me to access?
- 👉 53:06 Would it be possible to get food trucks for dorm residents over the weekends?
- 👉 54:19 What classes and workshops are the Airman and Family Readiness Center still offering?
- 👉 58:14 Teleworking from home is difficult and my spouse and kids seem to be fighting a lot more. Is there a way to meet for couples or family counseling?

Colonel Pananon:

All right, good afternoon all those that are on our Facebook family and friends that are joining us today. This is our town hall, the Team Mildenhall town hall that is primarily focused on resiliency and so what our effort today will be is to introduce you to our subject matter experts. I'll have a few comments. We'll have a few inputs from a couple of our members here and then we really want to open it up to all of you for any questions or concerns that you may have. We did receive a few questions previous to the start of this, so I'll use some of the time to ask those particular questions but I also want to remind you that this is resiliency focused. However, if you have a questions or concerns that you would like us to address, please put it in the comment section. We may have time to answer it here, but more than likely we will follow up with you at another time to get you the answer that you deserve and so we'll start with a few introductions here. I've got Mr. Ron Draper representing the community support coordinator. I've got Chaplain Hundley, all things Chapel. I've got Colin Richardson, Master Sergeant Castro from the AFRC, Master Sergeant O'Neal pumping iron from the fitness and sports. That's it, those guns. Major Copeland, you've got the biggest muscle up here, because we're going to talk about mental health, and Grace Erickson is here to answer any civilian personnel questions. And so again really, the focus for today is to really discuss resiliency and our effort so what I want everyone to understand is even though through

this pandemic, we probably have more than ever more capacity for service support for those that are needing and willing and wanting to come and ask for help. And so I would like to urge everybody, this is the time if you need it, don't hesitate to reach out, don't hesitate to ask your questions during this time. Please don't suffer in silence. We're here to support you and your families. And so I am going to turn it over to, I believe, who is first up. Major Copeland, would you please start? I'll let you, I'll give it to you.

Major Copeland:

Alright, thank you sir. So I am Major Liz Copeland and I am your director for psychological health. And I'm also one of the mental health providers over at the clinic. And I wanted to start by talking to you about some of the coping skills that can help you get through this period of social isolation. First off, you got this. You're going to be able to get through this just fine, but I have some tips that can be helpful. I recommend that you start by just organizing your space, whatever space that is, whether that's your dorm or it's a home off base. So where are you going to get some exercise, what room is that going to be in. Where are you going to set up your home office? Where are you going to read books? Where are you going to get away from kids or spouses when you need to take a break? So looking at your space, deciding what you're going to be using during that time and making it accessible. Also, I recommend that you maintain a schedule, so if you get up at a certain time, I recommend you continue to get up at that certain time. If you're not leaving for that day, you should still do all of your daily hygiene as well as change your clothes. Do not stay in the same clothes all day. It improves your mood to kind of have a schedule. Are you going to make time for exercise, or reaching out to friends and family, reading a book, doing some education online. Learning a new craft or hobby. Schedule it out, even if you are not leaving, deciding between eight and ten at night that you're going to watch Netflix, write it down because it helps you have a sense of purpose in completing things. I also recommend that you maintain your sleep schedule at night. Just because you can stay up to three o'clock in the morning does not mean that you should. I recommend that you avoid overusing social media or watching too much news. Schedule your news time, maybe 30 minutes in the morning and 30 minutes in the evening because you can become oversaturated and it can cause increased feelings of sadness, hopelessness of what's happening when it's constantly streaming. I like to practice gratitude every day. Every morning I count three things that I am thankful for. That helps me to start with a better frame of mind. Try new activities and hobbies. I started a 30 minute yoga, for 30 days. There are a lot of activities that you can do that are new to you that will give you some sense of learning a new skill or hobby. Connect with friends. There are a lot of resources out there like Facebook Messenger, WhatsApp, Zoom that you can connect with folks. And finally, as I mentioned earlier, find spaces in your home where you can have some quiet time. What to avoid. Stress eating. Stress eating can be a huge problem for folks with boredom. So scheduling out your meal times with maybe say three minutes, or three minutes oh my gosh that was live, three hours apart, three to four hours apart schedule your meals. And finally use a diet app if that's going to help you. Avoid panic buying or boredom buying. Avoid overindulging in alcohol. Making sure that if you're going to drink, set a limit that I'm only going to be drinking one to two drinks on Friday and Saturday after seven o'clock at night. And then I'm not drinking any other time. Or choose to make this an alcohol-free period for yourself and maybe lose some pounds. And finally avoid binge gaming and binge TV watching. Too much of a show, even if I love it, starts to get kind of boring after about three to four episodes. So setting limits on how much time you're going to be using those things. So those are some things you can do to help maintain a healthy lifestyle even while you are socially isolating. But if you find that feelings

of depression or anxiety become unmanageable, there are a lot of resources that are available and I believe that after this townhall we will be uploading those and I can certainly speak to those directly. But there are telephonic, in-person, online for both families, children and adults, both active duty and dependents and employees. So we can talk about those and as I said my resource guide will be uploaded at the end. I think that's all I have.

Colonel Pananon:

Thank you, Major Copeland. That was fantastic. I did a mental checklist in my head of all those ideas that you put forward and so I need to pick up a new hobby is what I think. It might be yoga. Okay I think we're going to turn the floor over to Chaplain Hundley for your comments.

Chaplain Hundley:

Yes sir. First off, I just want to say how honored I am to be here with you guys this afternoon on behalf of our entire Chapel team as well as all the other awesome helping agencies that you can see there on your screen that we have here on base. We really have some amazing people here that sincerely care for all of you and all of your families. We are all committed to doing whatever it takes right now to encourage you and take care of you during this time. And we're definitely in very challenging times like Major Copeland and like you see on the news so much. Social distancing, quarantines, isolation, travel restrictions, lockdowns in the dorms, in the TLFs, at home. Some of you are teleworking. Some of you are homeschooling. Some of you are single parents. Some of you your spouses are stuck TDY at a deployed location unable to get home and help out. And oh by the way let's throw in PCS season, some delayed orders, it's spring break this week. And oh by the way it's Easter Weekend. It's actually Good Friday today. And here we are, unprecedented right. And it can definitely feel overwhelming. But what we're all experiencing is having it all over the world. Every nation, every government, every continent. And we really are, all in this together. And togetherness is actually key right now. So maintaining hope and optimism comes through, staying connected with one another through all of this. Our resiliency, our overall health, socially, spiritually mentally, physically, it's even more vital right now since we are unable to be together. And we're maintaining physical distancing for protection and to flatten the curve and it's working, but those restrictions are definitely why this is so stressful and difficult. But please remember, social distancing doesn't mean social isolation. We have to stay connected, not isolated. Did you know that isolation is a major risk factor for anxiety and depression and that it takes a toll on us mentally and spiritually, which in turn affects our physical health? And all of those human domains, they overlap with one another right. Did you also know that loneliness is more dangerous than obesity and as damaging to your health as smoking 15 cigarettes per day? Loneliness. Connecting with other people is fundamental. It's fundamental for human beings. It's essential. It's critical for our overall well-being. So what do we do in a time like this when we're forced to self-isolate. We have to find ways to remain connected socially, spiritually, and mentally, while still practicing safe physical distancing. So luckily technology gives us a lot of great creative options for that like Major Copeland pointed out. At the chapel we're trying some stuff out to stay connected to friends and family and loved ones during this time. One thing we're definitely doing is video chat. So embrace video chat to stay connected with your family and friends, stuff like Zoom, Skype, Facetime, WhatsApp, Google Hangouts. Number two, get on social media, many people

are reluctant to do that right now, maybe older adults especially. But during this time of social distancing, it's a really good way to stay connected with family and friends but it can also have adverse effects like Major Copeland pointed out, so make sure you aren't feeling more anxiety by reading others posts. Number three, check in regularly. Whether it's by phone, text, video or social media, check in with people every day. Communicating with others regularly can do wonders for our overall health. Number 4. Have virtual get togethers. Just because you can't physically get together doesn't mean you can't enjoy each other's company. Take advantage of video chat as we mentioned before. You can have meals together; you can play games together. You can watch TV and movies together all through video. It's really easy and it can be really fun. Number 5 and lastly, take advantage of the online resources that are available right now. Many organizations are offering free online webinars, tutorials, wellness classes. One organization is providing free classes to help reduce stress. Classes on spiritual wellbeing, mind and body wellness to mental health programs. They're all out there for free right now. Did you know that you can actually visit national parks, zoos and aquariums via webcam? So take advantage of all the free online resources that are available. And finally, just remember, it's just as important to protect ourselves mentally, spiritually, and socially as it is to protect ourselves physically. We can maintain that physical distance and reduce physical contact. But also keep those connections in place for our social, mental, and spiritual health. And that's going to be key to staying healthy and hopeful right now. So, I want you to be encouraged, this is going to pass. It's not a permanent situation. Some of the resources that you already know we have at the chapel. We are still available 24/7 even though with like the lockdown, everybody is teleworking. You can reach us through the command post by phone or you can send us a Facebook message on our site through Facebook Messenger. We can set up counseling through Zoom and Skype and by phone. All of our chapel groups are actually still meeting every week, virtual support groups, prayer groups, the youth and student ministries like junior high and the high school guys. They're meeting multiple times a week all on Zoom. Airman's ministry is still meeting every week on Zoom, our women's group, our men's group, all still meeting, staying socially and spiritually connected right now. Our worship service at 11 o'clock on Sunday, same time, same place. It'll be on Facebook, but it's at 11 o'clock right there at the chapel. And it's still happening. Our entire chapel team right now is looking for all kinds of resiliency materials that we can post on Facebook. We're purchasing e-books from Amazon right now. Stuff on loneliness, grief, isolation, maybe even stuff on marriage, single parenting. If you have something specific that your family or that you need, please message us on Facebook and let us know because we can get that resource. Colonel Pananon, he's got lots of money, and he wants to take care of Airmen and families so we will get that to you any way we can. God bless you guys, and let us know what questions you have today.

Colonel Pananon:

Thanks Chaplain, and I'm actually going to come request some tithes from you because I don't know that my pocketbooks are that deep. All right, so I want to take this chance and opportunity to introduce Mr. Ron Draper. He's new to the team but he brings with him a lot of discussions on this particular topic, so Ron over to you.

Ron Draper:

Hey Colonel, appreciate that. Hopefully everybody's doing well out there, I just want to piggy back quickly and lightly on both what the Chaplain and Major Copeland have highlighted. This is something that we've never been through in our entire life. But I was having a conversation earlier this week with a few of the helping agencies on base and I think once we come out of this, we're going to be in a better place because from what I am seeing, the connections on this installation are growing day in, and day out. I think people are actually bonding closer even though through social media and being very respectful of physical distancing. We're becoming a closer team, and when I say team, I don't just mean Airmen, I don't just mean NCOs, I don't mean just civilians, I don't mean spouses, I don't mean kids. I mean the community that makes up the 100<sup>th</sup> Air Refueling Wing I can see personally getting stronger on a daily basis, so like I said just to echo on what both of them brought to the table, we're going to get through this. We're going to get through this. There's a lot of smiling going on on the installation. On the other end, we're going to be a better community because of it. If we could actually put up there, you can only see about nine or ten of us, but if we could actually put up on the screen all of the helping agencies on this installation, you would be looking at about 100 different people that are representing what we bring to the fight. And I say that to say this. There is no reason that no matter what you're going through during these times that you can't reach out and make contact with somebody that can get you immediate help for anything. Just to highlight a few things that we have worked on over the last couple of weeks that you will either see out on social media platforms or have seen in the past. We're talking about how to stay positive. We're talking about stress when you're stuck at home. How to healthy cooking; how to avoid stressful eating. We're putting out information on beating social isolation. I can remember, it's been a few years, but I can remember being in the dorm. I cannot imagine being in the dorm right now and not being able to go next door to my right and talk to my partner and go next door to my left and talk to my partner. It's got to be interesting. But we're thinking about you. We're thinking about you each and every day. And we're going to be building the resources to help each and everyone of us get through this. And the reason I bring that up is I want to throw out there if you're thinking of something that you don't see your helping agencies tackling or bringing to the forefront, please reach out and we'll put a number up, a few numbers up after we talk here today for anybody to have immediate contact with us. I would ask you to use your chain of command, your leadership. If you can't get direct contact with us, let us know what you need and we'll stop what we're doing and we will make time to address your need. I'll end with this. Keep in mind, I'll say wingman concept, and I know we've heard that word those two words several times. Keep in mind, the best way we're going to through this is to remember our wingman concept and to also remember our bystander behaviors that we've been taught over the last couple of years. Prepping for, not this but prepping for getting through any type of stress, anxiety, strain, whatever. Keep in mind, we're not in this by ourselves. Even if you're having the best day of your life, guess what somebody else out there may be a little down, and it's our responsibility to be able to reach out and take care of each and everyone of us because we want each and everyone of us here when this is all over. Thanks colonel.

Colonel Pananon:

Thank you Ron. Well put. It's a great segway because what I want to share with those is all the support that we're getting from within the community and so, I'm going to have the Chief bring up this little slide here on the screen. And we just wanted to give, Melissa and I wanted to give a special shout out to the Mildenhall Spouses Association and our first sergeants. So, they delivered and built over 400 bags for our dorm Airmen. The men and women in our dorms got lots of goodies. And I see one of the things says this year's best festival Coachella and a few other treats. But in particular, Katlin Hobbs, Aaron Mueller, Jill Shelton, and then the MSA president, Lindsey Snooke. Thank you ladies. Really do appreciate it. That gesture is going to go a long way. And thank you to the shirts that helped with the effort. Ok speaking of which, lets get into some of the questions that we had already received and so what I was hoping to do was maybe tackle an Airman and Family Readiness Center question. So this can either go to Collin or Sergeant Castro. Are the military family life counselors still available?

Colin Richardson:

I'll take that one Colonel. Absolutely. The adult MFLACS are available. They have started to tele help so you can still receive the non-medical counseling via telephone or video conferencing, whatever they are using. So if you are having any type of relationship issues or if you're having some isolation issues in the dorm, please reach out to the MFLACs. We will post the numbers in the comment section when this is over. Also we are kind of in a situation where we have some kids at home more than normal. If you are having any type of, any parents having any type of behavioral issues with the kids, just wanted to put it out there that the school MFLACS are available also. And that information will be down there too so please reach out to those phone numbers. If for whatever reason, they don't pick up or you can't connect, don't just leave it there. Please call us at the Airman and Family Readiness Center and I'll post our number also, and we will make sure you are connected with the resource that you need.

Colonel Pananon:

Great. Thank you Collin. And speaking, I think we touched a lot about the spiritual and mental fitness. What about the actual fitness, that big. We talked about the gym because we were talking about it a little bit earlier, it's getting kind of hard because we've got the gyms closed, but you know what Sergeant O'Neal, what do we have available to get after our physical fitness?

Master Sergeant O'Neal:

Quite a bit Colonel. Quite a bit. Greetings to you first and greetings to the whole panel and everybody watching this on Facebook. Master Sergeant O'Neal, I'm the section chief for fitness and sports like Colonel was saying. We're doing a lot. Obviously the gym closed as a necessarily precaution in the battle against COVID. It's kind of forcing people to get creative, you know trying to find out means to stay fit because I'm not going to go into a whole spiel about how important fitness is. I think everybody understands that, not only to us being a fighting force but as individuals it's tied into so much. Not just physical wellness, it ties into the mental wellness. And for some it's actually a spiritual thing as well. So we take it very seriously over here at FSS and in fitness. So we did come up with a plethora of things

over the next few months and actually as long as this thing takes, we're going to be in the fight just to help folks at home while they're in there with their families, come up with ways to stay healthy and stay fit. The first thing I did want to mention before I get into anything else. There is a Wellbeats non-promotional offer going on right now for folks that may not be aware. If you don't know what Wellbeats is, Wellbeats is one of the companies that we purchase a lot of our digital equipment from in the fitness center. And what they're doing is they have released a promotional code. It's a non-promotional offer. It's great. 30-day access to the app for the next 30 days. You log into that app, talk about creativity. There are over 500 exercises that you can tap into from that app alone. We're not just leaning on that. We've gotten into the weeds ourselves and come up with a few tips, so I'll go ahead and get started on that real fast. Kicking us off in April. Obviously, we know that is the month of the military child. So for a lot of things that I'm about to say here, we're going to involve the color purple just to kind of show a bit of support for that, for all of the military depends out there and what not. And also, we've kind of morphed a lot of our programs to be, to be family friendly. Starting with the, start with the virtual zoomba. As you know, the fitness center closed. I know the classes were a big deal for a lot of people and unfortunately for obvious reasons we're not able to offer all of our classes but we did reach back and we did bring back two of the heavy hitters. That's going to be zoomba and that's going to be bootcamp. They're going completely virtual. And that is going to be available every Monday, Wednesday, and Friday. Those zoomba classes are going to be available at 11:00 AM followed immediately by bootcamp at 12, at noon. So the way that you guys can access those is going to be through Twitch app, Twitch.com and also you're going to follow that up twitch.tv sorry nunezrhonda1. For everything that I'm saying if I'm going to fast you guys can definitely log into the RAF Mildenhall fitness page, there's fliers up there for all of this stuff so you guys are tracking and making sure that you're entering the right information. So like I said, zoomba is on, bootcamp is on. That stuff is going to flow through April and also, moving on to April 13<sup>th</sup> through the 17<sup>th</sup>, Mr. Draper was speaking earlier but kind of in collaboration with community support and outreach, stuff that you're doing over there, we're going to be tying in a couple of competitions and things to keep things fun. Starting with a plank competition. This is open to anybody. The way this is going to work like I said. I see you Colonel. Got to keep that core strong, it's important. Plank competition is going to be starting April 13<sup>th</sup> through the 17<sup>th</sup>. So the way that's going to work obviously whoever can hold their plank the longest is going to be the winner. So that's open to everybody, military, civilians. Hey I see you, that might be a challenge. I'll see. I might jump in there myself I don't know. Too much Dominos. So for that, like I said just record yourself doing the video, there's going to be prizes for all this stuff. For that particular one it's a 20\$ AAFES gift card just to get things going, offer a little bit of an incentive there to stay fit as well. There's also going to be some things being loaded in terms of family fitness. Ten fun ways to exercise as a family. We're going to be promoting that through our website as well. Again, RAF Mildenhall Fitness on Facebook, go ahead and search that. That's going to be up there. Moving into the week of April 20<sup>th</sup>, we're bringing back zoomba but this one is going to be a family oriented zoomba class. That's taking place on April 24<sup>th</sup> at 4:00PM and that's also going to be through the Twitch app. Twitch.tv/nunezrhonda1. So you guys can go in there as a family during this time and you know just just go in there, bring the kids, bring the baby, whatever you got to do, go in there you know and enjoy yourself doing some quick zoomba. So with that, the next week after that, April 22<sup>nd</sup> through the May 1<sup>st</sup>. We really got into the weeds here, we're thinking about the whole family to include the pets. We didn't forget about the pets. We know there's a lot of, you know fur moms out there with fur babies, whatever you want to call them. So we have all of that. So from April 22<sup>nd</sup> through May 1<sup>st</sup> is going to be

the week of the fit pet. So what we're encouraging people to do here is upload a video of either yourself and your pet getting creative with a workout regimen. Or your pet themselves doing some doggy pushups or whatever they do. You know dress them up in their fitness uniform, things of that nature. Whoever uploads the most creative video there's going to be a 30\$ gift card for the owner and we're also including a sack full of treats for your pet as well, so they're not feeling left out. So that's going to take us into May, and I'm going to wrap this up real quick. As we all know, May takes us out of you know the month of the military child and into mental health awareness. So we're going to kick off may with a mind your miles challenge. Obviously we're going to tie the Bloody Hundredth into it. The challenge is 100 miles in 31 days. So we're just sending that challenge out there for everybody that is trying to stay fit. You can do this through running, biking, walking, any kind of thing to involve your feet. No driving of course. That's going to be tracked through a system that we're going to be releasing a little later on to where people go and sign up and kind of put their miles in there. Moving on, May is going to be full of stuff and then I'll wrap it up here real quick. We have a push-up competition; we have a sit-up competition. All of these things are have prizes and they're all family oriented as well. So, no matter how many members of the family you have, we're going to be doing an average count. So you know, you go get mom, you go get dad, little brother, sister, grandmother. Like I said, bring the baby out the crib so he or she can bang one out too. That's all going to go to your overall count. There's going to be gift cards awarded to the winner of those competitions. Then we're going to close it out May 17<sup>th</sup> through the 22<sup>nd</sup> and the 25<sup>th</sup> through the 29<sup>th</sup>, we're doing a seven day superhero work out challenge. So, we're just going to release a bunch of exercises that are kind of oriented to particular character traits of certain superheroes. We're going to load a different one each day. I'm not going to start saying names of superheroes on here because that stuff can get tricky, but for this feel free to load a picture of either yourself or your family, we're doing a best costume competition for this one. So after you guys you know bang out the superhero challenge, take a picture as a family and you know those best costumes are going to take home a 20 dollar gift card from AAFES. And again, May 25 through the 29<sup>th</sup> is the last thing fitness bingo. I'm not sure how many bingo fans we got out there but we translated that over to fitness. Doing black out bingo so we are going to be releasing the challenges, well not the challenges but just the bingo piece for that particular day whether it be 60 burpees, 3 mile run. We're going to be releasing this so you're really going to have to follow us on Facebook to track this one, and the first one to complete all of this on their bingo card is going to win that particular prize for that week. So like I said, that's it for April and May. Obviously, if this thing needs to go into June, we're going to go right into June with it as long as we need to, whatever we need to do, as long as we need to do it to keep this fight going and to keep you guys healthy and strong out there. FSS and your fitness team is going to be here for you. I am going to wrap it up with that. Let me know if you guys have any questions.

Colonel Pananon:

Thank you, Sergeant O'Neal, and just so you know I'm kind of partial to Deadpool. So just to reiterate, all those services, the hours that they are available, the dates that you talked about, they are all located on which website again?

Master Sergeant O'Neal:

So all of this stuff, there are flyers for the majority of everything that I said so if you guys can log into if you have time later to go into RAF Mildenhall Fitness on Facebook. That's going to be our page. Give us a like. Give us a follow. There are going to be constant updates on there, everything that I talked about in detail, it's going to be loaded onto the Facebook page so everybody out there can track via wherever they are at using their mobile apps.

Colonel Pananon:

That's fantastic. Okay, so the next question that we had is going to be for Grace. Grace, I see that you're up, and it says here how much are the services offered through Magellan Ascend?

Grace Erickson:

Hi everybody. Magellan Ascend is the Air Force, the service that the Air Force has partnered with APF and NAF; the website is available to any civilian personnel regardless of your category, so the services on the website are free of cost. They have coaching services. You can have unlimited sessions. Coaching includes supervisory coaching, non-supervisory coaching. You can access this as many times as you need and also have telephone conferences with counselors. Some services such as Legal Consultations, such as they have if you need to set up a will, if you need help with elderly parents or dependents. Those services are free of cost initially but depending on the service, there may be costs after a certain amount of sessions. So, initially always free depending on how you want to follow on, there may be a cost at a reduced, at a reduced rate for civilians. Thank you.

Colonel Pananon:

Thanks Grace. Appreciate it. Next up I was going to I think Sergeant Castro I know you have oversight over a lot of programs over at the Airman and Family Readiness Center. During this time, what are the kind of programs that are available to individuals across the base and for families?

Master Sergeant Castro:

So essentially we're trying to adapt to COVID. We're trying to do business as usual. So if you find yourself in need of anything, give us a call and we'll tailor it to the individual. If you have a family that is trying to figure out exactly to adjust to one another. If you haven't figured out your love language, you haven't figured out exactly each other's strengths, this is the perfect time to do it. Give us a call, we'll do one specific for your family, we'll help you find out who you are and why you are the way that you are and be able to adapt and learn and love and grow together and that's exactly what we want to do as individuals so please give us a call. We're trying to change. We're adapting. We're all adapting, and we want to do it together. So on behalf of FSS, Colonel Vegas asked that I share that we remind everybody

that we have passionate and intelligent that creatively trying to come up with ways to help you. So please share your thoughts, share your feelings, like our Facebook page because we have something for everybody there. Follow us there, we'll have links to every program that we have and we'll be able to keep everybody informed and growing together.

Colonel Pananon:

Awesome Sergeant Castro. Speaking of informed, a question came in through our screen here, and I am going to compile them together. This is going to be for Chaplain Hundley. Chaplain Hundley, it says here will there be Easter services available online for the chapel? If so, what are the times for Catholic mass and then also if you can just give an idea of the other services that are available for this Sunday?

Chaplain Hundley:

Yeah absolutely. So definitely having Easter services still. High holy day right. Catholic mass is still on Facebook over at the Lakenheath side. They have a different Facebook site, we can make that available in the notes here in just a minute. Over on this side at Mildenhall is at 11 o'clock is our contemporary worship service and it will be right there on our RAFM chapel Facebook page.

Colonel Pananon:

Awesome thanks. Thank you so much. Let's see here it says and this is going to be for Sergeant O'Neal I think. It says, can I rent or borrow a bossaball or other gym equipment during this time? Yeah I know. I had to figure out what a bossaball was but maybe you know but apparently oh you're not unmuted.

Master Sergeant O'Neal:

Ok so I think, can you hear me now sir? Well you can hear me before I think that was the question. So you know bearer of bad news unfortunately not right now there is no type of health exercise program or anything like that we have in play at the moment. Obviously that would be something above my head but the short answer unfortunately is no however you know like I said if the member wants to contact me for any type of in-house perhaps using objects in their house safely to apply some type of weight you know to his training regimen, we're more than happy to give him safe options but at the moment there's not much that I can be able to loan out from the gym, if any actually.

Colonel Pananon:

Okay perfect. Thanks. Oh, Sergeant Castro did you have something to add?

Master Sergeant Castro:

No I just said that was an amazing question, I've been thinking that for the last couple weeks. I really need a bossaball.

Colonel Pananon:

Fantastic. Okay. Let's see, let's see here. I've got another question here for Major Copeland. We're thinking about resilience and it might be kind of, you probably did mention it during your comments but one of the things that are really important right now it seems like has been either some way to connect virtually for maybe a session or two. And I think maybe some of the concern is should there or is there any concern and how do you connect in that medium via virtually.

Major Copeland:

Okay, thank you. I think that is a great question as far as virtual mental health appointments. Virtual mental health appointments have shown really good efficacy and can be as effective as in-person counseling. There's a lot of resources available and it's just where you want to receive those services. For virtual therapy you can go to Military OneSource to their Coronavirus tab and they provide virtual counseling for both children and adults. Our MFLACS are using both telephonic and virtual appointments and I know that Colin is going to make sure those resources get out. And also, the mental health clinic is doing virtual care, both telephonic and virtually speaking. Our family advocacy team is doing couples counseling using Zoom as well as Skype. For in person care, that's more crisis oriented. But if you are in crisis, if you are having a mental health emergency or having thoughts about hurting yourself or somebody else, you always want to go in person. So that's either the emergency room, walking up to our clinic that is in the MTF in the third floor of the administrative section. I think that kind of covers it, but we have telephonic, we have virtual and we have in-person. And as I said, there are so many resources, I will make sure that those are added in the comment section.

Colonel Pananon:

That's fantastic. Thank you so much. Glad that those services are available. Okay let's see here. One of the things that has come up recently during the week is you know the implementation of face coverings. And so, it's a little bit off the topic of here. But for those that are watching and for those that are traversing between Lakenheath and Mildenhall, I would tell you that it would be very important for you to have something fashioned and available in some locations amongst either Lakenheath or Mildenhall. I know that for the commissary, they are urging folks to make sure that they have face coverings. It is, probably pretty realistic that we could maintain that physical distancing but in the times where you're not able, that's where we would like to encourage you to have it. So what I've heard that at both Lakenheath and Mildenhall, they haven't stopped people from going into the shop, but they are pretty firm on now's the time to start arming yourself with the facial covering. There are plenty of Youtube

videos available out there that can show you how to make one and fashion one at your home. I would encourage you to go check those out. They're real easy. A lot of them don't even require sewing. I know my wife made one today, and so they are really pretty easy and it doesn't take a lot of craftsmanship. Thank god she did it because I know it was done right. So alright let me see here. Okay, not going to be able to we had some housing questions here. We're going to have to defer on some of those because we really don't have a subject matter expert here, so I don't want to get too far ahead. And then, alright. Over to some of the other questions we had received. This is related to I'm a GS employee and would like to just chat with someone over the phone about dealing with stress, what resources are easy for me to access?

Grace Erickson:

Locally we have identified resources that are available in the community. We have a listing posted on our website. These are resources that are available to anybody that is a resident of the commuting area. Additionally of course, civilians can see the chaplain, civilians can reach out to but bottom line is civilians need to utilize this service that the Air Force has been so gracious to pay for which is Magellan Ascend. They have coaching services; they have counseling services and all initial consultations are free. I highly encourage all of our civilians to utilize those services.

Major Copeland:

Sir, can I just jump in real quick. Another resource that is available is disaster mental health. So disaster mental health provides support to anyone who is struggling with the effects related to COVID-19. So we have provided counseling to GS and British national employees for up to four sessions to focus on how they're managing and that is primarily done telephonically and you call the main number at the mental health clinic at 226-8603 or speak to your first sergeant or supervisor and they can help you. But it's mainly focused on managing the effects of COVID-19 either social distancing or if you have been diagnosed or are under quarantine for another reason. But those resources are absolutely available and they're here locally.

Ron Draper:

And Colonel if I can just chime in real fast. I know this might come across repetitive but just to piggy back on what Grace was talking about, that Magellan Ascend program is an outstanding program. It's been around in the Air Force for about three years and honestly being a civilian it's underutilized. I've done a lot of research and looked into. The programs that they have out there for civilians are unbelievable. And I'll tell you they match almost exactly what programs are out there for military active duty. And when you're thinking about the Magellan, it's not only for that civilian employee, whether it's a NAF employee or a GS employee, it's also for that family member. So you could have a 16 year old son or daughter who needs some type of counseling or assistance or just wants to talk to somebody. That program is there for them also. And also for spouses that you are a GS employee and you have a spouse

or a domestic partner that needs to talk to somebody. Again that is one of the best programs we got out there.

Colonel Pananon:

Thank you Ron. And so this may be me but certainly anybody can chime in here. Says here I recently lost my mother. She passed away back in the states last month and I'm not allowed leave the country due to travel restrictions. What am I supposed to do since I can't go to the funeral? I think I can provide a little bit of context. In these extreme circumstances, we do have exceptions to policy and so with the proper Red Cross notification, we work an exception to policy up through Third Air Force, Major General Wood, and we can arrange for the opportunity for the individual to travel during this time. Now, some of the potential issues that may come up as we're working this process. During this time because of all of the COVID travel restrictions, it might not be that we can't get you to your location, the issue might be that when you get there, you might be subject to a self-quarantine and you might not be able to get to the time and place you want to be at the time and place we try to get you there. Just if there's issues similar to this and they may come over the next couple of months, please work through your leadership team. Please don't be afraid to ask. We're here to assist you in each way. These tragedies may happen and your leadership team, everyone that you see on this panel is available to assist. Another question that came in that I just wanted to kind of give a quick answer to was would it be possible to get food trucks for dorm residents over the weekends and our FSS team is looking into it. So somebody that asked that question, we are looking into it right now. And then, let's see here.

Master Sergeant O'Neal:

Before we get too far ahead sir, for the question before that to the individual that had lost their parent I too had lost my father a couple months ago in February and it's just something you want to talk about, please, please, please give me a call, or reach out to me in an email so that if it's something you want to go over from an emotional standpoint, I think I can say that I have a general understanding of what you may be feeling. So I'm definitely here.

Colonel Pananon:

Sergeant O'Neal, I'm sorry to hear about that and I am pretty rest assured we're all here and we'll support you if you ever need a call. Let's skip on over to I saw here what classes and workshops is the Airman and Family Readiness Center still offering? Can we get a little bit more specificity into that?

Master Sergeant Castro:

Ok I'll start. There are some that are going completely virtual and there are some we are still trying to figure out. There are some deployments that are still happening and we're are going to take care of those as we can take care of those and we're going to try to keep it under the 10 people and we're going to make sure that presenters can show up. And there are ones that are mandated and there are some

that are just to help everybody improve. So really, there is no yes or no right now. If you're interested, please give us a call and we'll do everything that we can to make it happen. We don't have a this doesn't happen, this doesn't happen. It just depends on size, it depends on people, it depends on the building. Colin, anything you want to add?

Colin Richardson:

Yes. Thank you. We also, just a couple other programs I don't want you to forget about. Air Force aid is still happening. If you're still having any type of emergency situation, work that through your first sergeant or give us a call at the AFRC. We can definitely kind of listen to your case and see if it falls within the emergency assistance parameters. That's one thing. The other thing. We are still fielding quite a few transition questions. People are still getting out of the military, still getting kicked out, still separating, still retiring, still choosing to get out. There is a congressionally mandated steps that need to be followed. We are still doing those steps. Most of them are being done virtually, telephonically and some are online, so that is still happening also. We are still running into a few newcomers that got to our base and were instantly put on quarantine so some of those folks are coming out of quarantine and are looking for some direction. Those folks, please give us a call at the AFRC and we definitely want to get you connected with some of those big agencies that you need to connect with like housing and driver's license, meeting with wing leadership et cetera. And we're still getting some exception to policy deployers, I think Sergeant Castro mentioned that. Some deployers are still heading out, we're still getting people coming back in so Sergeant Castro is kind of handling those on a case by case, one on one whenever they come in. But we still have a lot of stuff going. I just wanted to do a quick plug for this Sunday. We have an Easter scavenger hunt going, it's on our Facebook page. If any families out there would like to participate in that, that's at 10 o'clock on Sunday morning. Check our Facebook page, you'll see the flyer. Sergeant Castro is going to post that scavenger list at 10. We have 30 items on it, pretty difficult. Should be pretty fun for families to do together. And we're going to put a couple of cash prizes together too with help from FSS and Mildenhall Spouse's Association. So we're trying to keep things as normal as possible like Sergeant Castro said. We're just trying to do it virtually and tailoring it to an as-needed basis. So we are open Monday through Friday. We have somebody going to answer the phone from 8 to 5 all week long. Anything we can do to help you out, we are definitely here for that.

Colonel Pananon:

Thank you Colin, Sergeant Castro. I appreciate it. Alright, so this is kind of maybe open to the panel but might be in the chaplain's lane. Teleworking from home is difficult and my spouse and kids seem to be fighting a lot more. Is there a way to meet for couples or family's counseling?

Chaplain Hundley:

Absolutely. So not only would the chaplains be able to probably provide that but I'm sure Major Copeland's team as well would be able to assist but the best way that we would be able to meet with families, probably due to the restrictions it would probably either be through Zoom, Skype or

telephonic. Today we had like a walk in. If it's just the two of us, it can probably get done right, because we're still honoring the guidance. But if we get more than that, then it would have to be another venue.

Major Copeland:

And just to kind of piggy back on resources for families. The family advocacy webpage, I believe it is family advocacy and then it says RAF Lakenheath dash Mildenhall. They are offering classes online to include love and logic. So if you're kids are fighting, love and logic is a class. It's an eight-hour class that would cost you close to three-hundred dollars and it's being taught by really the expert on it, the man who sort of created the love and logic programs. So it's being offered for free so you can sign on for that. Family advocacy is providing some couples counseling virtually. But I do know that they are very very busy so probably your best place to start might be with the chaplains just kind of knowing where their ability is right now. Those are the resources we have.

Grace Erickson:

Sir, I'd like to add that Magellan Ascend also has some resources for teleworkers with children in the home. They have webinars and tip sheets that you can print out or use with activities to help you manage your kids while they're at home at you're trying to telework.

Colonel Pananon:

Alright, thank you so much. Another big portion of our population deals with our dorms, so I'm going to ask Chief Glascock if she has any thoughts or comments regarding that.

Chief Glascock:

I do not live in the dorms but I can tell you we visit the dorms and we've been doing a lot of work with the first sergeants and just stood up a dorm working group so that they can be meeting with the dorm members. They're over there visiting them, seeing what they can do to improve everything during this time and make sure that we're reaching out to their needs that they have. So they got a lot of great ideas started. I'll tell you, we had a virtual meeting with our dorm council and they were very impressive. The commander and I were super impressed with their innovative minds and the ownership that they were taking of their dorms. That's your home. You dorm members out there, we were happy to see how you wanted to take charge of it and to make it the best of you can during these times. Because it is very unique. Shoutout to the first sergeants and the new dorm working group that we're going to have. We want to make sure that you're reaching out and that you're being heard so that we can address those issues.

Colonel Pananon:

Thank you chief. Another thing that I wanted to put out there as well is we've been having a series of commander's calls with our Airmen across the base and we threw out the challenge flag, which was we're going to host a wing-wide virtual competition. The first one might be trivia, but then we also raised an offer to them that you come up with the next level of competition and then what we're going to do is create a bracket. We'll have teams, we'll crown a winner and then they'll all try to beat me. So too bad, it's not going to happen, it's not going to work. But that's out there as well. We're really trying to get after that. A couple of other things, admin notes here. I would recommend a few things. So some of the services, some of the information that we've been sharing with you today can all be found on the Mildenhall.af.mil site. There's a button that says COVID-19 and that will take you to some of the services that are either open, closed or may have limited hours. I recommend looking there as well as all the other locations that have been recommended by the subject matter experts. One other thing that I also wanted to make sure that everybody was aware of is the 48<sup>th</sup> Medical Group is hosting their town hall at 1600 today, 4 PM to I believe 5 PM so that you can ask you questions, medical-related questions during that time. We are coming close to the end of our session here and what I will tell you is I'm really encouraged by the level of effort that everyone is putting into and buying into as far as the restrictions go. I know it can be a little bit of a burden, but at the same time there is a lot of compassion because we're all in this together. I really would applaud you on this and taking advantage of the opportunities that this presents where you can connect with your family on a more deeper level and so we do appreciate the team that is here that has been able to offer some great advice, great tips and really raise awareness for all of the resources that we have available to all of this community. I will turn it over real quickly for some few second closing comments. Anybody have any closing comments before we adjourn?

Master Sergeant Castro:

I will add that for the dorm members we also have a separate list for the scavenger hunt on Sunday. We're not expecting them to have the same items in their house as a family, so we are going to make two separate lists so please participate.

Major Copeland:

On the question of the dorms, three of my Airmen that live in the dorms, that are mental health technicians, will be featured next week on a Facebook video that will be coming out on Monday. So if you see it, feel free to share it. I think they did a great job.

Colonel Pananon:

You did tell me about that. That's going to be fantastic. Chaplain Hundley, any last closing comments as we enter into the Easter Sunday, Easter Weekend?

Chaplain Hundley:

Absolutely. I wish everybody a very wonderful, happy Easter Weekend. Unprecedented times, but hey in my faith tradition, no surprises from God. He knew already this was going to be this way a long time ago. So hang in their, stay strong and be encouraged.

Colonel Pananon:

Ron, real quick.

Ron Draper:

Yes sir, just a quick closing comment. For of all. Stay healthy, stay safe. Make sure you are staying connected. If there was something that you wanted to ask that wasn't addressed the way you felt comfortable with during our limited 60 minute period here, I'm going to give you a quick telephone number. Now obviously the majority of us on the Zoom call right now are teleworking but jot down this number. It's 01638542009. That number goes directly to our SAPR office, over in the DC3. Ms. Susan Bradford is at that phone everyday from 0730 to 430 everyday. She's in the office all the time. So if you can hit her for anything, she can reach out to one of us and I guarantee within five minutes we can get back with you. That's 01638542009.

Colonel Pananon:

And to my wingman, Chief. Any closing comments?

Chief Glascock:

I would say that resiliency is definitely being tested right now. It's an absolute honor though to be apart of Team Mildenhall because we're crushing it and you guys are great people. Thank you.

Colonel Pananon:

Can't agree more. This draws conclusion. I didn't get to go to all the Hollywood squares for closing comments, but please if there are any questions that come in after this video concludes, after this session concludes, put them in the comment section and we'll get back to you right away. And that's all from Team Mildenhall, thank you so much for attending and we'll let you know when the next town hall is scheduled. We'll get that out as soon as we can. Alright, thank you, take care, be safe.

