



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND - READINESS
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT McCOY
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10 April 2020

Fort McCoy FMWR Patrons,

On March 18th we had to close the doors to most of our Family and Morale, Welfare and Recreation (FMWR) facilities. This was not an easy decision, but after analyzing and weighing all options for dealing with the COVID-19 pandemic, we decided that for the health and safety of our employees, the general public and you, it was the best course of action.

Now that we are largely without facilities and your access to us has been greatly diminished, we are forced to re-invent our organization. This organizational re-shaping would be a daunting task in the best of times and would require a variety of technology and training. That said, we are going to get it done.

We are now focusing on bringing you our services using technology as our primary delivery mechanism. We will have to leverage an array of video-teleconferencing capabilities, social media platforms, and our Fort McCoy DFMWR website more than at any time in our history.

This challenge is not something we're taking lightly but we are definitely up for it. FMWR has always strived to meet the needs of our customers. Granted, those efforts to meet customer needs have been largely focused on face-to-face interaction and programming up until now and we are faced with having to re-invent and reimagine ourselves in a relatively short period of time. Luckily for all of us, the FMWR team at Fort McCoy is comprised of approximately 200 of the most dedicated, motivated, and professional civil servants that I have ever had the privilege of working with in my career. We are not experts at this, but we are dedicated to selfless service and driven to serve the Soldiers, DA Civilians, Retirees and their Family members. I am confident that we can and will overcome any challenge to bring you the FMWR services that you have earned and deserve.

FMWR operations all over the world have traditionally been comprised of three components: facilities, employees and customers. We build great facilities, equip them, hire and train a professional workforce to staff them, and then we proudly open them to serve you. This team is rapidly making the transition from a facility-based "brick and mortar" organization to a virtual one as a result of this pandemic. I want you to know, that though the doors to our buildings may be closed, this team is working long hours in an attempt to continue to bring you exceptional services.

Beginning Monday, April 13, 2020, we will be rolling out our virtual program of events. This new online FMWR programming model will feature a weekly schedule of online events for you to participate in from your home or in your local area. Each and every program area in FMWR has worked tirelessly to deliver to you opportunities to enhance and enrich your lives as well as face the challenges of our current reality. Programming will be comprehensive with a battery of contributions from all of our major divisions. Our Army Community Service, Business and Recreation, Child and Youth Services teams will present you with opportunities like a 401K/TSP management class, a daily recipe to try at home brought to you by McCoy's Community Center, an online Scavenger Hunt (with prizes) that our Recreation Division has put together and many family-focused fun activities for you to do with your children from your Child and Youth Services division. These are just a few examples, but rest assured, the programming will be robust, consistent and enriching.

Please take a moment to explore our website and we encourage you to contact us if there is anything we can do to improve our programming. We are always open to great ideas from our customers.

I want you to know that this FMWR team was here for you before this pandemic, we are striving to support you through it, and we will be here and even better than before when this is all over.

I hope that you and your loved ones are staying safe during this unprecedented time.

Thank you for your service to our nation from all of us here at Fort McCoy, FMWR.

Very respectfully,

Patric McGuane
Director, Family and Morale,
Welfare & Recreation,
Fort McCoy, Wisconsin