



# COVID-19 Response

U.S. Army Garrison Hawaii  
Directorate of Emergency Services

## Visitor Access Control Fact Sheet

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**EFFECTIVE: August 06, 2020**

In order to support the on-going local, state, and federal efforts to combat COVID-19, U.S. 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. As regional conditions change, USAG-HI will apply progressively increasing restrictions to visitors. This fact sheet is meant to help increase awareness and understanding of this new policy.

**There will be no impact or restriction to personnel possessing a valid Department of Defense identification card.** This includes CAC/Military ID Card, Contractor Access Cards (Long-term contractors and others), Retiree ID Card, Veteran's Health Identification Card, and Family Member ID card holders. Personnel with authorized access to USAG-HI services (such as the Commissary) will continue to be issued passes.

**Effective August 06, 2020, all non-essential visitor access to USAG-HI installations will be restricted.** This includes the following restrictions:

- **Visitors that do not possess a valid DoD identification card will not be granted a visitor pass.**  
Example: Civilian personnel visiting permanent party residents (ex: visiting family members).  
Civilian personnel coming to installations to participate in recreational activities (such as bowling or hiking).
- **All escorted access of visitors is suspended.**  
Example: A uniformed Service member escorting a friend or family member
- **All non-essential business and/or employees**

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 exemption 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):

- Authorized caregiver to meet mission requirements (ex: Immediate family member, babysitters, nanny, or au pair).
- Food delivery and commercial package delivery
- Commercial truck movements of logistics
- Contracts related to life, health, and safety (coordinated with the Regional Contracting Office)
- Personnel entering post upon invite by CPAC to in-process as new employees
- City/School buses
- VA Clinic patrons
- Moving trucks
- Postal Services
- Personal Medical Services (such as in-home nurses)
- Long-term visitors of on-post residents who were properly registered IAW the Island Palm Communities (IPC) Resident Responsibility Guide before August 06, 2020



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## Frequently Asked Questions

**Question:** Why are you implementing these restrictions?

**Answer:** These temporary restrictions are being implemented to support local, state, and federal efforts to prevent the spread of COVID-19. While we understand that these restrictions may be an inconvenience, it is our kuleana (responsibility) to protect the health and welfare of the entire community.

**Question:** I have a relative who comes to babysit my children while I work. Since I can't use day care, will she be able to enter?

**Answer:** Yes, authorized childcare providers are still being issued visitor passes at the Visitor Control Center.

**Question:** I am a visitor exempt from the policy based on the information listed on page one. How do I apply for an exemption?

**Answer:** If you meet the exemption criteria for this policy, you should apply for a pass like you normally do at the Visitor Control Center. Please ensure that you bring adequate documentation of your exemption.

**Question:** I am an authorized visitor, but my drivers license does not comply with the Real-ID Act.

**Answer:** The implementation of the Real-ID Act was extended to 01 October 2021.

**Question:** Are ride share services authorized to come on the installation?

**Answer:** Ride share services are authorized ONLY IF both the driver and passengers have valid DoD identification cards.

**Question:** I have a special needs family member with services that are provided from an off-post organization. Are they still allowed to come on the installation?

**Answer:** Yes, education and authorized care providers can still obtain visitor passes.

**Question:** My relatives/friends are flying in to visit me. Will they be allowed to stay with me on post?

**Answer:** Generally no; visitors that do not possess valid DoD identification, or provide essential services will not be allowed to obtain a visitor pass unless they meet one of the approved exceptions in USAG-HI Temporary Policy #03.

**Question:** Can I escort one of my friends on post?

**Answer:** No, effective 06 August 2020, all escort privileges are suspended.

**Question:** I was turned away at the gate or the Visitor Control Center, but I want to appeal their decision. Who should I talk to?

**Answer:** Please submit your issue to [usaghi.visitoraccess@gmail.com](mailto:usaghi.visitoraccess@gmail.com). Do not include any Personally Identifying Information (PII) such as social security number or physical address.

**Question:** Who can I contact with questions about this policy?

**Answer:** If you have any questions about this policy, please contact our email hotline at [usaghi.visitoraccess@gmail.com](mailto:usaghi.visitoraccess@gmail.com).