



US ARMY GARRISON, REDSTONE ARSENAL
REDSTONE ARSENAL, ALABAMA

Questions and Answers from the Facebook Live Town Hall Sessions

3 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, May 18. 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: Will must 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 load 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 the one stop? Are they open for walk-ins?

A2) Army, government or contract personnel whose Common Access Cards are expiring between now and Sept. 30 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>

Q3) Will the workforce be phased back gradually?

A3) Redstone leaders continues 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





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begin no sooner than 15 May, 2020. Please stay in close contact with your chain of command.

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) In accordance with DoD guidance, domestic and international travel restrictions have been extended until June 30, 2020, for all U.S. Army Soldiers, civilian personnel, and family members whose travel is government-funded. The stop move will be reviewed every 15 days for adjustments as needed. Mission essential travel will be closely examined on a case by case basis. This temporary stop-movement order will protect our Army Family and communities by decreasing the spread of COVID-19 as we continue our fight against the novel coronavirus.

Q7) How many people does the stop move impact?

A7) The stop move is taking place during the height of the Army PCS season. It currently impacts approximately 48,000 service members and families who were





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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 clearly and to put 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

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.





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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.

FOX ARMY HEALTH CENTER

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) FAHC 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





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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.





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FAMILY, MORALE, WELFARE & RECREATION (MWR)

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 theRedstone 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 reservation 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.

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

A2) As the MWR Outdoor Recreation office is currently closed and it would potentially endanger employees to bring them in as they are not mission essential, the installation is currently closed for hunting until further notice.

Q3) When will the golf course be open?

A3) The answer to this question is similar to the turkey hunting question. Even if we only open the driving range, that means we would have to bring non-mission essential employees in that would have a difficult time maintaining social distance and our number one priority is the health and safety of our workforce. We will notify everyone when the MWR activities are back online.

Q4) Will the pools on post be opening on time?





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A4) The reason many 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 use the golf course, pools etc. but we will only begin opening those when it's safe for our employees. 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.

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.

