



In preparation for the 2017 Westfield International Air Show, the 104th Fighter Wing organized and hosted a Major Accident Response Exercise with participation from over 30 agencies on May 24. (U.S. Air National Guard Photos)

Commander's Column

By Maj. Jeremy Dugan, Civil

In preparation for the 2017 Westfield International Air Show, celebrating a Century of Air Power, August 12-13, the 104th Fighter Wing hosted local community partners to participate in a Major Accident Response Exercise (MARE). Our community partners came from Westfield Police, Fire and Emergency Management, Massachusetts State Police,

AIRSCOOP

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Volunteers in moulage helped players in the MARE train realistically. (U.S. Air National Guard Photo)

Emergency Management Agency and Department of Transportation, the Springfield Office of Emergency Preparedness, the American Red Cross, Mercy Medical Center, Baystate Health, Alert Ambulance, Westover Air Reserve Base, and Bradley Air National Guard Base. The exercise was held on May 24 and it tested our collective ability to respond to and recover a large-scale mass casualty event.

Our first responders from the Fire Department, Security Forces, and Emergency Management worked to respond to a simulated mid-air collision causing the loss of life and property. The full-spectrum of emergency response was tested in a complex and fluid environment. Our firefighters coordinated first-strike response with multiple crash-fire

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Alcoholism is treatable!

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(Commander cont. from page 2)

rescue vehicles, and established an incident command post to coordinate response across fire, law enforcement, and emergency management functions. The men and women that participated in the exercise worked extremely well with their community partners across two incident locations. They teamed up to rapidly extinguish the fire, rescue victims and ensure they reached hospital care in the least amount of time.

I am proud of the hard work our 104th Fighter Wing responders put forth during this exercise. Our team had a great attitude, integrated off-base agencies seamlessly, and worked together as if this was the “real thing.” The operational coordination and communication from the Fire Chief Mr. Travis Raby, down to the incident commanders was excellent; and, communication from the Fire Chief to the Emergency Operations Center also worked well.

This was an inspection by the Inspector General, we learned that there are areas of improvement (as there always is). For example, passing information to all people in a timely manner can always be improved.

Another area of improvement will be planning for extended operations for base recovery (24-hour periods for manning, food, lodging, and supplies). Our team will seek to understand our deficiencies, solve the problem areas that created weakness, and secure our strengths — and then, share our successes going forward.

Now that the MARE is behind us, we still have work to do to ensure a safe and fun 2017 Westfield International Air Show. A lot of the Emergency Management preparedness actions go on behind the scenes, and we hope we can keep them there; but if required, we are ready to respond at a moment's notice to take care of our members, their family and friends, and our air show guests.

Finally, a big thank you to Master Sgt. Chris McCrary for hosting the event and for Lt. Col. Pete Carr for planning the exercise. Without these two individuals, we would not have been able to pull off this great event.



Various agencies trained together during the MARE to test their communication capabilities, procedures, and capabilities (U.S. Air National Guard Photos)

Inspector General: An overview of the Complaints Resolution Program

By Maj. Mary L. Harrington, Director of Complaints and Resolutions



As the 104th Fighter Wing's Director of Complaints and Resolutions, I have had the honor of helping our members resolve issues at the lowest level for about six months now. The experience has been educational, fulfilling and insightful for me in

many ways. Prior to this position, I had little knowledge of the responsibilities of the Director of Complaints and Resolutions.

My experience with an IG early in my career was not positive; in the late 1980's (working at the Massachusetts National Guard's State Area Command in North Reading, Massachusetts), I had a pay issue and was not paid for 6+ weeks despite working as a "full-timer" on 30-day recurring orders. After trying to resolve the pay issue through my supervisor and with the people in finance, I finally requested assistance from the IG. While I do not recall his name, I remember the IG told me to "be a leader" and basically deal with it – in less professional words. After that, my understanding of the IG was that it was basically useless – an opportunity for further humiliation.

Fast forward 25+ years and I now have the opportunity to help the 104th Fighter Wing establish a healthy, effective Complaints Resolutions Program. A good CRP helps members resolve issues quickly, at the lowest level, without humiliation. It also helps the commander to identify trends – thereby providing insight to opportunities for improvement, from programs and policies to personnel. As stated by AFI 90-301, Inspector General Complaints Resolution, "...complaints help commanders discover and correct problems affecting the productivity and morale of assigned personnel. Resolving the underlying cause of a complaint may prevent more severe symptoms or costly consequences, such as reduced performance, accidents, poor quality work, poor morale, or loss of resources."

Recently, a colleague inquired about my role and asked if I considered myself an "advocate" for our members. My response was that I have always been and always will be an advocate for every member of our organization, no matter my position. Like the majority of my caring brothers and sisters in the 104th Fighter Wing, I feel one of my most important duties is to be the best Wingman I can possibly be.

However, my role of the IGQ is unbiased; I analyze a situation and provide a fact based assessment for the most effective handling of it. From there, I determine whether the situation requires assistance, referral, transfer, dismissal or even investigation. The large majority of IGQ inquiries fall into the assistance and referral realms – situations in which I can help to resolve challenges despite no evidence or assertion of wrongdoing. As stated by the AFI, "IGs may make phone calls, ask questions of functional experts, solicit helpful information from the appropriate organization or agency, or put the complainant in contact with the person, organization, or agency that can appropriately address their problem. The purpose of assistance is to quickly resolve personal issues and allow the complainant to refocus on the assigned mission."

The main purpose of the IGQ role is to help build confidence in our leadership, and create "an atmosphere of trust in which issues can be objectively and fully resolved without retaliation or the fear of reprisal." An important element of building trust is knowing that you, as a member, can speak with an IG at any time; knowing you will be treated respectfully, fairly and efficiently, so that you can get back to your job and contribute to our main focus – the mission.

Members of the 104th Fighter Wing can approach me for help, without hesitation. While the "focus of host/wing IGs must be the Air Force Complaints Resolution, Inspection, and Fraud, Waste and Abuse Programs," the breadth of positive IGQ assistance is a resource that members are fortunate to have, and smart to use.

Contact information:

Maj. Mary Harrington

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Ground Transportation Prepares for Airshow

By Tech. Sgt. Ashlee Bard, 104th Logistics Readiness Squadron

The 104th Logistics Readiness Squadron Ground Transportation trains bus drivers for the upcoming airshow at the 104th Fighter Wing on August 12 and 13. Staff Sergeant Daniel Soares along with Staff Sergeant Stephen Germain provide hands on training for bus drivers scheduled to transport people to and from parking areas during the 2017 Westfield International Airshow. Technical Sergeant Jose Rivers also provided a refresher course to those individuals already certified to drive the bus.

There will be 12-15 buses transporting passengers throughout Saturday and Sunday of the Airshow. Ground Transportation will be training 24 to 30 individuals on how to safely operate a 28 and 45 passenger bus. The majority of these certified operators will come from the Logistics Readiness Squadron. The certification sequence consist of classroom lecture, basic controls of the bus, a cone course, and actual over the road driving for experience. Each individual is required to receive around 30 to 45 hours of training to be considered certified.

Ground transportation will also be holding a training class for bus ambassadors. This training will cover correct hand signals, safety, proper radio discipline and customer service skills. Each bus operator will have an ambassador on their bus for comfort of safety and control.



Staff Sgt. Soares evaluates trainees'. (U.S. Air National Guard Photo)



Staff Sgt. Germain explains proper techniques to Staff Sgt. Chris Duval on how to use the side view mirrors when backing up. (U.S. Air National Guard Photo)

The 104th Fighter Wing Supports Weapons Instructor Course at Nellis AFB

By Allyson Morin, Public Affairs Intern

Two crew chiefs and two F-15C Eagles from the 104th Fighter Wing provided support to the U.S. Air Force Weapons School's Weapons Instructor Courses, Nellis AFB.

Support for each WIC is provided by military units throughout the country, with the Air National Guard taking an increasingly larger role.

"This is part of a goodwill ambassadorship to make sure the guard is supporting active duty," said Captain Jason Hickox, Maintenance Operation Flight Commander at the 104th Fighter Wing.

Technical Sergeant Joe King and Staff Sergeant Dominic Vasquez have been in Las Vegas since late April to support weapons instructors with two of the 104th's F-15C jets, integral to the Weapons School training to ensure combat readiness and support total force.

The USAF Weapons School's WICs provide graduate-level training to tacticians, ensuring cutting-edge training and full-spectrum preparation for land, air, cyber and space battle. The 104th Fighter Wing, Barnes Air National Guard Base's continual support allows the USAF Weapons School to produce the number and quality of Weapons Officers vital to the USAF.



Technical Sergeant Joe King and Staff Sergeant Dominic Vasquez stand in front of their F-15 while at Nellis AFB in support of the Weapons Instructor Course. (U.S. Air National Guard Photo)



Worship Schedule

General Christian Worship

11:00 a.m. Saturday, April 1, 2017

If you need to talk, the Chapel Team will be out and about. You can also stop in for a chat at the Base Chapel (Building 12, aka. the Fitness Center) or call ahead at ext. 698-1057.

Westfield YMCA Collaborates With 104th Fighter Wing

Master Sgt. Josh Reed, Non Commissioned Officer In Charge, 104th Fighter Wing Aircrew Flight Equipment Shop, trained approximately 16 pilots on combat water survival, May 7, at the Westfield Massachusetts' YMCA .

This is the second time the 104th Fighter Wing has worked with the Westfield YMCA to accomplish combat water survival training at their facility.

"I am very happy that we can collaborate with the community and give support to the 104th," said YMCA Aquatics Coordinator John Farrell.

The refresher training is done every three years and focuses on several key areas: canopy disentanglement, life raft techniques, disconnecting from the parachute and open sea environments.

"The pilot needs to know that they can breathe through the canopy material while moving under it to get out," said Master Sgt. Barry Walter, 104th FW Aircrew Flight Equipment Shop.

All of the instructor's receive the same initial combat survival training as well as other courses to become certified to teach the aircrew.



Pilots from the 104th Fighter Wing go through combat water survival skills in the pool at the Westfield YMCA. (U.S. Air National Guard Photos by Tech. Sgt. Melanie Casineau)

YES! There is an App for That!

By Michelle Pennington, 104th Fighter Wing Director of Psychological Health

The National Center for Telehealth & Technology (T2) has teamed up with Defense Centers of Excellence (DCoE) to provide mobile and telehealth solutions to service members and their families. This article will discuss a few of the options available to help support readiness, resiliency and stress reduction.

Breathe2Relax



Portable stress management tool. Breathing exercises have been shown to defuse fight/flight stress response, mood stabilization, anger control & anxiety therapy.

CBT-i Coach



Helps improve sleep habits.

Dream EZ



Designed to help a person rewrite Nightmares. Although it can be used on its own, the app was design to be used in conjunction with a healthcare provider Trained in Imagery Rehearsal

LifeArmor



Brief self-assessments, tools, videos from service members, veterans & families on 17 topics including PTSD, sleep, depression, relationship

Mindfulness Coach



Mindfulness meditation helps reduce tension & worry to improve coping.

T2 Mood Tracker



Allows users to track and monitor emotional Health.

(APP cont. from page 8)

DCoE Outreach Center is available 24/7 at 866-966-1020 or www.resources@dcoeoutreach.org . Licensed health resource consultants trained in psychological health and traumatic brain injury provide free, personalized information to address concerns and connect you to relevant resources. Further apps can be explored at <http://t2health.dcoe.mil> .

Also as a reminder Mr. Bill Moore from *Project New Hope* will be in the DFAC June 3, 11:00 a.m. – 1:00 p.m. to provide information on resources and programs available through Project New Hope.

Personal Financial Counselor (PFC) Wilbert Guilford is now available to Members and can be reached at (408) 403-1086.

For any questions or assistance give me a call at 698-1536

Moving Forward



Has a companion on- line course featuring Problem-Solving Therapy techniques.

PTSD Coach



Assists those experiencing symptoms of Post Traumatic Stress Disorder.

Positive Activity Jackpot



Help users find nearby enjoyable Activities, make activity suggestions with local options & invite friends. Used to overcome depression & build resiliency.

Stay Quit



Helps you to stay quit after you've quit smoking. Best when used in addition to other smoking cessation program.

Tactical Breather



Used to gain control over physiological & psychological responses to stress by learning to control heartrate, emotions, concentration.

Virtual Hope Box



Accessory to treatment, VHB contains simple tools to help patients with coping, relaxation Distraction and positive thinking.

First Sergeants Corner

Senior Master Sgt. Thomas Moriarty, 104FW First Sergeant

Welcome to June drill. I hope each and every one of you had a restful Memorial Day, and I thank you for your service. The holiday traditionally marks the beginning of the summer travel season. As many of you plan family get-a-ways and barbecues I ask that you plan for the unknowns and unexpected. Please ensure your vehicle is roadworthy. If you are going to be towing a recreational vehicle or trailer, take a few extra minutes to check your tires and lights for proper operation. All too often in my civilian occupation I see families on the side of the road with a disabled trailer and no spare tire and no ability to fix it.

Graduation parties and cookouts are great opportunities to visit with family and friends. Many of these parties include the consumption of alcohol as part of the festivities. The effects of alcohol are increased while drinking in the sun due to the effects of dehydration from the ambient temperature. Take steps to mitigate those effects by consuming more water and less alcohol. If you find yourself in a position where you have had too much to drink, think responsibly and arrange alternate transportation home. Vehicles can be picked up at a later date. The average cost of a first offense drunk driving charge is \$5,000 when you add up legal costs, civil fines,

insurance increases and loss of license. It is just not worth it.

As good wingmen, keep an eye on one another. If you notice someone who has had too much to drink, do not turn a blind eye and say oh they will be fine. Be the one to step up and offer assistance in getting that person home safely. If you are not comfortable with confrontation, find someone who can step in. Being a good wingman also incorporates being mindful of your fellow airmen's state of mind. If you see someone going through some difficult times, remind them that there is a support structure on base to help any time day or night. Your First Sergeant Corps is well equipped to guide folks in need of assistance in the right direction. The 104th Fighter Wing is staffed with full-time family support services as well as a physiologist, whose primary purpose is to ensure every member of the unit is taken care of. Please do not hesitate to seek out these services, as they are free to you and many times your family as well.

As always, it is you, the members of the 104th that are the unit's greatest resource. The health and wellness of each individual is key is guaranteeing mission success. Take care of yourself, and take care of one another. Have a safe and productive summer.

Barber Shop Open

The Barber Shop will be open for the 2016 RSD dates. Enter Building 008, South Entrance. POC for the Barber Shop operations call: (413) 568-9151, x698-1234.

Volunteer Lately? Honor Guard is looking for volunteers to take part in base and community events representing the U.S. Air National Guard. POC: Master Sgt. Christine Lupacchino at 698-1420

For information on how to join the Base Honor Guard, please contact Master Sgt. Christine Lupacchino at 698-1420



Wing Safety How-Goes It

By Master Sgt. Shannon M. Huard, Occupational Safety Manager

The unit has experienced 2 injuries since the last How-Goes-It.

- Worker lacerated finger; pinched in hand truck; greater than first aid.
- Worker strained abdomen; manual lifting; greater than first aid.

The unit has experienced 1 mishaps since the last How-Goes-It

- A/C struck bird upon landing; struck canopy; no damage; BASH

This month our focus is on heat illness. Exposure to heat can cause illness and death. The most serious heat illness is heat stroke. Other heat illnesses, such as heat exhaustion, heat cramps and heat rash, should also be avoided.

Some risk factors for Heat Illness include: high temperatures and humidity, direct sun exposure with no breeze or wind; low liquid intake; heavy physical labor; waterproof clothing; and no recent exposure to hot workplaces. Symptoms of Heat Exhaustion

include: headache, dizziness, or fainting; weakness and wet skin; irritability and confusion; and thirst, nausea, or vomiting.

Symptoms of Heat Stroke include: confusion, inability to think clearly; passing out or collapsing, seizures; and you may stop sweating.

To prevent heat illness, the following guidelines should be followed: know the work/rest cycle, especially if working out in the sun; drink a lot of cool water; modify work schedules and arrange for frequent rest periods with water breaks in shaded or air-conditioned areas; routinely check on each other; know the symptoms and signs of heat illnesses; monitor yourself and use the buddy system.

Know the signs of heat illness and take prompt action. Employees and employers should learn to spot the signs of heat stroke, which can be fatal. Get emergency medical attention immediately if someone has one or more symptoms associated with heat related illness.

Public Affairs Information

How we can help you:

Among Public Affairs capabilities and responsibilities, we can provide official studio photography, and videography and photography support of events. Please email usaf.ma.104-fw.list.pa@mail.mil a completed AF833 to request support. We typically hold studio time between 10:00-11:00 a.m. on the Saturday of drill. Please route all requests for Base Tours to Lt. Col. Brenda Hendricksen brenda.c.hendricksen.mil@mail.mil.

How you can help us:

We want to know about your achievements, trainings, and new beginnings! Let us know when your section will be training, when a member receives an award or graduates a course...

The Airscoop:

The deadline for submissions to the upcoming Airscoop will be two Mondays before that drill weekend. All submissions should be sent to usaf.ma.104-fw.list.pa@mail.mil. It is helpful if articles are Word documents written in 12pt. Times New Roman. Please submit pictures as individual JPEG files.

On This Day in History?

June 3, 1965 Maj. Edward H. White III becomes the first American to walk in space

Question of the Month:

Which planet in our solar system has the same amount of dry land as Earth? (The answer will be in the next Airscoop.)

May Answer: What was the first professional baseball team? The Cincinnati Red Stockings

Promotions

Airman First Class

Jenna Olander MDG

Senior Airman

Kristian Rosario FSS

Jordan Sabonis FSS

Staff Sergeant

Courtney Greene MDG

Preston Hallett AMXS

James Merkel MXS

Technical Sergeant

Eric Moses AMXS

Benjamin Digiammo AMXS

Senior Master Sergeant

Thomas Hill FW

Shannon Huard FW

Lieutenant Colonel

Benjamin Gilluly FS

Dean Lambert FSS



Vacancies

Position Title: Personnel Officer (2 Vacancies)

The Personnel Officer Utilization Field leads, manages and directs personnel executing combat support capabilities for the Air Force and joint mission in the core areas of Manpower, Personnel and Services Programs. Personnel leaders ensure combat support capability through the functions of Manpower and Organization, Force Development, Developing and Connecting Airman to the outside world, Feeding Operations, Lodgment of Forces, Fit to Fight, Regenerating Airman, Casualty and Mortuary, Infant to Teen Development, Building a Sense of Community, Airman and Family Reunification, Shaping and Balancing the Force, Alternative Resourcing, Personnel Readiness and Accountability, Adaptive Flexibility, Resiliency, Equal Opportunity and Hosting Official Functions.

The Personnel Officer Utilization Field is an expeditionary career field. Personnel in this field establish, train, equip, and maintain ready status specialized mobility teams that deploy to support wartime or other contingencies that may be deployed and employed in sensitive or hostile environments created by terrorism, sabotage, nuclear, chemical, biological, and conventional warfare. This field includes a variety of command opportunities.

Grade: 2LT* - Capt *New commissioning opportunity

AFSC: 38PX

Application Procedures: Please submit a completed package including: Resume
Un-opened official copy of your college transcripts denoting your Bachelor's Degree, AFOQT scores, Current FA score, vMPF RIP

Application Due Date: July 31, 2017

Please submit your application to:

Chief Master Sgt. Andres A. Huxtable, FSS
Superintendent

Email: andres.a.huxtable.mil@mail.mil

Phone: (413) 569-9151 Ext 698-1435

FSS POC:

Maj. Lambert, (413) 569-9151 Ext 698-1285 Capt
West (413) 569-9151 Ext 698-1766

1100-1300 AGR & OFFICERS MEAL RATE \$5.55

Catered by the Log Cabin this month



SATURDAY RSD

Soup

Soup de Jour
Tomato

Entrees

Bourbon Style Chicken Breast
Citrus Butter Salmon

Starch

Pierogis
Couscous

Vegetables

California Vegetable Medley
Louisiana Style Squash
Salad Bar, Dinner rolls & Assorted Desserts

SUNDAY RSD

Soup

Soup de Jour
Tomato

Entrees

Sweet & Sour Pork
Teriyaki Chicken

Starch

Fried Rice
Egg Rolls

Vegetables

Stir Fry Blend
Fried Cabbage
Salad Bar, Dinner rolls & Assorted Desserts

For Your Information

Walk in Legal Assistance

The Legal Office provides legal assistance to all ANG members on the following legal deployment related issues: Wills, Powers of Attorney (Family Care Plans), Service members Civil Relief Act, and Employment and to Reemployment Rights. Walk In

Hours are available every Friday 9:00 a.m.-11:00 a.m. Saturday of the RSD from 9:30 a.m.-11:30 a.m.

In an effort to better serve you, the legal office has setup an organizational box for legal assistance appointment requests.

Please send requests for legal assistance to:
USAF MA 104 FW Mailbox Legal Assistance
(usaf.ma.104-fw.mbx.legal-assistance@mail.mil).

If you are unable to come during this time, please call our office at ext. 698-1244 to make an appointment. We would be happy to accommodate your schedule. Notary Public Services also available.

PVC Info

Did you know that the Pioneer Valley NCO Club is a Non-profit organization? Are you aware of what your membership money goes towards each year? A lot of people don't realize that the NCO Club is more than just a bar. We make donations to many different organizations on behalf of its members throughout the year. Your membership money goes towards all maintenance and improvements made at the NCO Club as well. Without your annual donations none of this would be possible.



LGBTQ Veterans Retreat

Project New Hope Inc., welcomes home LGBTQ Veterans and thanks you for your service!

Those who attend this weekend can expect a safe and protected space to loosen the constraints that daily life, stress and responsibilities impose and to meet other LGBTQ Veterans and enjoy a supportive environment to give and receive support from peers.

These retreats are about peace, calm, healing and just getting back to basics. There is ample time for quiet reflection, hiking, biking, kayaking or sitting around the camp fire. Lodging and meals are provided at no cost. Everything is FREE. Our retreats are a 100% alcohol and drug free. Transportation to or from retreat not included.

REGISTER FOR THIS RETREAT TODAY
www.ProjectNewHopeMA.org/Retreats



Project New Hope INC.
Where Veterans Rebuild With Honor



WHEN is it?

October 13th - 15th, 2017



WHERE is it?



**Grotonwood Camp and
Conference Center**
167 Prescott St.
Groton, MA 01450

Project New Hope | 70 James Street, Suite 157 Worcester, MA 01603 | P: (774) 243-7859 | www.projectnewhopema.org



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Caregivers Retreat

With Emery A. Popoloski, Fellows Program Coordinator, THE ELIZABETH DOLE FOUNDATION

Project New Hope Inc. is pleased to offer our first annual free retreat for military and veteran caregivers – Veteran's parent, or spouse, or in some cases adult children (over the age of 18) who have taken on the incredible responsibility of caring for a wounded veteran or service member. These men and women consistently put the well-being of their loved ones before their own, and the physical and emotional toll of this responsibility can be devastating, making respite and self-care crucial to the health of these hidden heroes.

In collaboration with the Elizabeth Dole Foundation, Project New Hope will offer activities and support throughout the retreat that focus specifically on the needs of military caregivers.

Oceanwood offers these caregivers a private, comfortable haven to heal, rejuvenate and connect with other caregivers.

These retreats are about peace, calm, healing and just getting back to basics. There is ample time for quiet reflection, hiking, biking, kayaking or sitting around the camp fire. Lodging and meals are provided at no cost. Everything is FREE. Our retreats are a 100% alcohol and drug free. Transportation to or from retreat not included.

REGISTER FOR THIS RETREAT TODAY
www.ProjectNewHopeMA.org/Retreats



Project New Hope INC.
Where Veterans Rebuild With Honor



WHEN is it?

**August 27th -
September 1st, 2017**



WHERE is it?



Oceanwood Camp & Conference
17 Royal St
Ocean Park, ME 04063

Project New Hope | 70 James Street, Suite 157 Worcester, MA 01603 | P: (774) 243-7859 | www.projectnewhopema.org

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Proud of our Airmen!



Catch our Airmen in action
on Instagram at 104fw!

#104fw

#MassGuard

#AirPower



Massachusetts Air National Guard
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We're on the Web

WWW.104FW.ANG.AF.MIL



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