

JRTC and Fort Polk COVID-19 FAQ

Movement Restrictions

- 1. Is there a curfew with this shelter in place for LA?**
 - a. There is not a statewide curfew in place at this time. City/ Town curfews are at the discretion of the city's officials. The surrounding communities have not chosen to implement a curfew at this time; however, effective 01 April 2020 IAW General Order #1, Service Members residing in the barracks will abide by a curfew and remain in their assigned room from 2200 to 0500 regardless of their duty status (e.g. leave), unless assigned specific duties or tasks by company level, or higher, command. Corvias quiet hours are Sunday - Thursday 2200 - 0500; Friday - Saturday 2400 – 0500. Additionally, on post visitation is reduced, and gatherings of five (5) or more persons are prohibited. This limitation does not apply to interactions between individuals living within the same home or visitors properly approved through the chain of command. Service Members living within the barracks will have no more than two (2) visitors in the same barracks at the same time. House and barracks parties are strictly forbidden. Travel remains discouraged unless it is for a mission essential function.

- 2. What are we doing for "quarantine parties" in the housing communities, and for groups of more than 10 ignoring the social distancing measures? Can you reiterate the allowed group size and the social distancing measures?**
 - a. Fort Polk continues to emphasize social distancing guidelines (maintain six (6) feet of separation from others). Effective 01 April 2020 General Order #1 is in effect. House and barracks parties are strictly forbidden. Gatherings of five (5) or more persons are prohibited. This limitation does not apply to interactions between individuals living within the same home or visitors properly approved through the chain of command. Service Members living within the barracks will have no more than two (2) visitors in the same barracks at the same time. Violations of the General Order or Federal and State laws may result in criminal punishment or adverse administrative action.

- 3. Guidelines have not been provided for civilian/spouse healthcare providers that work outside of the 50mi restriction. What do we do?**
 - a. You are considered an essential employee based off of the state of Louisiana's stay at home order. Absolutely continue to perform your duties as a healthcare provider as long as your employer remains open. For safety precautions, recommend that your spouse notify his/ her chain of command of your place of employment in the event that the location is identified as a hot spot, which could result in you and your family placed in quarantine.

- 4. Can patients that are in Isolation go outside on their property?**
 - a. If you are under isolation, you are to stay away from people who are not sick. You also should not travel or visit public places unless it is to a medical treatment facility. If you choose to go outside on your private property, recommend that you wear PPE, and avoid areas that are frequented by other family members.

Soldier Welfare

5. **Can Soldiers outside of medical who are working in essential fields be able to wear some form of face mask? If available.**
 - a. This is at the discretion of your chain of command. Please discuss your concerns with them on whether or not a mask could be authorized.

6. **Do Soldiers need to be in uniform during telework?**
 - a. Military dress standards and professionalism are still applicable. Your chain of command is your primary resource for official guidance on when and where the uniform is required. Discuss with your chain of command whether they expect you to be in uniform at home, for in person reporting, formations, or interaction with the public.

PCS/ ETS/ Travel

7. **With PCS on hold until 11 May, if a Soldier had a report date of 20 May, can we expect that to be pushed back since we aren't able to really do any of the preparatory work to leave by 20 May?**
 - a. Please contact your unit S1. Pending PCSs are handled on an individual case by case basis. If you do not know who the S1 is, visit the JRTC and Fort Polk webpage at https://home.army.mil/polk/application/files/2615/8448/7622/Contact_Roster_for_COVID-19_For_Leave_TDY_PCS_Schools_and_Closures_v...jpg. The S1s in conjunction with the G1 are compiling and prioritizing a list of all pending PCS moves.

COVID-19 Concerns

8. **If we have positives in Soldiers/Families living on post, where are the numbers tallied? Do they fall under Vernon Parish positives?**
 - a. If a Fort Polk resident is confirmed positive, the number would be included under Vernon Parish's total.

9. **Why are the results for COVID-19 taking 2 weeks when off post hospitals are getting results in a couple days?**
 - a. Our contract lab is sending the swabs to the reference lab in North Carolina. The lab had not predicted to get the amount of swabs they were sent. They are improving their turn-around-time. We are all working to improve processes to ensure timely processing.

10. **What can/should those of us with underlying health concerns do if we have the symptoms but it takes 7-10 days to process? Isn't that timeline too late?**
 - a. If you are sick or feel that you may have been exposed please contact your medical provider, or the TRICARE Nurse Advice Line at 1-800-874-2273. They can walk you through your symptoms, and provide you with medical advice. You are also welcome to use the drive-thru COVID-19 screening site located on Fort Polk, where you will be screened on site, and tested if the medical professionals feel that it is needed. These sources will also determine if you need to be quarantined or isolated. If you feel it is an emergency, call 911 or go to the Emergency Room.

11. If you are sick would you have to get tested or can you monitor symptoms and take precautions in order to save the tests for those whose symptoms are more severe?

- a. If you are sick please contact the TRICARE Nurse Advice Line at 1-800-874-2273. They can walk you through your symptoms, and provide you with medical advice. You are also welcome to use the drive-thru COVID-19 screening site located on Fort Polk, where you will be screened on site, and tested if the medical professionals feel that it is needed. We appreciate you wanting to be a good steward of our resources; however, please know that medical providers are still available, even if it is virtual.

12. Does BJACH have sufficient quantities of Hydroxychloroquine for patients that may require it in regards to an off label use to treat the Corona Virus?

- a. BJACH has adequate supplies, and resupply capability to support the COVID-19 relief efforts. BJACH remains in communication with local and State Representatives as well as Army Medical Command about our capabilities and capacities.

Family Welfare

13. What happens if I do not have an ID for my ten year old? Is there a grace period to get one? He just turned 10 and his Dad is not stationed here at Fort Polk with us?

- a. Three ways:
 - i. Soldier comes in to any DEERS office and signs DD Form 1172, allowing FMs to get ID Card. Form is scanned into DMDC system and is valid for 90 days from signature.
 - ii. Soldier goes online and authorized ID Card at ID Card Office Online:
<https://www.dmdc.osd.mil/self_service/rapids/unauthenticated?execution=e1s1>
 - iii. Family Member comes in with Power of Attorney (General or Specific to update DEERS and receive ID Card)

14. Why did the tax center close down if it is done by appointment only? When will it reopen or will it be mitigated through smaller groups of appointments?

- a. The tax center physical offices have are closed until further notice to avoid the potential spreading of COVID-19. The IRS, as well as most states with income tax regimes, have extended filing and payment deadlines until July. If we are able to safely reopen the tax center in the coming weeks, we will. In the meanwhile, tax clients with questions may call the Tax Center OIC, 1LT Michael Moore, at 337-531-1040. If he is unable to answer, please leave a message or email him at michael.w.moore294.mil@mail.mil. He will return calls and emails as soon as he is able

Commissary/ AAFES

15. Why are whole families still allowed to enter the commissary? Only one parent needs to shop.

- a. The Commanding General, Garrison Commander, and Law Enforcement personnel are monitoring the commissary and conducting regular patrols of the area. At the present time, no other measures are necessary. We ask that families limit the number of people who go inside, as this reduces your risk to exposure, and reduces the crowd inside the facility; however, we are aware that there are instances when that is not feasible.

Childcare/ Schools

16. Is there a contingency plan for our students and how can we in the military community help those that will now be without the food they rely on?

- a. VPSB has applied to the Federal Government through Baylor University for a feeding program for students. Information will be given to the media and on the VPSB website with further instructions. In the interim, if you or someone you know has an issue with feeding their children, please first contact the chain of command, who can then direct them to ACS for financial management counseling and possible AER support. Service Members can also contact their unit Chaplain for assistance

17. Mr. Commander we need our children's property from their schools!!! Please help.

- a. The Garrison Commander and the Fort Polk School Liaison reached out to the school boards. The Vernon Parish Schools are offering parent pick-up for students' essential items Tuesday, April 7, from 9 a.m.-noon. Please call your school(s) for an appointment during those hour on April 7 or email your student's principal. We will post information about other school as soon as it is available.

18. If our children are NOT given work or cannot log in to the online portal...why haven't they just called it for the year? This is a huge disappointment for our kids and as parents that our children have not joined the rest of the country in online schooling. Please give us an update on that.

- a. At this time VPSB and will remain closed until 30 April in compliance with the extension of the Stay at Home Order through 30 April. The VPSB Curriculum Department is continuing to work on supplementing the academic exercises, and parents can continue to access this material through the VPSB website https://www.vpsb.us/index.php?pageID=477286_3. We are still in constant contact with the State Department as far as the plan forward for academic program, promotions, and graduation plans. We will keep everyone updated. The Fort Polk School Liaison Officer is available to further assist you. Please contact her at 337-531-6673.

19. Any update on CDCs? Are they restricting them to children of just essential personnel? Can they? This will assist in limiting exposure and help our families stay safe.

- a. CYS remains open for care in order to ensure that our Soldiers, first responders, medical professionals, and mission essential employees have childcare available so that they can continue performing their duties that are key to installation readiness. The Garrison Commander with the Army Public Health Command are monitoring the facilities and the evolving situation. With the increasing numbers of personnel teleworking, the CDCs have actually self-regulated and the numbers have reduced as many non-mission essential families have temporarily withdrawn their child from the centers until the crisis subsides. We would like to assure everyone that the decision to sustain operation of our CYS programs was made with the health and wellbeing of our children, as this is our number one priority. We have constant and open communication with our leadership to ensure CYS is following and adhering to the most current guidance provided by JRTC and Fort Polk's Command Team. We have amplified our already thorough cleaning procedures, changed our meal service procedures, and implemented

several other safety practices directed at prevention. CYS, in collaboration with JRTC and Fort Polk's Command team, is constantly reviewing options and considering all courses of action with keeping the health and safety of the Soldiers, Families and community as top priority.

20. Will the Child Development Centers continue to charge fees for children picked up late/after 1700 (specifically for health care workers) or are there options to suspend additional charges during this time?

- a. Late fees are assessed starting at 1800. Soldiers who have children currently in care at our centers were provided the information on waiving late fees. Fees may be waived when conducting Mission Readiness or Mission Essential duties on a case by case review. A Soldier may provide a memorandum signed by their Commander stating the Soldier was released at a specific time, and was not allowed to leave due to the mission requirements. If a continued need for afterhours care is identified, then the Soldier will be referred to one of several homes that provides after hours mission related care. If you did not receive this, please contact your center directly or contact CYS Parent Central at 337-531-1955.

21. Can you put more screening in place for the CDC for parents and children entering the building to help protect the workers better? We do this for the veterinary office and other places.

- a. CYS policy is that Caregivers are to provide a wellness check of all children upon entry into the classroom. The check covers a multitude of scenarios and criteria. The practice is in place for children. CYS will follow up with the Army Public Health Command and the Garrison Command for potential strategies to screen parents.

22. Do you consider FCC homes to follow the same guidelines as CDC's when it comes to the new implementations and mission essential, or are they considered differently being they are technically contractors?

- a. The Family Child Care Provider is self-employed; however, the provider must follow all Army regulations, policies, and guidance related to caring for children in the home. The Provider may choose to close the home, or to deny care to a Family. The Provider will report this to the FCC Program Director which in turn will notify the Fort Polk Chain of Command and to Army CYS Higher Headquarters.

DA Civilian/ Contractor Concerns

23. What's going on for those in-processing in for DoD jobs as essential personnel. Is the hiring process still pushing forward if everything has been done?

- a. If a selectee has met all conditions of employment, including residing within a 50 mile radius of Fort Polk, and the selecting supervisor of the Agency for which the employee would be working concurs onboarding is proceeding as scheduled. Exceptions to the normal hiring procedures for personnel are worked on a case-by-case basis with each Command. For specific questions please contact the Civilian Personnel Advisory Center at 337-531-6713 or 337-424-1700 (for Appropriated Funds positions) or 337-531-4906 (for Non Appropriated Funds positions).

24. As a sub-contractor for Corvias, my concerns are being able to continue to work. Do we need to be concerned about access being shut down? I have 3 crews working.

- a. Fort Polk's ACPs and the Visitor Control Center (VCC) are at normal operations. We will only deny access to individuals seeking a pass to a facility or venue that is now closed. There are not any plans to move to more restrictive measures at this time.

25. What about Corp of Engineers Contractors building projects?

- a. As it now stands, the Corp of Engineers (CoE) have not stopped any contractor from working on post. The only exception is the CoE has stopped MEDCOM contractor efforts at BJACH at the request of the Hospital Commander. You need to communicate with and take guidance from your employer who will work the Contracting Officer to determine if your work is considered mission essential.

26. Last Thursday you said Contractor companies have to reduce their employee foot print by 50%. What do we do if owner company is not doing so?

- a. Fort Polk activities are restricted in accordance with the Governors "Stay at Home Order", with only mission essential functions in support of COVID-19 operations, and life/ health/ safety missions continuing. Installation activities and mission essential personnel required to sustain the operational mission will continue to perform their duties as directed. Non-mission essential personnel will telework. We ask that all agencies, to include contractors, to reduce their physical footprint if the mission can be performed via alternate means such as telework. In some cases, an agency cannot reduce their footprint due to the nature of work that they are responsible for; however, we ask that social distancing is applied. You need to communicate with and take guidance from your employer to determine if your work falls under the mission essential category. If you have any concerns, please let your employer know, and they will work with the Contracting Officer to ensure the company is operating under the CG's guidance.

Community Support

27. Sir, for us that are healthy and are willing to volunteer where can we go to help our community? If we would like to send 'treat bags' to our AMAZING medical Soldiers/Civilians at BJACH, how would we get that done? Everyone love treats to keep them going throughout the day.

- a. We appreciate the offer. Please contact the Fort Polk Red Cross office at FortPolk@RedCross.Org. They are coordinating with BJACH to see what is safe/ appropriate, and will work with you to safely provide those items to the hospital team. As additional opportunities are identified, Fort Polk will let the community know.