

April 9 Virtual Town Hall Q&A RECAP

This is not a verbatim transcript. Questions and responses may be edited for clarity.

QUESTION: Will FBCH have a drive-thru pharmacy?

CDR EMILY SPRAGUE (FBCH Director for Clinical Support):

We will be introducing a drive thru pharmacy service in the River's garage at Fort Belvoir Community Hospital in the very near future. So stay tuned to social media for full details on that operation. The intent in providing this drive thru pharmacy service is to promote social distancing, and ultimately keep about 300 patients from having to enter the hospital every single day just to pick up their medications.

To achieve the greatest benefit from this drive thru service, we ask that you activate your new prescriptions ahead of time. There are several ways to do this. One way that's already in place is to send a secure message to the pharmacy team. So some of you already have secure messaging in place with pediatrics with your family medicine provider. You can see on our Fort Belvoir Community Hospital website how to add the pharmacy as another provider. You can use this anytime to send a message to them and ask them questions about medications. If you haven't met yet and had an appointment with your provider, you can use this system to send them a message to let them know you had an appointment and ask them to activate that prescription. They'll send a message back if there are questions and they'll tell you when it's ready to pick up.

The Fort Belvoir pharmacy team has been working hard to make this a successful transition and make it seamless for you for the drive thru.

QUESTION: How many support people can I have while I'm in labor?

CDR CHRISTIE WOOD (Chief of Obstetrics and Gynecology):

We do want to allow our patients to have family members with them. At this current time, patients are able to have two support people with them. That can be a spouse, a mother, a mother in law or a doula for a total of two people. For patients who are currently under investigation for COVID-19 or have been tested positive for COVID-19, they are limited to one support person. That support person will remain in the room at all times with them and should not be wondering about the facility to minimize risk or exposure.

Once you have your two support people, those people should be the ones who stay with you the entire time. We're not having people swap out or have additional people coming in. You

pick your two and they're the two with you for the entire time you're in the hospital. Doulas are considered a support person, so we absolutely want you to be supported and to have that opportunity in labor if you do have a doula with you.

QUESTION: Do I need to wear a mask in labor?

CDR WOOD:

Yes, in accordance with CDC guidelines. We're in close contact, less than six feet, so we do recommend wearing a mask. When the care team is in the room, ideally, the patient and their support people will have masks on. I understand and appreciate that that's challenging, especially when you're actively delivering. Our care team will be wearing a mask and they will have a shield on so even if your mask slips or comes off, we will still be protected as well all the people in the room.

Other things that we were doing in the clinic to help assist with minimizing your potential exposure is we are working on having telemedicine visits for certain key appointments so that you don't even have to come into the facility. In addition, when you do come to the facility, we are clustering your care. If you present for your 28 week appointment, you're able to have your labs drawn in the clinic. We are doing that in the clinic so you do not need to go to the lab or sit in the common waiting area. That's minimizing contact with other people.

QUESTION: Will there be temperature checks conducted at the Commissary?

COL MICHAEL GREENBERG (Fort Belvoir Garrison Commander):

We are starting to take temperature checks at the Commissary, which began on Saturday. This is just one way of looking at potential symptoms and identifying them. A passive thermal temperature apparatus will be used and it will take your temperature from your eyes and be able to provide that within two to three seconds. The device will be six to eight feet away from you. When you get to the Commissary, Service members will ask you a series of questions and ask you to remove hats, face covers, and eyeglasses when you get in line to get your temperature taken by the thermal temperature apparatus. The Service members will then take your temperature. If your temperature is over 100.4 degrees, there is a secondary temperature measurement taken by an IR reader, as well an individual one that you place six inches from your forehead to confirm or deny whether your temperature is accurate. If your temperature is over 100.4 degrees, we will ask you to seek medical advice, keep your face covering on and wash your hands.

QUESTION: Have the Commissary hours changed?

COL GREENBERG:

Commissary hours have not changed. I will continue to recommend that you spread out your shopping at the Commissary throughout the day, rather than first thing in the morning. We continue to see very long lines at the beginning of the day and it tapered out at the end of the day. It is a misperception that the high demand items will only be there in the morning. The Commissary is stocking the shelves during the day as well. Trucks are continuing to come in daily and they are stocking the shelves as those come in

QUESTION: Is the Commissary limiting the amount of people who can enter?

COL GREENBERG:

The commissary is restricting the number of people that are entering at one point. This helps optimize the social distancing that we're trying to enforce. They let in a certain number of people and then 30 minutes later, they let another group of people in. We're also monitoring people coming out in to ensure that we are not crowding the commissary and there is available space to enforce social distancing.

The Commissary has also placed markers on the ground, especially in areas high volume aisles, to allow six foot distance between customers. The Commissary and PX have both installed Plexiglas at the checkout counters to protect both you and the cashiers. Additionally, the Commissary has expanded Click2Go. They've additional orders that can be picked up.

QUESTION: Did a Commissary worker test positive for COVID-19?

COL GREENBERG:

Someone had inaccurately posted on Facebook that a Commissary worker tested positive for COVID-19. This is inaccurate. I have confirmed again today with the Commissary Manager that there is not a worker that tested positive for COVID-19. I ask that you only provide accurate information on social media.

QUESTION: Can we have the Commissary switch to one-way traffic down the aisles to help with social distancing?

COL GREENBERG:

The Commissary has considered that and we've talked about it. However at this time, the Commissary will continue to do the practices that they're doing. It is a very large Commissary

with a lot of people, so there's a lot of logistical work that would need to be done. At this point, the Commissary will continue their practices with marking out the 6 foot distance. The limited number of shoppers allowed in at a time will allow for not as many people to be inside and make social distancing easier.

QUESTION: Is the Commissary requiring face coverings?

COL GREENBERG:

Yes, the Commissary is requiring a face covering for entrance.

QUESTION: Why can't the workers who man the Click2Go lines accept tips? They work so hard and we appreciate everything they're doing for us.

COL GREENBERG:

I don't disagree with you. I know everyone is working hard at the Commissary. The reason why they cannot be tipped, is that they are government employees. Under regulatory guidelines, government employees cannot be tipped. We do tip the baggers because they are independent contractors, and they do work for tips.

QUESTION: Will the commissary manager consider having designated hours of categories for residents, active duty retirees, with residents having first priority?

COL GREENBERG:

I saw a lot of the comments on Facebook and a lot of the arguments back and forth about this issue. We have considered it but no, at this time we are not going to have designated category shopping hours. I recommend that you spread your shopping hours out between morning, afternoon and evenings to avoid everyone coming in at the same time.

QUESTION: Can you take your toddler with you to the Commissary and Exchange?

COL GREENBERG:

It's not recommended you go with other family members. However, we understand circumstances. So you can absolutely bring your child with you if that's the only way you can get to the Commissary or Exchange. You will not be denied access.

QUESTION: Will the Commissary have senior shopping hours?

COL GREENBERG:

No there will not be senior shopping hours. I've read some comments that some bases have restricted the retirees and their families from using the commissary and some from getting on base completely, which is unfair given that they've earned this. The commissary put out a video about how committed they are to serve active duty and their families as well as retired and their families. I could assure you, at this point, we are not doing that. However, I cannot promise because I do not know what department of defense will tell me. However, there is absolutely no indication, nor have I received any guidance that we will ever stop providing those benefits to any beneficiaries at the Commissary. I've been given very clear guidance that we will continue to do everything we can to keep the Commissary and AAFES open to all beneficiaries.

QUESTION: Can the Commissary employees either change gloves with every customer or not wear gloves and sanitize their hands?

COL GREENBERG:

I will answer this question by letting you know what we're doing across the installation. The hospital has provided support to the installation by going around to all of our facilities, to include the Commissary, to check on the way we're doing our business practices and ensuring that we are doing it within CDC guidelines. The hospital staff go to the food establishments, the child development centers and to all the other areas that are high volume to ensure that we are doing the proper CDC measures and implementing them effectively. That is being done specifically on this question for employees. The Commissary employees are doing what is within the CDC guidelines by changing gloves out periodically and sanitizing those gloves as they're working. There is also a Plexiglas up to protect both the cashier and the patrons.

QUESTION: Why aren't there cleaning wipes available to wipe carts when you have to shop at the Commissary?

COL GREENBERG:

There should be wipes available to wipe down carts. If they are not available, please see a store manager and let them know the wipes are out. They do monitor that. Every time I've been to the Commissary to visit, not just to do my shopping but also just to visit to make sure things are operating correctly, there have been wipes out either at the door or where the carts are placed. If you don't you don't see it, ask where they are at.

QUESTION: When will AAFES provide the appropriate personal protective equipment masks and gloves for employees based on Dr. Esper (Secretary of Defense) guidance released on April 5?

COL GREENBERG:

The gloves were always provided to the AAFES employees. The masks have come in today and were issued today. Employees should be using those tomorrow. I appreciate your concern for the employees. The Exchange and Commissary continues to make the necessary adjustments to meet COVID-19 guidelines.

QUESTION: Will Arby's and Burger King transition to a drive thru only to help reduce exposures to others?

COL GREENBERG:

Public health assessments have been done on Arby's and Burger King, along with others food establishments on the installation. We're following all CDC guidelines. I talked the public health assessor today about this. He assures me that we're following all procedures properly. We are not looking at closing the drug the "grab and go" at those locations because it provides two access points to get food and there's minimum COVID exposure at "grab and go". Also, AAFES continues to conduct cleaning in accordance with CDC guidelines.

QUESTION: How do we get legal assistance?

COL GREENBERG:

Anyone seeking legal guidance may call the legal assistance office at 703-805-2856 to set up an appointment. All appointments are by telephone and they do have procedures in place to accommodate most legal matters. If you're calling after hours, potential clients can leave a voice message and your call will be returned the following business day.

QUESTION: Where can I find FPCON levels?

COL GREENBERG:

Force Protection (FPCON) levels are posted at entrance to each gate.

QUESTION: Why isn't the installation at HPCON Delta?

COL GREENBERG:

We assess the conditions each and every day with the Fort Belvoir team and National Capital Region Joint Task Force headed by Major General (Omar) Jones General Jones. As conditions change and elevate, to an HPCON Delta level, General Jones will make that decision. We will execute and the notify the community.

QUESTION: What agency is in charge of tracing for Fort Belvoir residents who test positive for COVID-19?

CAPT CYNTHIA JUDY (Fort Belvoir Community Hospital Director):

If the testing is done at Fort Belvoir Community Hospital then Fort Belvoir Community Hospital, in conjunction with Fairfax County, does that contact tracing. When a patient goes out in town and seeks care then it's typically that healthcare organization that did that testing that's working with the county health department. It's possible that somebody could be contacted from an external agency, not Fort Belvoir Community Hospital when that contact tracing is going on.

QUESTION: How is the installation enforcing the "stay at home" orders?

COL GREENBERG:

I thank the community because we haven't had to do a lot of enforcement out there. We haven't had mass gatherings. There have been individuals or small groups of five or six people on a field. I ask you to help us. If you see something, say something. I asked parents to also help us. If we need to get involved, please call the Department of Emergency Services. Our dispatchers will send a police car to assist. Please remember that they are also providing other security missions around the installation, so if parents and neighbors can assist with children, we would appreciate it. Overall, as our police patrol the installation they are pleased as they aren't seeing large groups.

I also ask that you follow the social distancing guidance or wear a face covering. I want to also let you know that just because you're wearing a face covering, it doesn't protect you from this virus. It helps but I want to make sure that people are not so confident that they are now one foot apart from each other talking and thinking that they were 100% protected. Again, the face covering will help but I don't want people to feel so confident that we start having mass gatherings hanging out with face coverings. I ask you to keep some distance from others, if they're not in your household or family members.

CAPT JUDY:

There's a lot of controversy over the face coverings as to what we're really protecting from that. I think the biggest benefit in all honesty is that it prevents somebody when they cough or sneeze from projecting anything out. So a lot of people think that that face covering is doing a lot to filter something coming in from the air, but it is not a filtration device. It's really keeping people from spreading things when they cough or sneeze.

QUESTION: Will CIF be open for transitioning Soldiers or will units be responsible for the gear?

COL GREENBERG:

CIF will be operational for all ETS and retiring Soldiers. CIF is not conducting in-processing and issue except for critical mission support, primarily for medical personnel. The hours of operation are Monday through Thursday, 0700 to 1430. CIF is closed on Friday.

QUESTION: Is the Fort Belvoir campground under the same rules as the rest in the state of Virginia?

MR. GEORGE DICKSON (Director, Family, Morale, Welfare and Recreation)

No, you are allowed to stay up to 60 days during peak season in 90 days during the offseason at the travel camp. For additional questions, call 703-805-3081.

QUESTION: Will access to outdoor facilities such as water launch ramp, fishing, and other outdoor areas be available for families to stay active?

MR. DICKSON:

Yes, at the Marina and Tompkins Basin. At the rest of the installation, if you see signage saying that you're not allowed into this area, we ask that you abide by the rules of that signage.

QUESTION: Can the golf course trails be used for exercise, walking and running?

MR. DICKSON:

Unfortunately, the answer is no. The Fort Belvoir Golf Course is currently closed. However, there is still ongoing maintenance of the Gunston course and Woodlawn course by the grounds team. The ground teams are using tractors and other heavy equipment to maintain the course. So, for the safety of our guests and ground team, the car path will remain closed. And there's

additional road golfers out there so we don't want you to get hit. So for your safety, we are not allowing exercising, walking and/or running on the golf course trails.

QUESTION: Is there COVID-19 testing for individuals that don't have a fever?

CAPT JUDY:

COVID-19 testing is done based on medical history, symptoms and exposure. There are cases where somebody might present to the outdoor COVID testing area and not have had a fever but still meets the criteria for testing. So that's a discussion that happens between the healthcare team and the individual that's seeking that testing at that time.

QUESTION: What is the purpose Fort Belvoir Community Hospital reducing the meal options to hamburgers and hot dogs?

CAPT JUDY:

When we restricted access to the hospital, it resulted in a significant shift in the demand for meals. Over the past weeks, the cafeteria responded to feedback from the staff and the patients that what they really wanted was the deli line. They also wanted more salad and sandwich options. So as a result, the cafeteria prepared a much wider variety of sandwiches, salads, wraps, and so on, in addition to hamburgers and hotdogs. They were also offering pizza. Based on continued feedback, the cafeteria adjusted, and they've added some of the warm entrees back on the menu. We'll continue to tailor the menu based on what we hear.

QUESTION: I work for the PWC maintenance contractor. Today we were given information of what buildings had positive testing done. Our technicians are in and out of all buildings every day and can transmit the COVID-19. We should not be considered essential personnel. What are your thoughts about this?

MR. FELIX MARIANI: (Acting Deputy Director of Public Works):

The DPW maintenance contractor is considered a mission essential part of the DPW team and is required to continue to support military operations on the installation. The DPW maintenance contractor is required by the contract to ensure the safety of all the company employees. The contractors comply with the CDC and the corporation's COVID-19 guidelines. The DPW maintenance contract is tracking the buildings where someone has tested positive, and under the contract are required to conduct conventional response and deep clean of all those affected facilities.

QUESTION: I went to the CAC office for an appointment and it seemed to be closed.

MR. KEVIN RENNICK (Director, Human Resources):

The Fort Belvoir ID card facility is not closed. We're open Monday through Friday 0800 to 1600. If you check the website (home.army.mil/belvoir), there is information about scheduling appointments and the adjustments we have made as a result of COVID-19 guidelines for both the protection of our customers and staff.

QUESTION: When will MPD (military personnel division) start releasing orders to those who already have an RFO or on assignment after May 11?

MR. RENNICK:

The military personnel division is working extremely hard during this challenging period and doing its best to meet the needs of the population. They are in high peak season due to the volume of enlisted and officer assignments. The MPD is prioritizing publication of all orders based on report dates and completion of Soldier PCS requirements. We will continue to conduct levy briefings, levy packets, and we are issuing orders. We thank you for your patience and your understanding. We are working in concert with both unit S-1 officers and Soldier's organizational leadership in keeping them abreast of all HR associated programs and services.

QUESTION: Will ID cards be extended?

MR. RENNICK:

As of yesterday, a new policy for ID card issuance was published. The policy states if the cardholder's affiliation is unchanged, possessing a uniform service ID card which expires on or after January 1, 2020, they are authorized for continued benefits through September 30, 2020. If you have any other questions as it pertains to the questions that I just answered, we ask that you please go to the Fort Belvoir Garrison website and look for Human Resources. The website also contains Fort Belvoir ID card facility information.

