



Questions and Answers from the Facebook Live Town Hall Sessions

Categories Below: **GENERAL QUESTIONS, FOX ARMY HEALTH CENTER, MWR, AAFES and DECA (commissary)**

GENERAL QUESTIONS

Q1) Some of us are starting back to work at Redstone on Monday. Was wondering if Gate 3 might be opening back up?

A1) The methodology we use to open or close gates is that we closed Gate 3 at Health Protection Condition Bravo (HPCON B) and we are still at Charlie, we expect there will be two steps before we can reopen Gate 3: We will increase our Guard Force daily which will allow us to open up additional lanes at the existing access points. As we call back more and more of the workforce, we will watch the throughput very carefully and hopefully continue to open lanes and gates steadily in the coming months

Q1) Upon returning to work, are we required to wear a face covering or mask?

A1) The Centers for Disease Control (CDC) recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission. Military personnel, DoD civilians, their family members, and DoD contractors are strongly encouraged to follow CDC guidelines on the use of cloth face coverings in public settings or where other social distancing measures are difficult to maintain. If you feel you cannot maintain the recommended social distance, please contact your supervisor about PPE.

Q2) Could I get the status on CACs at the one stop? Are they open for walk-ins?

A2) FIRST, Army, government or contract personnel who's Common Access Cards are expiring between now and Sept. 30 and beyond depending on your installation, may **update their cards online**. Eligible card-holders may log onto ID Card Office Online at https://pki.dmdc.osd.mil/self_service/ to update the certificates on their CACs, Uniformed Services ID Card, and Volunteer Logical Access Credentials within 30 days of the expiration date. For additional information, including step-by-step instructions, visit <https://www.cac.mil/coronavirus>. If for whatever reason, you are unable to do this, please make an appointment through the online system above. Enter the address of the One Stop to bring up our locations: 3494 Honest John Road, Redstone Arsenal. Please do not call as there is no one to answer the lobby phone. If you **walk in** without an appointment, expect to wait in your vehicle.





Q3) Will the workforce be phased back gradually?

A3) Redstone leaders continue to coordinate and synchronize the Installation COVID-19 posture with community and state leaders. The Installation will execute a tailored, conditions-based, phased approach to protect our returning workforce while continuing to flatten the curve by preventing the further spread of the virus. The recovery plan will begin no sooner than 14 September, 2020. Please stay in close contact with your chain of command. This is a fluid situation and could change at any time.

Q4) Are there any plans RSA-wide and with the community leaders to work toward increased capacity on post and throughout the local community to improve the capability of teleworking now and in the future to meet what we can expect to be greater demands on the current systems due to increased telework?

A4) The NETCOM community is actively engaged in developing a “Lessons Learned,” in regards to their role in the COVID-19 pandemic with regard to network capabilities. An action plan is being developed to address the allocation of IP space, the number of licenses per installation and an increase in network capacity.

We owe a debt of gratitude to everyone working in NETCOM as they have worked 24/7 to ensure Team Redstone continues to have the capability to meet our nation’s research and defense needs. They have also gone above and beyond the call of duty to ensure every employee who needs help, gets it.

Q5) Any place on Redstone to get a face mask? If masks are recommended for everyone, will they be made available? We cannot complain about people not wearing them in public areas, i.e; the commissary, PX, etc. if we are not making masks available to our people.

A5) Leadership believes that individuals should be able to maintain the 6ft. distance between one another with scheduling or telework. However, if you return to work and cannot maintain the appropriate social distance, please address this with your supervisor immediately. If you work for RSA Garrison and you cannot maintain 6ft. distance, you will be issued the appropriate PPE. Most should be able to create their own face covering and directions are on our website and social media outlets.

Q6) Will employees be expected to go on TDY?

A6) The short answer to this question is that TDY is determined by your supervisor or senior leaders, if your TDY is mission essential and some here at Redstone do have mission essential TDY, then I’m sure you’ll be expected to travel but please take every precaution doing so.





In accordance with DoD guidance, some domestic and international travel restrictions have been extended until September 30, 2020, and possibly beyond for all U.S. Army Soldiers, civilian personnel, and family members whose travel is government-funded. These restrictions will be reviewed every 15 days for adjustments as needed. Mission essential travel will be closely examined on a case by case basis. These temporary restrictions will protect our Army Family and communities by decreasing the spread of COVID-19 as we continue our fight against the novel coronavirus. Please remember that this is fluid situation and although we may potentially move to a lower health Protection Condition at some point, the threat changes and may go back up.

Q7) How many people does the stop move impact?

A7) The stop move was taking place during the height of the Army PCS season. It impacted approximately 48,000 service members and families who were scheduled to move between March until August. From March-June there were more than 28,473 scheduled PCS moves.

- March: 5757; April: 6302, May 7514; June: 8900
- The Army is working with Soldiers, civilians, and their families to resolve issues that have come up due to the ongoing pandemic.
- Soldiers and civilians who need PCS assistance should contact the 24-hour Army Service

Center at 1-888-276-9472 or visit www.hrc.army.mil.

Q8) Why can't ME and KE personnel keep their windows up when showing their credentials to the gate guards?

A8) It is necessary for the guards to see you and your credential clearly in order to scan the code on the back. Putting further barriers between you and the guards could potentially endanger the guards and others on the installation, and many people have a dark tint on their windows making this impossible.

Q9) Why is Reveille and Retreat no longer played? I live here on the Arsenal and don't hear it anymore?

A9) In an effort to promote continued social distancing we have temporarily stopped Reveille and Retreat because we are not calling people to gather. While we are under strict COVID-19 Health Protection Condition Charlie status, our flag will fly 24/7. Once our community works through the current pandemic, we will see a regular return to order and tradition.





Q10) What type of things is the Garrison thinking about doing as options for minimizing sick workforce from entering the Arsenal. Have they thought about possibly doing temperature checks at the gate? Is this even an option?

A10) Screening of this kind is simply too labor intensive to perform at our access points and would require personnel who are needed to perform other critical missions. It could also cause dangerous situations with traffic and endanger our guard force. Temperature checks should be done by medical personnel in conjunction with additional medical screening and Fox Army Health Center needs every employee they have to meet their mission. Recent studies have also shown that temperature checks are particularly ineffective on children.

Q11) Will the "fogging" that will be done in the buildings have any issues upon workers returning? Such as will there be chemical residue on workspaces/coffee pots/etc that will need to be removed by us workers?

A11) All buildings on the installation will have been disinfected by the time employees return to work. We use CDC approved solutions and methods to protect you, however, there could be a small amount of residue on surfaces that may need to be lightly wiped down depending on what you left in your area.

Q12) Is there a possibility to continue Gate 8 as a 24/7 access point?

A12) We have discussed this and will conduct a throughput study to determine the need; if it's positive, we will continue the 24/7 access.

Q13) Could you explain the Garrison/Installation policy on staff notifications in the event there is a positive COVID9 case in my work area?

A13) When an employee from Redstone Arsenal tests positive for COVID-19 they are required to notify their chain of command and their chain of command will notify Fox Army Health Center. FAHC will do the contact trace and notify that person's leadership if there is a concern involving co-workers and the co-workers are notified and quarantined or brought in for testing. If an employee has a concern about possible contact, please address this with your supervisor immediately.

Q14) What is the base current HPCON and travel guidelines (mileage) for military?

A14) Active duty will engage their Commander for guidance on getting a mileage pass. Any active duty within the Garrison will request a mileage pass from the Garrison Commander, Colonel Glenn Mellor.

Q15) When will Redstone Arsenal get a new Veterinarian?





A15) Colonel Meador from Fox Army Health Center said that our previous Veterinarian will return from deployment and return to the office here on Redstone in October, so we can look forward to seeing our Vet soon.

Q16) When will the Tax Center reopen to retirees and other beneficiaries?

A16) The Tax Center is open to active duty only right now. The volunteers that staff the Tax Center are very experienced, doing this for many year and unfortunately a part of our most vulnerable population. Our retirees that use the Tax Center are ALSO a part of our most vulnerable, so we must be vigilant with these beneficiaries as well. If you are able to apply for a tax extension, you should do that as it's unlikely the Tax Center will be able to service this population.

Q17) What is the Arsenal planning to do if the numbers in Alabama continue to rise?

A17) While you have watched the community around us get back to work/play and what was considered normal before COVID-19, what you have witnessed from the Arsenal is a very measured and conservative approach in returning the workforce to the installation. We are taking measured steps consistent with the response in the community to get back to our critical missions. Individual tenants are putting in place precautions in order to minimize exposure to the virus. I don't expect us to take a step back even if the numbers in Alabama continue to rise. We use metrics to inform us and continue to monitor to make sure our expectations are fulfilled before we take the next step.

Q18) I am PCS-ing from Australia which has fewer COVID cases than Madison County. Am I still required to quarantine?

A18) Look at the CDC website: <https://wwwnc.cdc.gov/travel/destinations/list> or state department website. If the country you are currently in is considered a category 2 or greater as far as COVID is concerned, then the U.S. requires that upon entry that you go into a 14-day quarantine.

Q19) I am PCs-ing soon and need to make arrangements with transportation for my household goods. Who do I call?

A19) Your transportation is supported by the Logistics Readiness Center. Go to Team Redstone website > transportation and give that number a call. Transportation is at work and has put in place COVID-19 precautions to ensure that when those movers come to your house, you have a quality assurance rep that observes and makes sure that private or commercial company is assisting you and can help keep your things safe and healthy whether you're here or you're arriving at your next location. Please call the LRC transportation office and they will be able to take care of that.





Q20) Is there anything I can do if one of the mowers on base kicked a rock at my car and took a big nic out of my paint?

A20) That is what we have vehicle insurance for. I encourage you to file a claim with your insurance. Consult with the Redstone arsenal PD and you can put that report in so you can have it to back that up. You have the ability to visit our military claims office. Your insurance is the best and fastest answer.

Q21) Could you explain the AIE4 chip reading for those that have sponsored visitor badges? How will this affect them at the gate? For example, I have family that drives me to work when a ride is needed and they have a sponsored visitor badge.

A21) Please escort your family member to the Gate 9 Visitor's Center so we can produce a new badge for them. Please have your CAC and driver's license or state issued i.d. and make sure they have their license as well.

Q22) Could we have a water report for those of us who live on Redstone?

A22) The water report is one file at our DPW and Residential Housing Services. I encourage you to come into the Garrison headquarters and consult with our DPW or to get a copy of the latest water report. We or they would be happy to provide it. It is state regulated and tested for consumption.

Q23) Any chance the food truck area opens up again soon? 6 feet socially distanced, contactless payment, etc.?

A23) At this time we are not looking at opening them up again until we get into a future phase. We are trying to minimize the number of people who come on the installation.

Q24) Where can we read more about AIE4?

A24) As AIE starts to get integrated at Redstone Arsenal we will push out more information but it is a pilot program which will be very good for throughput at our gates. We have posted the most recent pamphlet on the

Q25) We have a team member that needs to renew their OFFICIAL passport; is that office open?

A25) The passport office is open, please call and make an appointment.

Q27) Is it true that MWR has reopened the GYMs?

A27) Yes, Currently Pagano and Scott Fitness Centers are open but the locker rooms remain closed, including the showers. We recommend that you change before you arrive at the fitness center.





Q28) Do you know what the new guidelines will be for full day care for kids in the CDCs? If the new normal for parents needing childcare will be working on-site 50%, is my child able to get care on the days I'm told to telework as well? -thanks and hope this can be addressed for parents in similar situations.

A28) If your child was ALREADY registered with our Child Development Center, School Age Service or Teen programs, then you have a spot when you are asked to return to the office. However, our School Age Service program is not equipped to be a replacement for your child's education. We don't have enough equipment or the credentials to be your child's teacher, so please take that into consideration as you plan for the first semester of your children's school year.

Q29) May I make a U-turn at the light on Rideout Rd. just south of Gate 9?

A29) The Garrison did a traffic study and it shows that those exiting the Arsenal going north on Rideout were moving at a rate FAR above the speed limit which put those trying to make a U-turn at risk. However, when the new tenants begin to move into the new buildings in the secure parcel at Homestead Rd., they will have the same problem so we took the NO U-turn sign down and you are permitted to make a U-turn there again. We ask that after you make the U-turn, please speed up safely and get in the right lane.

Q30) I've heard conflicting reports on the new Automated Installation Entry or AIE4; will it truly be helpful or just another "bright idea," by DoD?

A30) The Automated Installation Entry system will improve the process of vetting vehicles coming onto the installation. We will streamline the process of issuing new cards and although we know it won't be seamless, it will make the process better in the long run. We may have some growing pains, particularly for anyone who might have a warrant long ago for a forgotten speeding ticket in some other state but all in all, it will be more efficient. See more information on the Team Redstone website; <https://home.army.mil/Redstone>

Q31) What do I do if I think blasts from the Arsenal have damaged my home?

A31) Please contact the Garrison Public and Congressional Affairs office so they can take your report and then you should call the Office of the Staff Judge Advocate at: 256-842-2072 to file a claim.

Q32) When will AIE4 be fully implemented?

A32) The Redstone Arsenal workforce, everyone who drives through the gates of Redstone Arsenal no matter who you work for, MUST have their CAC scanned already or your credentials/PIV entered into the AIE4 system by **1 September 2020!** If you don't





know if your credential has been scanned or is valid, we invite you to stop by our Visitor Control Center at Gate 9 or if you are NASA or DOJ, Gate 1 VCC at Martin Road to make sure. We want this to be as painless as possible for everyone but we need your help.

Q33) When will Recreation Badges be accepted again?

A33) Great News! Recreation Badges are active again! Please return to Redstone Arsenal and use the Bowling Center, Library, Arts & Crafts, Woodshop, Golf Club and Auto Skills, we look forward to seeing you again! Any person in the surrounding community may apply for a recreation badge to access the recreational opportunities on Redstone Arsenal, please realize that this would include an NCIC background check so anyone who has ANY legal issues will not be admitted to the installation. Please visit Redstonemwr.com for the complete list of recreational opportunities available!

Q34) I need information on Soldier for Life/TAP, who do I call?

A34) If you need to clear or an appointment with Soldier for Life/Tap, the new representative for Soldier for Life/TAP is Jasmine Norwood and her number is 256-929-8679 jasmin.j.norwood.ctr@mail.mil

Q35) When AIE4 is active, If I have a retiree i.d. card and register my Driver's License at the Visitor Control Center, can I use my Driver's License at another installation for access?

A35) Conceivably, yes; we haven't tested this yet, so we don't want to say definitively at this moment., but if you have registered your driver's license at the Visitor's Center and associated it with your Retiree I.D., CAC or other, you will be able to gain access with your license at another installation utilizing the AIE4 system. Remember though, this is a PILOT program and only a handful of installations worldwide are using this system, some of them are Ft. Sill, Joint Base Lewis McCord, Joint Base San Antonio.

Q36) Any word on why redstone hasn't moved from health status Charlie? Surrounding area doesn't justify it. Hospital status doesn't justify it. Few people regularly working on base and on-base cases don't justify it. Cases been declining for a month. That status keeps the base red which is affecting a lot of the tenants on the base to keep travel very restricted. Meaning, we can't, and are missing a lot of important events around the country. I'm not interested in getting back on base, just the base status changing. Even though most people haven't been o the base for months, the status of the base is keeping us from traveling (based on some agencies interpretation of the DoD guidance). State is green, other states green, other installations green, but Redstone is red. I'd be interested





to see the data you refer to because the AL covid site has shown a decline since Mid july across the board: <https://covid19.alabama.gov>

A36) The case rate around Redstone Arsenal, the 16 counties that our workforce comes from every day is the area we look at to determine what our Health Protection Condition will be. These counties are: Colbert, Cullman, Dekalb, Franklin, Jackson, Lauderdale, Lawrence, Limestone, Madison, Marshall, Morgan, [TN] Franklin, Giles, Lawrence, Lincoln, Marion. In compliance with DoD policy, there must be a continuous decline in new cases for 14 consecutive days. Additionally, the Garrison and our HPCON has nothing to do with TDY. We know there are already many people, government, contractor and active duty going TDY, even though many of the large bases are still at HPCON Charlie. If you need to go TDY, please talk with your supervisor for approval.

Q37) A couple of years ago, safety restrictions were put in place on RSA to prohibit bicycle commuting during prime commuting hours through one gate and the main roads in the RSA/NASA office areas. At that time there was increasing vehicular traffic on RSA's roads. Many bike commuters had to stop their bike commuting then. Also, in light of the pandemic, MANY people have stopped the daily commute and there has been a nationwide increase in bicycle riding as one of the least risky ways to exercise. Bike commuting has always been an efficient way to fit in physical activity into a busy schedule. We hope that the Garrison will lift the bicycle commuting deterrence for now, and develop a comprehensive road user ordinance. There are a number of knowledgeable cycling commuters that work on RSA or ride in the area who would be willing to help craft a more accommodating RSA cycling ordinance that will allow bicycle commuting, but still provide safe passage for all road users. Will you lift the bicycle commuting deterrence for now and meet with cyclists to work on an improved RSA bicycling ordinance?

A37) The current policy for cycling on base (Redstone Regulation 190-5) is in place to ensure the safety of all commuters. The charter of the Garrison Commander is to ensure the safety and security of everyone on this installation and we take that very seriously. With that in mind, right now, the Garrison Commander will not change this policy. The policy states that cyclists may not enter Gate 9 between 0530-1700. Please read the entire policy here on the website.

Q38) I need to go to the Visitor's Center for AIE4 but I can't get there while they're open, can we get the hours extended?





A38) The hours at the Gate 9 Visitor Control Center (VCC) have been extended to 0600-1800 to accommodate processing of new AIE4 requirements which means you will have until 1800 (6pm) to get in take care of business.

FOX ARMY HEALTH CENTER

Please note: The pharmacy drive through is closed and the pharmacy inside FOX is back to full capacity.

Q1) I work at Redstone Arsenal and have a question concerning my medical privacy rights. Do federal workers have privacy rights under HIPAA? Shouldn't I have to sign a privacy statement before someone on my management team requests my medical records or discloses a medical condition to a third party? Who do I contact if my privacy rights have been violated under HIPAA? Isn't my PII private?

A1) Employers may ask if you have any health conditions that are listed on CDC website as high risk. The employee just provides a yes or no answer, they do not need to provide the exact health condition to the employer. If you have a concern about HIPAA violations or need to file a complaint, please contact the U.S. Department of Health & Human Services.

Q2) I would like to know if there is an alternate phone number to be able to call in refills. The main number continuously rings busy.

A2) Please utilize one of the following options: (1) call 256-955-8888 extension 1030, (2) submit refill request online at <https://www.redstone.amedd.army.mil/RefillPrescription.aspx>, or (3) submit a refill request online at Tricare Online <https://www.tricareonline.com/tol2/prelogin/desktopIndex.xhtml>

Q3) Do we know... if someone has been tested positive for COVID-19 and are now cleared, can they get infected again?

A3) At this time there is not enough studies done to determine if someone can be infected again.

Q4) Will FAHC be able to test for COVID-19 antibodies to see if people who may have had COVID-19 are now recovered and able to get back to work?

A4) There are some rapid fielding initiatives to get us this capability but right now we don't have that option. FAHC will not be doing antibody testing.





Q5) I called in refill prescriptions today. The automated phone message. Was that my prescriptions would be ready Fri 4/10 for pickup. However four prescriptions couldn't be refilled. I am sure my doctors have new prescriptions on file for these needed medications. There is not an option on the recorded message to talk with a pharmacy representative. I would like to make one trip as I am considered Highrisk. What number do I call tomorrow to try to get this resolved for pick up on Friday in the drive thru? Thank you in advance

A5) FAHC, please call the pharmacy at 256-955-8888 extension 1030 during duty hours of 0800 to 1500 Monday through Friday.

Q6) I visited Ft Rucker Alabama yesterday and they had medical personnel stationed at the entrance of the PX taking peoples temperature prior to them entering the complex, why aren't we doing something similar at the PX/Commissary?

A6) Fox Army Health Center is staffed to screen patients/beneficiaries that are visiting our facility for services.

Q7) Is there any guidance regarding how to handle the facemasks after you wear them and how to wash them? How to wear, remove and wash them?

A7) Please refer to CDC guidance and also the instructions provided by the manufacturer of the facemask.

Q8) Does Huntsville/Madison have enough test kits for all individual employees working on RSA if needed to be tested, upon return?

A8) Currently, FAHC has enough test kits and will continue to test those beneficiaries that warrant a test.

Q8) When will on-boarding physicals be available for new hires?

A8) Beginning 18 May you may begin calling in for those at our Occupational Health Dept.

Q9) When will FAHC have antibody testing?

A9) We don't currently have the capability to do antibody testing and we haven't been directed by higher headquarters to begin.

Q10) When will the eye clinic reopen?

A10) As FAHC handles new mission requirements during the pandemic, the staff at the Eye Clinic are only treating acute patients and active duty to support readiness. This





situation is fluid and we hope to have the opportunity to treat every patient that needs eye care but we're asking for patience. We hope to see you all soon.

Q11) Is Fox Army Health Center open for School Physicals?

A11) Yes! Please call FAHC today to schedule your child's physical.

Q12) If we are picking up prescriptions from Fox, what are the procedures when a doctor calls them in?

A12) The standards and processes will continue. You will come in and be asked three screening questions, your temperature check, and a Fox teammate will direct you to the appropriate kiosk to get some answers from you. If your healthcare provider provided it for you, we still need that verification to call it in and we will get it within 24 hours if not sooner. The refill time is 72 hours or less depending on staffing and capabilities.

FAMILY, MORALE, WELFARE & RECREATION (MWR)

Please refer to Redstonemwr.com for a list of open & closed activities.

Q1) Currently at Redstone RV Park, it is a mandatory policy to move around to a different RV spot every time you renew your reservation. In the spirit of complains with the current COVID social distancing recommendations, will the Garrison Commander please issue a direction to MWR to allow people at the Redstone RV Park to renew their reservations on-site without having to move around, mingle and expose themselves every 60 days, until we return to business as usual.

A1) There is no person to person contact required when moving places at the RV Park. We are adhering to DOD policy with homesteading while minimizing all movement. The RV Park is not accepting new reservations for the time being.

Q2) I work for a DoD agency on base and we are projected to begin a "phased comeback" starting next week. Will the daycares be prepared to support that phased comeback? Are we allowed to bring our children back to daycare if we are part of the first phase? I have asked the daycare this (Monday last week) but have not heard back on an answer.

A2) Maximum telework has given us the opportunity to reduce employees and capacity of all childcare facilities and close some temporarily. As our employees return to work we have the capacity to accept children and slowly get back to capacity. If you were not a patron of our Child Development Center before, it's unlikely you will have a spot now as our facilities typically run at 100%, but we encourage you to call anyway to get a spot





in line. Please go to: <https://redstone.armymwr.com/programs/parent-central-services-registration> for more information and contact information.

Q2) Turkey season starts Saturday, 28 March for Madison County. Will we be able to hunt on post during this season?

A2) Hunting on the installation is open. If you are new to hunting on Redstone Arsenal, you must watch our Hunter Safety Orientation before purchasing your permit. To see if you qualify to hunt on Redstone Arsenal, please check redstonemwr.com in the Outdoor Recreation area.

Q3) When will the golf course be open?

A3) Currently, the Links at Redstone Golf Course is open at reduced capacity, adhering to all CDC guidelines. Please contact The Links for your tee time and details at: <https://redstone.armymwr.com/programs/golf-course>

Q4) Will the indoor pool be opening anytime?

A4) The reason some MWR activities continue to be closed is that we are still encouraging social distancing as we don't want to see an uptick in cases of COVID-19. We understand you wish to participate in all of our outdoor activities, but we will only begin opening those when it's safe for our employees, and you can engage in that particular activity safely. We would endanger our non-essential employees right now if we brought them in to work for what is considered a recreational activity. It's difficult to provide a date for opening the recreational and other MWR facilities because it will be conditional; we need to meet certain criteria before we can relax restrictions.

Q5) The boat launch at the Carroll D. Hudson Recreation area on the south end of post is being used more frequently. Is there any chance we can get a LED light installed to replace the old light currently there? It's difficult to see when launching or returning before dawn/after dusk.

A5) We will certainly put this on the list for future construction. Thank you for the suggestion.

Q6) WHEN will the pools open?

A6) Unfortunately, we are now well into the summer months and it could be cost prohibitive to hire and train lifeguards after repairing and de-winterizing all of the outdoor pools just to keep them open for a month or so. Family and Morale, Welfare and Recreation (MWR) is analyzing the business models for all of their facilities to see how they will operate in the immediate future.

Q7) When will the Bowling Center open?





A7) The Bowling Center is currently OPEN!!

Q8) When will the RSA Child Care centers accept children of teleworking parents again?

A8) We don't really have a perfect answer for this right now because it is a fluid situation but we are doing our best. As more and more of our workforce return to the installation, we will expand the capacity of our childcare centers to accommodate those who are already enrolled in our programs and if we have room for additional children, we would of course accept the children of teleworking parents who are already enrolled.

Q9) Is the Challenger Bingo going to open soon?

A9) No. The earliest we will see it open is when we get to phase 4—when we return to normal operations on the installation.

Q10) Is there an expected timeframe on when the gym is expected to open back up?

A10) Gyms are OPEN now! (not the locker rooms, please plan ahead)

AAFES AND DECA (COMMISSARY)

Q1) How has COVID-19 affected the commissary's food supply?

A1) The supply chain for the commissary is moving as quickly as it always has, but any shortage you will find is due to national/international shortages, effecting every grocery store caused by panic purchasing. AAFES and the Commissary have put restrictions on how many of any given item customers are able to purchase to help this situation.

Q2) Are the gas stations open and operating normally?

A2) AAFES is doing a fantastic job at continuing to deliver this service, and the Goss and Mills road stations are open for regular business hours. Please don't forget, if you need to go inside, you must wear a face covering.

Q3) What are the new retiree hours at the Commissary?

A3) As of 3 September, the new Retiree Only Shopping Hours at the Commissary are 0900-1000 Tues-Thurs. Retirees may shop anytime but the Retiree only hours are to protect those that could be considered high risk.

