

EVENT: FORT GORDON FACEBOOK TOWN HALL ISSUES AND RESPONSES

Date/Time: 10 June 2015 / 1830-2000

Fort Gordon

Hello to our FG Facebook community. The FG "virtual" Town Hall will begin in 30 minutes. Thanks for joining us today. We'll be online from 6:30-8:00 PM, answering your questions! Shortly, we'll provide info on how the Town Hall will run. *(2 Likes)*

Fort Gordon

The FG Garrison Town Hall will begin in 15 minutes. Beginning at 6:30PM Eastern Time, members of the FG community are encouraged to post questions regarding quality of life programs, housing, facilities and infrastructure, law enforcement, family programs and all the other services at Fort Gordon. We'll answer the questions we can, and we'll try to get answers for those we can't. *(7 Likes)*

Fort Gordon

During the town hall, our comment policy remains in effect. We want this to be a productive, fun session for you and our staffs, so we will deal swiftly with violations - especially those that interfere with the conduct of the town hall. *(9 Likes)*

Fort Gordon Violations may include: explicit language; personal attacks; "spam;" political discussion, endorsements of any political figure, private business or organization; intimidation or harassment, remarks prejudicial to the maintenance of good order and discipline, or anything that disrupts the smooth functioning of our Town Hall. This isn't the place to comment on national policy or personalities. *(1 Like)*

Fort Gordon We reserve the right to remove posts that appear to disrupt the purpose of the Town Hall, such as repetitive, unproductive comments. Please follow our posting guidelines. If you don't comply, your message will be removed. *(1 Like)*

Fort Gordon

Here's who'll be on hand to answer questions during the FG "virtual" Town Hall:

- Fort Gordon Garrison Commander – COL Samuel Anderson
- Deputy Fort Gordon Commander – Mr. John Curry
- Directorate of Emergency Services (police and fire)
- Directorate of Public Works (housing, roads, utilities, construction, facilities)
- Directorate of Human Resources (in-out processing, ACAP, education services, substance abuse programs)
- Directorate of Family and Morale, Welfare and Recreation (family and recreation programs, child care)
- Logistics Readiness Center (transportation and maintenance programs)
- Directorate of Plans, Training, Mobilization, and Security (training areas, ranges and planning)
- Religious Support Office (chaplains' programs)
- Resource Management Office (budget and manpower)
- Plans, Analysis & Integration Office (ICE, family action planning, base strategic planning)
- Army & Air Force Exchange Service (AAFES merchandise and services)
- Balfour Beatty Communities (housing)
- Dwight D. Eisenhower Army Medical Center (medical care)
- Defense Commissary Agency (food logistics)
- Installation Safety Office (safety)
- Network Enterprise Center (Information Management/Technology)
- Office of the Staff Judge Advocate (legal and non-legal support)
- Public Affairs Office (command info, media relations and community relations)

Also, the Claims Office and Civilian Personnel Advisory Center will have representatives available to take questions. *(7 Likes)*

Crystal Tyson (Comment deleted by user before recorded for transcript)

Alex G Gaines Hello Crystal. Pls call me about your question or Mrs Olds and we will be more than happy to answer any CYSS question. Thanks *(1 Like)*

Kris Nicholas My wife took our granddaughter to the playground across from the main PX. It's a beautiful playground with a fence around it with a locked gate, and no children inside. They had to leave. Why lock the kids out?

Kris Nicholas Please, please please repair the pavement at Rice & Chamberlain! I've complained about this before. There should be funds for repairs between resurfacing schedules. I'm gonna wreck there one day. Maybe I should buy some traffic cones to put out there?

Fort Gordon

Thank you for joining us for FG's quarterly "virtual" Town Hall. Thanks for being here and taking the time to participate. *(6 Likes)*

Fort Gordon

This town hall is about working together to build a better Fort Gordon community. Whether you have a specific question, or are just following along, you're a part of our community. *(3 Likes)*

Fort Gordon

COL Anderson and his staff run the "city" of FG, so topics such as housing, family services, recreational facilities, traffic and law enforcement will be on the table as I have my team assembled to provide their insights.

We hope our town hall is useful to FG community members who want to talk directly to us about our town, Fort Gordon. *(1 Like)*

Fort Gordon

The Wall is now open for members of the FG community to post questions for the Fort Gordon Commander and the FG installation staff. You can post your questions and comments directly onto the wall using the "Write post" blank at the top. If you don't see the blank form, refresh the page in your browser. *(1 Like)*

Fort Gordon

You may want to refresh the page occasionally (Click on F5), to see the latest Q&As. Last, now would be a good time to review our earlier posts that provide an overview of how this town hall is going to work.

Col Samuel Anderson

Hi folks, welcome to the town hall! *(19 Likes)*

Tiffany Renea Good evening sir!

Julia Bardsley

I would just like to say what an excellent job I think Richard Oquendo and Yomaira Oquendo are doing since becoming Mayor of Olive Terrace! Olive Mayors *(11 Likes)*

Col Samuel Anderson Fort Gordon Mayors are awesome, can't run the city of Fort Gordon without them! *(10 Likes)*

Racheal Johnson

Is there going to be a Starbucks inside the food court within the Px or just the one inside Eisenhower? *(9 Likes)*

Sheila Miller Sheila for the Exchange--Yes! There will be an additional Starbucks inside the main entrance to the Mall. Expected completion early 2016. *(13 Likes)*

Julia Bardsley

I'm wondering what's going on with Teresa's? I've heard rumors about the future plans for the building, but haven't heard anything concrete yet. *(5 Likes)*

Alex G Gaines Hello, We are in the process of upgrading the kitchen and other areas of the facility. The facility will probably be down until the Dec timeframe. Once we know more, we'll let you know. Thanks *(2 Likes)*

Julia Bardsley Is it true that 1 or 2 new restaurants might be coming? *(1 Like)*

Alex G Gaines Yes. We are working with NAF contracting to solicit food concessionaires for this facility. If we can get 2 food establishments in the facility, that would be great. Thanks *(3 Likes)*

Jean A. Jones

Is there any plans to build a permanent bathroom facility near the Boundless Playground and Sports Recreational area? Not only are the Portables really stinky during the summer months but the only running water to wash your hands or hydrate is now in the Dog Park. *(7 Likes)*

Ladie Craft I agree, is exceptionally difficult to use those with potty training little ones. *(4 Likes)*

Alex G Gaines Hello, We have had discussions on this very issues. We are working with DPW on a way ahead. Thanks *(5 Likes)*

Mirella Vasquez Snyder

Hi, I am wondering if there are plans to improve/increase the capacity at the CDC? I was put on a waiting list about a month ago. I was recently told that they have a really long waiting list. Also, any chance of increasing the hours of operation at the hourly care CDC? *(4 Likes)*

Mia Gibbs FCC providers offer hourly care as well as extended hours. *(1 Like)*

Krysta Mallory Along with this, are there plans to add a part time care option instead of hourly? Hourly gets incredibly expensive per child, even for just one day a week so I'm wondering if there are any part time options that would be more cost efficient? *(1 Like)*

Alex G Gaines Hello, We're working this issue now. We recently had some caregivers PCS so as soon as we can fill those positions we can increase our current capacity. Hourly care program at West is new and we are always looking at ways to improve. Our current hours are currently meeting the demand however, if you are having an issue with the hours pls let me know. Thanks

Alex G Gaines FCC is an excellent option and we are working the part time care now. Once we work through the traps, we'll let you know. *(2 Likes)*

Mirella Vasquez Snyder With regards to the hourly care 5:30pm or 6:00pm closing time would work better.

Julia Bardsley @ Krysta Mallory, FCC providers are also able to provide part-time care. (3 Likes)

John Curry

Know someone leaving the service? Make sure they know about the National Transition Summit scheduled for June 24-25. There'll be presentations, workshops and a job fair- all intended to help service members make a successful transition to civilian life. Register for free at hiringourheroes.org. (10 Likes)

Kelly Peckham Kelley

Hello-I was wondering if there were any plans in expanding or renovating the outdoor pool area? Being that this post is expanding, and the pool is already very crowded. (4 Likes)

Alex G Gaines Hello, At this time no but it is something that MWR is looking at in the future. Once we work out the particulars, we can start planning for this expansion. Of course, funding is always an issue when dealing with major constructions. Thanks (2 Likes)

Kelly Peckham Kelley Thank you!

Jessica Summers

What is the old YMCA building going to be turned in to?

Col Samuel Anderson We don't have a YMCA building, but we do have a building that used to be used for arts/crafts, kids program, etc, and most recently has been used as Parent Central Services for CYSS. That building is currently under contract to be renovated and turned into office space for DFMWR. That will allow us to move DFMWR out of Darling Hall and move more "one stop" services into Darling Hall. (6 Likes)

Sabrina Behuniak

I'm not sure who to direct this to, but if someone knows who delivers The Signal newspaper in the housing areas, if they could please ask them to not speed, I was outside around 930 last Thursday the 4th and they sped through with no care of anything, throwing the papers out of the window and almost hit me and my husband with the paper. It's summer and kids are outside later than normal and their speed was a major concern. (2 Likes)

Ladie Craft Not only do they speed, the USPS does as well. The 15 mph is not just for us living in housing it is for everyone. (1 Like)

Fort Gordon You've come to the right place. We'll notify the contractor that publishes and distributes the Signal, and make certain they ask their drivers to slow down. If you see this continue, please report it to the Public Affairs Office at 791-7069. (6 Likes)

Sabrina Behuniak Ok thank you, I appreciate it! (1 Like)

Steven D'Angelo

I have submitted ice cards with a request to be contacted to Balfour on two separate occasions but never get a reply. My neighbors tell me they have the same issue. Is there a requirement for them to respond? (1 Like)

Courtney Smith Menard I've put in ICE comments regarding DDEAMC requesting to be contacted and never have.

Fort Gordon If you submit ICE comments and don't get a reply, go to the ICE main menu and resubmit the comment to the Office of the Garrison Commander. They'll ensure that the request is forwarded to the correct leader in the organization you're trying to contact. *(3 Likes)*

John Curry

Next week we'll conduct our annual anti-terrorism and force protection exercise June 15-18. During the exercise, you can expect increased security measures, additional ID card checks and checkpoints on our roadways, and delays in travel on the Installation. Please be patient and plan accordingly - we take your safety very seriously, and that's why we conduct this training every year. *(12 Likes)*

Katherine Hyer

Has Eisenhower considered having a clinic for school age sick kids. The state requires doctor's notes after 5 parent notes. Many times I have to get an appointment just for a doctor to say yes your child is sick and wait 24 hours after the fever breaks. I have no choice but to make an appointment. As a result there are no appointments. How can we meet the requirements of the school but also have our needs met by the base hospital. *(12 Likes)*

Wes Elliott I will pass the idea along to the leadership at EAMC to see if something could be done to help you. *(3 Likes)*

Katherine Hyer Thanks. I was thinking a kids sick call. *(1 Like)*

Alex Kasey-Houlette Clasen This would make a really great AFAP issue, too. You might consider submitting this idea. <http://www.gordon.army.mil/acs/AFAP/> *(3 Likes)*

Racheal Johnson

If I heard correctly there is a theater on post but its shut down, is it going to reopen? *(3 Likes)*

Jean A. Jones It would be wonderful if it were to reopen! *(4 Likes)*

John Curry The theater will be reopened after some renovation work is completed later this summer. It will be operated as a joint effort by the DFMWR, NIOC and BOSS. *(11 Likes)*

Brandon Daniel Warren Will it be the signal theater being renovated or the one next to bowling alley?

John Curry It's the facility *(1 Like)*

John Curry It's the Signal Theater located adjacent to the indoor pool. *(3 Likes)*

Heather Heddleson We love going to this movies and would love to see the base theater operational! :) looking forward *(5 Likes)*

Spencer Frazier

Is anything going to be done about patrons at the dog park having their big dogs in the small dog areas. There have been instances of bigger dogs attacking the smaller ones.

Alex G Gaines Hello, The rules are very clear on this matter and posted. If a person is in violation of the policy that's posted, pls don't hesitate to call DES (their number is on the posted rules). I would first ask the person to move the dog to the appropriate area but if they don't comply, pls call DES. *(6 Likes)*

Fort Gordon Veterinary Clinic If your pet is bitten at the dog park, please seek veterinary attention as infections can result. It is also important to get the contact information from the owner of the biting dog, as this may be very important in confirming rabies vaccination. This is especially important if a person is bitten! We have received reports of dog bites at the park, and such reports have been forwarded to MWR and DES. *(1 Like)*

Sheila Renee Queen

I'm just curious, what will be done with all the PXTRA space once everything is moved to main exchange? Hopefully something. I think it would be great to make it an AIT soldier shopping area to help not have so many of them on the loose in the exchange on weekends, especially the ones that have restrictions. *(5 Likes)*

John Ramey Sheila, thank you for your question. the P-Extra will be renovated and rename the Command Support Complex. Several Installation agencies (Legal, EEO, CPAC, AEC, SHARP, Safety, IG, MICC) will move into the new complex. These agencies former buildings will be used for the growth of the cyber missions coming to Fort Gordon. *(6 Likes)*

Sheila Renee Queen Good to know. Thank you, I was just very curious.

Katherine Hyer

Does TMO have to meet the needs of members who have to depart on short notice?

Fort Gordon We don't have a representative of the Logistics Readiness Center here tonight. We'll get your question to them tomorrow and post their answer when we get it. Sorry....

Sheila Renee Queen

I also wanted to thank whomever, for bringing tackle football to for the kids with sports sign ups. My son loves it but I was afraid he was starting to miss out the fundamentals of tackle before high school because there was only flag football. So thank you! Look forward to getting him signed up and playing this fall. *(10 Likes)*

Elizabeth Kenyon Zeisler

Housing services has been to our place 5 times since January in regards our HVAC system. Mainly the A/C. The A/C does not cool our upstairs. ON the 6th visit to our place they sent a service manager and he basically said that there was nothing that could be done since the building duct system was done on the cheap and placed on the wrong side of the rooms and advised us to box fans as well as the ceiling fans. The upstairs not gets so far to a difference of at least 20 degrees. My 2y/o daughter is waking up in the middle of the night screaming and drenched in sweat. I guess I need to know what else or who else can get this taken care of as per the service managers slip of the tongue we are not the only ones with this problem. *(4 Likes)*

Elizabeth Kenyon Zeisler we of course had the opposite problem during the colder months.

Sheila Renee Queen I agree. The HVAC systems are ridiculous on post housing. Been here 4 years and they have broke down several times every year both winter and summer. A bandaid and minimum explanation gets said until it breaks again. I have to run my AC constantly on low cooling to keep upstairs cool because the upstairs is ALWAYS 10-15 degrees hotter and is miserable to sleep. I barely turn my heat on because it will get hot quickly upstairs and when I do, it breaks usually. *(1 Like)*

Sheila Renee Queen Can't imagine why I constantly go over my electric amount even though no one is home during day. (1 Like)

Sheila Renee Queen Oh and we use our fans plus box fans in every room plus closing vents off.

Fort Gordon Homes Elizabeth please contact Samantha Daher, Assistant Community Manager tomorrow morning at 706.772.7041 ext.225.

Elizabeth Kenyon Zeisler yes, the maintance man has upgraded the motor to the HVAC, checked attic for duct damage/blockage, and added dampers to no use. some nights have been completely unbearable! Yet they still readily take the money for housing... (2 Likes)

Elizabeth Kenyon Zeisler I have filed a complaint with the appropriate people listed on their site and the only rspose i got was for the manager guy to come back and check the temp upstairs! Llike i am lying about it or something! (2 Likes)

Jim Zeisler The is probably why they invented members of congress. Call your local congressman of Mich and see what he can do

Nicole Anderson Elizabeth I have the same issue but in our one story the very back doesn't cool down. (1 Like)

Skip Kirk

I understand that CIF is a contractor workforce, but is it reasonable that they have an 80% turn away rate for service members out processing, do not allow for partial turn in, and don't seem to want to work with the service member to make sure that they can conduct their final out on time? (6 Likes)

Fort Gordon The Logistics Readiness Center isn't here with us tonight, but we'll take your question and get it to them tomorrow, then post the answer here. In the meantime, we know that the garrison command sergeant major has been working with units and CIF to improve the "go" rate on turn ins.

Skip Kirk Thank you very much.

Leah Arredondo

Is there something that can be done about patrons leaving their vehicles unattended at the pump to go pay, shop, mingle, etc inside the shoppette, leaving lines of people outside waiting for a pump? (2 Likes)

Michelle Simone Melendez I think more employees would help. I went to pay with cash and stood in line for almost 10min just to pay before pumping! :((4 Likes)

Leah Arredondo I waited for almost 10mins for the person in front of me to come back to his car so I could get gas & all other lanes were just as busy due to the same issue... (1 Like)

Raven Brunner About that, I have the opposite issue. Just a bit of insight, once somebody had walked up to my car window and complained about me sitting in the car at a pump while my mom paid for gas.

It's very common for people to run inside to pay. It's entirely necessary if one is using cash. (7 Likes)

Sheila Miller Sheila Clark for the Exchange--Leah, we understand this is an inconvenience when a customer is shopping inside the Express. Please notify management at the facility if a vehicle has been sitting longer than a few minutes.

Leah Arredondo I thought there was a window you could walk up to for paying with cash...

Raven Brunner Everytime I've had to pay for gas, I had to go inside. Either way, the car will be left unattended. They can't put cash in the pump unless your car is at the pump. *(4 Likes)*

Leah Arredondo Unattended for more than 10mins? *(1 Like)*

Nicole Anderson Is there a way to get pumps like the Sprint Gas station has off post.. They accept card and cash at the pump. That would eliminate the need to go inside to pay.. *(1 Like)*

Raven Brunner @leah, the lines get really long. I don't count how long it takes whenever I run in, but I have waited behind a line of people before. *(3 Likes)*

Sheila Miller Sheila Clark for the Exchange--Nicole, I will inquire about dispensers that accept cash with our Fuel experts in HQ. *(1 Like)*

Tiffany Renea

Are there any plans to add providers at Eisenhower?

Getting a same day appointment is near impossible and today when my son was seen, the dr said 7-9 days for a follow up and an appt could not be made until July 2 (well after that time frame).

With it already being over crowded for services at the hospital clinics I'm concerned that adding more soldiers and families to the workforce here over the next several years, is only going to complicate things even more! *(17 Likes)*

Christine Karimkhani Side note to that: Would Tricare make exceptions to using off-post PCM's, even if someone is on Tricare prime? *(1 Like)*

Tiffany Renea Christine Karimkhani--that is what happened when we were at ft hood.

Christine Karimkhani When we were at Ft Carson I requested an exception to go to an off-post provider and received a list from Tricare of off-post providers that had openings for Tricare prime patients. It was the best healthcare I have received since my husband has been in. *(2 Likes)*

Wes Elliott Right now we are in the summer PCS season but we prioritize access to care to get you to see a physician. If we can't get you to see a doctor in some cases you can be referred to an in-town urgent care provider by the appointment line. *(1 Like)*

Tiffany Renea I've been told by the appt line twice now that they no longer give urgent care referrals and to go to the ER.

This is NOT a recent problem and has been happening for at least three months. *(8 Likes)*

Mia Gibbs I was told today to go to ER with my son due to no appointments.

Sadie Irene That was a question at the last town hall as well, some people are able to get urgent care referrals while others are told that it's against policy. *(4 Likes)*

Tiffany Renea Which only really clogs up the ER with ear aches and rashes (and yes some true emergencies also), but really there has to be another solution. *(4 Likes)*

Wes Elliott Ms. Gibbs, could you contact the patient advocacy office to see what we could do to help you but you shouldn't be sent to the ER unless the issue is urgent.

Tiffany Renea Maybe someone from Eisenhower can clarify the policy regarding urgent care referrals. *(1 Like)*

Wes Elliott Ms. Renea, please see above.

Mia Gibbs My son has a terrible ear ache and I asked to use walk in clinic when nurse called me but she said it could wait until tomorrow or go to ER. *(1 Like)*

Julia Bardsley I have also been sent to the ER for non-emergent concerns. I'm glad to know Patient Advocacy will help. *(1 Like)*

Debbie Kitchen-Centeno I filed a complaint on ICE regarding an urgent care issue, and I was told that there will be NO urgent care referrals off base (local) If no appointments are available whether it is something as minor as an ear infection or more serious we need to go to ER on base. *(2 Likes)*

Kiley Adams I have been advised to go to the er many times because they can't get us in, and calling at 7 makes no difference. Also they do not give out off base urgent care referrals *(4 Likes)*

Mia Gibbs I was able to use walk in clinic in Grovetown two weeks ago when he was picked up from school with same problem and high fever. I guess it depends on who you talk to. *(1 Like)*

Wes Elliott Phone consultations for medical issues can be very tricky. Anyone who feels that their loved one has an emergency or urgency should be directed to seek care.

Wes Elliott I appologize that there is some confusion, the computers in the IOC won't allow me to answer as EAMC. So I should introduce myself, I am the PAO for Eisenhower and have personnel from the medical center assisting me with answers to your questions.

Tiffany Renea Thank you Wes.

Gail Rosario Fitzpatrick Tricare on line is a wonderful resource for making appointments

Bernadette Stewart White This is really getting ridiculous. People are here, participating in this quarterly forum seeking real answers to real issues. You are doing a great disservice to service members and family members when you offer vague solutions to their problems. I urge you to get out in front of the access to care issues that we are all experiencing and bring real solutions when you 'show up' to the next town hall meeting. The very same issues with access to care were questioned during the last forum and here we are again with the same questions. Sure, I was asked to come to the Patient Advocate Office, which I did. I got a referral to Urgent Care that day, but the access to care issue continues. I have received two more referrals to Urgent Care since that day. I have questioned the policy and I see that the answers vary depending on who I am talking to. Please clarify what the policy on outside referrals to urgent care really is. *(10 Likes)*

Kiley Adams This does not answer the question of getting quicker appointments, it has nothing to do with PCS season this happens year round. This is the first base that does not allow off base tri care prime as an option. The appointment line is busy as soon as they open and getting a

same day or next day appt is nearly always not going to happen. So are they planning on adding more providers to help this issue? And the hospital is not on the same page with urgent care off post, if some can get it and others can't only adds to the confusion. Patient advocate and ICE complaints have not helped so far. (7 Likes)

Tiffany Renea I actually have used tricare online but recently NO APPTS are available with our providers. (4 Likes)

Sadie Irene It has been like this as long as I have been familiar with EAMC (since 2006), so I think the answer is no. (1 Like)

Kiley Adams Can we please see in writing the policy about getting a referral to urgent care?? That way we all have the knowledge that we should have. (3 Likes)

Courtney Smith Menard When I used Tricare Online to make an appointment last night, the first available appointment was July 15th...over a month away. (4 Likes)

Bernadette Stewart White There has been a change in what has been allowed and/or enforced within SERMC in recent years. Before my family PCSed from here in 2012, myself and our children were empaneled to the Center for Primary Care in Evans (using Tricare Prime) for our PCMs; we were seen at the MTF for specialty care. Since we returned here last summer, we were told that it is mandatory for us to use the MTF for all care. It is a ridiculous policy that is being enforced even though the MTF does not have enough staff to accommodate all of this area's beneficiaries. (7 Likes)

Lindsay Murphy This was a major issue at the last Town Hall Meeting. The response at that time was to get an urgent care referral. Not even a month later, it became policy to longer give referrals for urgent care. Urgent care referrals and ER visits are not the solution to the problem. They are simply a bandaide. (4 Likes)

Jean A. Jones

My question is concerning the Religious Education Center. My husband and I have been stationed at Fort Gordon several times and have heard that there would be a new one and now we are hearing that there will not be a new one. The current REC consist of several small, separate units, most of which don't have air conditioning, aren't handicap accessible and have limited space for activities such as VBS. If we were to build one large, central Religious Education Center I think all of these problems (and many more) could be solved. (6 Likes)

Col Samuel Anderson We currently have a lot of competing requirements for military construction and renovation dollars. There is not an active project associated with a new religious education center currently but we are working hard to do renovations to the Chapels on the installation. (5 Likes)

Yvonne Towns-Sweeney I would think because of the many different religious persuasions one would not accommodate. Just my thought. Hope all is well in GA!

Katherine Hyer

Do you know if the base will be offering internship opportunities to spouses who hare working on Mental Health degrees. I know that internships are offered for technical schools and HS's. It is difficult for spouse to gain experience working in the medical field. I know that other bases offer these opportunities. Why does the base not offer more opportunities to nonlocal school students. For example I attend the University of Southern California. I am attending a top 10 university for Social Work. I could not get an internship at the base in mental health. How can the base support spouses in careers that benefit the military? (1 Like)

Fort Gordon New Parent Support Program (NPSP) Hi Katherine. I'd love to talk with you more about options to get involved with the community and gain experience while you are going through school. You can reach me at krystle.e.mccann.civ@mail.mil or at 706-791-5220; Krystle McCann, LCSW, CCTP. Lead Social Worker, FAP/NPSP (2 Likes)

Wes Elliott Ms. Hyer, your spouse will need to speak with the educational institution for available internships.

Sheila Renee Queen

Speed limits! I wanted to touch on this before you close out. Any chance that our speed limits can go back up in areas that aren't housing and not heavy traffic by troops? Like how we use to have 35 on that long strip that is now 25 (sorry forgot the road name). (5 Likes)

Mark Finley Hello Sheilla--my name is LTC Finley the DES and Fort Gordon Provost Marshal, we continuously evaluate speed on the installation and attempt to provide recommendations consistent with the safety of all residents. Currently, there are no plans to increase the speed on Kilbourne Ave.

Sheila Renee Queen Okay. Worth asking. Thanks.

John Curry

Join us Friday morning for the Army birthday celebration! Following a post run, we'll gather at Barton Field amphitheater for a cake cutting ceremony to observe the Army's 240th birthday. (8 Likes)

Heather Pi You had me at cake ;) (4 Likes)

Marissa Cruz ^RIGHT Heather Pi LOL

Do we register for this run (1 Like)

Regina Falange (Meme photo: "Did you say... Cake" Still of Buddy from Elf starring Will Ferrell) (6 Likes)

Regina Falange Heather Pi there were so many memes to choose from lol (1 Like)

Heather Pi Oh I like this one! Buddy is my spirit animal!

Rachael Strasser

We appreciate you all taking your time to answer these questions quarterly. I hope it gives the members of the community some answers along with some things for garrison/housing/Eisenhower to improve upon. (9 Likes)

Fort Gordon That's why we do it! thanks for joining us. (1 Like)

Brandi George Mouton

What can be done about getting poor treatment at Eisenhower? I've made multiple ICE complaints, and nothing ever gets done. I have medical conditions that I need to see specialists to get everything figured out and fixed- yet I keep getting "dismissed" as a patient and told to just see my PCM- who is the one that gave me the referral in the first place. It took almost a year to stop being bounced around from doctor to doctor and get an actual PCM.

Wes Elliott The patient advocacy office at 706-787-4656 can assist you.

Brandi George Mouton I've talked to patient advocacy many many times. (1 Like)

Brandi George Mouton My response is always "we'll bring it up at the next staff meeting". (2 Likes)

Wes Elliott Then contact the public affairs office tomorrow and I will get you to someone who can help. 706-787-5301.

Debbie Kitchen-Centeno

With all do respect to those representing EAMC. For the next time around can there please be a straight forward answer regarding the urgent care concerns? Since the last town hall there seems to be back and forth information regarding any policy regarding this topic. Thank you. (6 Likes)

Sheila Renee Queen

Stop light by school where crossing guards are during school? Reason I ask because I see many kids trying to cross the main road after the guards left(due to after school activities) and during the summer and MANY cars fail to stop for kids to cross safely. (7 Likes)

Rachael Strasser That would be excellent!

Sheila Renee Queen Yes it would. I was waiting to turn into my housing day I was stopped and another lane was stopped kid started to cross for a car to speed on by stopping last minute before realizing we were stopped for a kid to cross. I think it would be safe and wise for all.

Mark Finley Sheila- There are plans to instal pedestrian controlled cross walks in the vicinity of the Freedom Park Elementary school to facilitate crossing Avenue of the States. Once these are installed that should mitigate crossing concerns and alert drivers to pedestrian use of the roadway.

Sheila Renee Queen Okay. I hope those do the job. It just needs to be safer for kids to cross that road without guards.

Jennifer N Calvin Toole

My questions is who do we talk to and where do we go to find out which schools are MYCAA approved for military spouses?

Heather Pi I'm not commenting in an official capacity, but this link has some excellent information on MYCAA and how to get started/where to look for more information:
<http://www.military.com/education/money-for-school/military-spouse-career-advancement-accounts-financial-aid.html>

Heather Pi <https://aiportal.acc.af.mil/mycaa/School/SearchSchools.aspx>

Heather Pi ^specific link to search for MYCAA schools

Tiffany Renea You can all go to the education center.

Xiomara Alves

This is for housing. Is there anything that can be done with your contractors who are working on building. They are driving really fast in the neighborhoods, having LOUD music in their cars, and when they are smoking they are leaving all their Cigarette butts on the ground. Is there anything that can be done? (7 Likes)

Fort Gordon Homes BBC will address the issue with the contractors. *(1 Like)*

Krista Foster Dodds Or the fact that they take up all the our parking spots as the are working on other houses and are leaving windows open and all the lights on in the houses as well *(2 Likes)*

Kat Ayres Yeah they've been leaving nails in the driveways as well, which led to my brand new car's tire having to be patched (seriously, less than a month old car)

Courtney Smith Menard When these incidents are happening, please make sure that it's reported to your community mayor ASAP so they can monitor the situation and report it as needed. Contractors are being paid money to provide a service. The powers that be need to be aware of the quality of service that residents are receiving. *(3 Likes)*

Diane McCreary Heck, it's not just their contractors. I listened to two of their employees cuss and yell at each other the other day while they were in a neighbors front yard. But seeing how BBC doesn't respond anyways to complaints, I just went about my day. *(5 Likes)*

Nicole Anderson Exactly i filled a cup with nails and screws that were left behind.. That is a huge hazard for kids and dogs. Also there is one contractor that will sit in his truck and rev his engine for about 5 min. *(4 Likes)*

Kiley Adams

Can we please get in writing the policy is on getting a referral to an off base urgent care provider. The hospital is over capacity as is and getting a same day/next day appt is near impossible even calling at 0700. Patients should not have to go to the ER when a simple referral would solve the problem. *(7 Likes)*

Wes Elliott There are several options to assist with appointments. The Nurse advice line, telcon, secure messaging, could help you with contacting your provider and your PCMH team and possibly avoid appoinmtents.

Kiley Adams That does not answer the question. I know when my children need to be seen, and your nurses advise to go to the ER because the facility is overbooked. This does not help my child being seen , nor does this answer the question to see the WRITTEN POLICY for urgent care referrals *(5 Likes)*

Leslie McCoy Kiley, I was told they aren't doing referrals anymore! In fact, the oh so friendly male I spoke with at the appointment line (sarcasm with the use of friendly here!) told me if I cant wait for an appointment then to switch to standard!

Kiley Adams I want the actual policy # or base order for this not a " the policy is to get an appt as soon as possible" you do not get a routine appt in 7 days!! You need to seriously listen to the people who use the system, it's broke and it needs to get fixed!! Your military and families deserve better *(5 Likes)*

Leah Arredondo I've never seen my PCM & when there wasn't a same day appt (shocking) I left a msg with the nurse who then left a msg with a dr who didn't call me back until 4days later after which I had already resorted to going into the ER. *(1 Like)*

Debbie Kitchen-Centeno It seems that there are different answers regarding this issue. Bottom line with regards to appointments needed same day, if there are no available appointments our only option it to go to the ER. Regardless of the medical concern.

Courtney Smith Menard Which is ridiculous because I shouldn't have to change insurance plans to have better quality care. Everyone deserves to be seen by a competent effective medical care provider in a timely manner. *(5 Likes)*

Debbie Kitchen-Centeno I agree.

Leah Arredondo We waited at the ER for 5 hours though. That is until I decided to just leave. I don't have 5 hours to waste with my kids & job waiting.

Elizabeth O'Connell They need to get their facts straight. We called at 2 pm and told the appt line my son's symptoms. They gave us a referral. So how come some people can get them but others can't? That's not fair. *(5 Likes)*

Kiley Adams Exactly why I asked for this policy # and the representative could not provide it!!! *(3 Likes)*

Leah Arredondo

Is there a way we can get paint & sod or dirt from self help? I've never seen a list of what they offer for housing. *(1 Like)*

Heather Pi <http://www.ftgordonfamilyhousing.com/resident-resources/support-assistance/>

Heather Pi At the bottom of the page lists certain things that are available to residents through the self-help "store"

Leah Arredondo Thanks Heather Pi! :) *(1 Like)*

Heather Pi Anytime :)

Sheila Renee Queen Haha. It says bring own container for paint. I have never seen something like that. LoL. Sorry, but that is funny.

Leah Arredondo I wonder what kinda container I should bring lol

Becky Suess Minarik When we got paint we used an old ice cream bucket. You know the plastic ones with a lid and handle. *(1 Like)*

Racheal Johnson

My question is regarding housing, is there any chance we could get a curbside recycling service that picks it up with our trash? I'm aware of the recycling drop off across from the library, but I feel like more people would recycle if it was curbside. *(10 Likes)*

Heather Pi I believe something like this may be in the works, if I remember right Lakeview Terrace is currently undergoing a trial run for recycling. *(7 Likes)*

Fort Gordon Homes Racheal we are presently doing a pilot recycle program in Lakeview. If this is successful, we will expand recycling to the other housing areas. *(9 Likes)*

Racheal Johnson That is fantastic news! *(1 Like)*

Krysta Mallory Yes!

Leah Arredondo My kids love it already :) (1 Like)

Alex Kasey-Houlette Clasen Just a reminder to Lakeview residents - set your bins out tonight because the first pickup comes early tomorrow morning! (6 Likes)

Lakeview Terrace Super excited for our first pickup!!!! The Recycle Center has been amazing to work with! (8 Likes)

Rachael Strasser I wish we could get it in Olive! My kids love to recycle (1 Like)

Amanda Jackson Fisher I hope this goes well so we can bring recycling to Gordon Terrace! (4 Likes)

Alex Kasey-Houlette Clasen Fort Gordon Recycling (3 Likes)

Jean Kelly If you would like additional information on recycling for anywhere on post, including housing please visit fortgordon.com, our new facebook page or call the office at 791-7881. We look forward to providing excellent customer service to all.

<http://www.fortgordon.com/> (1 Like)

Lori Ruggiero Haynes

We appreciate the new dog park. It is nice with the water features benches and shade. We have noticed that the gravel rock gets very hot and is rough on the dogs feet (they don't like to run on it). Is there an option to lay sod or grass in the dog park? Thank you (5 Likes)

Brandon Daniel Warren I agree the gravel makes it even hotter to be in the park during the summer

Rachael Strasser Also is there the possibility to add a "child" area. I know it is a dog park and not a kid park, but those of us with children under 10 can not utilize the park. It's a great dog park, and would love to bring the pups, but it's currently not an option (2 Likes)

Alex G Gaines Hello, There's no option to change the surface. We discussed this issue with the VET on post and she concurred with our surface choice. On a side note, Pet (2 Likes)

Alex G Gaines Smart does provide shoes for dogs. Thanks (2 Likes)

Jean A. Jones As much as I love the Dog Park, I can not bring my dog due to the gravel. I brought her once and her feet were so cut up she refused to go on her regular walk for days. (1 Like)

Fort Gordon Veterinary Clinic We have discussed this with our MWR team, and unfortunately there is no perfect choice for footing in the dog park. A grass or sod surface in such a small area would quickly die and turn to mud, providing puddles and other standing water sources for parasites. This is a common problem in local dog parks. Many substances would be unsanitary or provide poor water drainage. We recommend that owners with soft-footed dogs expose them slowly to the surface, and purchase protective booties if necessary. (7 Likes)

Lori Ruggiero Haynes That's pretty sad because it's hot and uncomfortable on the gigs paws

Jillian Pederson The vet is wrong cause our dog pad can get cut and burn on the gravel dog paw are not meant to wear shoes. (4 Likes)

Lori Ruggiero Haynes Also other dog parks in this area is grass

Sheila Renee Queen My dog won't wear the shoes and the gravel cut her paws. I'm not against the gravel but it could have been a better grade gravel such as peet gravel. What is there is larger and has sharp edges and has damaged my dogs paws twice now. Wish we could do the dog park because it is awesome.

Fort Gordon Veterinary Clinic Even tough military working dogs can wear boots! We understand it may be an inconvenience, but there are ways to protect your pet and ensure they can still have fun at the dog park. We also recommend booties like these if your pet will be spending time walking on hot asphalt roads this summer, which can do much more damage than pea gravel. (Source: <http://www.wpafb.af.mil/news/story.asp?id=123107028>)

(Fort Gordon Veterinary Clinic's photo of dog with shoes) (6 Likes)

Krysta Mallory What about the rubber tire shred they have in the big playground area? Would that be an option? (2 Likes)

Eden Ridlon plus, you get to watch your dog walk like this until they get used to booties... :)

<https://www.youtube.com/watch?v=3tH785TVOjl>

(YouTube video: Funny videos of dogs "Dogs in Boots Compilation" Prt1) (2 Likes)

Krysta Mallory Those boots are HILARIOUS

Sheila Renee Queen I wish. Mine chewed two pair off. Since they won't wear them I only walk them late evenings when thing a cooled down or early mornings.

Heather Anne Many public dog parks we visit have the same gravel. If your dog isn't used to rougher surfaces they may not have the rough/calluses on their pads at first :(I don't think there is a perfect solution (2 Likes)

Tina Pondy The mwr team should due their homework. Evans did it right. No one walks any animal on gravel. (2 Likes)

Lily Hernandez-Baker

Could this program be offered during the summer months at the pool? There is only 1 person in the CSRA (as far as I can tell) that teaches this. Due to HOA and zoning restrictions, she's not able to teach out of her home any longer.

(Article: [ISR Self-Rescue® Survival Swimming Lessons](#))

Give your child the competence, confidence and skills of aquatic safety with Infant Swimming Resource's Self-Rescue® program. The safest provider of survival swimming lessons for children 6 months to 6 years of age. www.infantswim.com) (3 Likes)

Alex G Gaines Hello, We've never heard of this program. However, we were given the Zac Grant funding and will be offering the program on 25 Jun. This programs teaches children age 5 - 9 years survival skills in the water. Thanks (1 Like)

Lily Hernandez-Baker Thank you for your quick response. All swimming classes offered are usually for older kids. This class is designed to teach 6 months and older how to save themselves should they accidentally fall in any body of water. My daughter learned to swim at 1 doing this program, it was incredible. If you have the time, you should do a little research on it, I think many families on post would benefit as well.

<http://youtu.be/aT17M9HGBgk>

(YouTube video: ISR Toddler Swimming - 3.5 years old) (2 Likes)

Heather Anne We've been looking for an ISR instructor as well! Our friends had amazing success with it (1 Like)

Lily Hernandez-Baker Heather... It was money well spent. We are so bummed our lady can't teach the refresher class this year at her house. She's doing them out of a friends house in Beech Island, but that's too far for us to go. :((1 Like)

Leslie McCoy

I know there are a lot of concerns with Eisenhower that have probably been addressed, but I'm feeling a little left out of the loop so I have some questions and concerns.

I have had to put in ICE complaints many times just to get a follow up appointment from being treated in the ER, or to get an appointment within a reasonable amount of time for my kids if they're home sick from school. I don't like putting in ICE complaints, and I know this is not the fault of the providers because they aren't the ones tasked with setting up the appointments.

There is also one particular individual at the appointment line that goes out of his way to make you feel like an inconvenience or an annoyance.

Is there someone that can clarify the policy for getting an appointment? I've had to wait 3 weeks for an appointment from an ER follow up when I was specifically told to be seen within a week...and there are times I've needed something routine and had to wait the same amount of time.

Is it possible to just let people start going off post, and keep their prime? It just doesn't seem fair that appointments take that long, and in turn, overflowing the ER with minor things. (8 Likes)

Wes Elliott You would need to switch to TRICARE Standard. Please contact the patient advocate office to discuss the problems with the appointment line.

Sarah Johnson Home of 5 star health care. Lol (16 Likes)

Leslie McCoy Patient advocacy has been not helpful. They only ask me "well why do you want us to do?" That's so helpful considering I thought they would be the ones to tell me what they could do.

I will say that when I see a provider who is actually IN the military, I get excellent care. (2 Likes)

Sarah Johnson I agree. Dr lanham is my doctor and hebis excellent. But he's been my PCM for about two years and I only got my first appt with him a couple months ago. Otherwise I always have to see other providers some of whom aren't even doctors. (1 Like)

Bernadette Stewart White Telling us to switch to TRICARE Standard is not acceptable. As a Prime beneficiary, I have the right to receive care within 24 hours for an acute condition. If the

MTF cannot accommodate, it is my right to be referred outside of the MTF. We are living in a Tricare Prime Service area; it's not that hard! I don't know who you are, Wes Elliott, but you are the lucky one who gets to 'answer' questions for DDEAMC tonight. I hope that the next time, they will have someone on hand who can answer questions accordingly. *(21 Likes)*

Leslie McCoy you had one job Wes. You failed. *(7 Likes)*

Tiffany Renea Switching to standard is the recommendation for being seen in a timely manor? That's not okay! And it's surely not a solution for the problems with DDEAMC. *(10 Likes)*

Jesenia K Guzman (Facebook 'Like' logo with bandaged thumb)

Kiley Adams Don't expect to get any real answers, al I received was a politically correct answer that had zero substance *(1 Like)*

Lindsay Murphy Who is responsible for getting the ok to see off post civilian providers? Tricare or DDEAMC?

Lindsay Murphy On prime of coirse.

Courtney Smith Menard Switching to Tricare Standard is completely unacceptable. I, as a Tricare beneficiary and a human being, deserve the right to be treated by a competent care manager in a timely manner. Just because YOUR MTF can't provide quality service, it should not be taken out on the families of service members. That is absurd and down right unethical. *(5 Likes)*

Leslie McCoy That would be Eisenhower. Tricare has told me multiple times they're happy to have me sent off post and keep my Prime...but Eisenhower denies it every time Tricare has put the request in. *(6 Likes)*

Brandi George Mouton Eisenhower doesn't allow anyone on prime to switch to an off base provider any longer. TriCare routes everything through Eisenhower. *(1 Like)*

Brandi George Mouton And telling us to switch to Standard is unacceptable. We're on Prime and deserve GOOD medical care. *(4 Likes)*

Bernadette Stewart White I will be back for the next FB townhall meeting; I hope that the next forum will result in real answers. In the meantime, please research Tricare Prime's access to care standards online. There are brochures in every hospital office and clinic that I have visited that clearly state the guidelines for urgent, emergency and routine care. *(3 Likes)*

Courtney Smith Menard I think that's the whole point, Brandi. Making it sound like it falls back on to us, the patients, when DDEAMC can't meet our needs isn't our fault. *(4 Likes)*

Bernadette Stewart White The Managed Care office in the hospital deals with requests to move to an off post PCM while using prime. You will need to write a letter to get the ball rolling. *(1 Like)*

Kiley Adams Good luck it's normally denied!! *(2 Likes)*

Bernadette Stewart White Keep writing! *(1 Like)*

Brandi George Mouton Bernadette that doesn't work. I've tried countless times. They will not switch you off base if you're Prime. They even sent out an email to all service members saying to let spouses know that the only way to have a PCM off base is to switch to standard and pay the fees. *(1 Like)*

Sheera Hoffman Our servicemembers don't make the sacrifices they do for this low standard of care for their families. A mismanaged hospital shouldn't lead to a disruption of work duties for our service members- except when a severe cold turns into an ear infection and a six hour plus wait at an emergency room, it does. Telling us to switch to standard is a slap in the face. *(1 Like)*

Brandi George Mouton No kidding. The ER here is ridiculous. There's a reason we're assigned PCM's, and we want to see one doctor, it shouldn't take 2-3+ weeks to get an appt.

I've had TriCare my entire life and never had so many problems with a hospital until my husband and I moved here *(1 Like)*

Sheera Hoffman Sending rashes and ear infections to the ER is ridiculous and a true disservice to true emergency cases and emergency room professionals. But allowing these kinds of illnesses to go unseen is equally ridiculous. If Eisenhower cannot handle their patient load, then contract out to the civilian community. Make it easier for prime members to be seen off post and maintain their prime status. *(4 Likes)*

Sadie Irene From what I can tell here's the problem - it's not a problem. In the military there are problems with numbers and paperwork, not with people. As long as numbers and paperwork are doing what they should our complaints don't actually matter. We aren't important. Until something goes really wrong and someone dies or a story makes it onto the news nobody gives a hoot about us because our complaints don't affect their job. Just my take from years of "sucking it up" and "walking it off" and "making the sacrifices I need to make". *(3 Likes)*

Brandi George Mouton That's basically how this hospital works, and it's awful... It's not fair for them to treat anyone that way, patients aren't numbers or paperwork to deal with.

People should not be left sitting in the ER for hours upon hours before getting treated- especially when it's serious!

My husband and I sat in the ER for 6 hours one night before they finally got their heads on straight and figured out I needed emergency surgery. That's uncalled for. *(1 Like)*

Jesenia K Guzman Sadie Irene, you nailed it!! And they know exactly how to make their "numbers and paperwork" look great! So yeah... forget the people *(2 Likes)*

Bernadette Stewart White <http://www.ddeamc.amedd.army.mil/tri.../accessStandards.aspx>

(Article: DDEAMC - Access to Care Standards)

Access to Care standards differ by the level of care sought. TRICARE Prime beneficiaries are entitled to... [ddeamc.amedd.army.mil](http://www.ddeamc.amedd.army.mil) *(1 Like)*

Tiffany Renea (mobile screen capture: DDEAMC - Access to Care Standards) *(1 Like)*

Kat Ayres

Can someone from Eisenhower please clarify the policy for receiving an urgent care referral when calling the appointment line when no same day appts are available? *(8 Likes)*

Wes Elliott The policy is to get you to a provider as soon as possible but the time can be longer if you choose to see your provider. A routine appointment should be seen within seven days and an acute appointment should be seen in 24 hours. Acute appointments open up at 1300 the day prior.

Debbie Kitchen-Centeno Basically if you can't get a same day appointment regardless of the medical concern go to the Eisenhower ER. This is what I was told on 3-21-2015 after I filed an ICE complaint. Eisenhower will not authorize urgent care referrals.

Courtney Smith Menard So, what would be the policy for making routine appointments? I understand that "sick" visits should be referred to the ER or an Urgent Care, but what about routine appointments? I attempted to make a routine appointment last night via the Tricare website and the first available appointment wasn't until July.

Kat Ayres *sigh* This is why the second I'm pregnant I'm switching to standard. I'd rather incur the extra cost and be able to see a provider of some sort within a short amount of time than deal with this crap anymore. *(4 Likes)*

Brandi George Mouton Eisenhower doesn't authorize urgent care anymore. If you're prime they tell you to go to the Eisenhower ER, which has an urgent care clinic in it.

Routine appts you have to take first available...

Heather Heddleson The wait times at Eisenhower are annoying to say the least. I had to wait two weeks to see my PCM just to get a referral to a specialist. It took three weeks, which would have been longer had I not gone to managed care to get an appointment with my specialist, and the first available appointment would be over two weeks later.

Kristy Lynn Kat check with TRICARE in advance about switching to standard. I know here and it's still TRICARE south it is not authorized to switch if you are close enough to a MTF. However we do not offer OB care so you would be referred to civilian sector automatically but still have to see PCM for anything not OB relatedness

Kat Ayres There's still OB care at the hospital, but delivery at a less than awesome off post hospital. I can switch to standard if I want to as long as I stay on it a year. *(2 Likes)*

Kat Ayres I don't think anyone can tell me I can't switch to standard. There's no policy that says I can't switch to standard if I want to. *(3 Likes)*

Heather Pi Some OB patients are still seen at DDEAMC, but all deliveries (prime) are sent to Trinity Hospital. I have actually received nothing but positive feedback about delivering at Trinity, where as some of the other off-post options have been referred to as "baby factories." *(3 Likes)*

Tiffany Renea Most pregnancies are actually followed by pcms in family medicine. You don't see an actual OB unless you are high risk. *(2 Likes)*

Kat Ayres I plan to deliver at Doctors. I have a specific doctor I want who is more natural minded and isn't going to push me into unnecessary BS *(3 Likes)*

Heather Pi All (on post) clinics are considered part of DDEAMC, I was being all inclusive :)

Amanda Gregory Just going to throw this out there. Trinity is amazing. I delivered there early last year and had nothing but a great experience. Everyone I know that has delivered there also has had great reviews. *(3 Likes)*

Kat Ayres Perhaps it is, but I don't want to be tossed around to 100 different doctors in family care clinic throughout my pregnancy for once. *(2 Likes)*

Heather Pi I don't blame you on that at all! *(2 Likes)*

Kat Ayres I just figure hey- in case its my last one, I want to have more of it go my way for once. My pregnancy and birth with my son was so ridiculous because of unnecessary crap and different doctors, I don't want that again lol. *(1 Like)*

Amanda Gregory Yeah. I didn't have that problem with Eisenhower because I was seen in ob due to a high risk pregnancy. I only saw two different doctors. *(1 Like)*

Heather Pi So far I've had a good experience with OB floor docs. I'm attempting a TOLAC/VBAC so even though I would be considered low risk I'm seen by high-risk providers. I've seen the same provider each time that I've chosen, the one time I chose a different provider was bc it was more convenient for my husband's schedule to be able to attend that appt. *(2 Likes)*

Tiffany Renea Oh look, there's an actual policy. (mobile screen capture: DDEAMC - Access to Care Standards)

Heather Heddleson I wonder how current that is, it says 2006 so I wonder if it has been updated since then and not posted. If it is current I will be citing the policy every time I get an outrageous appointment wait time. *(1 Like)*

Nicole Anderson

This is in regards to the decrease in Bah and on post residents. My question is that for those of us that are grandfathered into the higher. How is that we're are still paying the higher amount an losing out on the other amenities? Wouldn't be fair for everyone to be paying the same amount for the same house according to pay grade. Or using the excess that were paying over to grandfather us into the perks that we were getting before. *(9 Likes)*

Rachael Strasser Following. *(1 Like)*

Diane McCreary Following *(1 Like)*

Fort Gordon Homes Nicole the BAH rates is a DA policy and is not determined by BBC.

Rachael Strasser But it was BBC that chose to remove things like our pool pass - can someone please explain why that was removed. *(4 Likes)*

Diane McCreary But BBC did advertise and state to their customers that the pool pass was part of the deal when living on post. They also didn't notify anyone of that change until the topic was discussed on a spouse Facebook page. BBC has refused to actually answer residents when questioned about the change in their policy. *(8 Likes)*

Nicole Anderson I understand that.. When we are paying \$200+ more than the incoming families of the same grade and are getting the same treatment as the ones paying below \$1100 it's not really fair. BBC is always preaching equality to all residents but it's not really equal to those paying more than others. *(7 Likes)*

Fort Gordon Homes Rachael we understand that this is a disappointment to our residents, however streamlined housing budgets presented in 2015 prevented us from continuing the pool passes.

Kat Ayres Except you're still getting the same amount of money you were before for those of us who were here before, so your canned answer of "streamlined housing budgets" blah blah blah makes zero sense (5 Likes)

Diane McCreary At what point was BBC aware that this would be an issue? BAH changed in Jan, yet there was no notification to residents until mid-May. (1 Like)

Rachael Strasser Why did it take so long to inform your residents? Many are no longer able to enjoy the pool because even though we are paying the same amount to you for the house, we are losing without notification the benefits that were advertised and promised when signing our leases. (2 Likes)

Col Samuel Anderson I recognize the pool pass decision was unpopular. I do think it is important to understand that this is privatized housing, and a private business assumed the financial risk of projects on installations. They secured financing based on an expectation of rent revenue over the life of the project. When BAH is reduced, it directly impacts the projects' bottom line and they have to make tough decisions IOT remain financially viable. It isn't a perfect situation but we do our best to try and provide quality services for the Fort Gordon community. (8 Likes)

Rachael Strasser Col Anderson I understand the disappointment that housing must have had with the reduced BAH, but what about those of us that it was not reduced for? We are still paying the same amount and losing the benefits that we were told were a "perk" of post living. (4 Likes)

Diane McCreary I appreciate that they felt this was a necessary decision by BBC. My main issue with the decision is lack of notification and the fact that many residents were told the pool was included in our rent. I've never felt the need to verify a lease to make sure the company wouldn't suddenly remove amenities without lower the cost of rent. Especially when it's an amenity that the company pushed when we were deciding on signing our lease. (6 Likes)

Col Samuel Anderson no question, it could have been handled better (6 Likes)

Melissa Ann Miller i have to agree, i found out on facebook about losing pool access. still havent recived anything from bbc about it. (4 Likes)

Liz Collins It could have ans should have. We were told it was a perk then suddenly told it was gone. Also were the budget cuts so big that they had to cut both perks, insurance and pool pasa? (3 Likes)

Regina Falange The ones grandfathered in to the old BAH should receive pool passes. There is a very easy solution to this problem. But you all are choosing not to solve the problem. Greed is a sad thing. But if you are willing to loose tenants over it then that's your prerogative. I know its "just a pool pass" and its "just \$170" but its more than that. It's the principle of it all. You shouldn't promise something to people and then change your mind. I'm not sure if others are leaving over it but my family will be out in 2 months as soon as our lease is up. I don't like living somewhere where landlords are deceiving. We are not due to PCS for another 2 years so that's roughly \$28,400 you guys will be loosing. I'm sure that could cover everyone's pool passes. Oh well though. Your loss (9 Likes)

Krista Foster Dodds We have been here for almost a year and never heard things from BBC or not until after the fact or just before! We have been waiting to see happen the way they say they are going to and always seem to get nothing or things taken away!! There is not much hold people to pay to much to live on post *(1 Like)*

Rachael Strasser Is there anything that can be done for residents that have been grandfathered in? They are still paying the same amount they were when they moved in. BBC is still getting that same amount, but not providing the same amenities. For some families the 170-180 is not in the budget and now are no longer able to use the pool on post. *(3 Likes)*

Nicole Anderson If we aren't getting the added perks than the BAH should be the same for everyone. Why is one set of e5 families paying \$1245 a month and a another set paying \$1090 for all the same amenities and no added perks. *(10 Likes)*

Krysta Mallory At least they're slapping some new siding on the houses. The windows and doors all leak and need to be replaced, but at least the houses "look pretty" now ;) *(9 Likes)*

Kat Ayres Yeah they are spending the extra money on siding replacement instead of pool passes. Yippee. *(1 Like)*

Mia Gibbs Pool should be free for all ID card holders:)

Krista Foster Dodds I would like to ask why it ok for BBC does substandard maintenance and when you complain there is no follow up from the command. The siding has stopped being done for over months ago

Krysta Mallory They just moved neighborhoods for some reason - they're in McNair now working everyday.

Kat Ayres They've been working in McNair for a few weeks

Fort Gordon Homes The siding is tentivley scheduled to restart in August.

Steven D'Angelo I too was misled with the benefits of the pool. Sometimes when a mistake is made the organization should do what it can to save face and apologize. Even giving everyone a pool pass for one month would make a world of difference. *(7 Likes)*

Rachael Strasser Heck Steven an actual apology would be better in this case. *(3 Likes)*

Diane McCreary Absolutely agree Rachael Strasser. Thus far, all I've received from housing is a copy and pasted comment on their Facebook or shrugged shoulders when I went to their office. *(4 Likes)*

Stevie Hackett So since we are grandfathered in for bah and they will be receiving thousands of dollars extra from my husbands bah, does that mean we won't have to pay the cleaning fees to move out? ;) I'd be happy with that. *(11 Likes)*

Nicole Anderson What would be better is that everyone paying the same for their pay grades not 2 different rates since everything else is equal across the board. *(5 Likes)*

Krista Foster Dodds Right I think we should get a apology for them getting to take things and change things!! Cause with all things that have been said we are living here and paying for

something that is not care for well or right!! So it would be nice to see where all the money goes and have something to get us a better reason to stay!! (3 Likes)

Nicole Anderson Or the overages for Minol Stevie. Our extra pay would more than cover the overages. (5 Likes)

Stevie Hackett We don't even have overages. We are ALWAYS under. But apparently not under far enough for a refund.

Krista Foster Dodds Getting overage we don't get them or get money back we are in a converted 5br and do get to even get a chance to get money back (1 Like)

Nicole Anderson Our street is a revolving door with Ait families :(so we are always having overage. (1 Likes)

Krista Foster Dodds My whole street is AIT and we are the only ones other then one other guy that have been here the whole time (1 Like)

Stevie Hackett I would stop complaining if this was worth the price. Or if bbc was easy to deal with. It seems like they don't have any concern for residents. Once you sign your lease and they know you're stuck it's a whole different ball game. (2 Likes)

Regina Falange Oh to be somewhere where AIT and PP are separate. That would be nice. They actually do that at Huachuca (4 Likes)

Regina Falange "These are your new neighbors .. But do not hang out with them because it is against military regulations" makes sense to me :((7 Likes)

Liz Collins Or at least not ait to E6 that's a big gap in my opinion (3 Likes)

Regina Falange That's the thing Stevie Hackett. They act as if we HAVE to stay here forever. We honestly were planning on staying in our home for the 3 years we are here. But since they treat us disposable I'm moving. I know for a fact that they aren't near capacity for E1-E6 housing so they shouldn't act like they can afford to loose tenants (2 Likes)

Nicole Anderson Ait families and permanent party families should be separated. Just like Huachuca. (5 Likes)

Cheryl Oliviér The only way to solve this is to talk to your Senators. The cuts will continue to be made and the garrisons hands are virtually tied because of the contracts awarded to the privatized companies. If they don't have to per the contract, they won't. They also don't care if you move off post because the contract allows them to open on post housing to retirees, dod civilians, and then any civilian based on the percentage of empty houses. (4 Likes)

Stevie Hackett Regina Falange I know we don't have to stay.. but right now we can't afford the full month of bah to break our lease or wait another month before bah is back into his account. So we, personally, are kind of stuck. At least until the lease is up. (1 Like)

Regina Falange Cheryl Oliviér they have already opened it to them and still can't fill the houses. So they should care. And it may not be in the lease but it was promised. I didn't think I had to read over the lease to make sure I wasn't being lied to. And Stevie Hackett yeah I understand. We aren't giving them any extra money so we are waiting for our lease to be up and then we are moving. (2 Likes)

Cheryl Oliviér Regina Falange I'm going to message you.

Liz Collins I'd like to know what they are charging civilians and retirees *(3 Likes)*

Sarah Johnson http://www.ftgordonsignal.com/news/2015-01-16/Community_Events/Retirees_eligible_for_Gordon_Terrace_living.html

(Article: Retirees eligible for Gordon Terrace living | www.ftgordonsignal.com | Fort Gordon...ftgordonsignal.com)

Nicole Anderson According to that article the retirees are paying the e5 with dependent rate. It also states that no active duty service should pay more than that. Well we're paying more than what they are so shouldn't the grandfathered E5 families get the extra \$155 back? According to that we should. *(5 Likes)*

Nicole Anderson As of now grandfathered E2-E5 are paying more than retirees which completely goes against the article according to Mr Bloomers quotes. *(1 Like)*

Regina Falange Who is this Mr Bloomers ?? And how can we fix this ??

Nicole Anderson He is RCI housing manager *(1 Like)*

Liz Collins Wow...

Fort Gordon

Thanks to all who participated in our "virtual" town hall! We're going to wrap things up at 8PM Eastern. If you have any final questions for us, please post them at this time!

Liz Collins

Is there anything that can be done about Belfour Beatty? I as a resident am constantly have issues with maintenance and terrible attitudes from the ladies in there. The housing provided to us is not worth the money they ask especially without the perks and for how they are kept. The flooring is horrible, they fixed my screen door ans instead of getting a proper sized door they threw a 2x4 to fill in the gap. They charge more from us then they are putting into the houses by far and more than they are worth and still make cuts to perks... another thing j would like to see is if your going to have ait up to e6 in the same homes then there should be a set rent. Why should someone pay hundreds more a month then their neighbor? *(4 Likes)*

Fort Gordon Homes The BAH rate is set by DA. Please contact Samantha Daher, Assistant Community Manager concerning your maintenance issues. 706.772.7041 ext 225. *(1 Like)*

Liz Collins I've contacted her many times with my issues and she never resolves them.

Liz Collins Which is why I'm asking here if there is anything we can do about them

Liz Collins Also I understand da sets our bah but they don't decide for belfour what they are going to charge and which neighborhood each pay grade can or cannot live. *(5 Likes)*

Nicole Anderson We've been to other tradoc bases and they have never had permanent party and Ait families living on the same street. It's awkward to have people over when they see their students on their off hours. *(1 Like)*

Liz Collins Exactly. *(1 Like)*

Sheila Renee Queen I just feel like you can't win with BB. We have lived on post and were overseas when they went privatized. I was excited when we got here for the house. This has been the worst house we have ever lived in. Shotty workmanship, cheap supplies, cheap laborers that don't know what they are doing usually. I will never live on post again once we move out. I loved living on post before here. Going back privatized was the worse decision ever. *(1 Like)*

Krista Foster Dodds Are husbands have to follow the policy letters. So how is this a community? I agree how can you call it maintenance when they don't fix it and have to come back a few times to get it right!

Nicole Anderson There is still things that the contractors haven't completed after doing our siding. Yet they have already moved onto another neighborhood.

Sabrina Behuniak We are having problems with our master bathroom, cockroach poop coming out from under the tub where they say it's caulk-less, we've had the contractor out and the way these houses are put together, no matter what we do we will always have these issues! It's gross and I hate it! We are only here a few more months so moving isn't an option. If we would have known of these problems with housing we never would have moved on post! *(1 Like)*

Julia Bardsley Nicole Anderson, contact the housing mayors. They were excellent about speaking up for me.

Nicole Anderson Julia I pmd you

Liz Collins I've done thay too Julia *(1 Like)*

Catherine Malcom I agree with all the above... Which is why we are moving out as soon as our one year lease is up in October. *(1 Like)*

Liz Collins Ours is in August and I will be too. Maintenance just called me because they received an email about this and are now coming to do a wall through to look at what I have issues with

John Lock This is r first time moving on post and we don't like it an said we will never live on post again but I see some of u r saying that not all post r like this ?

Liz Collins Not all are like this. We moved on because of the convenience of work being close. But it wasn't a good experience from the start and I regret signing the lease. We were jacked around for over a month, offered 3 different houses that "fell through due to maintenance issues" but that we would see people moving into the next week. It's the company belfour beaty there is an issue with but no matter how much we complain nothing is being looked in to or taken care of.

Nicole Anderson Nann is sending the contractors back to my house to fix the issues they left behind

Nicole Anderson Yeah not all are like this.. Huachuca was the best experience so far with living on post. I'm now starting the process of looking off post since our lease has switched to month to month.

Liz Collins Ya she is coming to walk through to look at the shotty repairs. But honestly she isn't who my issue is with...

Liz Collins Nann has been the only one to get back to me promptly but there isn't much she can do about the issues. And I am hoping someone contacts me or at least answers about my other complaints...

Nicole Anderson Exactly.. She is this places saving grace. (1 Like)

Kiley Adams

I hope that next time there is a town hall meeting the representative for the area of concern are more forth coming with actual answers that can be looked up and seen in writing. It is sad that military families can not receive the quality care they so deserve. If the system is broken, take a look at it, listen to those it impacts and make changes. We came with honest concerns and received answers without any real solid answers. This is completely about the lack of care and misinformation about available appointments and urgent care referrals. Have a great night, maybe next town hall this exact same issue will be handled differently!! (16 Likes)

Jesenia K Guzman (Comic style graphic: SRSLY) (1 Like)

Jaime Morse Election year! Write State Representative ect...

Kiley Adams I guess I'll write to TN, but that won't really change this local hospital

Fort Gordon

Thanks to all who participated in our "virtual" town hall! This marks the end of today's event. If your question hasn't been answered, don't worry – we'll be sticking around a few more minutes to catch up with any questions that we missed! However, the Wall has been closed to new questions. (9 Likes)

Fort Gordon

If we told you we needed to do more research and get back to you, we'll do that as quickly as possible (within 3-5 business days). Sometime early next week, we'll also post a transcript of this conversation to www.facebook.com/ftgordonga. (2 Likes)

Fort Gordon

And don't forget – if you have questions for FG or any of the agencies offering services at our base, you can also submit them at any time via the Interactive Customer Evaluation (ICE) system, at: http://ice.disa.mil/index.cfm?fa=site&site_id=440 (4 Likes)