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## SUPPLEMENTARY COVID-19 SPONSOR CHECKLIST

For use with USAG Wiesbaden Soldier and Civilian Employee Sponsorship Duties Checklists

This checklist will assist you to execute your duties as a sponsor during the COVID-19 crisis and the 2021 PCS season. Use this checklist simultaneously with the USAG Wiesbaden Sponsorship Duties Checklist (Soldier and Civilian Employee).

This checklist provides additional pre-arrival, arrival, and post-arrival tasks. It will assist you to prepare the incoming newcomer and their Family, while understanding life support responsibilities required after they arrive and while in quarantine.

You are responsible for informing your organization of travel and report date changes and additional COVID-19 requirements. Ensure you track all communication with your leadership using the Sponsorship Duties Checklist.

Contact your unit sponsorship coordinator or the Wiesbaden Installation Sponsorship Liaison (ISL) if you have questions or need assistance. USAG agency contact information is located in the back of this checklist.

### Individual Information

Newcomer's Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Best Method of Contact: \_\_\_\_\_

Personal Email Address: \_\_\_\_\_

Organization Sponsorship Coordinator: \_\_\_\_\_

Contact Number: \_\_\_\_\_

### Sponsor Notes

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**PRE-ARRIVAL**

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**Determine Current Travel Plans**

- Discuss current travel plans with the newcomer
  - Will the individual still PCS to Wiesbaden: Yes \_\_\_\_\_ No \_\_\_\_\_
  - Did the individual defer PCS travel: Yes \_\_\_\_\_ No \_\_\_\_\_ New date \_\_\_\_\_
  - Does the individual have current orders: Yes \_\_\_\_\_ No \_\_\_\_\_
  - Will Family members travel with the individual: Yes \_\_\_\_\_ No \_\_\_\_\_ N/A \_\_\_\_\_

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**Contact Chain of Command**

- Inform the chain of command and the S1/HR department immediately upon learning of the newcomer's pending arrival
  - Attain current official travel guidance from the chain of command
  - Discuss sponsorship plan with your supervisor and the unit sponsorship coordinator
  - Attain current information and requirements from the S1/HR department
  - Provide regular updates to chain of command, the S1/HR department, and the unit sponsorship coordinator
    - Individual's travel plans
    - Updates and changes
    - Additional requirements or shortcomings

**Notes**

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**Create Lodging and Quarantine Plan**

- Determine Quarantine Arrangements
  - **Single Soldiers, E-6 and below, arriving on the Patriot Express:** Soldiers will quarantine at Rhein Ordnance Barracks (ROB) in Kaiserslautern
    - Ramstein Gateway Reception Center (RGRC) will transport Soldiers to the Wiesbaden Army Lodge following the release from quarantine
      - The USAG Wiesbaden ISL will provide arrival time to units
      - The sponsor will meet the Soldier and the Sponsorship Coordinator at the Army Lodge; the sponsor will transport the Soldier to their barracks room
    - The sponsor will maintain communication with the Soldier while they are in quarantine at ROB
      - Social media is ideal as ROB offers Wi-Fi for Soldiers (WhatsApp, FB Messenger, etc.)
    - The sponsor will arrange a permanent barracks room for the Soldier to move into upon arrival from ROB
  - The following individuals will quarantine within the USAG Wiesbaden footprint
    - **Single Active Duty (AD) Service Members, E-6(P) and above:** The newcomer or sponsor will contact the Wiesbaden Army Lodge to reserve lodging
      - Following the release from quarantine, the Service Member will: 1) attend the off-post housing brief; 2) attain a certificate of non-availability (CNA) from the DPW Housing Customer Service Branch; 3) contact the USAG Off-Post Housing Office; and 4) immediately search for housing (in this order); they can remain housed in the Army Lodge while attaining housing
      - If the Service Member wishes to live in a SEBQ/BOQ during their tour in Wiesbaden, the sponsor will contact the USAG On-Post Housing Office for a direct assignment to a SEBQ/BOQ prior to arrival; if not available, or if a roommate already lives in the SEBQ/BOQ, the newcomer or sponsor will contact the Army Lodge to reserve lodging for the quarantine period
    - **Unaccompanied AD Service Members (geographical bachelor), E-6(P) and above:** The sponsor will contact the USAG On-Post Housing Office for a direct assignment to a SEBQ/BOQ; if not available, or if a roommate already lives in the SEBQ/BOQ, the newcomer or sponsor will contact the Wiesbaden Army Lodge to reserve lodging for the quarantine period
      - Following the release from quarantine, the Service Member will remain housed in the Army Lodge (if housed in the Lodge) until the USAG On-Post Housing Office assigns a SEBQ/BOQ or issues a CNA
      - The Service Member is required to live in a SEBQ/BOQ if receiving BAH for Family members elsewhere, unless a SEBQ/BOQ is not available
    - **Single Airmen, Marines, and Sailors, E-6 and below; Active Duty Operational Support (ADOS) Soldiers, E-5 and below; and single Soldiers, E-6 and below, arriving on a commercial flight:** The sponsor will arrange a quarantine barracks room with an unshared bathroom for the Service Member to move into upon arrival to Wiesbaden
      - Following the release from quarantine, the sponsor will arrange a permanent barracks room for the Service Member to move in to
      - Sponsors should contact the USAG Wiesbaden ISL to obtain information about bringing Soldiers, E-6 and below, to ROB for ROM

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- **Service Members with command sponsored dependents:** The Service Member or sponsor will contact the USAG On-Post Housing Office for a direct housing assignment at least ten business days prior to arrival; the housing office may assign the home if the Service Member or sponsor fails to contact the Housing Office prior to the ten days
  - If a home is not available, the newcomer or sponsor will contact the Wiesbaden Army Lodge to reserve lodging
  - The sponsor must actively assist the Service Member select a home and communicate with the USAG On-Post Housing Office
  - Following the release from quarantine in the Army Lodge, the Service Member will remain housed in the Lodge until the USAG On-Post Housing Office assigns permanent government housing
- **Civilian Employee, with or without command sponsored dependents:** The newcomer or sponsor will contact the Wiesbaden Army Lodge to reserve lodging
- **ADOS Soldiers, E-6 and above:** The sponsor will contact the USAG On-Post Housing Office for a direct assignment to a SEBQ/BOQ; if not available, or if a roommate already lives in the SEBQ/BOQ, the newcomer or sponsor will contact the Wiesbaden Army Lodge to reserve lodging for the quarantine period
  - Following the release from quarantine in the Army Lodge, the Soldier will remain housed in the Lodge until the USAG On-Post Housing Office assigns a permanent SEBQ/BOQ assignment

Note 1: Lodging guidance in this checklist supersedes the lodging guidance within the USAG Wiesbaden Sponsorship Duties Checklists until further notice. All Service Members, Civilian Employees, and Family members being assigned to USAG Wiesbaden must quarantine on a US Army installation (Hainerberg, Clay Kaserne, Aukamm, Crestview, or at Rhein Ordnance Barracks). Local host nation rules prevents US personnel from quarantining off post (i.e. commercial hotel, Airbnb, etc.)

Note 2: If the newcomer will arrive to the Wiesbaden Army Lodge overnight, or in the morning before the 14:00 check-in, make the reservation the day prior to ensure a room is available. The Army Lodge cannot guarantee an early check-in without blocking the room the night prior to arrival. The fee associated with reserving the room a day early is equivalent to a nights' room rate. In the event the room is available upon arrival, the agent will check the individual into the Army Lodge. The reservation must list the appropriate arrival date (whether or not they block the room the day prior) to ensure the reservation is not canceled.

- Discuss and create a quarantine life support plan with the newcomer
  - Provide and discuss the *Restriction of Movement Standards for Wiesbaden Community* policy memorandum; attain a copy from your chain of command, directorate, or S1/HR department
    - Discuss conduct rules and guidelines during quarantine
    - Make a plan for shopping and providing food for newcomer and Family while in quarantine
  - Discuss items needed to sustain the individual and Family
    - Food / meals / water / soft drinks
    - Linens and pillows (government quarters); verify bed sizes after receiving house keys from the housing office

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- Shower curtain with hooks (government quarters)
- Towels and washcloths (government quarters)
- Toilet Paper (government quarters)
- Cleaning supplies / paper towels / garbage bags (government quarters)
- Comfort items (government quarters); TV, DVD player, etc.
- Children and baby items
- Clothing and personal care items
- Pet food / pet items
- Discuss the various sources for attaining items
  - Local grocery stores – sponsor or unit representative can assist
  - Unit food baskets
  - ACS Lending Closet
  - Thrift Store
  - Amazon, AAFES online, etc.
    - Sponsor should reserve a community mailroom (CMR) box for the newcomer IAW the USAG Wiesbaden Sponsorship Duties Checklist (Soldier and Civilian Employee)
    - Sponsor can retrieve newcomer's mail (discussed below)
  - Colleagues may provide periodic meals; while not required, it assists the individual and Family while building comradery
- Create a unit plan and support schedule
  - Shopping
  - Food
  - Hot meals throughout quarantine
- Create a contact list for the newcomer
  - Emergencies

**Discuss Arrival with Incoming Individual**

- Request individual prepare a folder with the following documents; the individual will present folder to the sponsor upon arrival
  - Orders and all amendments (Service Member and Civilian Employee)
  - DA Form 31 – signed by RGRC (Soldier)
  - Completed In-Processing Training Center - Questionnaire
- Discuss required necessities for the first night
  - Water
  - Food
  - Pet food
  - Medical needs
  - Other required items the newcomer could not carry during travels

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- Discuss alternative methods of attaining food
  - Army Lodge breakfast: The Wiesbaden Army Lodge will deliver the standardized breakfast to the room during the quarantine period
  - Commissary: A colleague may shop and select all items; once shopping is complete, the cashier calls the newcomer for their credit card number
  - DFAC: A colleague may attain meals from the DFAC for single Service Members who ROM in Wiesbaden
  - Delivery service: Sponsor should provide a list of available delivery services
  
- Discuss Isolation Allowance (Soldiers)
  - Soldiers who quarantine in the Lodge will receive Isolation Pay
    - Soldiers will not receive Temporary Lodging Allowance (TLA) while in quarantine
    - Soldiers are charged for lodging room costs during quarantine; it is reimbursable
      - The Soldier will complete a manual DD 1610 (Request and authorization for TDY travel of DOD personnel) when they report to their unit following the release from quarantine
  
- Discuss communication methods during quarantine
  - Wi-Fi in the quarantine location
    - Sponsor can contact TKS prior to newcomer's arrival to set up internet service (government quarters)
  - Will the individual have a Germany sim card or international phone service
    - Will the individual's phone plan work in Germany
  - What data-based communication method does the individual have
    - WhatsApp, FB Messenger, Google Hangouts, text, other

**Notes / Needed Items for Quarantine**

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**Plan and Prepare for Arrival and Quarantine**

- Determine transportation plan from the airport
  - Ramstein
    - Soldiers: The USAG Wiesbaden ISL relays arrival information to unit sponsorship coordinators and CSMs (48 hours prior to arrival and after flight departs the US)
      - Units are not allowed to retrieve Soldiers from Ramstein; Soldiers must ride the sponsorship bus to the Wiesbaden Army Lodge
    - Civilian Employees / other services: The organization should contact the USAG Wiesbaden ISL, three days prior to the expected arrival, for current flight information and transportation methods to Wiesbaden
  - Frankfurt Airport
    - Arrange transportation
      - Sponsors should contact the USAG Wiesbaden ISL three days prior to arrival to attain important updates, a welcome packet, quarantine updates, etc.
- Attain permission to retrieve mail for newcomer
  - Contact the CMR to reserve a post office box for the Soldier; process explained in Soldier and Civilian Employee sponsor checklists
  - Sponsors can retrieve newcomer's mail after receiving authorization from the newcomer, completing a PS Form 3801, and receiving access from the Community Mailroom
    - Allows newcomers to order and/or ship life support items such as pillows, sheets, towels, etc.
- Contact the chain of command, S1/HR department, unit sponsorship coordinator, or the USAG Wiesbaden ISL for current guidance for transporting newcomers
- Confirm lodging arrangements 48 hours prior to arrival
  - Wiesbaden Army Lodge
  - USAG On-Post Housing Office
- Prepare quarantine quarters
  - Government Housing: Coordination with chain of command, USAG housing office, and other agencies required to place items in quarantine quarters
  - Conduct walk-through in the government quarters to ensure quarters are ready
    - Confirm cleanliness
    - Confirm sufficient number of beds and furniture
    - Confirm proper maintenance (lights, heat, water, stove, oven, refrigerator, etc.)
    - Confirm internet works
  - Wiesbaden Army Lodge: Sponsor will provide the items at the time of arrival
    - The sponsor can contact the Lodge, a few hours prior to the individual's arrival, to allow the staff to place items in the room

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- Deliver support items (including, but not limited to)
  - Water, coffee, soft drinks, etc.
  - Food for the first night
  - Welcome basket
  - Laundry soap
  - Linens and pillows (government quarters)
  - Shower curtain (government quarters)
  - Towels and washcloths (government quarters)
  - Cleaning supplies and toilet paper
  - Comfort items (government quarters)
- Arrange installation access; email newcomer (and Family) information to the USAG Physical Security Office NLT 48 hours prior to arrival
  - Attain required spreadsheet from S1/HR department of the USAG Wiesbaden ISL
  - Email the completed spreadsheet to [usarmy.wiesbaden.id-europe.list.des-physical-security@mail.mil](mailto:usarmy.wiesbaden.id-europe.list.des-physical-security@mail.mil)

**Notes**

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**Communication Prior to Travel**

- Confirm the individual is traveling as planned
- Ensure travel adheres to current DoD and Army travel guidance (i.e. COVID testing, travel restrictions and ETPs, written counseling etc.)
- Provide contact information of two or more individuals within the organization and one individual within the USAG; provides a failsafe solution in the event the individual faces travel challenges
  - Unit: Staff duty, PSG, 1SG, director, HR manager, etc.
  - USAG: Sponsorship Coordinator
  - Provide email address, social media information (i.e. WhatsApp, FB Messenger, etc.), and local phone number

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## **ARRIVAL**

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### **Confirm Arrival Time and Location**

- Maintain contact with the unit sponsorship coordinator or the USAG Wiesbaden ISL
  - Attain arrival updates, including sponsorship bus arrival time and other transportation information

### **Initial Meeting**

- Meet the newcomer (and Family) upon arrival to the Wiesbaden Army Lodge
- Attain the folder containing orders and DA Form 31
- Provide your local contact information to the individual
- Assist the individual check into Wiesbaden Army Lodge (if staying at the Lodge)
  - All travelers must remain outside while the sponsor completes the check-in process; travelers enter through back door
  - Present items for the first evening (if not previously placed in the room)
- Confirm the plan for providing food and other life support items for duration of quarantine period
  - Provide information and phone numbers for installation and local food delivery services

Note: The USAG Wiesbaden ISL will provide the *USAG Wiesbaden Virtual In-Processing Guide* and the *In-Processing Memorandum for Record* to the newcomer.

### **Transportation**

- Transport the newcomer (and Family) directly to the quarantine location (if not staying at the Wiesbaden Army Lodge)
  - Newcomer Protection: It is recommended the individual (and Family) sit in the back seat and wear a mask
  - Driver Protection: It is recommended the driver wears a mask; the mask must not cover the driver's face so much that it makes them unidentifiable
  - The driver will sanitize the vehicle upon completing the trip
  - If the individual flies into the Frankfurt Airport, transport the individual (and Family) directly to the quarantine location

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**Reporting**

- Report the newcomer's arrival to your organization; your organization is responsible for tracking the newcomer (and all family members) during quarantine
  - If the newcomer or any family member displays COVID-19 symptoms, the individual must contact the Trace Team immediately to attain a medical referral through the Wiesbaden Public Health Office
    - Call the USAG Trace Team at 0611-143-548-8990 (DSN: 548-8990)
- Service Members must contact the USAG Trace Team within 24 hours of arrival, to schedule a second COVID test
  - DA Civilians are authorized and encouraged, while not required, to schedule a second COVID test
  - Contact the Trace Team at 0611-143-548-8990 (DSN: 548-8990) or [usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil](mailto:usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil)
  - The sponsor must contact the Trace Team for the newcomer does not have access to a phone upon arrival

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**POST-ARRIVAL**

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**Quarantine Life Support Requirements**

- Provide life support for individual (and Family) during quarantine
  - Carry out predetermined plan

**Unit: In-Processing Requirements**

- Service Members: The sponsor will report to the USAG In-Processing Office on the first business day following the Service Member's arrival
  - The sponsor will provide a copy the following to the USAG In-Processing office
    - PCS orders/amendments
    - DA Form 31 (Soldiers Only)
    - Completed In-Processing Training Center - Questionnaire
  - The USAG In-Processing office will schedule in-processing classes for the new Service Member following the release of quarantine; they will provide an appointment slip to the sponsor
    - The sponsor will provide the appointment slip to the new Service Member
  - The USAG In-Processing office will provide current in-processing guidance
  - The sponsor will contact their S-1/personnel office to determine the documents needed to receive the Service Member into the unit
  
- Civilian Employees: The sponsor will report to the USAG In-Processing Office on the first business day following the employee's arrival
  - The sponsor will provide a copy the employee's PCS orders and amendments to the USAG In-Processing office
  - The USAG In-Processing office will schedule in-processing classes for the new employee following the release of quarantine; they will provide an appointment slip to the sponsor
    - The sponsor will provide the appointment slip to the new employee
  - The USAG In-Processing office will provide current in-processing guidance
  - The sponsor will contact their HR department to determine the documents needed to receive the employee into the organization

**Release from Quarantine**

- Organizations are responsible for releasing newcomers (and Family members) IAW current USAG Wiesbaden policies
  - Individuals and Family members are not authorized to complete or leave quarantine until your organization issues a release memorandum
    - Individuals staying in the Army Lodge must present the release memorandum to the front desk staff prior to leaving the lodge or installation

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**In-Processing Requirements following Quarantine**

- Service members and civilian employees who quarantine within USAG Wiesbaden
  - Sponsor will bring the individual to in-processing classes, on the date stated on the appointment slip attained by the sponsor, following release from quarantine
    - All individuals must complete remaining in-processing classes IAW current Army, USAREUR, and USAG regulations
  
- Soldiers who quarantine at ROB
  - Sponsor will bring the Soldier to the USAG In-Processing office, on the first business day following the release from quarantine, to schedule remaining in-processing classes

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**POINTS OF CONTACT**

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**USAG Wiesbaden ISL**

- christopher.j.curtis.civ@mail.mil
- DSN: 548-1615 / Commercial: 0611-143-548-1615
- Building 1023W, Room 119

**USAG Trace Team**

- usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil
- DSN: 548-8990 / Commercial: 0611-143-548-8990

**USAG In-Processing Office**

- phillip.d.thompson14.civ@mail.mil
- deangelo.bivins.civ@mail.mil
- DSN: 548-1611/1610 / Commercial: 0611-143-548-1611/1610
- Building 1023W, Room 106/105

**Stop Movement – Customer Assistance Point (SM-CAP)**

- usarmy.wiesbaden.id-europe.list.wiesbadenr2c@mail.mil
- DSN: 548-1201 / Commercial: 0611-143-548-1201

**DPW Housing Customer Service Branch**

- usarmy.wiesbaden.id-europe.list.hsg-information@mail.mil
- DSN: 548-4433 / Commercial: 0611-143-548-4433
- Building 1023W

**USAG On-Post Housing Office**

- usarmy.wiesbaden.id-europe.list.hsg-information@mail.mil
- DSN: 548-4433 / Commercial: 0611-143-548-4433
- Building 1023W

**USAG Off-Post Housing Office**

- usarmy.wiesbaden.id-europe.list.hso-information@mail.mil
- DSN: 548-4430/4431 / Commercial: 0611-143-548-4430/4431
- Building 1023W

**Wiesbaden Army Lodge**

- wag-lodge-reservations@mail.mil
- DSN: 548-9707/9700/9701 / Commercial: 0611-723-760 ext.6005
- Mississippi Strasse 45, 65189 Wiesbaden (Hainerberg)

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**Wiesbaden Health Clinic – In-Processing Contact**

- joseph.gyakari.mil@mail.mil
- DSN: 590-1303 / Commercial: 06371-9464-1303
- Building 1040

**Wiesbaden TRICARE Enrollments**

- DSN: 590-1302 / Commercial: 06371-9464-1302 (Option #1)
- Building 1040

**TRICARE International SOS**

- 0800-589-1599
- <https://www.tricare-overseas.com/contact-us>

**Wiesbaden Dental Clinic – In-Processing Contact**

- damion.j.medley.mil@mail.mil
- roshila.mohammed.civ@mail.mil
- DSN: 590-1515 / Commercial: 06371-9464-1515
- Building 1040

**Army Community Service Lending Closet**

- DSN: 548-9201 / Commercial: 0611-143-548-9201
- Building 7790 (Hainerberg)
- Lending Closet check-out form
  - [https://wiesbaden.armymwr.com/application/files/3315/8592/0119/lending\\_closet\\_check\\_out\\_form.pdf](https://wiesbaden.armymwr.com/application/files/3315/8592/0119/lending_closet_check_out_form.pdf)

**USAG EOC**

- usarmy.wiesbaden.id-europe.mbx.ioc@mail.mil
- DSN: 548-3003 / Commercial: 0611-143-548-3003