



Family & MWR Notes

I'm excited about this fiscal year's (FY) theme, "Think. Grow. Prosper. REPEAT!" Over FY18, the Family and MWR Directorate will focus on what it takes to help employees maximize their performance at work, in your personal life, and in pursuit of your dreams. It may sound like "pie in the sky" messaging, but it's not and it is simple to get started; the tools already exist. We plan to help you find those tools. We will bring these messages to you in the form of town halls, In-Services, training, and scheduled opportunities and, of course, the "Family and MWR Notes" online publication for the workforce. Family and MWR Notes is designed to guide you in what is necessary to get you started in pursuit of those dreams, to help you track your plan, your progress and to provide you updates and information of which employees should be aware. This, the first of four online quarterly publications, will be emailed to the workforce but leaders are encouraged to post a copy in break rooms and on bulletin boards so that all are aware of its contents.

Think...is our mantra for this first publication. Thinking requires you to be introspective and one way to do this is by asking questions. Some questions you might ask include, "am I good at what I do, can I be better at what I do, am I doing the work that I want to do, what is required for me to do the work that I want to do, what are my goals and how do I get those resources to get me started or to achieve those goals?" Confucius said, "Choose a job you love, and you will never have to work a day in your life." To get started, you must "Think," and figure out where you are and where you want to go in your life.

Family and MWR Notes is written with you in mind! Consider this and future publications our way to communicate directly with you; it is designed with content that responds to needs and desires that were voiced in FY17. Continue to communicate with leaders and let's make FY18, a productive and happy FY!

Wishing us all success in the new fiscal year!

Denise James

Director, Family & Morale, Welfare, and Recreation

The things that excite
you are not random.

They are connected
to your purpose.

Follow them.

THINKGROWPROSPER

Think.

You must not be afraid to dream a little bigger.

There's a quote that says, "If you can't stop thinking about it, don't stop working for it." That's the idea behind "Think." If you have always wanted to pursue a particular career, go for it! Even if it's not part of the job you currently have, start thinking about and planning the steps that will take you there! Family & MWR has great resources available to help you achieve your career goals.

- Individual Development Plan (IDP)
- Customer Service

Click on each link to read the full article.

**YOU CAN.
YOU SHOULD.
AND IF YOU START,
YOU WILL.**

Grow.

Old ways won't open new doors.

Haven't we all heard this ... "If you do what you've always done, you'll get what you've always gotten?" Family & MWR and the Army have many training opportunities for you to "grow" in your current field or to pursue a new career. Take a moment and see how these courses can help complete your skill set or round out your training to make you an attractive candidate for any position.

- Co-Worker Training
- Family & MWR's Mentor Program
- IMCOM Academy
- CES

Click on each link to read the full article.

**DESIRE
+
ACTION
=
SUCCESS**

Prosper.

There are many roads that lead to prosperity but inaction leads nowhere.

Nothing feels as good as a sincere thank you, a pat on the back, or an unexpected reward for a job well done. Fortunately, there is more than one way for Family & MWR employees to feel the victory of success ... and you are directly responsible for them all!

- Employee Rewards
- Performance Management
- USAJobs.gov

Click on each link to read the full article.

**"WE
BECOME
WHAT
WE
REPEATEDLY
DO."**

- SEAN COVEY

Repeat!

We are what we repeatedly do. Excellence, then, is not an act but a habit.

How does Family & MWR's theme for the new fiscal year actually materialize? You've given thought to your career path. You've done the work of learning and growing. You've been rewarded in a few ways. Now what? Repeat the above steps to continue on your path to success! Read about how a couple of our teammates benefited from this kind of mindset.

- SUCCESS STORY: Adama Lamon
- SUCCESS STORY: Sean Urban
- SUCCESS STORY: Summer Cardwell

Click on each link to read the full article.

WHAT'S THE 4-1-1?

Other Interesting Info

We know you have questions about the happenin's on JBM-HH and within Family & MWR that are not always covered under the Frequently Asked Questions section on various websites. ...and if you have those questions, chances are other Family & MWR teammates do, too. Always look here for answers to those questions, information on upcoming events, and other useful details.

- Are You Eligible to Use...?
- The NEW Team Member Orientation (TMO)
- Good To Know Info & Upcoming Events

[Click here to read the full article.](#)

WD-40's MANIAC PLEDGE

The Best People Are Curious Maniacs

Of all the companies in the world, WD-40 has come up with THE coolest employee pledge. The pledge is so awesome that the employees have not only learned it but they live by it and are rewarded for knowing it!

There's a school of thought that says in order for you to be successful, you have to know why you do what you do. Click the link below to hear Simon Simek give a thought-provoking presentation on why.

- YouTube video on WD-40's Maniac Pledge: <https://www.bing.com/videos/search?q=wd+40+maniac+pledge&&view=detail&mid=124578EF21DC4D45CD27124578EF21DC4D45CD27&&FORM=VDRVRV>
- YouTube video, Start with "Why?": www.youtube.com/watch?v=IPYeCltXpxw

All newsletter articles are listed below.

Think.

● ● ● Individual Development Plan (IDP)

An IDP is a tool to assist employees in career and personal development. Its primary purpose is to help employees identify short and long-term career goals, arm supervisors to help you achieve goals, as well as improve current job performance. In other words, an IDP is designed with employees in mind. If followed, an IDP can be a great map for career success.

Goal Setting, in concert with the IDP, begins the consideration of where you are with your desires for where you are and where you want to go. If you need help getting started, we have a few IDP formats that will help.

Click this link to be directed to the Professional Development Program and IDP form:

<https://www.imcomacademy.com/ima/wp-content/uploads/2012/01/ProfessionalDevelopmentProgram.pdf>

● ● ● Customer Service: What's this talk about Service Culture? Shouldn't we be talking about Customer Service??



We will talk about customer service excellence because it is critical that it is incorporated into every encounter with a customer, client, parent, patron, etc. There is a bigger component to the delivery of customer service and that is Service Culture. It is a holistic approach to creating environments where team members feel valued and respected for the work that they perform; that they are given training and development opportunities; that their leaders are engaged and treat team members with dignity and respect. Such environments positions us to 'Think' about the direction that the organization needs to move into to meet the requirements of Service Culture. This is a shift in thought, but is not new; with the help of our Service Culture expert, Brandon Lamberson and your leaders, we are incorporating tools that force us to look at the manner that we are leading. Team Member Orientation (TMO) is one of those tools; leadership training opportunities and so much more.

Good customer service is all about meeting customer expectation and about sending them away happy - happy enough to pass positive feedback about Family & MWR along to others, who may then try our product or service. Hopefully, our new customers will become repeat customers, but none of that happens if our customer service isn't on point. If those customers don't come back, we won't have a reason to exist.

Our approach to customer service is what determines whether or not we'll have repeat customers. The essence of good customer service is forming a relationship with customers - a relationship that that individual customer feels that she/he would like to pursue or experience often.

How do you go about forming such a relationship? By remembering the one true secret of good customer service and consistently acting accordingly; "You will be judged by what you do, not what you say."

Providing good customer service is a simple thing. If we truly want to provide good customer service, all we have to do is ensure that our team members consistently practice the following: 1) Answer the phone, with a smile (people can "see" your face over the phone); 2) Don't make promises you can't or aren't authorized to keep; 3) Listen to your customer and try to imagine how you would feel in their position; 4) Handle complaints professionally; 5) Be helpful, if you can; 6) Look for great customer service examples in your everyday life; 7) Always try to throw in a little something extra (a phone call back, an email, a free beverage...anything.)

Improving our Service Culture will lead to increased customer service. We will accomplish this as a team!

GROW.

● ● ● Co-Worker Training: Sometimes, learning something from a team member just works best!



Have you ever noticed that for as much as you know, there's still so much left to learn? You may also be curious about things you see on a daily basis and want to learn more about those things but...who will you ask? Even still, when will you learn?

Family & MWR has had these questions, too. We've also noticed how, in this day and age, doing your job well includes not only knowing your job's processes but also knowing just a little bit extra. And, these days, "a little bit extra" can be anything from knowing a second language, to have a useable talent like drawing, to knowing how to manage social media. And still the question remains, "How and when will I ever learn these things?"

You'll come to Family & MWR's pilot Peer-To-Peer Training Program! We looked around and saw the volumes and volumes of talent our team members have. Our team members speak several languages, teach yoga, meal prep, are power weight lifters, graphic designers, expert business writers, have advanced skills with Microsoft Excel, know all of the in's and out's of certain social media platforms, and so much more!

We've tapped into this goldmine of talent and skill all for your benefit! Starting in October (and pending your supervisor's approval), you are invited to attend the Peer-To-Peer Training sessions listed below. Be sure to call or email by the RSVP date to save your place.

Do you have a skill or talent that your team members can benefit from? Email Ocie Jacobs at pejic.p.jacobs.naf@mail.mil and we'll set you up to teach a class!

● ● ● IMCOM Academy

The screenshot shows the IMCOM Academy website. At the top, there's a banner for the 'NAF Contracting Officer's Representative Course'. Below it, a section for 'DESIGNED FOR ALL DOD NAF EMPLOYEES' is visible. The main menu includes 'Home', 'Course Catalog', 'FAQs', 'Feedback', 'Performance Solutions', 'Site Map', 'Travel Information', and 'About Us'. On the right, there are social media links for Facebook and Twitter. The bottom features a sidebar with icons for 'LOGIN', 'Our News Feed', 'Foundation Courses', 'Program Manager Curriculum', 'Division Chiefs' Curriculum', 'Executive Leadership Courses', 'eLearning Courses', 'Customer Service Program', and 'Performance Solutions'. A cartoon character named 'Jenny' is on the left side of the page.

The Mission of the IMCOM Academy is to "enable Garrisons to provide quality of life programs and services by developing and supporting the Family and MWR workforce through functionally specific training, career planning and performance solutions." Translation, the Army wants to make sure the Family & MWR workforce is consistently and properly trained to service our customer.

In addition to training Family & MWR team members to perform our job duties well, the IMCOM Academy is also in place to help you turn your job into a career. So, what's the difference between a job and a career?

- A job is a "piece of work, especially a specific task done as part of the routine of one's occupation or for an agreed price."
- For example, a job at work may be to answer the phones at the front desk.
- A career requires a commitment and is a "an occupation or profession, especially one requiring special training, followed as one's lifework."
- Using the example above, a career would be turning your job of answering phone into Office Manager or Executive Administrative Officer (by way of specific education and training).

The IMCOM Academy offers basic courses which every Family & MWR team member should take (customer service, overview of the organization, etc.). Then, there are courses to help you perform better in your current position (subjects include accounting, sports and fitness, food and beverage, event planning, etc.). If you like your current job field, there are whole tracks of study that can position you to move into a Lead or Supervisory position. There are even tracks of study that can help position you to become a Division Chief.

Working for Family & MWR is one of the best jobs in the Federal Government! Consider making a career of having this much fun all the time while serving those who serve the country.

Click this link to visit the IMCOM Academy website: <http://www.imcomacademy.com/ima>

● ● ● Civilian Education System (CES)



CES is a progressive and sequential leader development program that provides enhanced development and education opportunities for Army civilians throughout their careers. CES provides self-development and institutional training through distance learning (DL) and resident training.

The CES leader development program includes five courses that replace the previous inventory of legacy courses offered for Army Civilians: Foundation Course (FC), Basic Course (BC), Intermediate Course (IC), Advanced Course (AC) and Continuing Education for Senior Leaders (CESL). In addition, CES also includes the Action Officer Development Course (AODC), Supervisory Development Course (SDC), Manager Development Course (MDC), and Senior Service College (SSC).

CES is centrally funded for most permanent Army Civilians, including but not limited to general schedule (GS), non-appropriated fund (NAF), local national (LN) and wage grade (WG) employees. CES leadership courses, or designated equivalent courses, are required for all Army Civilians. Employees should include attendance at the CES course for which they are eligible in their Individual Development Plans (IDP).

The Civilian Human Resources Training Application System (CHRTAS) is the on-line method for submitting your CES application. CHRTAS is an automated management system that allows you to develop and record your completed training, apply for Civilian Human Resource and NSPS courses, and CES courses. Your CES leader development experience starts at <https://www.atrrs.army.mil/channels/chrtas>. Begin by preparing/updating your profile, which contains critical information needed about you. Once this is complete, you can begin to search for courses and apply for training.

Click this link to visit the CES website: <http://usacac.army.mil/organizations/cace/amsc/cesSchedule>

Prosper.

Employee Rewards



We know how hard each of you works! We also know that rewards for a "great job done" don't come as often as they should. To help acknowledge your great work as often as possible, Family & MWR has developed a Peer-To-Peer Recognition Program. That means, when a co-worker sees you doing something amazing, they can actually reward you - on the spot!

Each time a co-worker sees a team member doing exceptional work, they are encouraged to go to that team member's supervisor and ask for a plastic token. The requestor will need to provide specifics about the action being rewarded. Each token will have a point value associated with it and each month, tokens can be redeemed for actual prizes!

Prizes will range from office lottery tickets (no money scratchers here, wink!), t-shirts, free meals, gift cards, bowling parties, movie tickets, 59 minutes, 4 hours, and more! You can redeem points often or save up for a big prize. ...and there's no limit to how many tokens or points you can earn each month!

Each plastic token is associated with the values and standards Family & MWR strives to achieve when fulfilling our mission on the installation.

- * *Positive Communication* - the extent and execution of customer interaction
- * *Positive Attitude & Professionalism* - personality and demeanor when performing job duties

- * *Team Player* - flexibility and willingness to help out when needed
- * *Extra Mile* - anything that exceeds the normal range of job function
- * *Best Owner of His/Her Job* - execution of empowered duties/accountability
- * *Command Group* - to award as they deem necessary

Keep an eye on your email In Box for more information about this and other rewards program! All of the details will be sent out shortly.

Your co-workers are counting on you to do great work and reward great work!

Annual Ratings



The most obvious purpose of an employee rating (or appraisals) is to measure the quality of an employee's performance. Ratings should be measurable and ensure employees understand their level of performance. An evaluation can be instrumental in determining whether an employee's skill set is matched appropriately to their job. But we've gotten ahead of ourselves and need to put the process in order. Performance management entails, performance standards and discussion; individual development plans; mid-year performance discussion; and performance appraisals.

Performance standards begin the discussion with a supervisor ensuring employees understand what is expected of them in performance of their duties. What can sometimes be overlooked is how performance standards can aid in assessing training and development needs.

This is the best time to complete your individual development plans with your supervisor. Discussing performance standards at the beginning of the rating period will help both the employee and supervisor be on the same page as it relates to the level of work that is expected. The mid-year discussion (can occur all year long) with an employee and supervisor is a candid discussion of how an employee is performing and how to improve. Performance ratings (often times called performance appraisals) occur at the end of the rating period and assess your performance over the year. Did you exceed performance...were you satisfactory? Your performance will be discussed during the performance management process.

Our goal is to reward excellence and exceptional performance and we have a plan in place to do just that. Though Family & MWR is constantly working with a limited budget, the intent is to always reward deserving employees for doing their best work. Rewards can come in many ways; sometimes there are monetary and sometimes there are honorary awards. Performance management, which discusses awards is spelled out in standing operating procedures (SOP) or your supervisor will be able to give you that information. There is also an awards SOP for your reference.

USAjobs.gov

(taken from <https://www.usajobs.gov/Help/About>)



"USAJOBS connects job seekers with federal employment opportunities across the United States and around the world. As the Federal Government's official employment site, USAJOBS provides resources to help the right people find the right jobs. As a part of the U.S. Office of Personnel Management (OPM), USAJOBS helps recruit, retain, and honor a world-class government workforce for the American people.

Federal agencies use USAJOBS to facilitate their hiring processes and match qualified applicants to job openings. Therefore, USAJOBS serves as the central location to find job openings within hundreds of federal agencies and organizations. The U.S. Federal Government relies on more than two million Americans and foreign nation-

als to work in the civil service. Citizens like you help the government fulfill essential duties in service to the American people. ...and here are some interesting facts:

- * Over 500 agencies and organizations post job announcements on USAJOBS
- * Job opportunities are available in over 140 countries
- * Over 360,000 jobs were posted on the USAJOBS site in 2016

Click this link to visit USAJOBS: <https://www.usajobs.gov>

Repeat!

● ● ● ● ● **SUCCESS STORY! - Tried and True**



Summer Cardwell is new to Family & MWR. She completed a degree in Psychology and Criminal Justice in 2015. She's originally from a small town in Georgia and now she works for Army Community Service (ACS) with Army Family Team Building. So, the question is, how'd she come to live and work in the Washington DC Metro Area?

"I always knew I wanted to work in the Federal system," Cardwell said. "I wasn't sure I wanted to work for the Army but once I researched their values, the selfless service of the workforce stood out to me. From there, I made my plans and here I am."

Cardwell started planning her career in the Federal workforce by speaking with professors at her university. They directed her to the Workforce Recruitment Program. Cardwell says "the goal of that internship program is to help you (employees) gain developmental goals and knowledge of where you want to go."

"I wrote my resume, had some mentors read over it and eventually submitted my resume to the intern program," Cardwell said. "I had to sit through a panel interview and it just worked out right." Not that "just working out right" was left to chance. Cardwell had done the hard work necessary to be eligible for the internship program. Just as much thought was put into whether or not Federal service would be the right fit. As it turns out, she made the right decision. "I just always wanted to serve my country in some way and I have a passion to help others," Cardwell said. "Working for Family & MWR and ACS combines both of those passions. I'm glad I listened to myself, talked to my professors, and applied for the internship program."

Was it the right move? Cardwell says it was. "I love what I'm doing," she says. "You know you're in the right place when you're excited to go to work... you don't regret having to go into the office. This position feels tailored made for me but I would have never known to pursue it had I not been in the internship program." Cardwell is enthusiastic about recommending other people research the internship program. She says:

- "Never be afraid to ask for help or to let people know what your ambitions are."
- "The program helps you figure out where you should be and where your passions are."
- "Just go for it! They'll help you figure it out!"

● ● ● ● ● **SUCCESS STORY! - Taking Advantage of The Resources**

SUCCESS!
Sean Urban

Sean Urban found success through Family & MWR in a totally different way than Summer. Urban is from a long family tradition of family members serving their country in the Army. After having earned a degree in History from Fayetteville State University, Urban followed the family tradition. He became a Soldier and a Reservist, having enlisted at Fort Meade in Maryland. It was while he was a Reservist that he came to work for Family & MWR.

Urban began working with Family & MWR in 2005 as a Lifeguard at Fort Belvoir in Virginia. He was well acquainted with Family & MWR since was a family member before a service member. "As a family member, Family & MWR touches almost every aspect of your life," says Urban. "It felt natural that, when looking for a job, I'd look there (to Family & MWR) first."

While enlisted in the Army as a Reservist, he started working with JBM-HH's Family & MWR as a Recreation Specialist. Shortly after he began, he became the installations BOSS Representative. "Those two jobs seem to go well together and I seemed to have the skill set to do them," Urban said. As a Recreation Specialist, Urban has had to write news articles, informational papers, manage social media, and has worked closely with the Family & MWR Marketing team. "After being exposed to the communications side of both jobs, I realized that I really did like do that kind of work," Urban said. "So, I started looking for jobs that would be more of that kind of work." The idea of turning something you like to do into a career prompted Urban to begin researching open positions through CP29, the Installation Management Command's (IMCOM) internship program. "The best thing about this internship program," Urban said, "is how much of a better understanding you get of how all of the moving parts work together...how installations work." Urban went on to say, "Exposure to other Directorates is a great way to understand how Family & MWR fits into how an installation operates. Our part (Family & MWR) is a very important component to keeping the wheels turning."

All of his prior education, training, and research finally paid off. Urban has recently been hired as an Installation Management Specialist and will leave for his new position in late October. "It turned out to be a good decision for me to pursue a career that allows me to not only use the skill set I've built while working for Family & MWR," Urban said, "but also doing something I feel I like I'm good at doing."

Since he has been a Soldier, a family member, and a Family & MWR employee, Urban knows what resources are available to help grow a career and encourages people to take advantage of all of the resources available to them.

- "Don't hesitate to tell people what you want to do or where you want to go next."
- "Listen to yourself. If you're good at something, that may be a sign pointing toward a career."
- "Do your research. You can't get the good jobs if you don't have the qualifications."

● ● ● ● ● **SUCCESS STORY! - Motivated From Within**

SUCCESS
Adama Lamon

Adama Lamon comes from a military family, as so many Family & MWR employees do. She's been with Family & MWR for two years as a Child Care Provider with Child and Youth Services but has already set her sights on a different career path.

Lamon initially became introduced to the IMCOM Academy when having to train for her position as a child care provider. "I was aware of the academy website because of having to do my work related training but I had no idea what all it encompassed," Lamon said. "It (the Academy) can be very focused on helping you be a better employee at your current duties but it also has training and education if you want to do something else."

While exploring the IMCOM Academy website, Lamon was inspired to initiate better practices within her current environment. She's not only noticed areas within the child development center than can be improved, she's done the research on how to make the improvements and presented her findings to senior management. Senior Management has noticed her initiative.

Lamon said, "I know it's not something I get paid to do, necessarily, but if it helps the center and the organization, I feel responsible to not only point out what the issues are but also to present a solution." Lamon said she has always felt that her opinion has always been appreciated so she feels comfortable presenting her ideas. That same initiative was shown when Lamon presented ideas on issues at the JBM-HH Bowling Center.

It's that initiative that makes her an ideal candidate for Family & MWR's soon to be unveiled Mentorship Program. "I feel like creatively solving problems is something I do well," Lamon said, "but my biggest issue is narrowing down which direction I want to take that into. Working in different areas of Family & MWR will definitely help me figure it out." Lamon went on to say that she's excited about her prospects and is looking forward to learning more about the different Divisions within the organization.

When asked what advice she'd give to employees looking to make a change, she said:

- "Your opinion matters but don't just bring your manager problems. Bring possible solutions, too."
- "Take the necessary training, take the classes, and submit your resume/application for the positions you're interested in."
- "Feel empowered and do what needs to be done."

Other Interesting Info

● ● ● ● Are You Eligible to Use...?

Most Family & MWR facilities serve the following customers: active duty service members and their family members, retired service members and their family members, and all Army ID cardholders. That means YOU!

As a Family & MWR team member you are eligible to use all the organizations' facilities and participate in all events and programs. That means you and your family can enjoy the Bowling Center, Fitness Center, and Library. You can enjoy any of the special events or trips hosted by Family & MWR. You can also join us for theme dinners at Patton Hall, lunch at the Old Guard Lounge (inside Patton Hall), and brunch in the Fife & Drum dining room (also in Patton Hall).

This part, though, is especially interesting! The Community Activity Center offers discount admission tickets to local and resort attractions. All you have to do is go to the Community Activity Center, show your CAC card and purchase your tickets. They offer discount tickets to local movie theaters, amusement parks, Redskins football games, Disney parks, and other fun to go places! While you and your family can make the most of this year-round, imagine how much money you'll save when you're traveling or entertaining out-of-town guests. The current list of ticket offerings is on the Family & MWR website at www.jbmhhMWR.com...or stop by! They have a ton of information for things to do locally on the weekends.

Remember, though, we do work on an Army installation and the programs and events we offer are meant to entertain and support active duty service members, retirees, their families, and their guests. However, one of the nicest perks of working for Family & MWR is being able to use the facilities and participate in the fun!

When you are enjoying a Family & MWR activity, call it research. You have to know what details to tell a customer and you'll know what to say if you've enjoyed the activity yourself!

● ● ● ● TMO is TMOver! Let's Really Welcome New Employees!

TMO's, or Team Member Orientations, are a great idea! When new employees are onboarded, they need to be told how the organization runs, what the chain of command is, what the mission is, what values are important to the organization, and other information. How can a new employee be successful if they aren't told this important information when they're hired?

But, Family & MWR is nothing if we aren't attentive. We show our customer attention. We should start showing our new employees the same level of attention.

We unveiled a revised New Team Member Orientation program a few months ago. Basically, the program still provides new employees with the important details of working for Joint Base Myer-Henderson Hall and Family & MWR but we present the information in a more informal and interactive way. The Director, Division Chief's and a few others sit down and just chat with the new employees. They answer questions and give personal insights as to what Family & MWR means to them. New employees are also treated to a windshield tour of our facilities where they meet facility managers and get to see what each facility looks like and where it is on the base.

This new orientation format is a great way to understand what Family & MWR means to our senior managers and it's a great way to explain just how important Family & MWR is to the service member and their family.

But, we can use your help! When you notice or are introduced to a new employee, make them feel at home. Remember when you were a new employee? A friendly face and someone to show you around was very helpful as you learned your way. Your smiling face will surely make their day!

Good To Know Info

The Maniac Pledge

This pledge is taken from a company not necessarily known for its customer service but very well known for its company culture. WD-40 asked their resident Maniacs to develop a pledge that embodies what accountability means to the company. To date, each employee working for the company has learned the pledge and tries to live by its meaning on a daily basis.

Going forward, Family & MWR would like each employee to embrace what this maniac pledge means and how it relates to the performance of your duties. Each of you are valuable to the success of the organization. Becoming *invaluable* happens when you accept your role as an employee who is accountable for their job and actions.

We know how and when to hold others accountable, but are we holding ourselves accountable?

Here's what we mean...

The Maniac Pledge

I am responsible for taking action, asking questions, getting answers and making decisions.

I won't wait for someone to tell me.

If I need to know, I am responsible for asking.

I have no right to be offended that I didn't "get this sooner."

If I am doing something others should know about, I am responsible for telling them.



Some movies just have to be seen on the big screen!
Get discounted AMC or Regal Theater
MOVIE TICKETS
at the JBM-HH Community Activity Center
228 McNair Road, Building 405 | Fort Myer, VA
703.696.3469/70

A large red and white striped popcorn bucket is filled with popcorn. In front of it are two movie tickets. One ticket is yellow and says "ADMIT ONE". The other ticket is white with some smaller text. In the background, there are blurred images of people sitting in a movie theater watching a screen. At the bottom right, there is a QR code and social media links for Facebook, Twitter, YouTube, Pinterest, and Instagram, along with the website www.jbmhhMWR.com.



Upcoming Events

FAMILY & MWR MYER FITNESS CENTER

GHOULS, GOBLIN' & K9's RUN OCT. 27

COME ALL DRESSED UP IN YOUR BEST COSTUME!

Run starts at 6:45 a.m.

Race will start and finish at the Myer Fitness Center, Bldg. 414

Registration is FREE! On-site registration ONLY from 5:30 a.m. - 6:30 a.m. in the Fitness Center lobby

FREE water bottles from ACS to first come, first serve.

Participants running with dogs must sign waiver prior to running.

Awards presented:

- Best female, best male, best youth costume.
- 1st, 2nd and 3rd place for male, female and youth for 5k and first dog.
- Top male and female finishers for the 1 Mile Walk and the Largest Military Unit
- BOSS Scariest and cutest dog costumes.

For more information contact Tonya Clarke at the Fort Myer Fitness Center 703.696.7867/8 or email: tonya.r.clarke.naf@mail.mil.

Follow us @JBMHFMWR       www.jbmhhMWR.com 

Let us do all the hard work so you can have all the fun!

Thanksgiving Dinner

at Patton Hall

Thanksgiving Seated Dinner Fife & Drum
The only seating time is at 12:00 PM
Adults \$42.00 (Member)
\$52.00 (Non-Member)
Children under the age of 12 \$20.00

Thanksgiving Buffet Koran Room
Seating times are at 11am - 1pm - 3pm
Adults \$37.00 (Member)
\$47.00 (Non-Member),
Children 6-12 \$17.50
Children under 6 dine free

To make your prepaid reservation, call (703) 696-5147.

214 Jackson Avenue | Fort Myer, VA | 703.696.5147

Follow us: **JBMHFMWR**       www.jbmhhMWR.com 

We just got word from the North Pole!

HOHOpalooza

Dec. 1 Operation Santa "Ugly Sweater Run"
Dec. 2 Day Trip: Christmas Shopping Trip
Tanger Outlet in Lancaster, PA and Clarksburg Premium Outlets in Clarksburg, MD

Dec. 3 Tree Trimming Party at Patton Hall
Dec. 6 Annual JBM-HH Holiday Tree Lighting
Dec. 7-22 12 Days of "Santa's Grab Bag"
Dec. 7-22 12 Days of Dining, Deals & Discounts
Dec. 9 Day Trip: ChristmasTown at Busch Gardens
Dec. 8-9 Operation Santa Basketball Tournament
Dec. 10 Tree Trimming Party at Spates Community Club
Dec. 15 Senior Fitness Challenge
Dec. 16 Day Trip: New York City (The Ride)
Dec. 16 Day Trip: New York City (The Rockettes)
Dec. 23 Disounted tickets to ICE! at National Harbor

We have AWESOME holiday trips planned!
Join Family & MWR on any day trip and get a **FREE** pair of warm, touch sensitive gloves!
One pair of gloves per paid trip reservation. While supplies last.

Visit Family & MWR online at www.jbmhhMWR.com for more information.
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HOHOpalooza

We're shopping the outlets! in Lancaster, PA and Clarksburg, MD

December 2
depart Ft. Myer at 8 AM * Return at 7 PM
\$50 per person

Two outlet malls in one day... This may be exactly what you need to put a **big dent** in your holiday shopping list!

...and the best part is, you don't have to drive or park!
Join Family & MWR on any day trip and get a **FREE** pair of warm, touch sensitive gloves!
Tickets go on sale November 6, 2017 at the Community Activity Center.
One pair of gloves per paid trip reservation. While supplies last.

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HOHOpalooza

Join us for a trip to CHRISTMAS TOWN A Busch Gardens Celebration

December 9 depart Ft. Myer at 1 PM
\$55 per person

Join Family & MWR on any day trip and get a **FREE** pair of warm, touch sensitive gloves!
Tickets go on sale November 6, 2017 at the Community Activity Center.
One pair of gloves per paid trip reservation. While supplies last.

* See over 8 million Christmas lights!
(North America's largest display)
* Experience Christmas in other countries
* Shop the Mistletoe Market

Visit Family & MWR online at www.jbmhhMWR.com for more information.
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HOHOpalooza

We're going to New York to see the Radio City Music Hall Christmas Spectacular featuring the world famous Rockettes!

December 16
depart Ft. Myer at 5:30 AM
\$150 per person

Join Family & MWR on any day trip and get a **FREE** pair of warm, touch sensitive gloves!
Tickets go on sale November 6, 2017 at the Community Activity Center.
One pair of gloves per paid trip reservation. While supplies last.

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