



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BENELUX
UNIT 21419
APO AE 09708-1419

IMCH-HRA

2 September 2020

MEMORANDUM FOR USAG Benelux Community and Incoming PCS Personnel

SUBJECT: USAG Benelux COVID-19 Policy Letter #4 (Updated) -- COVID-19 Critical In-processing Procedures

1. Purpose. To provide updated instruction on critical pre-arrival coordination and in-processing procedures required for the Unit/Sponsor to receive, welcome, and onboard newly assigned personnel, to include pick-up/transportation from the airport, medical screening/testing, temporary lodging assignment, quarantine regulations, and all in-processing tasks. The intent of this policy is to cover key aspects and establish priorities for our finite resources. As such, this policy is not all-inclusive as no policy can account for every individual circumstance or local nuance. If you are set to arrive and do not have a sponsor, contact your chain of command immediately and request one.
2. Applicability. All Units/Sponsors, incoming personnel intending to access USAG Benelux sites and or facilities, and agencies and directorates with in-processing and support functions.
3. Pre-arrival Procedures.
 - a. The Unit/ Sponsor will facilitate lodging reservations in a timely manner and reserve transportation in advance. This will also include placement of needed items in the room prior to arrival, if possible.
 - b. If a Pet Room is unavailable for incoming personnel to Belgium, the Unit/Sponsor will make a reservation at the Chievres Air Base (CAB) Family, Morale, Welfare and Recreation (FMWR) Kennel. Personnel conducting a PCS with pets will be given priority at the Kennel.
 - c. Unit/Sponsor will provide incoming personnel all necessary in-processing information, to include an in-processing schedule and welcome packet. The Sponsor will remain in continuous contact with inbound personnel and conduct informational checks no less than at 30/15/2 days prior to arrival.
 - d. Unit/Sponsor will meet incoming personnel upon arrival at designated airport and provide PPE as needed. Transportation must be reserved no later than 14 business days prior to vehicle pick-up. The sponsor is required to research lodging options to ensure the appropriate accommodations are made. Please note that the hotel must have Wi-Fi in order for incoming personnel to complete virtual in-processing tasks

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online. Sponsor/Unit will coordinate placement of sundries in the room prior to arrival. Contact ACS at DSN 366-6861, COMM +32 (0)65 32 6861 for sundries packages. Transportation requests to Logistics Readiness Center (LRC) and FMWR are prioritized by order of availability:

(1) Designated LRC transport vehicle.

(2) Government Owned Vehicle (GOV) from Temporary Motor Pool (TMP). GOV mode of transport is recommended for use when picking up single Service Members (SM) and Department of the Army Civilians (DAC) to ensure physical distancing.

(3) FMWR airport shuttle service (reimbursable fee payable) only available for the SHAPE/Chievres community.

(4) Sponsor's Privately Owned Vehicle (POV) with voluntary use on a reimbursable basis. POV must be capable of maintaining appropriate physical distance and other health protection measures.

4. Restriction of Movement (ROM) - Quarantine.

a. Upon arrival, all inbound personnel making a permanent change of station (PCS) to the Benelux area of operations (e.g., SHAPE/Chievres, Brussels, or Zutendaal BE; Brunssum or Eyselshoven NE; Dülmen and Bremerhaven GE) and utilizing USAG Benelux installations for individual logistic support are to remain in their hotel, lodge, or assigned quarters for the duration of the 14-day ROM/quarantine. This includes all personnel on TDY from or returning from leave whose travel originated from within the United States. This 14-day ROM/quarantine requirement will not apply to personnel traveling to/from the Schengen area countries open for travel. Failure to comply could result in denial of access to USAG Benelux sites, facilities, and garrison-provided services.

b. 14-day ROM/quarantine will be executed in the Chievres Army Lodge and at off-post lodging facilities to mitigate the potential transmission of COVID-19. Individuals will be screened daily; this consists of well-being questions asked by one's sponsor. All sustainment requirements are a unit/sponsor responsibility; sponsors are a critical component in the process to provide life support services and must be completely engaged. Individuals on 14-day ROM/quarantine will remain in their designated lodging room except for a few exceptions noted below. use the Army Lodge/hotel's laundry room (and clean/disinfect after use), one person at a time; go outside for physical activity/mental health break without a mask and with one's family only. Wearing of masks and abiding by physical distancing is required for all activity outside rooms and inside the lodge/hotel; congregating with others in the hotel's communal areas is not allowed. All sustainment requirements are a unit/sponsor responsibility; the sponsor

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must be completely engaged during the 14-day ROM/quarantine. Wearing of masks and physical distancing is required when in lodging public spaces. Individuals will be screened daily; this consists of well-being questions asked by one's sponsor. Individuals on 14-day ROM/quarantine will remain in their designated lodging room except for a few exceptions. There should be no congregating in the communal areas of the lodge/hotel. While in ROM, personnel are wearing of masks and social distancing for all activity outside rooms and inside the lodge/hotel. Kids between the ages of 2 and 12 are encouraged to wear masks, but not required. Use of the PX or Commissary stores (similar services on the economy) are prohibited until completion of hard quarantine. Sponsors and the Commissary Volunteer Shopping Program can assist with this. Click on the link below for more info on the volunteer shopping program: (https://home.army.mil/benelux/application/files/8115/9561/0427/IMCOM_DeCA_Shopping_Program_Instructions_-_USAG_Benelux.pdf).

c. For breakfast in the Chievres Army Lodge and off-post hotels, 1 member of the family may go to/from the breakfast area to pick up food and return to the room with it for consumption. Mask, gloves, and/or sanitizer will be used. These restrictions apply to similar hotel services on the host nation economy.

d. To promote mental and physical health, personnel/families are encouraged to exercise outside and can walk their pets. While outside, those on 14-day ROM/quarantine should continue to adhere to normal physical distancing requirements (1.5 meters/6 feet) and minimize exposure to others. Facemasks are not required while outside.

e. The laundry room facility can be utilized at Chievres Army Lodge lodge or at off-post hotels with only one person in the laundry room at a time. Facemask is required. Maintain proper sanitizing measures to ensure cleanliness of the facility.

f. The 14-day ROM resets if any person in the same living quarters develops symptoms, has a positive COVID-19 test result, or if a new person is added to the group's living quarters. Any personnel interacting with or evaluating ROM individuals must wear appropriate Personal Protective Equipment (PPE). A second negative COVID-19 test is the only method to be released from quarantine and will be taken between day 11 and 14 with the earliest departure of quarantine on day 14.

5. Medical Screening/Testing. All SMs will be tested for COVID-19 upon arrival or on the next business day. This includes all Soldiers on TDY from or returning from leave whose travel originated from within the United States. All others will be screened. Testing is strongly encouraged but not mandatory for DACs and family members upon arrival. DACs and family members may not be ordered to test. DACs may be directed to undergo non-intrusive screening measures such as no contact temperature reading and questions about health related matters. If screened positive, that individual will be tested. COVID-19 testing consists of a nasal swab that will be processed in a Medical

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Treatment Facility (MTF) laboratory. All COVID-19 positive individuals will be placed into designated isolation sites to prevent the spread of the coronavirus. Unit/Sponsor will contact the respective medical treatment facility for all incoming Soldiers at least 7 days in advance and provide the in-bound's name, DoD ID #, date and time of arrival. With this information, the medical facility can enroll them in the system, print up the labels for the testing sample containers and prepare the packages for use when the in-bound arrives. This information will be submitted to the SHAPE MTF org box usarmy.benelux.medcom.mbx.shf-med-ph@mail.mil. All testing will be performed at the Shape Healthcare Facility, Brussels Health Clinic and Geilenkirchen MTF. **(Testing procedures are subject to change).**

a. Symptomatic personnel in the SHAPE/Chievres and Dülmen communities will be assigned by the Directorate of Public Works (DPW) to a designated isolation quarters on Daumerie Caserne or Dülmen Tower Barracks, respectively. Symptomatic personnel in the Brussels, Brunssum, Eyselshoven, Zutendaal, and Bremerhaven communities will self-isolate in their lodging or at their designated quarters in their respective community or follow guidance from the host nation, as no garrison isolation facilities are available in these areas. All symptomatic personnel will receive daily telephonic checks from the garrison Public Health Emergency Officer (PHEO) and be released from isolation in accordance with USAREUR guidelines. These guidelines will be explained by the PHEO.

b. Asymptomatic inbound personnel / new arrivals in the SHAPE / Chievres community have priority at the CAB Army Lodge for the 14-day quarantine requirement. There is no other Army lodging in the Benelux community. Therefore, personnel in other communities will quarantine in their lodging (hotel) or quarters if they are available. Sponsors will conduct daily screening utilizing the COVID-19 questionnaire; if there are any positive responses to the questionnaire, positively screened individuals will call the COVID-19 Hotline (Duty Hours: +32(0)65 32 5336 and After Duty Hours: +32 (0) 476 760 327). Personnel who are conducting an outbound PCS may still utilize the CAB Army Lodge, but as the lodge reaches capacity, priority will be to new arrivals and military members on mission essential temporary duty (TDY).

c. Effective immediately, Daumerie Caserne will only be used for quarantine by exception. Its primary function will be as an isolation facility for symptomatic persons. Additionally, it can be used as overflow lodging, by exception. The garrison will manage the separate buildings on the caserne to ensure no intermingling of persons in isolation and those merely using the facility as overflow lodging.

6. In-processing. Unit/Sponsor will ensure incoming personnel complete all virtual in-processing tasks, schedule appointments, and complete necessary paperwork required for appointments by the end of the 14-day quarantine period.

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7. Garrison Directorate Responsibilities. Agencies and directorates with in-processing and support functions will provide virtual services where available to incoming personnel during the first 14 days. Face-to-face appointments start on arrival day (A day) + 15.

a. Directorate of Public Works (DPW): Provide housing in-brief, assistance with private house rental and lease execution, and/or assignment to Army Family Housing (AFH) or Unaccompanied Personal Housing (UPH), as applicable. Support with CFMO-issued furniture. Support virtual in-processing to maximize time during quarantine.

b. LRC: Facilitate transportation for new arrivals from Joint Travel Regulation (JTR) approved Aerial Ports of Debarkations (APOD) to lodging. Facilitate support at Central Issue Facility (Soldiers), Personal Property Office (PPO) for issuance of household goods, temporary storage and delivery at residence. Assist with vehicle shipment acceptance arrangements. Provide driver's license training requirements for GOV and privately owned vehicles. Support virtual in-processing to maximize time during quarantine.

c. FMWR: Facilitate lodging assignment priority for inbound personnel and prioritize their check in. Support virtual in-processing to maximize time during quarantine.

d. Medical Screening/Testing: Conduct preventative health screening, in-processing and virtual care appointments. For personnel moving into off-post accommodation/hotels, medical screening can be conducted by phone.

e. Directorate of Human Resources (DHR): Office of primary responsibility for in and out processing and notably, sponsorship training. Maintain TF Personnel to help community members navigate personnel and in and out processing issues. Provide links for access to apply for passports, identification cards and in-processing tasks. Army Community Services (ACS) will provide newcomers services to support incoming personnel integrating into the community. Update this policy as necessary. Support virtual in-processing to maximize time during quarantine.

f. Public Affairs Office (PAO). Assist with placing virtual products on the US Army Garrison Benelux webpage. The Garrison will leverage its webpage, Facebook page, and local networks and contacts. Provide updates as necessary.

8. Units / activities of new personnel. The unit and the sponsor bear the primary responsibility for day-to-day support (care and feeding) of newly arrived personnel. **The key element is a dedicated and trained sponsor.** We welcome our inbound personnel and all family members, and look forward to meeting and working with you.

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9. The point of contact for this policy letter is Ms. Yvette Castro, Director of Human Resources, DSN: 597-9854, Commercial +32 (0) 2 280 9854, or Email: yvette.l.castro.civ@mail.mil.



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