



**DEPARTMENT OF THE ARMY**  
U.S. ARMY INSTALLATION MANAGEMENT COMMAND-PACIFIC  
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IMHW-ZA

28 April 2020

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Garrison (USAG) Hawaii Temporary Policy Letter #03 (UPDATE 1)  
Visitor Access Restriction to Prevent the Spread of COVID-19

1. Applicability. This policy applies to all personnel accessing or attempting to access a USAG-Hawaii Installation, to include Soldiers and their Family Members, Army Civilians (Appropriated and Non-appropriated), Contractors, Vendors, visiting outside service providers and agencies, and civilians. This updated policy remains in effect until rescinded or amended, and replaces the previous policy dated 30 March 2020.

2. References:

- a. AR 190-13, The Army Physical Security Program, 27 June 2019.
- b. U.S. Centers for Disease Control (CDC) Infectious Disease Prevention.
- c. FRAGO 16 to HQDA EXORD 144-20, Army Wide Preparedness and Response to Coronavirus Outbreak, DTG: 280051Z Mar 20.
- d. DoD Policy Guidance for Identification Card Operations for COVID-19, 07 Apr 20.
- e. DoD Under Secretary Exception to Policy Allowing the Temporary Acceptance of Expired Department of Defense Credentials during the COVID-19 National Emergency, 16 April 2020.

3. In order to support the on-going local, state, and federal efforts to combat COVID-19, US Army Garrison Hawaii (USAG-HI) is implementing temporary restrictions on visitor access to all USAG-HI installations. The intent of this temporary policy is to promote social distancing and protect Service Members, Families, civilians, and the community.

4. This policy will not restrict USAG-HI installation access to Department of Defense (DoD) essential services or mission essential personnel:

- a. There will be no impact or restriction to personnel possessing a valid DoD identification card. This includes CAC Card, Military ID Card, Contractor Access Cards (Long-term contractors and others), Retiree ID Card, Veteran's Health Identification Card, and Family Member ID Card.

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b. There will also be no impact to authorized state and federal agencies conducting official business on USAG-HI installations.

c. In accordance with DoD guidance, all Uniformed Services ID cards (such as those issued to dependents or retirees) with a printed expiration date on or after January 01 2020 may be used for installation access until 30 September 2020. Common Access Cards (CAC) with an expiration date of 16 April 2020 or later may be used for installation access until 30 September 2020. Expired ID cards may be verified with an electronic physical access control system that verifies continued DoD affiliation.

d. Current, non-expired Controlled Access Passes (CAP) are not affected by this policy and still valid. Expired CAPs must be renewed at the Visitor Control Center (VCC).

5. Effective 31 March 2020, all non-essential visitor access to USAG-HI installations will be restricted. This includes the following restrictions:

a. Visitors that do not possess a valid DoD identification card will not be granted a visitor pass. This includes civilian personnel visiting permanent party residents (ex: visiting family members) and civilian personnel coming to USAG-HI installations to participate in recreational activities (such as bowling or hiking).

b. All escorted access of visitors (as defined by AR-190-13, Paragraph 8-7) is suspended. This means that uniformed Service members and spouses, DoD employees, CAC-holding contractors, retired Service members and spouses, and retired civilian personnel are no longer authorized to escort visitors onto the installation.

c. The Trusted Traveler Program (as defined by AR-190-13, Paragraph 8-8) remains suspended. This means that valid DoD identification card holders cannot "vouch" for individuals in their vehicles without those individuals also possessing a valid DoD identification card.

d. All non-essential business will not be granted visitor passes.

6. Exceptions. These new restrictions do not apply to visitors providing essential services. The Directorate of Emergency Services (DES) will approve exceptions to this policy on a case-by-case basis. Persons seeking an exception to this policy may be required to provide adequate documentation to support their request. Generally, approved exceptions to the visitor restrictions include (but are not limited to):

a. Authorized childcare, child caregivers, and education providers (ex: babysitters, nanny or au pair).

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b. Elder caregivers. This includes personnel that do not have a DoD ID card assisting elderly retirees obtain access to essential services (such as medical care or Commissary).

c. Food delivery and commercial package delivery.

d. Commercial truck movements of logistics.

e. Contracts related to life, health, and safety or approved with coordination with the Regional Contracting Office. Contractors and subcontractors should ensure they have adequate documentation for their contract or work order.

f. Personnel entering post upon invite by Civilian Personnel Advisory Center (CPAC) to in-process as new employees.

g. City buses (as they continue to run).

h. VA Eligible patrons.

i. Postal Services.

~~j. Personal medical services (such as in-home nurses, nursing specialists, etc.)~~

k. Personal (such as a relative) driving essential workers on the installation are authorized temporary visitor passes for the purposes of dropping off and picking up the employee. Only one temporary visitor pass will be issued per vehicle; any other non-essential visitors (besides the driver) will be denied entry.

l. Personnel supporting courts-martial (to include Art. 39a hearings and Art. 32 hearings) and administrative boards (to include officer elimination boards, enlisted administrative separation boards, and flying evaluation boards). These personnel include witnesses, appointed experts, civilian defense counsel, and individuals attending in support of an accused Soldier, victim, or other authorized attendee requiring assistance.

7. The intent of this policy is not to force existing visitors out who have been affected by shelter-in-place orders. Visitors staying with on-post resident who arrived before 31 March 2020 are authorized to obtain a Controlled Access Pass (CAP) at the Visitor Control Center (Bldg. 6508, Leilehua Golf Course). If a visitor arrived after 31 March 2020 due to circumstances beyond their control, an exception to policy must be requested through DES (email [usaghi.visitoraccess@gmail.com](mailto:usaghi.visitoraccess@gmail.com)). All long-term visitors

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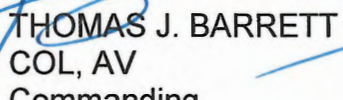
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of on-post residents should still register with Island Palm Communities (IPC) in accordance to their policies.

8. The point of contact for this memorandum is the United States Army Garrison Hawaii Directorate of Emergency Services. Questions regarding this policy should be directed to [usaghi.visitoraccess@gmail.com](mailto:usaghi.visitoraccess@gmail.com).

Encl  
Public Information Sheet

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