



U.S. Army Garrison Humphreys

Jan. 15, 2022

The Army's Home in Korea

# CONNECTIONS

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(Below) Staff Sgt. Carlos Santiago, a postal sergeant from Headquarters and Headquarters Company, U.S. Army Garrison Humphreys, carries a package to a customer during a parcel pick up at the USAG Humphreys main post office Dec. 16, 2021. (Photo by Sgt. Courtney L. Davis)

CAMP HUMPHREYS, Republic of Korea – Christmas was right around the corner and the garrison post office was ready to deliver the goods. U.S. Army Garrison Humphreys service members, civilian workers, and volunteers worked extra hard this season to make sure their patrons received their packages.

One staff sergeant in particular went above and beyond to make sure his crew was well trained and ready to give out what mail trucks brought in.

Staff Sgt. Carlos Santiago, a U.S. Army Garrison Humphreys postal sergeant and Fayetteville, North Carolina native, has been serving in the Army since 2003. He started his career as a human resource information system management specialist serving in Yongsan, South Korea. In 2008, he reclassified to a human resource specialist. He has been stationed all over the world, including a tour in Iraq.

## Soldier feature: Staff Sgt. Carlos Santiago serves his country by delivering Christmas cheer

By Sgt. Courtney L. Davis, U.S. Army Garrison Humphreys Public Affairs Office

In 2019, while stationed at Fort Hood, Texas, Santiago traveled to Camp Humphreys with a rotational unit. He had no idea that two years later he'd be permanently assigned to South Korea.



"When I was on rotation here in 2019 it was kind of 'blah,'" said Santiago. "There was not much we could do, so when I found out I was going to PCS here I wasn't upset. I was supposed to PCS June of next year, but I extended to June of 2023."

In December, Santiago, like so many postal workers around the holidays, poured his heart into his job to make sure customers received their parcels.

"This season it's been busy, but we also have a system change in the way we track and deliver packages," said Santiago. "This is the week before Christmas, so we been getting two, almost three trucks a day. The last two weeks we have had almost double, triple the

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Sgt. Jailine Ramos, an air traffic controller assigned to Headquarters and Headquarters Company, U.S. Army Garrison Humphreys, proudly shows off her newly earned sergeant rank during her shift at Desiderio Tower Jan. 5, 2021. (Photo by Sgt. Courtney L. Davis)



# Soldier feature: Looking for a challenge, now-Soldier crosses 'military service' off bucket list

By Sgt. Courtney L. Davis, U.S. Army Garrison Humphreys Public Affairs Office

traffic controller with Headquarters and Headquarters Company, U.S. Army Garrison Humphreys. "I saw the National Guard being deployed over there. I was like, 'I can't help people from here behind this desk. In this office, I can't help anyone, and I want to be out there.' Helping people, that is my true calling."

Ramos, a Greenfield, Massachusetts native, spoke with her supervisor, a retired Army lieutenant colonel for advice on how to follow that calling. He told her to really think about her options and choose a job she could take with her into the civilian world after military service, she explained.

Ramos heeded the advice of her supervisor and found a job that interested her — an Army pilot — but

was unable to qualify for it because of her vision. She considered becoming an Army cyber operations specialist but turned it down to be an air traffic controller.

"Since Ramos has gotten here, she has been super passionate about her job," said Staff Sgt. Rictavious Prosser, an air traffic control specialist with Headquarters and Headquarters Company, U.S. Army Garrison Humphreys. "She helps with training. As a training supervisor, I have 22 other people I have to train, so she is a great asset to me. Her work ethic is 110% every day she comes in, not to mention she just made the commandant's list at BLC."

Ramos said she absolutely loves being

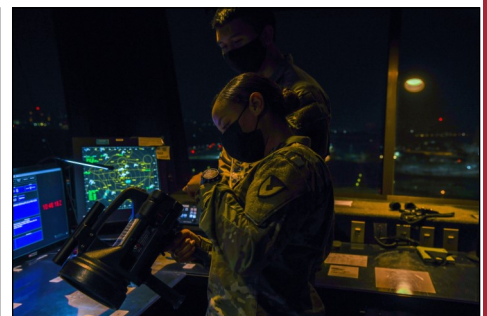
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CAMP HUMPHREYS, Republic of Korea – When Sgt. Jailine Ramos watched her local news station broadcast the devastation of Hurricane Maria in September 2017, she found inspiration in the work of the National Guard units that responded to aide in rescue and recovery missions.

For Ramos, not only was it a call to action, but a way to cross a very specific item off her bucket list. It was already full of things that would push her out of her comfort zone mentally and physically, so she added joining the Army.

"I finally decided when Hurricane Maria happened in Puerto Rico. That is where my family is from," said Ramos, an air

Sgt. Jailine Ramos, an air traffic controller assigned to Headquarters and Headquarters Company, U.S. Army Garrison Humphreys, shows Pfc. Justus Wa'a, HHC, USAG Humphreys air traffic controller trainee, how to operate the control tower's light gun during her night shift training session at Desiderio Tower Dec. 16, 2021. (Photos by Sgt. Courtney L. Davis)



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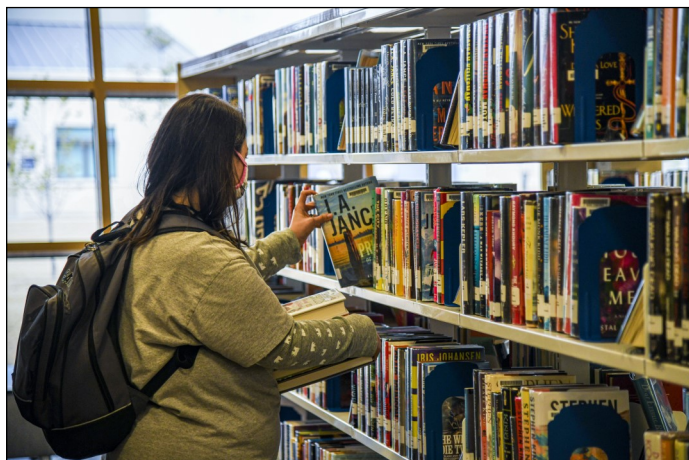




# Around the Garrison

**Photos** by Sgt. Courtney L. Davis, U.S. Army Garrison Humphreys  
Public Affairs Office

(Right) Sgt. 1st Class Teresa Gaines, museum sergeant assigned to 581st Quartermaster Company, 2nd Sustainment Brigade, 2nd Infantry Division, explains the museum's new floorplan during a guided tour at the 2nd Infantry Division, Eighth Army Korea Theater of Operations Museum Jan. 10, 2022.



(Left) Candace Hvizdak, a U.S. Army Garrison Humphreys community member, searches for a book during her visit to the Sgt. 1st Class Ray E. Duke Memorial Library Jan. 10, 2022. The library carries a large range of bestsellers, award-winning children's books, professional readings, DVDs, video games, CDs, audiobooks, magazines, and newspapers.

(Right) U.S. Army Garrison Humphreys contractors construct a new taxi stand in front of the Downtown Plaza shopping area Jan. 10, 2022.



(Left) A local artist at the U.S. Army Garrison Humphreys Custom Art and Korean Gifts prepares to recreate a photo during his painting session at the Humphreys Main Exchange Jan. 10, 2022.



# Around the Garrison (continued)



(Left) An Song-chan, librarian at the U.S. Army Garrison Humphreys Sgt. 1st Class Ray E. Duke Memorial Library, checks the library's book inventory Jan. 10, 2022. The library carries a large range of bestsellers, award-winning children's books, professional readings, DVDs, video games, CDs, audiobooks, magazines, and newspapers.



(Right) U.S. Army Garrison Humphreys contractors work on the water drainage expansion along Marne Ave. Jan. 10 2022.



(Left) George Gray, center director for the U.S. Army Garrison Humphreys United Service Organizations, assembles snack bags at the Sentry Village USO Jan. 10, 2022. The bags will be delivered to Soldiers, Families, and Civilians staying in the Camp Humphreys quarantine facilities.



# SANTIAGO, continued from page 1

number of people sending packages out, so it's been a challenge too."

As he and his coworkers prepared for that time when a very special visitor would pay a visit, the daily demand to ship and pick up parcels continued to grow. As they sent along letters addressed to the North Pole, the post office expanded its Christmas Eve hours to make sure everyone received their very special gifts.

***"In December, Santiago, like so many postal workers around the holidays, poured his heart into his job to make sure customers received their parcels."***

"We will be doing Operation Santa Claus, and that is a big thing Sergeant Santiago will be helping us with," said James Gruff, the USAG Humphreys postal superintendent. "We will be open at 1200 on Christmas Eve, so we have time to process all of the mail that is brought into Camp Humphreys. Then customers will be able to come get their packages throughout the day until we close at 2200."

Despite the heavy workload, the highly trained and proficient service members, volunteers, and civilians of the Camp Humphreys post offices looked forward to the opportunity to serve the community during the holidays.

"Christmas time is a unique time," said Gruff. "You see Soldiers are away from home and especially in Korea, separated from their families, and it's just pure joy to be able to give them a sense of belonging by giving them their packages correctly to help them have a good Christmas."

With every leader, Soldiers, and civilian pitching in, Operation Santa Claus was poised to run as smoothly as a sled on ice.

"I was here at 0900 with the rest of the leadership. We had a truck come in at 1000," said Santiago. "Because we had enough personnel present, and we finished unloading the truck, the postmaster opened the window at 1100."

Santiago said he knew it was going to be a long night and even expressed he was a little anxious throughout the day. He received a boost from several honorary Santa's helpers.

"The customers surprised me though. Several brought snacks and someone even brought us dinner," said Santiago. "The dinner was extremely welcome, and I kind of lost track of time. We delivered over 1,200 packages that day. I guess it felt good, making sure we were able to help people have Christmas the way they wanted."



(Above) Staff Sgt. Carlos Santiago, a postal sergeant from Headquarters and Headquarters Company, U.S. Army Garrison Humphreys, takes a quick photo break during his shift at the USAG Humphreys main post office Dec. 29, 2021. (Below) Staff Sgt. Carlos Santiago, a postal sergeant from Headquarters and Headquarters Company, U.S. Army Garrison Humphreys, helps unload a mail truck during a bulk parcel delivery at the USAG Humphreys main post office Dec. 16, 2021. (Photos by Sgt. Courtney L. Davis)



### ***RAMOS, continued from page 2***

part of the training program and teaching the civilians and Soldiers who come through the program. Being a trainer gives her a chance to motivate someone else to be the best air traffic controller they can be.

Her shifts rotate between three morning shifts a week and three nightshifts. This gives Ramos a chance to travel on her days off to enjoy the attractions on the peninsula.


"I've gotten to travel and experience a lot of the culture," said Ramos. "I've been here for two years, so I've seen quite a bit. The food is amazing."

Ramos chuckled a little as she reminisced about one trip she took with the Soldiers from Better Opportunities for Single Soldiers.

"I went to a ski trip that they had in Vivaldi Resort. The first time I went down the slope it took me thirty minutes, and I was falling and falling and falling," she said. "I would sit down and watch people who were snowboarding, and I was like, 'let me get up and do what they're doing.' So, the last time I went down the slope it took me five minutes, and I was really proud."

Ramos' quest to help those in need has led her away from her family, but she's still in good spirits. Reflecting on her experiences in the Land of the Morning Calm, she has advice for other Soldiers who find themselves far from home and family.

"I have my mom and two younger sisters. I'm the oldest. My little sister just had a baby, and we FaceTime like every day," said Ramos. "For new Soldiers, I would definitely encourage them to go out and explore the country. It's beautiful. Do the BOSS program. It's hard when all you do is work and go to your room. Depression hits when you isolate yourself from the world. I would definitely encourage them to go out, even if it's by yourself."



A graphic for USAG Humphreys Emergency Services. At the top is a circular seal with a cross and the words "USAG HUMPHREYS". Below the seal, the text "USAG HUMPHREYS" is in large, bold, white letters. Underneath that, "EMERGENCY" is in large, bold, white letters. Below "EMERGENCY", "POLICE/FIRE/MEDICAL" is in smaller, white letters. At the bottom, "DSN 911" is in large, bold, white letters, followed by "Commercial" in large, bold, white letters, and "031-690-7911" in large, bold, white letters. The background is a dark, cloudy sky over a cityscape.

### **Connect with USAG Humphreys**



## **Camp Humphreys Tax Center**

The Eighth Army Office of the Staff Judge Advocate will open the Camp Humphreys Tax Assistance Center from Jan. 31 to April 22 in Maude Hall (building 6400), room R301.

The center will provide tax assistance kiosks for self-help tax filing available to service members and their families filing jointly to prepare their 2021 federal and state income tax returns using tax software provided by Military OneSource.

Trained personnel will be present to assist service members with the software. One-on-one tax preparation assistance, as provided in past years, will not be available.

The center will provide referrals for other on- and off-post tax preparation options to all U.S. Forces Korea-affiliated personnel not eligible to receive assistance. All services provided by the tax center are free. For [more information](#), please contact Camp Humphreys Client Legal Services at 757-2621 or 757-2622.

## **HAPPENINGS AT HUMPHREYS**

- [MLK Day Bowling Special](#) at the Downtown Lanes Jan. 17 beginning at 11 a.m.
- [Virtual Coffee with the EFMP](#) Fridays in January at 8 a.m.
- [USAG Humphreys BOSS virtual contests](#) - entries due by Jan. 30.
- [Free Virtual STOMP Workshops](#) throughout February with EFMP at 9 a.m.
- Classes in woodworking, art, framing, 3D printing, and more at the [Arts and Crafts Center](#).

Click the provided links for more details and information.