

COVID-19 TOWN HALL QUESTIONS: MAY 28, 2020

Please note: These answers were current as of June 3, 12 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q: Is there an update for the DoD travel ban? Is it still through June 30?

A. The DoD is transitioning to a conditions-based phased approach to personnel movement/travel, and instructions for implementation are pending. In the meantime, the DoD travel ban through June 30 remains in effect.

Q. How does the new DoD policy on movement affect personal leave/travel for personnel stationed here in Germany, both now and going forward through the summer?

A. Instructions for implementing the most recent SecDef memo are pending. Currently, there is no DoD travel ban on personal travel of family members and civilians. However, there is a travel ban on the personal leave/travel of service members outside of the local area. Additionally, Army-affiliated family members are strongly encouraged to follow GO-3.

Q. Since the stop movement was lifted and PCS process changed, how can we find out the installations that are open to PCS to?

A. The DoD is transitioning to a conditions-based phased approach to personnel movement/travel per SecDef memo dated May 22, 2020. Implementing instructions are pending. In the meantime, the DoD travel ban through June 30 remains in effect.

We expect that upon implementation of the conditions-based approach, DoD will issue and update the list of locations with travel restrictions, which will determine if travel to these locations is unrestricted. If restricted, individuals will have to submit an exception to policy to travel. More to follow.

Q. If I am PCSing, can I take leave or do I have to report straight to my next duty station?

A. Per Army ALARACT 040-2020 dated May 7, 2020:

- Service member PCS travel is currently limited to less than 10 days in order to ensure service members travel directly to their new permanent duty station.

- When direct travel causes hardships/undue costs and a PCS Leave exception to policy is required, commands should follow processes outlined in ALARACT 038-2020 to request an ETP. Requests must include: reason/hardship requiring the leave; number of travel and ordinary leave days needed and how this number was determined; and description of the complete travel route.

Q. Do family members have to quarantine upon arrival to Germany? What does the quarantine entail?

A. Host Nation policy requires family members arriving from CONUS to quarantine for 14 days. Quarantine means to separate yourself from the public and from others to prevent the potential spread of COVID-19 by maintaining distancing requirements. Remaining in your quarters or home is the best example for quarantine. For specific questions, please reach out to the sponsor's gaining unit.

Q. Deployed spouses: Will they have to quarantine for two weeks when they return? Is that counted against their leave balance?

A. Personnel may be subject to quarantine. Currently, there is no guidance regarding changing someone's leave status while needing to quarantine. They should consult with their chain of command regarding quarantine requirements and leave status.

Q. Are DEROS going to be adjusted back for those individuals who had theirs pushed to the right 90 days or is DA 4187 required for curtailment?

A. DEROS will not be adjusted back; individuals may request curtailment.

Q. When will the education centers/test centers open back up for testing?

A. The Education Centers, Army Testing Centers and the National Testing Centers will reopen on the same date -- at this time, the date has not been determined. We are in the process of ensuring appropriate safety and protective measures have been addressed and resolved before proposing a definitive date to reopen. Discussions are ongoing and we should have a proposed reopening date soon. Thank you for your patience.

Q. Are we more flexible with ID Card renewals or does it still stand for the Sept. 30 extension?

A. ID Card offices at Kleber and Baumholder are open to issue ID cards for cards expiring within 30 days and for emergencies. To schedule an appointment, call 0611-143-541-1019 for Kaiserslautern and 0611-143-531-2429 for Baumholder. The Sept. 30 extension still applies to benefits, HOWEVER expired ID cards will not be accepted at our installation access points after June 30.

Q. When will we know if we qualify for the first wave of those children allowed back to the CDC? Do we have to reapply if we already have a spot?

A. CYS staff will be contacting families by phone and email to offer available spaces. Families who are not offered a space at this time will still remain enrolled in our program and will NOT be required to pay to hold a slot for their child.

Q. What if people qualifying for first priority fill more than the 30% capacity allowed for the CDC -- who gets priority then?

A. In the event that people qualifying for first priority fill more than the allowable capacity, priority would then go to date of enrollment. For instance, if we had only one spot but two children from dual military families to place, the spot would be first offered to the family that has been enrolled in the program the longest.

Q. Are we allowed to use the playgrounds on base? Some of them do not have the signs up anymore.

A. Air Force has reopened their on-base playgrounds; Army will tentatively reopen their playgrounds June 4 (look for signage).

Q. When will the fitness centers reopen?

A. We have a targeted reopening date of June 24 for on-post fitness centers. 24/7 access is not approved at this time. In the meantime, check out the outdoor fitness classes available on kaiserslautern.armymwr.com or baumholder.armymwr.com.

Q. Can the locker rooms open before the fitness rooms/equipment? Active duty soldiers who don't live on base face severe limitations for conducting personal hygiene post-PT.

A. Unfortunately, required hygiene guidelines prohibit use of locker rooms at this time.

Q. What do we do if our passports are expired or about to expire?

A. In light of the impact of COVID-19 on the passport processing centers to process passport applications, we received authority to issue a memorandum to personnel with expired passports, and consequently expired SOFA, as certification of their SOFA status. This is a temporary measure to ensure personnel have proof of their SOFA status, and has been approved for use by the U.S. Army Europe Office of the Staff Judge Advocate and the German

government. Be advised that this is not an official travel document and can only be used in Germany to verify SOFA status.

The memorandum is intended for use in exceptional cases where an individual is present in Germany with the U.S. Forces as a member of the civilian component, a family member or a DoD contractor. To be issued the SOFA Confirmation Memo, individuals will need AE Form 600-77A, expired passport(s) and expired SOFA card(s). If the family member is a citizen of a SOFA-restricted country, a Lawful Residence Card (Green Card) or USCIS approval document is also required.

For more information and to schedule an appointment, please call or email the passport office:

Kaiserslautern (Kleber):

0611-143-541-1019/1020

usarmy.rheinland-pfalz.id-europe.mbx.usag-r-p-passport@mail.mil

Baumholder (Smith Barracks):

0611-143-531-2405/2406

usarmy.baumholder.id-europe.mbx.passport-and-id-office@mail.mil

Q. When do you believe we'll go to HPCON Bravo?

A. This will likely be a Europe-wide coordinated decision versus by individual installation, we will await further instruction from higher headquarters.

Q. Can non-military family members travel from the U.S. to visit Germany?

A. We recommend you refer to this site for more information: <https://de.usembassy.gov/covid-19-information/>

COVID-19 TOWN HALL QUESTIONS: MAY 19, 2020

Please note: These answers were current as of May 20, 12 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. When will CDCs reopen?

A. We are looking at a proposed reopening date of June 15 for CDCs, school age centers and teen centers. This decision will be coordinated with the Air Force and will be pushed back if necessary conditions are not met. The facilities will operate with reduced occupancy. More guidance to follow.

Q. When will the Passport Office reopen?

A. Passport services are on hold until the State Department begins processing applications again. Currently, the State Dept. is only processing applications for emergency life-or-death situations.

Q. When will the fitness centers reopen?

A. Army fitness centers will reopen no sooner than June 10. Outdoor fitness classes may begin prior to that (tentatively June 1).

Q. When will the thrift shops reopen?

A. Thrift shops may operate front door/retail services, but donations are still being looked at. We will continue to follow the host nation's lead and try to get the thrift shops at full service as soon as possible.

Q. Will the curfew or 100km travel restriction be lifted?

A. The curfew and 100km travel restriction of GO-2 are under review and we may have additional guidance soon. Until the order is modified or lifted, both remain in effect.

Q. Do the DOD travel restrictions apply to civilians? Can we travel to the U.S.?

A. There are a few guidelines to consider. Under the current DOD travel restrictions, service members may not take personal leave outside of the local area through June 30. DOD civilians and family members may do so; however, Army-affiliated DOD civilians and family members in this area are subject to the 100km travel restriction of GO-2 until the GO-2 is modified or lifted. Additionally, travelers must keep in mind the added precautions in the U.S. (i.e. flying into certain airports, 14-day self-quarantine upon arrival, etc.). We encourage everyone to follow the local authorities and CDC guidance, which may advise limitations on travel. Please contact your chain of command before planning any leisure travel for additional guidance.

Q. Will on-post playgrounds reopen soon?

A. We are trying to reopen on-post playgrounds in coordination with the Air Force by the end of the month. Parents will have the responsibility of ensuring children are physical distancing. More to follow.

Q. When will on-post religious services resume?

A. On-post religious services will tentatively resume June 14.

Q. Are we allowed to conduct 100% height/weight assessments or APFT at the unit now?

A. Per FRAGO 2 to HQDA EXORD 164-20 'APFT & ACFT during the COVID-19 Outbreak': All current height/weight assessments remain valid until further notice. Soldiers flagged for APFT or height/weight may request to take and pass the APFT or height/weight assessment to overcome the flag. The company/battalion commander is responsible for approving and ensuring COVID-19 mitigation measures are followed.

COVID-19 TOWN HALL QUESTIONS: MAY 4, 2020

Please note: These answers were current as of May 11, 12 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. Is there a new General Order No. 2?

A. General Order No. 2 was signed into effect May 5, 2020, and applies to all individuals stationed, assigned, attached and/or present on Army installations in the garrison footprint, to include Soldiers, Department of the Army civilians, family members and other affiliated personnel. GO-2 is available here:

https://www.eur.army.mil/Portals/19/documents/COVID%20FAQ/COVID1921stTSCGeneralOrder2_200505.pdf?ver=2020-05-05-060306-470

Q. Is there a projected date of when the Baumholder pool will reopen?

A. We do not have a projected date for the pool to reopen at this time. The decision will be made in coordination with host nation laws and U.S. Army Europe approval.

Q. When will vehicle registration open back up for normal operations?

A. Resuming normal operations at the vehicle registration offices will require higher-level approval. In the meantime, vehicle registration is taking appointments for those who are PCSing, retiring or separating with orders, and for emergency situations with an exception to policy. We'll keep you informed as we hear more.

Q. Any update on travel restrictions and summer PCS moves?

A. The current travel restrictions set by the DOD are in effect through June 30. U.S. Army Europe published FAQs for summer PCS moves here:

<https://www.eur.army.mil/Portals/19/documents/COVID%20FAQ/COVIDSummerPCSMovesFAQs200505.pdf>

Q. When will gyms reopen?

A. We do not have a projected date for the gyms to reopen at this time. The decision will be made in coordination with host nation laws and U.S. Army Europe approval.

Q. Any news on daycares? CDCs? Summer daycare camps?

A. We do not have a projected date for the CDCs and other youth activities to reopen at this time. The decision will be made in coordination with host nation laws and U.S. Army Europe approval.

Q. What about passport office?

A. The State Department is only processing passports for emergency situations. If you need emergency passport service please call or email the passport office at: Kaiserslautern (Kleber): 0611-143-541-1019/1020 or usarmy.rheinland-pfalz.id-europe.mbx.usag-r-p-passport@mail.mil; Baumholder (Smith Barracks): 0611-143-531-2405/2406 or usarmy.baumholder.id-europe.mbx.passport-and-id-office@mail.mil

COVID-19 TOWN HALL QUESTIONS: APRIL 23, 2020

Please note: These answers were current as of April 24, 5 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. Can deliver/drop-off library service be made available?

A. This is currently being discussed. The challenge is ensuring books are cleaned to a standard to ensure no transmission of germs. The garrison commander will address this soon.

Q. Is the Baumholder fishing pond open?

A. Not at the moment, but it will reopen when approval from command is received to reopen Baumholder Outdoor Recreation Center. ODR is included in the first phase of Family and MWR facility openings.

Q. When will Arts and Crafts reopen?

A. It will reopen as soon as the commander grants approval to proceed; currently there is no reopening date decided.

Q. When will SKIES Unlimited classes be able to resume?

A. This is still to be determined. Some things may be able to resume virtually, i.e. guitar lessons, but we are unable to resume physical activities such as gymnastics, Tae Kwon Do, etc. at this time.

Q. When will SKIES start returning money for canceled classes? Will we be able to get money back instead of credit with them?

A. Yes, refunds may be obtained. Please send an email request via the CYS webpage: <https://kaiserslautern.armymwr.com/programs/cysreg>

Q. How do we clean bouncy castles rented from Outdoor Recreation?

A. Bouncy castles returned by customers will immediately be placed in a separate, designated storage area for a period of seven days.

Q. Are guidelines going to be provided on the process for the Outdoor Recreation rental program? For example, how are we cleaning every item while ensuring the safety of the employees?

A. Outdoor Recreation personnel will be provided with PPE to wear when handling returned equipment.

Q. Will MWR clubs resume any nightlife programming via streaming, like specialty DJ/Karaoke nights?

A. Nightlife streaming is not planned at this time.

Q. Will the golf course open back up?

A. Yes; we hope to reopen the golf course within the next week or two pending higher-level approval.

Q. In reference to the Baumholder Thrift Store: Can the garrison please allow us to place work orders to get the store ready for our customers once we are allowed to return back to normal operating hours? It would be great to have the store ready for the community, we have lots of community members ready to drop off donations and we need to sanitize the facility for their safety and ours.

A. Please call 0611-143-531-3060 between 8 a.m. to 4:30 p.m. Monday to Friday (closed German and U.S. holidays) or email usarmy.rheinland-pfalz.usag.mbx.dpw-bmcsubmit4283@mail.mil so the garrison can further assist.

Q. Why doesn't this apply to ALL federal employees who are affected: emergency sick leave, Leave Provisions of the Families First Coronavirus Response Act (FFCRA)?

A. The Army has not yet released guidance on how to apply the Provisions of the Families First Coronavirus Response Act, so we cannot implement at this time. We will align with higher headquarters guidance once it is released.

Q. If we have a command sponsored dependent that is about to age out -- what will happen to their SOFA status during this time?

A. There is a process for this situation; please talk to your S-1 and work with our Military Personnel Division for assistance.

Q. Can post office hours/services be adjusted to better serve the community?

A. We will continue to look at post office hours as part of the reintegration of services. Right now we are as far as we can go with augmentation in our post office. Our manpower is stretched, but we're currently hiring temporary postal operations assistants to help with that. The job announcement is open through May 8 at: www.usajobs.gov/GetJob/ViewDetails/566414400

Q. Will July DEROS be shifted automatically?

A. 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

Q. Can civilians fly to the States on leave? Not official travel?

A. Per the Department of Homeland Security, U.S. citizens, legal permanent residents, and their immediate family members can travel to the U.S. but are subject to a 14-day self-quarantine upon arrival, and may be subject to a 14-day quarantine upon return to Germany as well.

Q. Have new amended orders been put out for the new extension?

A. Please contact your unit S-1. Additionally, 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

Q. If someone is returning stateside due to retirement or separation, how do we keep people stateside safe?

A. Per the Department of Homeland Security, U.S. citizens returning to the U.S. will be subject to a 14-day self-quarantine upon arrival.

Q. When will the 30km travel rule be lifted? Or maybe extend a larger radius?

A. General Order No. 1 is currently being reviewed and you can expect to see a modified General Order published within the next few days.

Q. With restrictions being modified, when will the Landstuhl Fisher House be allowed to reopen? My wife and I travel each week from Bavaria for her medical treatment and the lodging expenses we are incurring are adding up.

A. From Landstuhl Fisher House: Although our office operations have been shuttered, we are still readily available for emergencies (i.e. ICU, NICU, BI) or that of a family member whose presence is ESSENTIAL to the recovery of the patient. At this time we do not have an anticipated reopening date. If you have further questions, you may reach out via the contact information provided at: www.fisherhouse-landstuhl.org

Q. Is the school going to reopen?

A. The authority to reopen schools will remain at USAREUR and DODEA level.

Q. Is it possible to provide more services now, i.e. PX hours?

A. Please refer to the Exchange Ramstein/KMCC and Exchange Baumholder Facebook pages for the latest information regarding adjustments to hours or reopening of services.

Q. Can you answer why the Air Force and Army still seem to be having different rules in the same community? I would love to see a document that shows German rules, AF rules, and Army rules in one document to lessen the confusion.

A. We understand some of the confusion based on different service guidance; however, with differing missions and service chiefs, there will be some variances in response measures/efforts based on operational necessity. We continue to work with our Air Force partners to consolidate actions where possible in order to provide as much of a uniform response as possible. If you have any questions regarding which guidance applies to you, please reach out to your chain of command.

COVID-19/**DODEA** TOWN HALL

QUESTIONS: APRIL 2, 2020

Please note: These answers were current as of April 9, 12 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information please reach out to your school.

Q. What/when will be the decision point for canceling the remainder of the school year?

A. There is a lot of pressure to produce a targeted date for reopening or canceling school, but it's not feasible to do so for any of our activities at this time. We will continue to assess the situation and make decisions based on the safety of our community and in accordance with host nation laws.

Q. Will school be online for the remainder of the year?

A. School will be online until further notice. We will work with our military commanders on any changes.

Q. Will we be informed on proms, graduations, and if we are sticking with online learning?

A. Yes, schools are working on possible virtual social activities and online graduation ceremonies. We currently have a working group of principals who are looking at the possibilities.

Q. Will the middle schools still be consolidated?

A. Our project for a consolidated middle school is still on track to be finished mid-June. We intend to have a consolidated middle school next year.

Q. What expectation management can we provide families inbound for school next year?

A. We have the DORS online school registration portal online: <https://www.dodea.edu/DORS/>

Q. What is going to happen with the CNA/Health Science 2 program? Will the students be able to get certified?

A. We are working on this issue.

Q. My son will be/should be starting school this year, are Sure Start applications being accepted? If not, what are my options?

A. School registration is currently underway.

Q. Will the last day of school be the same since digital learning technically amounts to two days in the classroom?

A. The last day of school remains the same. Digital learning does not amount to two days in the classroom.

Q. Can we just call the school year? Some states have already called it.

A. No, we need to offer our students a continuity of education.

Q. Do you believe kids may be behind next year?

A. We think our students will be prepared for next year. Students will advance to the next grade level, students will still receive their high school credits, and seniors will graduate.

Q. I know there are a number of mandatory school days that a student needs to have. Will the online courses meet this requirement?

A. Yes. School is in session – it's not the face-to-face lessons we hoped for, but it is fully in session.

Q. Anybody know who we contact to pull out and homeschool?

A. Please contact your school's administration.

Q. Why so much work? My children are waking up at 0700 and aren't getting done with all their school work until almost 2300.

A. We've heard concerns about this and we're working to improve this situation. This is brand new to our teachers -- they're working hard to do what they were doing before when they had the kids in class, but we're realizing it's not possible to do it all in this new digital environment. Parents, please contact teachers and let them know if it's too much. Teachers are sensitive to this – they want the best thing for the kids and they are willing to make adjustments. You can

also contact your principal. Principals are working with teachers every day to make sure the workload is manageable.

Q. Are all teachers just posting assignments without any instruction and telling parents do the best they can?

A. No, teachers are working very hard to digitally work with students in real time and with assignments to be done independently.

Q. Is there a way we can reduce the workload of the younger kids and get them away from screen time during the school day?

A. The work load is being adjusted and we are separating the blocks of real time instruction by school configuration, i.e. elementary, middle and middle/high school.

Q. Why can't the workload be split between book-work and computer?

A. We are working to do that.

Q. Is it possible to send the books students would be using home to help alleviate so much online time?

A. Not at this time. It is very challenging to keep physical distancing requirements and send materials home.

Q. What is the grace period on grades from the digital education section? Our first grader is struggling to navigate her workload, and one parents is teleworking (not always available to help) and another working out of the home. Is there a worksheet or work book option?

A. Please work with your child's teacher and school administration.

Q. Is there a reason why students need to complete one specials class per day in elementary school? Is there a way to make them less frequent? Some of the specials take longer than 30 minutes per day. It's a lot on top of our core classes.

A. We are looking at alternatives with elementary specials.

Q. We are two parents teleworking full-time with three young children in school. It takes long days for all of us to finish daily assignments and put our time in for work. It's a bit overwhelming. Any relief for working parents?

A. We recommend going directly to your chain of command to address this. For dual-working families, one parent's place of duty needs to be at home taking care of the child. If there are places where that isn't happening, even if not mil-to-mil, please let us know. We are trying to accommodate everyone.

Q. Can schedules be adjusted so all online sessions are done up front in the day, giving both students and teachers an opportunity to work the rest of the day?

A. We have adjusted our school due to the feedback we received from parents. Schools have sent out their new schedule set to begin on April 13.

Q. Can all teachers have their syllabus for the week posted by Sunday morning?

A. Please work with your child's teacher on this issue.

Q. My son's triennial testing is out of compliance with federal law at this point. Are these tests going to be made up during the summer if we're out the remainder of the year, or will he have to wait and retest next fall?

A. Please contact your school administration.

Q. What about AP? You think colleges will accept that test grade as a credit?

A. All AP exams will be available online per a decision made by the College Board. Teachers are now focusing on review rather than new materials – AP exams go through material that would've been covered up through March, and we're past that now, so we're doing review for exams now.

Q. Will final exams be online?

A. We are preparing as if this will take us through the end of the school year, because no one knows how long this will last. In that event, finals would be online.

Q. What's the plan for families who PCS before school gets out (provided the stop movement is lifted)?

A. They will be able to participate in the accelerated withdrawal as we have always done.

Q. We are supposed to PCS in July. We think it may get delayed due to the current PCS hold situation but we don't know how long we would be delayed. With all the re-registration emails coming out, should we re-register for next year just in case or no?

A. Yes; if you are uncertain, please re-register.

Q. Any information about accelerated withdrawal? We've been denied even though DREOS is May 2020.

A. The information is the same. The accelerated withdrawal date is May 12, 2020. Please contact your school administration if you have any questions.

Q. Are the Google meetups recorded or saved somewhere?

A. Teachers have the ability to record their sessions; however, it is not required. Please contact your child's teacher and/or school administration.

Q. Is there a way to consolidate workload/assignments to one website only?

A. We understand the concern; however it is not possible at this time. We are working to streamline it. This will get easier.

Q. Is there any way to utilize a dial-in number while using Google Meets for teacher lessons? Most of the time my child cannot understand what the teacher is saying due to lagging and background noise.

A. Yes, each Google meet URL also has a telephone number option to call in.

Q. If kids with IEPs aren't meeting goals due to not being in classes, will case managers be contacting parents?

A. Please contact your school administration for any IEP-related questions or concerns.

COVID-19 TOWN HALL QUESTIONS: MARCH 31, 2020

Please note: These answers were current as of April 1, 12 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. Can we bring goodies to the folks at the gate in Baumholder?

A. Great initiative, thank you – but to limit exposure to our Soldiers at the gates, please work this through the USO. The USO is the approved team to address the Soldiers (Team Screen) at the gate. SFRGs and community members can direct questions about Baumholder snack support to baumholderuso@uso.org.

Q. How does putting extra personnel at the gates limit exposure?

A. The Soldiers at the gates (Team Screen) are asking specific medically-approved questions designed to prevent the spread of COVID-19 on the installation. If someone answers yes, the individual is turned around and directed to contact the Nurse Advice Line. The distance between Team Screen and the people coming through the gates, and the time it takes to answer the questions, keeps contact at an absolute minimum.

Q. Why aren't the Soldiers at the gates wearing masks?

A. Exposure at the gates is kept to an absolute minimum within medically-approved guidelines for social distance and brief time it takes to answer questions; therefore, it is not necessary for Team Screen to wear masks.

Q. How long are gate shifts for? (for Team Screen)

A. This is decided at the unit-level based on manning and requirements.

Q. How are you handling vehicles being imported through a third party as far as vehicle registration?

A. The vehicle registration office is processing mission essential out-processing transactions via appointment only, to include de-registration for separation; de-registration for retirement; de-

registration for PCS; transfer of registration due to separation, PCS, or retirement. If you are in an emergency situation (i.e. have no vehicles registered within your household, and are incurring rental fees), you must present a memorandum from your command validating your hardship, and they will try to take care of you. This does not apply to expired vehicles. Send your request to: 569USFPS.S5BV.VehicleRegistration@us.af.mil

Q. When will vehicle registration reopen?

A. Until further notice, the vehicle registration office is processing mission essential out-processing transactions via appointment only, to include de-registration for separation; de-registration for retirement; de-registration for PCS; transfer of registration due to separation, PCS, or retirement. If you are in an emergency situation (i.e. have no vehicles registered within your household, and are incurring rental fees), you must present a memorandum from your command validating your hardship, and they will try to take care of you. This does not apply to expired vehicles. Send your request to: 569USFPS.S5BV.VehicleRegistration@us.af.mil

Q. Is there any talk about enforcement of General Order No. 1?

A. We need to make sure everybody is tracking GO-1. This order applies to all Army-affiliated personnel in this area. We all have to do our parts. Our patrols will be out reminding people; hopefully people do the right thing and it doesn't have to come to enforcement.

Q. Is it possible to post SFRG leaders in the garrison on the Facebook site, so those who want to help know who to reach out to?

A. We recommend going through your units for this to ensure you receive the most current information. For privacy reasons, we should not post personal names, numbers and/or email addresses of our military family members on our public-facing sites.

Q. Would a pregnant woman fit into the high-risk category?

A. Commanders have the authority to maximize telework opportunities, authorize permissive temporary duty or "work from home" for personnel based in outbreak affected areas. Please discuss FRAGO 8 guidance on telework options for high-risk Soldiers with your supervisor.

Q. My wife and I are dual military and she is almost 6 months pregnant, is she considered high risk for the virus?

A. Same answer as above. In addition, from the CDC website on high-risk categories: "We do not currently know if pregnant women have a greater chance of getting sick from COVID-19 than the general public nor whether they are more likely to have serious illness as a result."

Pregnant women experience changes in their bodies that may increase their risk of some infections. With viruses from the same family as COVID-19, and other viral respiratory infections, such as influenza, women have had a higher risk of developing severe illness. It is always important for pregnant women to protect themselves from illnesses.”

Q. Is a 7-month-old baby considered high-risk category?

A. Newborns, infants, toddlers and young children are not categorized as high-risk according to the CDC. For more information: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

Q. I heard the commissary closed its "early bird" shopping. Should the commissary open up early for the elderly and those with preexisting conditions within our communities to help limit their exposure?

A. The early bird shopping hours were suspended by Headquarters DeCA to allow more time for cleaning and stocking of the stores. Installations are looking at options to support all shoppers.

Q. Are we pushing chains of command to go to minimum manning so Soldiers can be home to help with childcare and homeschooling to give spouses a break or a chance to telework?

A. Senior leaders at all levels, including down to individual units, continue to address this in finding ways to accomplish the mission with the least amount of people physically present. The goal is to maintain readiness while trying to get to the minimum staff possible.

Q. What is the say on haircuts? CSM Howard said not to touch the neck or ears, but also said to not “buddy up” and get haircuts from buddies.

A. Social distancing and proper hygiene are the best defense against the spread of the virus. Many have concerns over maintaining proper grooming standards while adhering to these defenses. U.S. Army Europe understands the critical need to balance standards with safety. To that end, Soldiers are instructed to first understand the regulation on grooming standards. Second, do your best to stay within that standard without putting yourself or others at further risk of contagion. We are not relaxing our standards; we simply acknowledge that the environment is different today than it was a month ago. Our first priority is the safety of our people - that requires vigilance and servant leadership.

Q. Will Soldiers get compensation for out of pocket expenses incurred during quarantine?

A. The DoD has not yet issued guidance pertaining to this. Please check with your unit-level finance office for any updates/clarification.

Q. Is there specific guidance for Soldiers who have a high-risk family member in the household but he/she is working at the gate (Team Screen)?

A. If you have a high-risk family member in your home, please address it with your first line supervisor in your chain of command so they can support you.

Q. If this continues, will Soldiers/Airmen be issued face masks for work? (not specific to Team Screen)

A. At this time, we continue to follow DoD guidance for protective personnel equipment. If that guidance changes, a service-level message will be put out with additional guidance on procurement and requirements.

(From March 25) Q. Chain of command say they "assume all risk" and keep us in very close proximity for unit training. How is that in accordance with the GO-1?

A. If you believe any GO-1 violations are being committed, please address with your leadership or contact your legal officer.

(From March 25) Q. Why does my unit still have non-mission essential employees working?

A. Mission Essential differs from Emergency Essential (such as police, medical and firefighters). Mission Essential is determined by unit leadership as to what functions are necessary to continue required operations. Not all units may have gone to Mission Essential-only staffing at this time (such as USAG RP initiated last week). Please check with your supervisor to determine if M-E has been implemented for your organization and who has been identified as M-E.

(From March 25) Q. What is the protocol for a unit once a Soldier is quarantined?

A. Personnel who test positive for COVID-19 will isolate (completely restricted to quarters) for at least 14 days following the onset of symptoms. If an individual has completed 14 days in isolation since the onset of symptoms AND if the individual has been free of symptoms for three days, the individual is eligible for release. If the individual still has symptoms, he/she will remain in self-isolation until free of symptoms for three days. Release authority for positive individuals is a public health worker, functioning under the authority of a supervising garrison public health emergency officer.

(From March 25) Q. Soldiers with small children are still required to go to work and be in close proximity to their coworkers. Is there any guidance for this?

A. Senior leaders at all levels, including down to individual units, continue to address this in finding ways to accomplish the mission with the least amount of people physically present to minimize possible exposure. The goal is to maintain readiness while trying to get to the minimum staff possible.

(From March 19) Q. I'm a spouse of an active-duty military member. As dependents, we are told to avoid going out to public places. But my husband going to work exposes him to public, and he can transfer the virus to us. To me, it doesn't make sense why he is still going to work.

A. Senior leaders at all levels, including down to individual units, continue to address this in finding ways to accomplish the mission with the least amount of people physically present to minimize possible exposure. The goal is to maintain readiness while trying to get to the minimum staff possible.

(From March 25) Q. What will be put in place to ensure social distancing is implemented in all units?

A. The Senior Responsible Officer for all Soldiers in the KMC and BMC footprints put General Order No. 1 into effect to implement social distancing requirements. Units should adhere to GO-1 restrictions. Based on distinct operational differences across units, each organization will implement specific practices in accordance with their mission. Please address any perceived violations through your chain of command first.

(From March 25) Q. What happens if both parents become infected and need possible hospitalization but also have a child at home?

A. If the parents do not have a family care plan set up to identify child placement, unit leadership will ensure the child is temporarily placed with an approved (trained/qualified) emergency placement care family, of which the garrison has several through its Army Community Service program.

(From March 19) Q. I am active-duty Army and my wife is a GS civilian employee. My unit has been very accommodating of our child care restrictions, but my wife is being told she must take leave in order to leave early or come in at a later start time. Do you have any guidance? This seems to not be in line with MG Mohan's guidance.

A. Civilian leave policies are handled differently based on a variety of circumstances and categories. To determine exactly what rules apply to your wife's situation, please have her check with her personnel department.

(From March 13) Q. Can I still process applicants for recruitment? ASVAB and Physicals at Occupational Health?

A. Army Recruiting falls under a different command; please check through channels on status. The LRMC Occupational Health department can inform you what their policy is on processing those possible candidates already in the pipeline; however, the Army has effectively halted any additional recruiting efforts: <https://www.armytimes.com/news/your-military/2020/03/21/army-closing-recruiting-stations-moves-effort-online/>

(From March 19) Q. When can we get new orders/amended orders for those who have DEROS coming up soon?

A. DoD guidance has not yet been issued. Please continue to check with your unit for the latest announcements on PCS travel restrictions and how orders will be processed once those restrictions are lifted.

(From March 25) Q. Is there a plan or ETP for stateside medical TDYs?

A. Exceptions to Policy for travel should be worked through chain of command.

(From March 25) Q. What if I'm ETSing but I want to stay here until this blows over?

A. We recommend reaching out to the Army Human Resources Command via their 24/7 hotline for questions at 1-800-582-5552.

Q. Who cleans TMP fuel pumps?

A. People using the pumps have been instructed to use gloves and/or Clorox wipes to ensure the TMP pumps are cleaned after each use.

(From March 19) Q. Can someone from the garrison coordinate with the Air Force to keep it consistent within the whole area? It should be uniform throughout since we are all military, no matter what.

A. We understand some of the confusion based on different service guidance; however, with differing missions and service chiefs, there will be some variances in response measures/efforts

based on operational necessity. For example, General Order No. 1 issued by MG Mohan, the Senior Responsible Officer for the Army in the KMC, only applies to Soldiers and those under his area of responsibility. We continue to work with our Air Force partners to consolidate actions where possible in order to provide as much of a uniform response as possible.

(From March 19) Q. Is the military prepared to help the German community if asked by the German government?

A. Any discussions/agreement pertaining to mutual aid support will be worked through U.S. State Department and German federal government levels. We are always ready to assist and support our Host Nation partners pending appropriate, official guidance.

Q. Anything new in terms of PCS and stop movement?

A. The DOD stop movement order is in effect through May. You can read more here: <https://www.defense.gov/Newsroom/Releases/Release/Article/2125725/overseas-stop-movement-order-in-response-to-covid-19/>

Q. Should Soldiers and families PCSing this summer after the stop movement is over expect to PCS on time or should we anticipate a delay?

A. Per the Army Human Resources Command: We anticipate that more than 11,000 Soldiers and their families scheduled for PCS March 11 through May 11 could be delayed. As conditions change, we will continuously assess personnel movements and readiness. We are developing plans to adjust report dates, as needed, for Soldiers affected by travel restrictions. For COVID-19 PCS/TDY travel questions, Soldiers can contact HRC's 24/7 hotline at 1-800-582-5552.

(From March 19) Q. If we have child care established in the states with our support system, could there be guidance added to EROD process to allow the return of dependents for this situation?

A. If a service member needs to send a dependent back to the States because of a family care plan issue, they can submit an exception to policy through their chain of command based on hardship concerns.

Q. If we are a Soldier stationed there but are stuck back in CONUS because of the travel ban, is there a way to get back?

A. Yes, please contact your chain of command to get an exception to policy to travel back to your unit.

(From March 13) Q. Active-duty Soldiers on personal leave to Germany. Are they able to return stateside?

A. Yes, contact your chain of command for assistance.

(From March 25) Q. If DOD civilians were on personal leave when the travel restrictions were put in place, do they have to fly back and report to work? Or does it fall under the travel restrictions?

A. Please contact your chain of command for guidance. An exception to policy can be routed through for approval to bring you back to your duty location.

(From March 25) Q. What is the German government's policy on SOFA card holding family members trying to return to Germany to be with family?

A. Per U.S. Army Europe: As long as the dependent children have a valid reason for entering Germany and can present a military ID, a copy of their parent's official travel order listing the dependent, and SOFA stamp in their passport, they are allowed to enter Germany. Status with these documents will be treated the same as being in possession of a residence permit.

While it may be possible for dependents without a SOFA stamp to enter, we do not yet have definitive confirmation that they will be allowed to fly to and/or enter Germany. In such cases where the dependent does not have a SOFA stamp in his/her passport, we recommend the dependent carry copies of their parent's passport with a SOFA stamp and any other documentation (i.e. orders) that identifies them as a dependent.

The U.S. Consulate in Frankfurt strongly discourages anyone who does not have permanent residency from attempting to travel to Germany at this time. However, anyone carrying an official or diplomatic passport who can provide proof of a compelling reason to enter Germany will be able to enter. Compelling reasons to enter include being posted in Germany, transiting Germany to go to a country where they are posted, medical treatment, assistance to an infirm or elderly family member, member of emergency services or healthcare worker, and delivery of goods. German authorities, however, strongly recommend only traveling if there is a truly compelling reason to return to Germany. If there are questions, please contact your local German consulate or the U.S. Embassy in Berlin before travelling.

Source:

<https://www.eur.army.mil/Portals/19/documents/COVID%20FAQ/COVIDDependentTravellInformationfromUSQnA.pdf?ver=2020-04-03-103122-150>

(From March 13) Q. What about official travel to northern Germany in support of DEFENDER-Europe 20?

A. Per U.S. Army Europe: In response to the current outbreak of COVID-19 and recent guidance by the Secretary of Defense, we have modified exercise DEFENDER-Europe 20 in size and scope. As of March 13, all movement of personnel and equipment from the U.S. to Europe has ceased. The health, safety and readiness of our military, civilians and family members is our primary concern.

With this decision, we continue to preserve the readiness of our force while maximizing our efforts to advance our alliances and partnerships.

As we make the appropriate adjustments, the linked exercises to Exercise Defender-Europe 20 – Dynamic Front, Joint Warfighting Assessment, Saber Strike and Swift Response – will not be conducted. We anticipate the armored brigade combat team already deployed to Europe will conduct gunnery and other combined training events with Allies as part of a modified Allied Spirit exercise. Forces already deployed to Europe for other linked exercises will return to the U.S.

The health protection of our force, and that of our Allies and partners, is a top concern. We take the coronavirus outbreak seriously and are confident that by making this important decision we'll continue to do our part to prevent the further spread of the virus, while still maximizing our efforts to advance our alliances and partnerships and enhancing our comprehensive readiness to address any crisis or contingency.

As we work through the arrangements with our Allies and partners, we'll provide additional updates.

(From March 19) Q. My sister is here visiting to help with watching my kids when I go into labor the second week of April. If travel advisories change and she can't travel civilian-wise easily, is there a way she can get a waiver to fly the Patriot Express with us back to the States when we PCS in May?

A. Please check with the Air Force's Passenger Terminal Services at Ramstein for any exemptions/waivers for family members.

COVID-19 TOWN HALL QUESTIONS: MARCH 24, 2020

Please note: These answers were current as of March 27, 12 p.m. Some questions are still waiting for answers and have not been included here. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. How long do we expect schools to be closed?

A. There is no specific return date as of now as this emerging crisis unfolds. We are working closely with our military and host nation partners to closely monitor the situation. All decisions regarding school status will be made with the health of our students, staff and community in mind. Spring break for DoDEA Europe schools will take place as previously scheduled on each school's annual calendar. These calendars can be found on the individual school pages at our website (DoDEA.edu). We recommend that students, staff and families alike use this break as a time to rest and recover during this uniquely challenging time. We also encourage all DoDEA students, staff and families to follow regional guidance regarding travel. Please remember that, given the current situation, any significant travel could increase the possibility of becoming ill. For the most current updates, please check the DODEA-Europe website at: <https://www.dodea.edu/newsroom/pressreleases/index.cfm>

Q. Can you do a daily town hall?

A. We appreciate your interest in following us for information related to the current situation. When you look at the number of town halls within the KMC, there is a chance to see one almost daily. We do ours twice a week, Tuesday and Thursday, to de-conflict with other organizations that are also putting out important messaging to their Soldiers/workforce on the other days (i.e., 21st TSC, 10th AAMDC, the medical community, the Air Force, DODEA and others). We are sharing the virtual space with our partners so that specific information related to all programs can be addressed. We will always share the most vital updates when we conduct ours, so you won't miss anything from a community perspective.

Q. Where is the number of confirmed cases in USAG RP being posted?

A. In order to protect operational security as we preserve the nation's combat readiness, the Army and the other military services will only provide total numbers of service members with COVID-19 at the service level.

Q. Will Army be policing our own people who aren't following social distancing measures?

A. It's up to everyone in the chain of command to enforce the rules. If there are gatherings that violate the rules, the Directorate of Emergency Services will work to ensure the chains of command have an opportunity to address it first.

Q. Who determines whether or not GS employees receive admin leave?

A. Guidance for GS employees is provided by U.S. Army Europe and higher headquarters.

Q. Can we be reimbursed for the leave we were forced to use last week if we are granted the ability to use admin leave starting this week?

A. Administrative leave offered this week was based on updated guidance provided by U.S. Army Europe and higher headquarters. Changes are not retroactive, so guidance at the time applies to all leave situations.

Q. When will the post offices close down? It's not really essential to get mail.

A. The U.S. Postal System is deemed mission essential due to the official mail requirements for our military organizations. We have scaled back our hours of service to limit person-to-person contact as much as possible.

Q. Is there a process in place for individuals on quarantine to get their APO mail to include packages?

A. Due to the priority of minimizing risk of contact at this time, members who are in a quarantine or insolation status will have their mail placed on hold in the post office. If an emergency arises that requires access to a member's mail, the member's chain of command can contact the respective post office for help in retrieving the mail.

Additionally, post offices will not be processing/returning aged mail until further notice. This means members do not need to request a hold on their mail if they are unable to pick it up at this time.

Q. Did I see opening hours lessening for post office? Less opening times seems to be counterproductive to social distancing.

A. At the current time, postal customers should be making fewer trips to the post office and only sending mail on an emergency basis. We must protect the postal team members like any other organization and minimize contact wherever possible. Customers are asked to only go to the post office when they receive notice of a package being delivered.

Q. Are there no answers on a solution to the paid/unpaid leave problem for single parents that are not in the military?

A. Single parents should work this issue through their chain of command to determine the right solution based on their status as a military, U.S. civilian, Local National employee, etc.

Q. Are college students in the states cleared to fly back to Germany to rejoin families?

A. A contracted flight, dubbed the Patriot Express, is available for family members who have received approval to travel. Travel is on a space-available basis and those wishing to travel must present an approved exception to policy memo signed by a general officer. Students returning from school is an excepted type of travel. Please work this through your chain of command.

Q. Will we be going to 25% manning for units? There are still many Soldiers and civilians working closely together.

A. There is no percentage; staffing is determined by mission essential as deemed by unit commanders – also, whether deemed necessary to be physically present for duty or teleworking.

Q. What defines personnel as “mission essential?”

A. Each commander is responsible for determining which of their personnel are required to support essential missions. The decision is made in consultation with mission partners based on the unique requirements at the installation. Typical installation support functions such as security, food, medical, communications, command and control, critical operations functions, and contracts required for mission continuity will generally be considered essential missions. Essential activities also include readiness generating and development/test of defense capabilities. Specific installation lists may include other key functions, but commanders will tailor the list to fit their specific mission.

Q. What preventive measures will be in place to preserve the mental and emotional readiness of barracks Soldiers who are effectively confined to a single room in order to comply with GO-1?

A. This is a unit responsibility. Leaders/supervisors of Soldiers living in the barracks should communicate with their Soldiers consistently as they normally would (in person, via phone call, email, text, social media, etc.) to ensure they have what they need (physically, mentally, spiritually, etc.). The only additional measure is to keep social distancing when meeting with their Soldiers in person.

Q. Are there official relaxed grooming standards for Army personnel since barber shops are closed?

A. Command Sgt. Maj. Sean Howard, 21st Theater Sustainment Command, said hair should continue to be kept off ears and collars. Soldiers should not be giving each other haircuts because it violates the social distancing rules currently in place. During this time, leaders are encouraged to enforce social distancing amongst their Soldiers as the most important measure and exercise tactical patience with grooming.

Q. If I am currently promotable, but due to COVID-19 am no longer allowed to take the APFT, will there be an extension period that allows me to take it without losing my P-status? The last APFT I took was October 2019, which is good for a year. Now that I can't take my PT test this month, and the next PT test won't be until October 2020, will this cause me to lose my P-status?

A. In accordance with the Department of the Army G-1's "Consolidated Exceptions to Policy Concerning Enlisted Promotions During the Coronavirus (COVID-19) Outbreak" memorandum published March 23, specifically, paragraph 4a(1) and (2): A Soldier/NCO's last record APFT can be used to qualify him/her for promotion recommendation and pin-on (to include award of promotion points) regardless of when the APFT was last administered. This provision allows Soldiers to remain eligible for promotion recommendation and pin-on to Sergeant (SGT/E5) and Staff Sergeant (SSG/E6) as specified in Tables 3-1 through 3-4 of Army Regulation (AR) 600-8-19, Enlisted Promotions and Reductions, 16 May 2019, preventing them from being removed from an existing promotion recommended list. Further, this allows Soldiers continued promotion pin-on eligibility to all enlisted grades as specified in paragraph 1-11a(3)(d) of AR 600-8-19.

Q. When will DeCA start implementing or using signage for the 1.5m rule at the commissaries?

A. They have been implemented, and the commissaries are getting more "Mind the Meter" signs for the floor. It would also help when customers see infractions from other customers that they remind them of the 1.5-meter rule.

Q. Can folks other than Soldiers volunteer at the commissary?

A. U.S. citizens can volunteer. If they are 16 or 17, their parent has to sign a form that is provided by the store director. We would appreciate the volunteers.

Q. If bases go on lockdown, I assume the commissaries will stay open to provide food. How will LN employees be able to get to work?

A. The commissaries will remain operational in the event of a lockdown unless the installation commanders deem it necessary to close. The works council has provided commuter letters to management if the letters were to become needed.

COVID-19 TOWN HALL QUESTIONS: MARCH 19, 2020

Please note: These answers were current as of March 24, 12 p.m. Some questions are still waiting for answers and have not been included here. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. What is going to happen going forward with non-emergency medical care? My wife is pregnant and high-risk. Her appointments were canceled and she was told they would call when and if availability opened.

A. The LRMC OB Clinic is moving forward with re-routing face-to-face visits to Virtual/Tele Health appointments when possible, pending the determination of the patient's provider.

Q. There is no support for civilian healthcare needs. We are here under command orders yet can't get seen for care. Since the enhanced clinic closed, the American clinic in Landstuhl has been inundated and cannot take on new patients. Where are we supposed to go for care?

A. LRMC has expanded capabilities for all COVID-related healthcare needs to all members of the military community, to include non-TRICARE beneficiaries such as DOD, DA, DODEA and NAF employees. At this time, most scheduled routine care appointments are being canceled, rescheduled, or re-routed to become Virtual/Tele Health appointments when possible and at the discretion of the provider. This has an impact on every beneficiary category, including active duty and their families. The LRMC Emergency Department is always available for truly urgent/emergent needs for all patient categories as well.

Q. Any plan on getting more help for the ER? Maybe have some mid-level providers, RNs, medics and non-working clinicians to provide assistance?

A. Regional Health Command Europe and Red Cross Europe are determining the best, and safest, way possible to supplement the medical work force. As developments continue, we will be sure to keep the community informed.

Q. Why are people with all symptoms EXCEPT a fever being turned away from LRMC? There have been multiple cases of COVID-19 reported without having a fever. And even if

a person doesn't have the virus, they are still being turned away from usual health care because they are only focused on the virus. What do you plan to do about this?

A. As LRMC works to build our testing capabilities, we must ensure that we are using our resources right now to test only those with a high likelihood of testing positive. As such, we continue to adhere to CDC guidance for testing. We've also reduced access to routine healthcare across the LRMC footprint, but this does not include acute healthcare needs. Some healthcare issues can be discussed and managed via Virtual/Tele Health appointments (versus physically coming to LRMC and risking exposure to COVID), and our clinicians are building up those capabilities every day. As our operations have shifted to prioritize COVID risk reduction and response, we are still postured to serve as the Role 4 theater hospital and evacuation site for forward operations. If we reduce our routine and non-urgent/emergent appointments, we are still able to ensure critical care readiness while also effectively preparing for and managing this global pandemic.

Q. How can we help other community members understand that social distancing is important? I see so many issues and people not abiding daily.

A. The importance of social distancing is directly related to the fact that people can be carriers of the coronavirus but not show any symptoms. For the most vulnerable in our community – those who are immuno-compromised, pregnant women, and the elderly – ensuring that we are not unknowingly spreading the virus matters. Because the virus is spread through respiratory droplets from the eyes, nose and mouth, the further we physically distance ourselves from each other, the less chance the virus has to spread from person-to-person.

Q. Personnel at the Army gates need clear guidance on what to do if someone responds "yes" to any of their questions. Presently, all they do is take ID info and turn you around. What prevents a suspected patient from accessing other bases? Medics are not immediately notified if there is a potential carrier at the gates.

A. Personnel who answer yes to any of the questions are being identified in the Installation Access Control System (IACS) and won't receive access to any installation until medically cleared by a healthcare provider or nurse. We have Trace Teams to follow up with the individual that was turned around at the gate to ensure they are complying with the instructions.

Q. If my one of my answers at the gate will be 'yes', should I just decide to stay home and self-quarantine?

A. You should go home and contact your healthcare provider or nurse and follow the instructions provided by them.

Q. If you say yes to any of the gate questions, are you sent home? Or do you have to get a letter from the nurse's station and you can go back to work?

A. If you answer yes to any of the gate questions, you will be told to go home and contact your healthcare provider or nurse and follow their instructions. If your healthcare provider or nurse clears you as not having COVID-19, you should carry that letter with you when you try to enter any installation. If your healthcare provider, nurse, or test results show you do have COVID-19, you should follow their instructions.

Q. Our vehicle is due inspection very soon. Are those offices going to remain open or will there be a grace period?

A. Vehicle Registration offices are currently operating by appointment only with limited walk-in appointments. They have implemented measures to maximize social distancing within their office spaces to protect the customers and themselves.

USAREUR Registry of Motor Vehicles has extended by 60 days the permanent registrations of privately-owned vehicles expiring within the next 30 days, effective immediately. For example, if the POV permanent registration is scheduled to expire March 27, RMV has updated their computer system to show a new expiration date of May 27. Local military police desks can verify the owner's POV registration if required, i.e. at a German police traffic stop.

Q. Sunday services on base? Yes or no?

A. Worship services are available online at:

Daenner Protestant <https://www.facebook.com/ChapelNextDaenner>

Catholic Services: <https://www.facebook.com/groups/434102573406659>

Baumholder Protestant: <https://www.facebook.com/groups/270748589729661>

Landstuhl Protestant and Catholic Services: <https://www.facebook.com/LRMCVirtualChaplain/>

(From March 13) Q. If we are in the position of being in the PCS limbo and have to spend extra money to basically start over (just basic stuff – food, cleaning products, and easily spent \$400 just for necessities) because we moved into the hotel and got rid of everything – do we get a reimbursement or funding for this situation?

A. At the moment, here's what we're tracking for financial assistance for Soldiers and their families during this time:

Army Emergency Relief program (loans/grants):

<https://www.armyemergencyrelief.org/covid19/>

Hardship duty pay for restriction of movement:

https://www.army.mil/article/233808/new_allowances_for_soldiers_families_affected_by_covid_19

Q. I see a lot of talk about military and civilians, but has there been guidance released for contractors?

A. Contractors must also adhere to same requirements dictated by the Department of Defense, Department of the Army, U.S. Army Europe, Senior Responsible Officer and Garrison Commander guidance and directives, to include, post closures, official travels, and Public Health and Safety requirements. For unofficial travel, contractors must adhere to State Department and local government travel requirements.

Q. In Baumholder, I have driven past several formations. Way more than 10. An entire battery out by the commissary.

A. Maj. Gen. Christopher Mohan signed General Order No. 1 effective March 23. The order says outdoor physical fitness may only be conducted alone or with members of the immediate household. If you see people disobeying the order, you can notify the MP desk at 0611-143-531-2677.

Q. Any word on the banks?

A. For more information on operating status, visit the bank websites:

Service Credit Union - <https://servicecu.org/>

Community Bank - <https://www.dodcommunitybank.com/>

Q. Any guidance for civilian workers that are high-risk with autoimmune illnesses already?

A. Please contact your supervisor for guidance on leave/telework options for personnel in high-risk categories.

Q. Why aren't civilians given admin leave?

A. Effective March 24, the garrison is at mission essential only staffing. Administrative leave has been authorized for garrison employees. Supervisors have received the appropriate guidance and letters to issue to the garrison workforce as we reduce the number of people who need to be at work physically and comply with social distancing measures.

Q. There is no support for single moms working here full-time as civilian employees. We are told we have to use our own leave in order to stay home with our kids. Some people don't have leave to stay home and this is the only source of income they have. If we use the little bit of leave we have now, how are we going to survive when the kids are out for the summer? Is anyone thinking about that? We need more support.

A. Effective March 24, the garrison is at mission essential only staffing. Administrative leave has been authorized for garrison employees. Supervisors have received the appropriate guidance and letters to issue to the garrison workforce as we reduce the number of people who need to be at work physically and comply with social distancing measures.

Q. Why is the Kleber SFL-TAP still open despite there being a halt on ETS?

A. The stop movement does not apply to ETS; however, required classes are now being offered strictly online with support via email and phone.

Q. What are CDC employees supposed to do after this week when the CDCs will be cleaned?

A. Non-mission essential employees are being released per supervisor guidance; please contact your supervisor for further instructions.

Q. Why are auto skills centers still open? What about auto skills employees in contact with customers?

A. Automotive skills centers are now closed.

Q. What about driver's license office?

A. Currently offering mandatory classes by appointment only; customers can use JKO to test.

<https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19/coronavirus-services-closures>

Q. As a DECA employee, I have some suggestions to increase the safety of the patrons and workers in the USAG-RP.

1.) I'm suggesting that patrons be advised to have lists made of the items they need to expedite their shopping. All too often, I see patrons stopping to interact with friends and browse shop. This is against current given guidance of social distancing.

Also, this increases workers exposure to potentially infected customers and adds to the increased congestion in the aisles as we attempt to restock empty shelves.

2.) There should be occupancy limits. One ID cardholder per family and 20-25 customers maximum in the store at a time. Once a customer leaves, a new patron may enter. This reinforces suggestion number one, on making your shopping trip short and to the point.

3.) Once testing becomes available, allow only tested customers and workers in the commissary.

4.) Allow our 50+ and immune system compromised population the first hour of the day to do their shopping. This seems inconvenient but everyone needs to make sacrifices to protect themselves and my fellow workers providing these critical services to the community.

A. You have some great suggestions. We will look into them. – DeCA Leadership

Q. Did I see opening times lessening for the commissary? Less opening times seems to be counterproductive to social distancing.

A. The early bird shopping hours were suspended by Headquarters DeCA to allow more cleaning and stocking of the store. – DeCA Leadership

Q. More needs to be done to protect and help the employees of services. You're doing everything to protect the customers and Soldiers. Also, thank the store workers and food service workers who are still working and cleaning everything constantly to keep us safe.

A. It's true our employees are on the front line and we are thankful that you are out there supporting our communities. We are thankful that we have wonderful employees like you.

– DeCA Leadership

(From March 13) Q. Why aren't the employees at the commissary (such as the cashiers) wearing gloves while handling customers ID cards and money to prevent the coronavirus infections?

A. It is the employee's option to wear gloves. Employees are no longer handling ID cards. We are asking customers whenever possible to pay by card and not use cash. We have hand sanitizer at each register for our cashier. Our cashiers are washing hands more often and we are cleaning register and pin pads more often. – DeCA Leadership

(From March 13) Q. Will the commissaries be rationing stuff? Some people haven't been able to get stuff because people are stocking up have nothing left for others.

A. At this point, only certain cleaning and sanitizing items are being rationed. We have plenty of food. The challenge for us is keeping the merchandise stocked to the shelves. We have dropped pallets in most of our stores to help with the heavy demand items. We have ships coming in each week delivering food. The supply chain for food is stable and everything is moving smoothly. – DeCA Leadership

Q. What would be the course of action if a commissary employee tests positive for COVID-19? Would the store shut down?

A. If that were to happen, we would close for a few extra hours and do a heavier deep cleaning and reopen when medical officials deemed it satisfactory. – DeCA Leadership

Q. Nobody has sanitizer, when can we get some sanitizer in stock?

A. DeCA has increased orders on sanitizer and cleaning items with bleach. Suppliers in the U.S. are running short and cannot supply us with any at this point. DeCA is looking at local sources as well.

Q. Is there anything being done at DeCA cold storage to defend against the spread?

A. Social distancing has been implemented, different shifts with less people have been implemented, and extra cleaning and sanitation have increased.

(From March 13) Q. Is there any chance that cafeterias will be open to provide pick-up service of school lunches for those that receive free and reduced lunches?

A. Yes, please contact your school for more information about how to receive meals during this time.

Q. How is social distancing maintained at the barber?

A. All barber shops on local Army and Air Force installations are now closed.

Q. How is it possible that the KMCC Exchange is cutting the hours, but not personnel? Now that they're closing at 6 p.m., late-shifters are coming in at 10 a.m., instead of maybe 1 p.m., and causing even more employees to be at the store at the same time. Not only this, but there's supposed to be even more shoppers being drawn to the store by having special sales on clearance this weekend? There are precautions all around the store, but not in the store itself, even though that place seems to be the most attractive place for everyone to go to at the moment.

A. The Main Exchange at KMCC will close daily at 6 p.m. effective March 21. During this time, the Exchange is offering liberal leave and many associates have taken advantage of this opportunity. While there may be a small clearance sale, nothing has been advertised. Additionally, the Exchange has placed stickers on the floors at every register to remind customers of appropriate social distancing.

Q. Will any protective measures be given for the gas stations? That seems to be where individuals have the most contact.

A. Effective March 23, the Exchange will begin installing plastic shields to separate the customers and cashiers. This will provide additional protection for both customers and associates. The cashiers are also sanitizing the counters and credit card machines regularly.

Q. How are gas pump handles getting cleaned? Need wipes available after each use.

A. Currently, the gas stations have gloves available at every fuel dispenser that has diesel. The Exchange has ordered gloves to place at every fuel dispenser in the KMC. The handles are being cleaned each time the pump number tickets are returned to the dispensers.

Q. With the reduction in access of things to do, is it possible to get activity packs for families with kids at home? Books, coloring books, painting, cards, games, etc.

A. The Exchange has an assortment of coloring books in the Bookmark section. There are activity books in the stationary department. Games and playing cards are available in the toy department of the Main Exchange.

Q. Why is AAFES still open for non-essential shopping?

A. AAFES has many items that are considered essential to many family members.

COVID-19 TOWN HALL QUESTIONS: MARCH 13, 2020

Please note: These answers were current as of March 18, 5 p.m. Some questions are still waiting for answers and have not been included here. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. Do we have testing capabilities in our base clinics?

A. All military medical treatment facilities within Regional Health Command Europe can collect sample swabs, but do not offer testing. All swabs of potential COVID-19 cases are sent to Landstuhl Regional Medical Center for diagnostic testing.

Q. How many people have been tested?

A. This number changes daily and encompasses the entire theater, not just Army. As of March 18, more than 445 people have been tested.

Q. LRMC employee tested positive, do you know if this person went to the Landstuhl Fitness Center?

A. All Close Contacts of the LRMC employee who tested positive for COVID-19 have been identified and notified. If you have not been notified to quarantine by the LRMC Public Health team, you are not at risk of exposure to COVID-19 for this particular case. Prior to closing the Landstuhl Fitness Center, fitness center employees were taking extra cleaning and hygiene measures to prevent the spread of illness among patrons.

Q. My husband works at LRMC in close contact with his patients and he has an autoimmune disorder. We are also civilians. Will we be able to use LRMC for emergency if one occurs?

A. Yes. At this time, all DOD civilians, retirees, contractors and their family members can use the LRMC COVID-19 Screening Clinic if they have a fever of 100.4 degrees Fahrenheit or higher AND cold/flu symptoms such as cough, runny nose and difficulty breathing. If tested positive for COVID-19, follow-up care will be provided to all patient categories at LRMC. The LRMC Emergency Department is also always available for non-TRICARE beneficiaries in the event of a true emergency outside of COVID-19 response.

Q. If we get sick, fever and cough, what should we do? Who should we call?

A. TRICARE beneficiaries should call the Nurse Advice Line at one of the following toll-free numbers based on your location:

Bahrain: 800-06432

Belgium: 0800-81933

Germany: 0800-071-3516

Greece: 00-800-4414-1013

Italy: 800-979721

Spain: 900-82-2740

Turkey: 00-800-44-882-5287

UK: 0800-028-3263

*** To access the Nurse Advice Line from a cell phone in Europe, you must first call your clinic appointment line and choose the option for the Nurse Advice Line.***

Q. When will we have tests for COVID-19?

A. LRMC is currently the only military medical treatment facility in Europe that can administer diagnostic testing of COVID-19.

Q. Why do we not have more test kits available? I wanted to get tested today and they told me that my symptoms are not severe enough and they need to conserve kits.

A. Test kits are dispersed throughout military medicine as made available. Because of this, it is imperative that LRMC tests only those who meet testing criteria of a fever of 100.4 degrees Fahrenheit or higher AND cold/flu symptoms such as cough, runny nose and difficulty breathing. If you are experiencing cold symptoms without a fever, or vice versa, please call the Nurse Advice Line for guidance on self-quarantine.

Q. Where can civilians go to get tested for coronavirus if believed to be necessary?

A. All DOD civilians, retirees, contractors and their family members can use the LRMC COVID-19 Screening Clinic if they have a fever of 100.4 degrees Fahrenheit or higher AND cold/flu symptoms such as cough, runny nose and difficulty breathing. If tested positive for COVID-19, follow-up care will be provided to all patient categories at LRMC.

Q. Can you confirm a positive case in Landstuhl hospital?

A. Yes, please check the Landstuhl Regional Medical Center page for their press release.

Q. Why are non-urgent outpatient services still open? For routine testing, especially for services that treat across Europe and AFRICOM?

A. Most of the Army medical treatment facilities across Europe, including LPMC, will start curtailing routine appointments and elective specialty care. Hospital and clinic leaders are finalizing operation plans and determining which services need to remain fully functional in support of military readiness. Please stay connected to the LPMC Facebook page for updates. For LPMC, as the medical center responsible for theater evacuation, critical care and trauma response, there will always be programs and services that must maintain normal operations tempo to ensure the hospital is ready and able to receive all ill, injured and wounded warfighters from downrange.

Q. Will the clinics be operating for younger children who are in vaccination stages? Or do we have to go to Landstuhl?

A. Regional Health Command Europe is standing up a website this week with links to individual Army MTFs across the theater. You will be able to click on your specific clinic with information on how immunizations for children will be handled.

Q. Is the LPMC commander planning a Facebook event? Seems like most of these questions are medical related, not garrison.

A. At this time the LPMC commander is not planning on hosting a Facebook event, for two reasons: 1) In an effort to streamline information flow, we support sharing medical information with the garrison commander as he has an incredible following and support from the community, and 2) we have a very active social media response team who is working around the clock to provide information and answer questions as they come in.

Q. Are we expecting some kind of further communication for those of us who work at LPMC? I haven't heard anything from my NCO yet.

A. LPMC leaders should be engaging their teams at every level, but we also ask our teammates to be bold and ask if they do not know what is going on in regard to the COVID-19 response. The LPMC Troop Command command team are posting videos every evening to the internal LPMC Facebook page that is exclusively for staff. These videos give an update on changing processes, new policies and other such bits of information that is pertinent mostly to LPMC staff. On March 18, a COVID-19 file will be added to the LPMC MEDSHARE homepage where

you can get information on public health measures, communication products and operations information.

Q. Will emergency services still be available at LRMC?

A. Yes. There has been no change to emergency services capabilities.

Q. Are we limiting official travel within Germany i.e. site visits among other bases, in order to limit exposure?

A. Official travel within Germany is occurring on a case-by-case basis; some Soldiers are being moved to areas where we need their help.

Q. Are we allowed to travel within Germany or is there a restriction as well; i.e. within a 100km radius?

A. Guidance from Maj. Gen. Chris Mohan, 21st Theater Sustainment Command commanding general, during his virtual town hall March 18: Soldiers, family members and civilians should really scrutinize their reasons for travel at this time. If you want to travel for leisure, I would advise against it. We all have to take this seriously and hold each other accountable. Travel is allowed for public health/medical reasons.

Q. How will command-sponsored dependent college students who are in the States at college supposed to return to Germany, which is considered home – because of the travel ban, are they not allowed to return to Germany now? And can we use official student travel?

A. Per the DOD, exceptions may be given for compelling cases where the travel is: (1) determined to be mission essential; (2) necessary for humanitarian reasons; or (3) warranted due to extreme hardship. Exceptions to policy will be made at the general officer-level. Please work with your chain of command for more guidance.

Per Maj. Gen. Chris Mohan, 21st Theater Sustainment Command commanding general, during his virtual town hall March 18: College students in this situation will be able to get an exception to policy and will fly back here using the Patriot Express.

Q. May I fly my college daughter back here to Germany if I pay for the ticket and make the arrangements? Do I have to go through command if they are not paying for it?

A. You may attempt to make arrangements through private carriers at your own risk. However, be aware there are many travel restrictions in place between the U.S. and Europe and between European countries that could impact travel and/or require quarantine in route.

Q. Can dependents travel back to the U.S.?

A. No official travel is occurring without an exception to policy (go through your chain of command for assistance). You may attempt to make arrangements through private carriers at your own risk. However, be aware there are many travel restrictions in place between the U.S. and Europe and between European countries that could impact travel and/or require quarantine in route.

Q. What if we were already on travel in the U.S. when this changed was announced? How do we go about getting an exception to return to Germany? My minor children are in Germany with family friends & I'm in the US. Am I going to be stuck away from my children for 60 days?

A. Per the DOD, exceptions may be given for compelling cases where the travel is: (1) determined to be mission essential; (2) necessary for humanitarian reasons; or (3) warranted due to extreme hardship. Exceptions to policy will be made at the general officer-level. Please work with your chain of command for more guidance.

Q. Are we bound to base? Or is that a possibility in the future?

A. At this time Soldiers are not bound to base, but there are restrictions in place per a temporary policy signed by Maj. Gen. Mohan March 14, 2020. View the policy here: <https://www.facebook.com/21stTSC/photos/a.114268338612280/2911951085510644/?type=3&theater>

Q. Soldiers that are ETSing, resigning or retiring -- are they stopped for moving?

A. Per the DOD, ETSing/retiring Soldiers are exempt from the stop movement directive.

Q. How will this travel ban affect emergency leave if a family member passes away in the U.S.?

A. Per the DOD, exceptions may be given for compelling cases where the travel is: (1) determined to be mission essential; (2) necessary for humanitarian reasons; or (3) warranted due to extreme hardship. Exceptions to policy will be made at the general officer-level. Please work with your chain of command for more guidance.

Q. Are there exceptions to policy for ALC and SLC travel?

A. Currently, all ALC and SLC classes have been suspended.

Q. Is GTC use approved for lodging and/or a rental vehicle for those who are now stuck here after already out processing their homes and shipping their vehicles?

A. Per DOD: DOD will use all means available to assist service members who were impacted by COVID-19. Approved reimbursable travel expenses are authorized to be placed on the government travel card. Please contact your chain of command for assistance.

https://media.defense.gov/2020/Mar/13/2002264688/-1/-1/1/FAQ_TRAVEL_RESTRICTIONS.PDF

Q. Will this affect Soldiers that are supposed to PCS in April?

A. Per the DOD: All DoD uniformed personnel, civilian personnel and family members traveling to, from or through CDC Level 3 locations will stop movement for the next 60 days. As stated in the travel restriction guidance, exceptions may be granted for compelling cases where the travel is: (1) determined to be mission essential; (2) necessary for humanitarian reasons; or (3) warranted due to extreme hardship.

Q. Will those PCSing after the ban be pushed to accommodate those that were supposed to PCS in April-May? Or will they get civilian flights opposed to rotator?

A. The Army Human Resources Command is working through this. There is a maximum capacity of people who can move at one time, so it's fair to assume some moves may be delayed once movement begins again. There is expected to be priority for service members with school dates, etc. You may contact their 24/7 hotline for more information at 1-888-276-9472.

Q. Are inbound household goods affected?

A. Personal property offices will determine further action for shipments already in transit. (Example: shipments at origin may be approved for storage in transit (SIT) at origin, store en route, allow shipments that have already departed the origin area to continue and approve SIT at destination, etc). Contact the personal property office for guidance.

Q. If we are PCSing after the travel ban is over, are we still facing issues with household goods pick-up? We are already scheduled.

A. Scheduled household goods pick-up dates should be changed to a future date by the servicing personal property office in coordination with the customer, moving company, and in line with the standing DoD guidance. Please contact the personal property office for more information.

Q. Would it be possible to get some clarification on the household goods shipment? I just saw comments that shipments are on hold, however we are PCSing after the travel ban. Our shipments are already scheduled. What should we do now? Just proceed as normal and expect our goods to be picked up in April?

A. Scheduled household goods pick-up dates should be changed to a future date by the servicing personal property office in coordination with the customer, moving company, and in line with the standing DoD guidance. Please contact the personal property office for more information.

Q. Civilians/staff who are affected by closures and limited services, how will this affect their leave and pay?

A. Communicate your specific situation with your supervisor to determine what options are available to you for alternate work schedules, telework, special leave categories, and reporting requirements.

Q. Are there any changes for Local National Workers?

A. Local National employees should communicate with their supervisors regarding any changes to work schedules, safety and reporting procedures, leave options, etc., to ensure they are informed of all current information.

Q. What is the direction for non-emergency essential Department of the Army Civilians? Some personnel (especially new hires) may not have the leave accrued to be able to take the time off.

A. Employees continue in a work status unless the facility or the installation closes. Employees should communicate directly with their supervisors for any concerns they have about working conditions or limitations regarding leave.

Q. There are some units not helping single Soldiers be off work since daycare is closed, what are they supposed to do?

A. Guidance from Maj. Gen. Chris Mohan, 21st Theater Sustainment Command commanding general, during his virtual town hall March 18: If you do not have daycare, your place of duty is

at your house looking after your children. If your unit is not meeting this standard, please email Maj. Gen. Mohan directly with your unit information and details and he will work through that problem.

Q. Can I allow my staff administrative leave if they are both civilian workers and have children?

A. Weather and Safety Leave (Administrative Leave) is not authorized for this purpose. Employees should communicate with supervisors to determine if telework, alternate work schedules, or other options can be used to minimize the impact on employee pay.

Q. Are employees who have kids in school and/or CDC advised to take LWOP?

A. Employees should communicate with supervisors to determine if telework, alternate work schedules, or other options can be used to minimize the impact on employee pay. Employees can request LWOP during this period.

Q. If we are a parent affected by the school closure, can we have LWOP be a mandatory approved leave type?

A. Employees can request LWOP during this period.

Q. During the closure of schools when it snowed, we were told to use administrative leave because the school was closed and parents attended to their children, plus it was out of our own control. Why wouldn't this be the same?

A. Administrative Leave (Weather and Safety Leave) has been determined by the Office of Personnel Management to not be appropriate for this situation. Employees should communicate with supervisors to determine if telework, alternate work schedules, or other options can be used to minimize the impact on employee pay.

Q. How long are the CDCs closed for?

A. At this time, the exact closure period is unknown. We expect the closure to last at least until April 3.

Q. What about CDC employees? If we are told to come to work, we will still be in a socially/health compromised space.

A. CYS will limit the number of employees in each classroom in order to maintain the required social distancing. Hand washing/sanitizing and regularly disinfecting surfaces will be of the utmost importance. CYS will follow the current guidelines from the Centers for Disease Control and Prevention.

Q. Will we get clear instructions on our kids' classwork for elementary schools?

A. DoDEA Europe Schools released guidance on digital learning. You can read it here: <https://www.facebook.com/KaiserslauternHS/posts/2703273243055841>

Q. Is 24/7 swipe access to the gym still available?

A. 24/7 access will not be available while Army gyms are closed.

Q. Are civilians still allowed to visit post with an escort?

A. Yes, personnel are still authorized to be signed on to installations while accompanied by their sponsor. Sponsors should limit the number of sign-in guests to the extent possible to reduce risk for their visitors.

Q. Any plans for screening at the gates for Soldiers, DOD contractors or civilians going in and out of base?

A. Pedestrian walk-through gates will be closed. Soldier teams will be posted at vehicle entrance gates for screening of personnel entering the installations.

Q. If the intent of closing facilities and events is the prevention of the virus, why are some units being forced to work on weekends where they normally would not?

A. We are faced with a crisis that requires all resources and personnel necessary to conduct preventive, protective and mitigation functions to minimize the effects of the COVID-19 virus. Various teams are conducting functions such as screening, tracing and tracking, cleaning and sanitizing. This is a 24/7 operation that requires all available personnel working in shifts around the clock to provide the necessary measures to minimize, mitigate or event deter the effects of COVID-19 to our community.

Q. What is the commander's hotline number?

A. 0611-143-541-3032 (line is monitored 24/7).

Q. The Performance Triad is important for Soldiers and family members. Is there a possibility Soldiers can keep the fitness centers open?

A. Fitness centers are closed until further notice. We continue to assess all facility closures and will advise the community of any changes.

Q. What about physical fitness tests?

A. There has been no official notification yet changing the current status of conducting physical fitness tests. We recommend you refer to your unit for more details and guidance.

Q. What about Defender-Europe 20 where my spouse is constantly traveling back and forth?

A. Currently Defender-Europe 20 is ongoing, but modified. Read the most recent update from U.S. European Command (EUCOM) here:

<https://www.facebook.com/EUCOM/posts/10157990292218948>

Q. What about Soldiers who are quarantined to the barracks? If they are on meal card how are they going to get their meals?

A. Units are responsible for their Soldiers while in self-isolation or quarantine. The DFAC, upon request, can prepare meals to go.

Q. Question about the military schools: Instead of canceling them at this time, can we do online versions of it?

A. 7ATC is currently looking into offering courses online. Please refer to your chain of command for more details.

Q. What about civilian contractors in Mannheim?

A. Contractors must also adhere to same requirements dictated by the Department of Defense, Department of the Army, U.S. Army Europe, Senior Responsible Officer and Garrison Commander guidance and directives, to include, post closures, official travels, and Public Health and Safety requirements. For unofficial travel, contractors must adhere to State Department and local government travel requirements.

AFSBn-Mannheim cares for all of our employees' health and safety. AFSBn-Mannheim leadership is working closely with Amentum Management to ensure the entire work force remains informed, resourced and safe.

Additionally, we are enacting safeguards at Coleman Work Site such as mandatory hand washing upon entry to work facilities, limiting unnecessary congregation and meetings, etc. in order to reduce potential exposure. Amentum Management and the local works council will continue to establish policies and procedures for self-quarantine, positive test results and other issues related to COVID 19 in accordance with Host Nation guidelines and directives. Our contract workforce is critical to our mission success and their health and safety is important to us. We will all continue with our mission in the safest and healthiest way possible.

Q. Are things still allowed to be ordered online and sent to our APOs?

Q. Mail operations are not affected at this time.

Q. Will the education center stay open for scheduled ASVABs for recruiting?

A. ASVABs can be requested by appointment through your local education center.

COVID-19 TOWN HALL QUESTIONS: MARCH 11, 2020

Please note: These answers were current as of March 13, 1 p.m. The situation is rapidly evolving and new information may change some of these answers. For the most recent, accurate information visit <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. What about exercises, like DEFENDER-Europe 20, where foreign troops are transiting Germany to participate? Will it be cancelled? If not, what precautions are being taken?

A. After careful review of the ongoing DEFENDER-Europe 20 exercise activities and in light of the current coronavirus outbreak, we will modify the exercise by reducing the number of U.S. participants. Activities associated with the exercise will be adjusted accordingly and we'll work closely with Allies and partners to meet our highest priority training objectives.

The health protection of our force, and that of our Allies and partners, is a top concern. We take the coronavirus outbreak seriously and are confident that by making this important decision we'll continue to do our part to prevent the further spread of the virus, while still maximizing our efforts to advance our alliances and partnerships and enhancing our comprehensive readiness to address any crisis or contingency.

We have ensured that all equipment coming to Europe from the U.S. has been 100% cleaned and sanitized of any contaminants prior to being shipped here, meeting the U.S. Department of Agriculture and host nation standards. This will decrease the risk of introducing foreign substances into the environment during the exercise. The DEFENDER-Europe 20 plan already has a robust medical support for all of its participants. The U.S. Army Staff and U.S. Army Europe are going through public health and medical support plans to identify any potential changes or pertinent issues to address. Most importantly, we are tied closely to each of the host nations and what they are conducting across Europe and will follow their lead.

Q. Why are schools still open?

A. DODEA schools in Germany, Belgium and the Netherlands will be closed beginning Monday, March 16. More garrison-specific information associated with this action impacting our community schools in the KMC and Baumholder will follow.

Q. Is someone going to test the people that are TDY from Italy for COVID-19 and are they going to stop people coming here from Italy?

A. According to a recent U.S. Army Europe task order on this, PCS of Soldiers and family members on orders to and from Italy – as well as Korea – will stop movement and delay travel through May 6 or until further notice. The TDY caveat to that is anyone coming from or transiting through those high-risk areas will be isolated for 14 days as a precaution.

Q. If any people test positive for the virus here, will the information be released to the service members and families in a timely manner?

A. All positive results will be reported through the medical channels. Because of HIPAA laws, the garrison can only report the number of positive results with no specific details once released through medical channels. We will keep the community updated through all of our communications outlets.

Q. Will CYS sports be canceled?

A. As of March 13, all Youth Sports and Fitness winter sports activities have been canceled for the rest of the season. This includes all tournaments, games and practices.

Q. If a CDC is closed, will families still be charged the fees during the closures?

A. In the event any CDCs and/or SACs are closed, families will NOT be charged any fees for the duration of the closure period.

Q. We all know kids in classroom environments are little incubators for germs. Is there anything being done at our CDCs to help protect them or minimize the spread of germs?

A. We absolutely share that concern 100%! Our Child and Youth Services team is working closely with Public Health and Infectious Disease experts to ensure every possible non-pharmaceutical prevention measure is being taken. Visitors to ALL CYS facilities will be asked to wash their hands or use a hand sanitizer as they enter the facility.

Following Centers for Disease Control recommendations, CYS has added an additional surface cleaning at the end of every day. CYS is working closely with our cleaning contract partners to ensure that professional cleaning is being done to industry standards and in accordance with CDC sanitation guidance.

CYS facilities are using disinfecting wipes on high touch items frequently throughout the day on top of the scheduled daily cleaning already occurring. Other recommended non-pharmaceutical preventions include increased and proper handwashing, reinforcing proper coughing techniques and excluding children, staff and visitors who are ill.

Q. Are we looking to close any non-essential facilities? Arts/crafts, bowling, gym, warrior zone, etc.?

A. Yes, in order to reduce the level of exposure certain Family and MWR facilities will be closed. Many Family and MWR services will continue to be able to be provided by email, phone and/or appointment. The most up to date information regarding closures is available at <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19>

Q. What will happen if parts of post close down for working civilians? This is an ongoing concern for my family since we depend on my income as well. Some GS employees are unable to work from home due to the type of job they have, so what happens then?

A. We will identify mission essential personnel who must report to duty during any crisis. For garrison employees, the garrison commander has the authority to authorize a weather and safety leave when an asymptomatic employee or employees (i.e., healthy, not displaying symptoms of the given disease) is subject to movement restrictions (quarantine or isolation) under the direction of public health authorities due to a significant risk of exposure to a quarantine communicable disease, such as COVID-19.

Q. Should telework be used to the maximum extent possible even if you are not sick? Prevent the chance of spread?

A. Management has the ability to use telework when it is aligned to mission requirements and the appropriate equipment/access is available to support this option.

Q. Will this affect the upcoming PCS season?

A. The U.S. Secretary of Defense restricted travel for all DoD uniformed personnel, civilian personnel and family travelling to, from, or through the Centers for Disease Control and Prevention Level 3 designated locations for 60 days, effective March 13, 2020. Germany has been designated a Level 3 location. We are working through the theater-wide impacts alongside our higher headquarters. We understand this may have a wide range of impacts across our force, including upcoming travel plans and PCS moves. We will continue to monitor the situation in coordination with our higher headquarters and provide information as we get it. Individual units will provide more details to affected members, but Soldiers with personal PCS or TDY travel questions can contact the Human Resource Command's 24/7 Army Service Center at 1-800-582-5552.

Q. If CAT 2 and stuck in TLA, will it be paid until we're cleared to PCS?

A. Modifications to orders will need to be made on a case-by-case basis due to changing travel restrictions to minimize financial impact on service members and civilian employees.

Q. Is there any talk of allowing dependents to return back to the USA if Germany becomes a Level 3 country for an extended period of time?

A. Under current DoD travel restrictions, early return of dependents will not be an option without an exception to policy by a general officer.

Q. We are PCSing to the U.S. in May. I understand the virus situation changes daily and it's impossible to predict what the situation in Germany is going to be like in May. But in case it get serious and posts get locked down, can we still PCS if we test negative for the virus? We already have plane tickets, etc. Is there a possibility for the situation in Germany to get as bad as in Italy?

A. The U.S. Secretary of Defense restricted travel for all DoD uniformed personnel, civilian personnel and families travelling to, from, or through the Centers for Disease Control and Prevention Level 3 designated locations for 60 days, effective March 13, 2020. Germany has been designated a Level 3 location. We are working through the theater-wide impacts alongside our higher headquarters. We understand this may have a wide range of impacts across our force, including upcoming travel plans and PCS moves. We will continue to monitor the situation in coordination with our higher headquarters and provide information as we get it.

Q. Is it safe to purchase tickets back to the States to see our son walk across the stage for his college graduation in May?

A. The U.S. Government is in the process of establishing new travel restrictions for travelers originating in Europe. While this is a fluid situation, there may be risk in purchasing leisure travel tickets over the next 60 days.

Q. My family has travel plans for July. Should we be concerned about travel in the future?

A. There is much uncertainty as to the impact of the coronavirus over the coming months. Be aware of the financial and travel risks when making any plans for this summer.

Q. How is Landstuhl preparing for this? My section has received no instruction besides self-quarantine if we have been in the affected area or exposed to someone who has, and that already has been ignored by letting workers come to work before the 14-day self-quarantine time.

A. LRMC is preparing for the coronavirus with staff training, review of facilities available, assessment of possibilities for medical isolation beds, assessing total numbers of beds

available, and the like. LRMC has recently implemented a point of entry screening requirement in which patients and other visitors will be asked questions about travel, fever, and other symptoms: if there are any yes answers, they will be given a mask, and referred to a separate waiting area for further evaluation.

LRMC is tracking the cases very carefully, both through U.S. channels, and through coordination with local German public health authorities. The second part of the question: it is unclear the circumstances under which someone would have been cleared to return to work before the 14-day quarantine. It might have been because the 14 days begins with the date of exposure, or date of leaving the endemic area), so perhaps several days had elapsed before the quarantine began here.

Q. Has a public health emergency been declared in accordance with DoDI 6200.03? If so, what is the HPCON level?

A. No Public Health Emergency has been declared. Authority to do that has been reserved by the U.S. Army Europe Commander. Our garrison is at HPCON Bravo (Moderate, Community transmission beginning). This will change as needed, in consultation with the Public Health authorities at LRMC, PHC-E and RHC-E.

Q. I have a question regarding medical personnel. Will providers who have been exposed to COVID-19 at work be sent home to self-quarantine with family who have not been exposed. If so, what if there is a family member with a compromised immune system? Also, does this not potentially increase community spread?

A. Medical personnel exposed to COVID-19 at work should be subjected to the 14-day quarantine. There will be significant effort put into ensuring all encounters with COVID-19 patients be performed with proper Personal Protective Equipment, such that no exposure on the part of the health care worker occurs.

If someone (health care worker or not) is exposed to a COVID-19 patient and sent to self-quarantine at home, the circumstances should be such that a family member with a compromised immune system is not exposed. This can be done by putting the individual to be quarantined in a separate room in the house, and preventing interactions with the rest of the family, or perhaps putting the individual in a different location for quarantine. This would be handled on a case-by-case basis.

Q. I have a question about getting quarantined. I am a GS employee and in the front line of taking care of patients in LRMC. If I get quarantined/self-isolate, will this be a paid quarantine or something else?

A. There are a variety of possible options for this and you'll have to work with your section. When appropriate, employees who self-quarantine may use sick leave, annual leave, advanced

annual and/or sick leave, Family and Medical Leave Act leave, leave without pay, donated leave under the Voluntary Leave Transfer and Leave Bank Programs, and other paid time off such as compensatory time off and credit hours earned under flexible work schedules.

Q. Which hospital is administering the COVID-19 test for dependents and employees working for the garrison? Is LRMC testing anyone that needs the test? Or, is there any other hospital off-base administering the test? Where can we go if we are command sponsored and have our own insurance?

A. LRMC is performing the testing for the community members under the garrison. Individuals who are tested for COVID-19 are first screened to meet CDC criteria. At that point, at the patient provider's discretion and the consultation with the Infectious Disease provider's medical judgement, they will go forth with COVID-19 testing. As of Feb. 28, we have been informed that Westpfalz Klinikum (Kaiserslautern) and St. Johannis Hospital (Landstuhl) have the capability to test and admit patients.

Q. If we have any doubt, who should we call?

A. Please call the Nurse Advice Line (Germany: 0800-071-3516). You may be rerouted to the Army Public Health Nurse within your vicinity. They will go through the CDC criteria as means for process of elimination to help you understand having met or not met the criteria and how to take care of yourself within your household.

Q. Will there be any additional tele-health resources available to avoid overloading emergency medical services?

A. Army Public Health Nursing has reached out to LRMC's Virtual Health Europe for train up. At this time, tele-health resources dedicated to LRMC Public Health Nursing is a discussion that needs support. We will work continue to work on this endeavor.

Q. If there is a COVID-19 outbreak in this area, will civilians be able to utilize services at LRMC or will we have to seek treatment on the economy?

A. LRMC has contacted and verified with our local host nation hospitals – Westpfalz Klinikum (Kaiserslautern), St. Johannis (Landstuhl), University Klinikum Saarland (Homburg) – no facility will turn down beneficiaries. Those requiring emergent care will not be turned away. If that emergent need also has concerns for COVID-19, as best you can, inform the LRMC emergency department so a room can be dedicated for respiratory isolation as the patient is being assessed by the provider.

Q. Please explain the difference between isolation and quarantine?

A. According to the CDC, isolation and quarantine help protect the public by preventing exposure to people who have or may have a contagious disease. These phrases are often used interchangeably, but they refer to slightly different things. Isolation separates sick people with a contagious disease from people who are not sick. Quarantine separates and restricts the movement of people who were exposed to a contagious disease to monitor for the development of the disease.

Q. What are the protocols used to determine who gets tested or not?

A. The guidance is the same for all of Army Medical Treatment Facilities in Europe. Our MTFs screen patients in accordance with DOD and CDC guidelines. These guidelines include screening if patients have had close contact with individuals who are suspected or known to have the illness within the past 14 days or traveled to an area with sustained community transmission, and the individual shows symptoms of fever or lower respiratory illness. Because there are a limitations on testing at this time, we are testing the highest likelihood individuals to try to track the disease and attempt to slow its spread. One important thing to remember is that our providers don't treat COVID-19; they treat its symptoms. So whether or not you have a positive test will not change the treatment you receive; it just allows us to track where and how the virus is spreading, and isolate people who have been infected. Our providers are taking all appropriate action to ensure the safety of our beneficiaries.