



# USAG WIESBADEN

## COVID-19 Q&A

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### GENERAL – ALL INSTALLATION

**Q: Where can I find the latest information regarding the Coronavirus Disease 2019 (COVID-19)?**

A: USAG Wiesbaden COVID 19 alert webpage:

<https://home.army.mil/wiesbaden/index.php/coronavirus>

- U.S. Army Europe COVID 19 information website: <https://www.eur.army.mil/coronavirus>

- U.S. Army COVID 19 information website: <https://www.army.mil/coronavirus/>

- DoD Public Affairs Coronavirus Portal: <https://www.defense.gov/Explore/Spotlight/Coronavirus/>

- U.S. Federal information: <https://coronavirus.gov> and <https://usa.gov/coronavirus>

- Centers for Disease Control and Prevention (CDC) Website: <https://www.cdc.gov/coronavirus>

- CDC Worker Resources: [https://www.cdc.gov/niosh/emres/2019\\_ncov.html](https://www.cdc.gov/niosh/emres/2019_ncov.html)

- CDC Prevention and Treatment Actions: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

- Occupational Safety and Health Administration (OSHA) Guidance: <https://www.osha.gov/SLTC/covid-19/>

- OPM Coronavirus Guidance: <https://www.opm.gov/policy-data-oversight/covid-19/>

- DCPAS Emergency Preparedness: <https://www.dcpas.osd.mil/OD/EmergencyPreparedness>

**Q. Please provide the details of guidance and requirements regarding the wearing of face coverings.**





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As of Friday, April 10, masks are mandatory at The Exchange, the Commissary, the shoppettes on both Clay and Hainerberg, the dining facility, the shuttle buses, the Postal Service Center and any location where there is one-on-one customer service.

Soldiers, family members, Army civilian employees and Army contractors are also strongly encouraged to follow CDC guidelines on the use of cloth face coverings in other public settings where social distancing measures are difficult to maintain.

Masks will be provided by the garrison for employees who work in those areas. Community members who do not have masks are encouraged to fashion masks out of materials according to CDC guidelines.

Cloth face coverings should not be placed on young children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance. The garrison will not enforce the face mask policy for children under age 10. According to the CDC, “a significant portion of individuals with coronavirus lack symptoms (“asymptomatic”) and that even those who eventually develop symptoms (“pre-symptomatic”) can transmit the virus to others before showing symptoms. This means that the virus can spread between people interacting in close proximity—for example, speaking, coughing, or sneezing—even if those people are not exhibiting symptoms. In light of this new evidence, CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission.”

Many community members have expressed interest in volunteering to make homemade masks for others. The Red Cross has established a mask donation drop box at Building 1201 on Clay Kaserne just inside the first floor door off of King Avenue.

According to Army guidance, Soldiers are authorized to wear the neck gaiter and other cloth items, such as bandanas and scarves, as face coverings. Soldiers should not, however, fashion face coverings from Army Combat Uniforms or other materials that have been chemically-treated. Personal protective equipment, such as N95 respirators or surgical masks, must be reserved for use in medical settings.

Force health protection is the Army's top priority. Army senior leaders are urging everyone to adhere to the latest CDC guidelines to prevent the spread of the virus, including practicing rigorous protocols for personal hygiene, staying home when sick and implementing social distancing techniques.





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**Q: Am I allowed to have a babysitter for my child(ren) outside of my immediate family that lives with me?**

A: Babysitting is no longer restricted under General Order No. 1 (Amended May 8). Based on host nation laws about families visiting other's homes, one babysitter is allowed per household in the state of Hessen. In Rhineland Pflaz, visitation to other's homes is not allowed, so babysitters from other households are not allowed.

Siblings within the immediate household are still permitted to babysit other members of their household in line with child supervision guidelines, which stipulate that children in grades 6 to 8 may babysit for up to three hours; there is no time limit set for youth in grades 9 to 12 for babysitting. The Child Supervision Policy can be found at <https://media.defense.gov/2018/Jul/05/2001939106/-1/-1/0/AER608-18-1.PDF>.

**Q: How long are all of these restrictions expected to last?**

A: Army leadership in Europe is continually reviewing what restrictions are needed for our communities to protect from COVID-19 as well as the restrictions imposed by the Host Nation. We are committed to gradually relaxing restrictions when it becomes prudent and lawful to do so.

**Q: I'm an individual or organization interested in volunteering. What can I do go help?**

**OR**  
I am in need of support that I believe can be fulfilled by an individual volunteer. Who should I contact?

**OR**  
My organization is in need of support from a group of volunteers. Who should I contact?

A: Individuals or groups who are interested in supporting general volunteer efforts OR who are looking for support that they believe can be fulfilled by volunteers should contact Army Community Service's (ACS) Army Volunteer Corps lead, Ms. Hellen Fakolujo at email: [hellen.fakolujo.ln@mail.mil](mailto:hellen.fakolujo.ln@mail.mil) or call the ACS Front Desk at 0611-143-548-9201/9202. ACS is coordinating both the requirements for and offers from volunteers to assist with general responsibilities, such as meal delivery and individual requests for assistance.

The volunteer needs of the Wiesbaden Army Health Clinic vary throughout this situation. However, individuals with a medical background who are interested in supporting COVID-19 efforts can contact the Red Cross at [Wiesbaden@redcross.org](mailto:Wiesbaden@redcross.org) or 0611-143-548-1760 with questions and to be established as a volunteer in COVID-19 efforts.

**Q: What mental health resources are available during this time?**





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**A:** For life-threatening emergencies, please call (0611)-705-114 for Military Police (English dispatcher) or (0611) 705-117 for Ambulance or Fire (English dispatcher).

### **24/7 On-Call Duty Chaplain**

The Wiesbaden Religious Support Office provides chaplains who serve as the 24/7 on-call duty chaplain to provide counseling and pastoral care for afterhours emergencies. **Any individual or family member** on assignment orders to USAG Wiesbaden or one of our tenant units can speak to the on-call duty chaplain at 0162-274-7337

### **Behavioral Health Clinic**

Routine behavioral health care continues, but shifted to telephone and virtual health appointments in many cases. Current patients will be contacted regarding any changes to their appointments. New requests for routine care will be triaged and may be deferred to a later time in some cases. Behavioral Health staff remain available for phone consultation to commanders and medical providers. The Behavioral Health Clinic can be reached by DSN 590-1320 or Civ. 06371-9464-1320. The **Military Crisis Line** serves **active duty, retirees, and their dependents** and is available 24/7 via phone, text, or online chat at <https://www.veteranscrisisline.net/get-help/military-crisis-line>, DSN 118, or Civ. 001-800-273-8255.

### **Employee Assistance Program (EAP)**

The Wiesbaden EAP, part of the Directorate for Human Resources, can see **DoD civilian employees, military and civilian family members, and retirees**. EAP is a free, confidential screening, assessment, and health-related referral resource that can provide short-term, non-therapy counseling and support. Contact Dr. John Kaiser at DSN 548-1402, Civ. 0611-143-548-1402 or [john.w.kaiser.civ@mail.mil](mailto:john.w.kaiser.civ@mail.mil).

### **Military Family Life Counselors (MFLCs)**

The Military Family Life Counselors assigned to Army Community Service provide non-medical short-term, situational problem-solving counseling for **service members and their families** who may be dealing with stress. The MFLC services augment existing military support services. Their services are otherwise confidential and private, except for duty-to-warn situations.

Military Family Life Counselors assigned to our Community:

Hainerberg Elementary School  
0152-2390-2413

Wiesbaden High School





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0151-4558-3637

Child/Youth MFLCs:  
0151- 5478-5029

Adult MFLCs:  
0176-5594-8229  
0170-591-4771

**Q: Who does General Order No. 1 (GO1) apply to?**

A. General Order No. 1 applies to all individuals stationed, assigned, attached and/or present on military installations within USAG Wiesbaden SRO area of responsibility, to include Soldiers, Department of the Army Civilians, Family Members, other affiliated personnel and those present on, or seeking access to, the military installations of USAG Wiesbaden.

**Q. Are veterinary visits included under the category of medical appointments, for the purposes of General Order No 1?**

A. Yes, veterinary visits count as medical appointments. Some veterinary services may be curtailed or limited during this time, though, so please call your vet to confirm services prior to going.

**Q: What is being done to enforce sanitation and hygiene procedures at congregate settings?**

A: Hand wash stations are in place at various high-traffic facilities around post. We are working with individual facility managers to ensure they are properly stocked and remain operational. Soldiers are standing by to ensure handwashing is enforced upon entry.

In other facilities, to include AAFES Express locations, the post office and restaurants, a mild bleach solution is being applied to customers' hands using a spray bottle upon entry. Bleach is safe and effective so long as it is diluted to the correct percentage, which the garrison is following CDC guidelines for. Bleach is particularly effective at neutralizing the COVID-19 virus. Please follow the instructions from the Soldiers assigned to the hand washing stations. Employees of service locations have received instructions to wipe card machines and countertops between transactions and wash hands frequently.

We continue to encourage community members to wash hands frequently using the recommended guidelines (long enough to sing "Happy Birthday" twice) and use antibacterial gel when that is not possible.





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We're implementing enhanced screening measures for service workers with close personal contact to community members, starting with food service workers, to include questionnaires about recent contacts, potential exposure, any recent symptoms and temperature checks. Spot checks of these personnel will remain ongoing throughout the response phase to COVID-19. All food service facilities on post are delivery only.

### **Q. Is there a process in place for those in quarantine or self-isolation to access food and supplies?**

A: A quarantined or isolated individual should not leave their quarters for any reason. Non-isolated/non-quarantined family members can support those isolated or quarantined with taking out trash or picking up groceries, as aligned with quarantine protocol. Other individuals in isolation and quarantine are receiving boxed meals and other essentials from their chain of command. Those not currently receiving support should contact their chain of command for assistance with these items. If additional support is required that can be safely provided by a volunteer, please contact Army Community Service's (ACS) Army Volunteer Corps lead, Ms. Hellen Fakolujo at email: [hellen.fakolujo.ln@mail.mil](mailto:hellen.fakolujo.ln@mail.mil) or call the ACS Front Desk at 0611-143-548-9201/9202. ACS is coordinating both the requirements for and offers from volunteers.

### **Q: Could you suggest activities to keep children, Families and individuals entertained while maintaining proper social distancing?**

A: Wiesbaden Family & MWR, including Child and Youth Services (CYS), the fitness center, and the Library are working to provide resources to help engage you and your families. Follow their Facebook page @WiesbadenArmyMWR to get new postings, links to online resources, and more. Members of the Wiesbaden Military Community who don't already have an Army MWR Library account, or who have an account, but not a user name and PIN to access online resources, should send an email to [usarmy.wiesbaden.library@mail.mil](mailto:usarmy.wiesbaden.library@mail.mil) to establish an account. Links to the online resources (there are over 40!) can be found at [mwrlibrary.armybiznet.com](http://mwrlibrary.armybiznet.com) under the Online Resources tab.

### **Q. For those who don't have Facebook access, where is the best source for information?**

A. Facebook town halls and all other Garrison Wiesbaden Facebook posts are viewable without a Facebook account at <https://www.facebook.com/usagwiesbaden>. Updates are also regularly posted to <https://home.army.mil/wiesbaden/index.php/about/Garrison/public-affairs/garrison-alert>.

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### MAIL/POST OFFICE

**Q: What is the impact of the coronavirus pandemic to mail services, to include both personal and official mail?**

A: We have not received official guidance on the way ahead for the mail mission besides delivery hubs holding mail at their locations when ordered to do so. Mail is currently moving like normal, outside of fewer flights coming into OCONUS locations. Like at all of our open facilities, we ask that customers practice social distancing, be patient while extra sanitation procedures are enacted, and most importantly, don't come to the post office or any other congregate setting if you are feeling ill.

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### BANKS

**Q: What is the status of the banks?**

A: There are several points that DoD Community Bank would like to make clear:

1. The Overseas Military Banking Program (Community Bank) will continue to operate despite the reduced hours/"by appointment only" schedules implemented at some garrisons. USAG Wiesbaden's Community Bank has not yet implemented reduced hours or "by appointment only" services, but we will notify the community if that does happen. Andrews Federal Credit Union is currently operating from noon to 4 p.m. Monday – Friday by appointment only. In the event branches need to be closed to customers, mission essential functions, such as periodic ATM resupply, will continue.
2. The Overseas Military Banking Program (Community Bank) is owned by the Department of Defense. Central Funding (266th FMSC) and Community Bank manage a sizeable supply of currency in Germany that far exceeds the personal withdrawal requirements of all Community Bank customers in the region, so money will continue to remain available.
3. Systems are in place to resupply currency levels in Europe on short-notice. Customers can be confident that the DoD has made previous arrangements to ensure funding levels remain sufficient to support retail banking and military funding requirements.

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### PERSONNEL REPORTING/ PCS

**Q: How do you determine which personnel require a physical presence to support essential missions?**





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**A.** Each commander is responsible for determining which of their personnel is 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: Are Non-Mission Essential Soldiers and Civilians still required to go to work?**

**A:** Non-Mission Essential Soldiers and Civilians should be teleworking whenever that is possible. Commanders and Directors make the determination of which Soldiers and Civilians are mission-essential under the COVID-19 Health Protection Conditions. Soldiers and Civilians should strictly adhere to the guidance, directives, and orders of their chain of command or supervision. Right now, we are making every effort to minimize the presence of personnel in the workplace.

**Q. Should further restrictions be put into place in Hessen and Rheinland-Pfalz, how can mission essential personnel identify themselves to public officials so they can continue to go to work?**

**A.** USAG Wiesbaden has prepared a memo that units can issue to identify their mission-essential personnel. It was released as part of OPOD 20-008 on March 23 and will be valid in and around the USAG Wiesbaden area of responsibility. It is also available here: Mission essential personnel should carry that memo, as well as their CAC, SOFA card and US passport to identify themselves when commuting to and from work.

**Q: What is the status of USAG Wiesbaden DFMWR NAF personnel?**

**A:** NAF employees continue to work as required and remain in a pay status. Please coordinate with your chain of command to determine your responsibilities and verify your work status.

**Q: For service members who cannot telework because of the nature of their jobs, what options would be available in the event of closures and restrictions on movement?**

**A:** All Soldiers need to confer with their chain of command for details regarding duty status if they are unable to telework.

**Q: Can Soldiers work from home?**

**A:** Commanders have the authority to maximize telework opportunities and authorize permissive temporary duty for personnel based in affected areas. Please speak with your chain of command regarding the availability of telework.







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### **Q: How are Department of the Army civilians being charged leave?**

A: Office of Personnel Management guidance authorizes specific non-chargeable administrative leave for Department of the Army civilians who are not displaying symptoms, but are subject to movement restrictions. Employees who are displaying symptoms, regardless of where they traveled, are required to utilize sick leave or other chargeable leave.

Detailed guidance is available here: <https://media.defense.gov/2020/Mar/09/2002261587/-1/-1/1/DOD-CIVILIAN-WORKFORCE-GUIDANCE.PDF>

### **Q: What is being done for personnel affected by the stop-movement who cannot complete their PCS move or military transition?**

A: The Stop-Movement Customer Assistance Point (SM-CAP) is fully functional; you may contact us for assistance from 8 a.m. – 5 p.m. Monday - Friday.

- The SM-CAP provides PCS and stop movement liaison services to include, but not limited to, ETS/Retirement, transportation, shipments and flights, housing and hotel lodging, and vehicle registration/driver licenses.
- The SM-CAP will also assist with PCS Exception to Policy (ETP) questions and routing.
- SM-CAP also assists customers with addressing specific questions to reduce stress and anxiety related to the impact of COVID-19 outbreak.
- Soldiers or Civilians may contact us for assistance with these issues; however, please have the individuals contact their chain of command and S-1/G1/HR for assistance/guidance first. We are tracking all cases to as to provide individuals affected with updates.
- PHONE: DSN: 548-1201 or 0611-143-548-1201
- EMAIL: [usarmy.wiesbaden.id-europe.list.wiesbadenr2c@mail.mil](mailto:usarmy.wiesbaden.id-europe.list.wiesbadenr2c@mail.mil)

Please note:

- The team provides liaison services between individuals and the various services and units when transitioning; they provide current information that affects individuals as it relates to COVID-19.
- For those needing an exception to policy for travel or to ship household goods or POV, please contact your S1 / organization. They must begin the process and route it in accordance with the current ALARACT (026/2020).
- The SM-CAP still will provide guidance on ETPs; however, the unit must process those ETPs.

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### FINANCIAL ASSISTANCE

**Q: How can those in quarantine or isolation request financial assistance?**

A: Soldiers and Families who have been exposed to COVID-19 and are quarantined should follow the steps below to request Army Emergency Relief (AER) assistance:

- 1) Inform Company Commander/First Sergeant of valid financial need
- 2) Electronically forward AER application and support documentation to unit Chain of Command
- 3) After the review, forward the necessary documents to the local AER section for evaluation.

For additional details, during office hours, contact Michael Vetter at DSN: 548-9205 or COM: 0611-143-548-9205, (Monday thru Friday 8 a.m. – 5 p.m.), after duty hours contact the Red Cross at +1-877-272-7337 for emergency travel and privation only.

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### WIESBADEN ARMY LODGE

**Q: How might families staying in the Lodge plan to store additional food?**

A: Limited guest bulk storage at the Lodge is available for storage of dry goods, including dry and canned foods, if guests are unable to store items in their rooms. Please speak with the Lodge staff for more information.

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### SCHOOLS

**Q: What is the guidance regarding DoDEA?**

A: While schools are closed to students, teachers and administrators are working diligently to implement plans for continuity of education. These plans differ for each school due to varying needs and capabilities. Learning experiences and tasks with the teacher will be taught on web-based sites in coordination with the existing bell schedule. School administrators have asked that sponsors and students continue to have patience with digital learning as teachers and schools learn together with their students. The expectation is that there will be at least two online live contacts with the teacher and students per class per week. Schools continue to provide school update through email, teacher learning environments, school websites and Facebook pages. Schools continue to take attendance daily. Students need to check in with teachers daily per school schedule (each school has different schedule). Continuous learning programs will continue through the closure with ongoing feedback





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and grades on learning assignments. Contact the school via email or phone if students have unique questions or are having difficulty gaining access to virtual learning. Schools will observe Spring Break as scheduled on the calendar. All DODEA spring sports have been canceled. Schools will continue to provide updates as more information becomes available.

Links to additional educational resources are available at the Wiesbaden MWR School Liaison Officer web page. POC is [peter.g.witmer.naf@mail.mil](mailto:peter.g.witmer.naf@mail.mil) or 0160-844-3363

For any other questions, comments and concerns regarding DoDEA-specific issues, please contact your child's school directly or [publicaffairs@eu.dodea.edu](mailto:publicaffairs@eu.dodea.edu).

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Please also see Regional Health Command Europe's FAQs page, here for details on testing, results, definitions and more: <https://rhce.amedd.army.mil/COVID19info.html>

#### **Q: What authority do public health emergency officers have during this time?**

A: Public health emergency officers operating under the authority of SROs and garrison commanders have the authority to subjectively re-categorize individuals base on presentation of symptoms.

PHEOs will, at their discretion, require certain individuals (i.e. medically high risk, food service staff, etc) to have a negative test before release from isolation.

Furthermore, the release authority for people who have tested positive for COVID-19 and persons under investigation (individuals who have been in contact with a COVID-positive patient and are symptomatic) is a public health worker, functioning under the authority of a supervising garrison PHEO.

#### **Q: Are USAG Wiesbaden COVID-19 positive case numbers included in the city of Wiesbaden's numbers that are reported daily?**

A: Yes, the garrison reports cases for the USAG Wiesbaden area of operations to the city and they're included in the city's report, as well as the reports for Hessen and Germany as a whole. City of Wiesbaden and Hessen numbers are regularly updated here:

<https://soziales.hessen.de/gesundheit/infektionsschutz/coronavirus-sars-cov-2/taegliche-uebersicht-der-bestaetigten-sars-cov-2-faelle-hessen>

#### **Q: How is COVID-19 being tracked in MEDPROS?**

MEDPROS isn't being used to document or track COVID exposure, infection or symptoms. The quarantined service member should contact their provider to describe their symptoms, and it will be





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documented in AHLTA. The medical record can be queried and searched if needed for anyone who had certain symptoms.

### **Q: What are the testing recommendations for host nation employees?**

**A:** German citizens are advised to call or email their primary care doctor if they are experiencing symptoms OR believe they have come into close contact with an individual who has tested positive for COVID-19. Their doctor will then perform a telephone screening and if necessary, based on those answers, refer them to get tested at a hospital. Please avoid going in person to any doctor, hospital or emergency room until you've contacted your doctor and received a referral first.

### **Q: What is the difference between isolation and quarantine?**

**A:** According to the Centers for Disease Control:

Isolation is the separation of an individual or group infected, because they've tested positive, or are reasonably believed to be infected with COVID-19, based on close contacts and symptoms, from those who are healthy in such a place and manner to prevent the spread of the communicable disease.

According to the Centers for Disease Control:

Quarantine is the separation of an individual or group that has been exposed to COVID-19, but not yet ill, from others who have not been so exposed, in such a manner and place to prevent the possible spread of the communicable disease.

### **Q: Describe the processes for quarantine, isolation and release. When is a person cleared to return to work?**

**A:** Individuals displaying COVID-19 or flu-like symptoms will be tested. 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 asymptomatic for three days, the individual is eligible for release. If not asymptomatic the individual will remain in self-isolation until asymptomatic for three days. Release authority for positive individuals is a public health worker, functioning under the authority of a supervising garrison PHEO.

Individuals who have been in contact with a COVID-positive patient and are symptomatic will be placed as a Person Under Investigation (PUI) and will isolate (completely restricted to quarters) for 14 days from the date of exposure. These individuals will be tested by the local Trace Team. If at the end of 14 days they have been asymptomatic for three consecutive days they will be reviewed for release from self-isolation. Release authority for PUI individuals is a public health worker, functioning under the authority of a supervising garrison PHEO.





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Individuals who have been in contact with a COVID positive individual and are asymptomatic will be placed under Restriction Of Movement (ROM) and will isolate (completely restricted to quarters) for 14 days. If at the end of 14 days they have been asymptomatic for three consecutive days then they will be released. Release authority is the first O5 battalion commander in the chain of command or O6 staff supervisor in the supervisory chain of command. ROM individuals will be tested IAW the following prioritization:

Priority #1 – Personnel who are demonstrating COVID or Flu-like symptoms.

Priority #2 – Any person who has been in contact with a COVID positive individual. Prior to testing, ROM individuals will confirm contact with a COVID positive individual through their local contact team.

Priority #3 – Any person working in a “high risk” space. High Risk work spaces are any location where two or more individuals tested positive in the same work area or any location where two members of a single work group have tested positive.

Priority #4 – Any person determined to be at risk by the SRO.

With questions and concerns, please call the COVID hotline at 0611-143-548-8990 from 8 a.m. to 8 p.m. or email a COVID 19 contact questionnaire form (available at this link:

[https://home.army.mil/wiesbaden/application/files/5515/8523/7490/COVID-19\\_questionnaire\\_form.pdf](https://home.army.mil/wiesbaden/application/files/5515/8523/7490/COVID-19_questionnaire_form.pdf)) to [usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil](mailto:usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil) for further guidance.

We realize that for some of you, these recommendations mean you will be quarantined longer than 14 days. However, given the increasing number of cases of COVID-19 in the Wiesbaden community, we feel it necessary to remain conservative with the quarantine times, and err on the side of caution. This will ensure no one inadvertently spreads the virus to others. We appreciate your understanding and cooperation as we work together to keep our community healthy.

### **Q: What are the requirements of people in isolation and quarantine?**

A: Isolation and quarantine both involve a separation of the isolated or quarantined individual in a room of their living quarters that is separate from all other individuals in their living quarters, to preferably include separate restroom facilities.

Military members who violate quarantine or isolation are subject to the Uniform Code of Military Justice (UCMJ). Additionally, the Senior Responsible Officer (SRO) and garrison commander have extensive authority and tools at their disposal when considering whether any individual's conduct is contributing to or detracting from the public health, safety and readiness of the USAG Wiesbaden community, and whether that person should have access to property administered by the garrison. Therefore, all personnel in the USAG Wiesbaden area of responsibility, to include civilians, contractors, NAF employees and local nationals, should consider this authority when adhering to





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quarantine, isolation and the conditions of General Order No. 1.

A quarantined or isolated individual should not leave their quarters for any reason. Non-isolated/non-quarantined family members can support those isolated or quarantined with taking out trash or picking up groceries. Single individuals can contact their chain of command for assistance with these items. If additional support is required that can be safely provided by a volunteer, please contact Army Community Service's (ACS) Army Volunteer Corps lead, Ms. Hellen Fakolujo at email: [hellen.fakolujo.ln@mail.mil](mailto:hellen.fakolujo.ln@mail.mil) or call the ACS Front Desk at 0611-143-548-9201/9202. ACS is coordinating both the requirements for and offers from volunteers. Additionally, volunteers are coordinating with the ACS Food Bank to have food delivered to the kitchen of barracks, to ensure availability of Soldiers in isolation or quarantine there.

### **Q: How have testing procedures changed since their iteration? What are the current recommendations and procedures?**

A: As more confirmed cases of COVID 19 are identified in the USAG Wiesbaden community, the trace team is expanding the list of locations where those with confirmed cases have visited over the past few weeks. The trace team is additionally expanding their capacity, means of contact, and operational hours. The trace team is calling individuals who have had contact events\* with those individuals who have tested positive.

If you had a contact event with a person who tested positive for COVID-19 and you start to show symptoms of COVID 19 please either call the COVID hotline between 8 a.m. and 8 p.m. seven days a week at DSN 548-8990 or (0611)143-548-8990 or by emailing a completed COVID questionnaire (available at this link: [https://home.army.mil/wiesbaden/application/files/5515/8523/7490/COVID-19\\_questionnaire\\_form.pdf](https://home.army.mil/wiesbaden/application/files/5515/8523/7490/COVID-19_questionnaire_form.pdf)) to [usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil](mailto:usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil). The trace team and clinical staff will provide any further instructions necessary. Please note this phone number is set up as a call center, with multiple lines so callers will be patched to the next available representative.

\* A contact event is generally described as: 1) being within six (6) feet of a COVID-19 positive individual for 10 minutes or more, 2) being in an enclosed area or workspace (ie: office) with a COVID-19 positive individual for 10 minutes or more or 3) contact with respiratory or bodily fluid (ie: coughed or sneezed on, cared for at home, etc.) from a COVID-19 positive individual. Persons who live in the same dwelling as a confirmed positive and have typical symptoms are presumptive positives.

Military Treatment Facilities screen patients in accordance with Department of Defense and The Centers for Disease Control and Prevention guidelines. Initial entry screening at every Military





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Treatment Facility will consist of a questionnaire to determine if you have a fever or symptoms. Testing is based on four priorities:

1. A person who exhibits symptoms that include, but are not limited to as temperature of 100.4° F or higher, night sweats or chills, persistent cough and shortness of breath
2. A person that has been identified by a tracer team as having been in close contact with a person that is COVID-19 positive
3. A person who is in an identified "high risk" work area as defined by having two or more COVID-19 positive cases within the same workspace or workgroup
4. Other people identified by the Senior Responsible Officer as being at risk

These protocols will help your healthcare provider determine whether or not you need to be tested for COVID-19. Because there are 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.

Additional info regarding testing:

The Wiesbaden Army Health Clinic has allotted a specific number of testing appointments for each hour. This number changes daily, based on the resources available. We found through experience that this helps to manage the flow of patients better and avoid long waits. Thanks to your feedback, we are also issuing tickets to individuals upon arrival so that they can wait in their car or another comfortable location while they wait to be called. This will help to reduce the potential exposure of patients to others who have COVID-19 while waiting to be tested. All testing of samples is conducted centrally at Landstuhl and their staff continues to seek solutions regarding capacity to ensure timely processing of tests. We are also working on setting up a mobile testing site on Clay Kaserne. Providers will call each individual tested as soon as they receive test results, whether positive or negative.

Due to the volume of COVID-19 tests being conducted at LRMC and the time required to process results, test result notification could take up to four days. You can help us ensure the timely delivery of your test results by making sure we have a current email address and telephone number where we can reach you.

If you have not been contacted within four days, you can also get your results by emailing the LRMC Public Health Nursing team at: [usarmy.landstuhl.medcom-lrmc.mbx.lrmc-public-health-nursing@mail.mil](mailto:usarmy.landstuhl.medcom-lrmc.mbx.lrmc-public-health-nursing@mail.mil). Please do not call the laboratory at LRMC. You can also access your lab results on the Patient Portal at [www.tricareonline.com](http://www.tricareonline.com).





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We appreciate your patience and we are doing all we can to provide results as quickly as possible.

**Q: Is it helpful to start asking everyone in the community to start tracking their whereabouts in a journal?**

A: As more confirmed cases of COVID-19 are identified in the USAG Wiesbaden community, the trace team is expanding their list of locations where those with confirmed cases have visited over the past few weeks. The trace team is calling close contacts of those individuals who have tested positive. To assist in this process, the trace team is also asking that all community members begin keeping journal entries that include the following:

- Location visited
- Time visited (time arrived to and departed from the location)
- Any individuals/personnel with whom contact may have been made during that time

Entries should be dated as far back as individuals can accurately recall.

**Q: How would a person isolate/quarantine themselves within the household unless they live alone?**

A: What we know about the spread of the coronavirus is that there is a much less likely chance of spread if people are at least 6 feet apart from each other and ideally in separate rooms from each other. Therefore if you had to isolate (or quarantine) yourself at home, you would not share the same bedroom, you would ideally stay in your own room and have meals delivered to you by the other person in the home to that door, and you would take care that should you need to leave your room you would wear a face mask and wash your hands often to help reduce the chance of spreading anything to someone else in the home. All family members should wash their hands often with either an antibacterial gel or with soap and water for at least 20 seconds (which is equivalent to singing the "Happy Birthday" song twice). Also, there should be no sharing of things to include, but not limited to, towels and eating utensils. Cleaning of non-porous surfaces (like door handles and countertops) with an antibacterial spray or wipe (or with diluted bleach) can also help reduce the spread of the coronavirus.

**Q: Will drive-thru testing be available on post in the future?**

A: The Wiesbaden Army Health Clinic has no plans to provide drive-through testing.

**Q: Has the clinic considered implementing an option to obtain refills of medications by mail?**

A: Mail order medication will not be provided. Sending medications through the mail is prohibited by German customs issues and other factors. Also, a significant number of individuals obtain medications through German providers; these individuals may not be able to get mail order







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medications coordinated through their primary care physician on the economy. Additionally, early routine medication refills are not currently available through the Wiesbaden Army Health Clinic.

**Q: If we get a call that we have been exposed, how is it ensured that individuals do not release PERSEC or OPSEC to unauthorized personnel?**

A. Currently all personnel in the tracing team are military personnel and have HIPAA training. We are required by both the CDC and German Public health to trace individuals to prevent and slow the spread. Phone calls will generally be coming from a DSN, e.g. 0611-143-548-XXXX.

**Q: How is the garrison conducting screenings and tracking exposures? Is the Garrison working with Host Nation health officials on these processes?**

A. We are coordinating closely with German Gesundheitsamt (Public Health). We continue to ask health questions at all access control points and task force protect has the required questions in English, German, Romanian and Polish. We have trace teams activated, are directing individuals to quarantine and are performing contact tracing. The trace teams are calling identified individuals daily to evaluate medical status. Additionally, please do not contact the clinic to ask about who has tested positive for COVID-19. The trace team is notifying those individuals who may have come into contact with a confirmed case. Information about areas where a positive case visited is located on the garrison COVID-19 webpage at <https://home.army.mil/wiesbaden/index.php/about/Garrison/public-affairs/garrison-alert>. If you were in the identified areas and you start to show symptoms of COVID-19 please either call the COVID-19 Hotline between 8 a.m. and 8 p.m. seven days a week at DSN 548-8990 or (0611)143-548-8990 or email a completed COVID-19 questionnaire (available at this link: [https://home.army.mil/wiesbaden/application/files/5515/8523/7490/COVID-19\\_questionnaire\\_form.pdf](https://home.army.mil/wiesbaden/application/files/5515/8523/7490/COVID-19_questionnaire_form.pdf)) to [usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil](mailto:usarmy.wiesbaden.id-europe.mbx.trace-team@mail.mil). The trace team and clinical staff will provide any further instructions necessary.

**Q: What should an individual who is experiencing symptoms do?**

A: Community members who are feeling ill, including the below symptoms, should adhere to the following guidance:

If, within the last 14 days, you had close contact with a suspected or confirmed case of the coronavirus AND

Are experiencing standard symptoms for COVID-19, which can include, but are not limited to: a temperature at or above 100 degrees Fahrenheit (37.7 degrees Celsius), night sweats or chills, a persistent cough, sore throat, muscle aches, fatigue and/or shortness of breath. Individuals must be free of fever reducing medications (ibuprofen, acetaminophen, etc) when evaluating symptoms.

**STAY HOME – DO NOT GO TO THE HOSPITAL.**





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Individuals who have been in contact with a COVID-positive patient and are symptomatic will be placed as a Person Under Investigation (PUI) and will isolate (completely restricted to quarters) for 14 days from the date of exposure. These individuals will be tested by the local Trace Team. If, at the end of 14 days, they have been asymptomatic for three consecutive days they will be reviewed for release from self-isolation. Release authority for PUI individuals is a public health worker, functioning under the authority of a supervising garrison PHEO.

The Wiesbaden Army Health Clinic Public Health is available at (06371) 9464-1311 or DSN 590-1311 between the hours of 7:30 a.m. and 4:30 p.m. Monday – Friday or the Trace Team is at (0611) 143-548-8990 between 8 a.m. and 8 p.m. seven days a week.

For life-threatening emergencies, please call (0611)-705-114 for Military Police (English dispatcher) or (0611) 705-117 for Ambulance or Fire (English dispatcher).

### **Q. Why are family members of asymptomatic quarantined/isolated people still able to go out in the community?**

A. When individuals are identified for quarantine or isolation, they receive specific guidance from Public Health on how to quarantine/isolate away from their family within their home. Through social distancing and infection control measures, we can greatly reduce the risk to family members and the rest of the community.

Please note: Persons who live in the same dwelling as an individual who is confirmed as positive and have typical symptoms are presumptive positive cases.

## **PET QUESTIONS**

### **Q. What happens if someone in a household is confirmed with COVID-19 and that family has pets?**

A. That individual should restrict contact with pets and other animals while sick with COVID-19, just like they would around other people. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a face covering. Source: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>

### **Q. I'm concerned about the health of my pet. Who should I contact?**

We recommend contacting the Veterinary Treatment Facility directly, as it remains open. The phone number for the VTF has recently changed to 06371-9464-1544.





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### TRAVEL

**Q: For those who received USAREUR exceptions to policy to travel from Europe to the U.S., (and vice versa) will the military provide dedicated transportation?**

**A:** Yes. A contracted flight, dubbed the Patriot Express, is available for those Soldiers, civilians and their families 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. Expected type of travel are students returning from school and other government funded travel.

**Q: Is a person with a SOFA stamp considered a permanent resident?**

**A:** Community members in possession of a SOFA stamp will not be denied entry into Germany. They should also carry a copy of their sponsor's orders that lists them by name as a command-sponsored dependent. However, as commercial carriers continue to limit travel in response to COVID-19, persons desiring to return to Germany should act as soon as possible before travel is no longer available. It is also always a good idea to carry a copy of your orders when traveling to and from Germany as it further solidifies your status within the Host Nation.

**Q: Who is legally considered a dependent? For example, there are Soldiers who have adult relatives temporarily staying with them, but the relatives are not on their orders. What restrictions apply to these relatives?**

**A:** Everyone in our community is expected to do their part to ensure the health and safety of each other. Accordingly, relatives who are visiting the installation are expected to follow the standards of conduct expected of all members of our community and can be removed from the installation for failure to follow established installation protection measures. Additionally, everyone (regardless of status) is required to follow German laws on isolation, quarantine, and restrictions on movement. Those who violate these standards are subject to sanction by German authorities, and we are obligated to inform those authorities of violations. The German government can also revoke a person's SOFA or tourist visa status for failure to comply with Host Nation laws and regulations. Again, every member of our community is a valued partner and someone whom we are committed to keeping safe. But each member of our community also has an obligation to protect each other, and complying with these measures is the best way to do that.

**Q: Are tourist visas being automatically extended?**





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A: Currently, the USAG Wiesbaden Legal Office is not aware of any directive to automatically extend tourist visas. However, individuals on tourist visas should regularly consult the U.S. Department of State website for updates. All visitors present on a tourist visa are strongly encouraged to make arrangements to return to their home country. On March 17, 2020, European Union member states approved a plan to shut down the external borders of the Schengen Zone. Accordingly, our community members should advise potential visitors that inbound travel is prohibited. For those who successfully depart Europe for the United States, they should expect a possible 14-day quarantine on their return to the U.S.

**Q: Are we able to provide military families in our communities with a standardized memorandum regarding the travel bans to assist with refunds for hotels, flights, etc. during this time?**

A: The entire world is facing hardship in responding to the threat of COVID-19. Unfortunately, at this time, there is no military exception for monies lost as a result of this unforeseen global pandemic. Most major airlines are offering refunds for tickets on flights that have been cancelled in response to COVID-19. But there is no special exception or memorandum for military personnel, as these travel bans and cancellations are affecting the entire world.

**Q: Will travel refunds be available through SATO for those traveling to/from Level 3 COVID-19 areas?**

A: This will have to be determined on a case-by-case basis depending upon which rule, directive or policy is being applied to prohibit these travels. In most situations, the airlines are directly responsible for refunds when refundable tickets are purchased. We suggest that all customers work directly with the SATO office they purchased the tickets through to determine if refunds are available and how to obtain them. We have asked SATO leadership for official guidance on refunds associated with COVID-19. More to follow as the information becomes available.

**Q: What restrictions are in place for travel?**

A: If you have personal travel scheduled or are planning a trip, visit the CDC's webpage on [Coronavirus Disease 2019 Information for Travel](#) or the [Department of State's Travel Advisories page](#).

Both pages include current advisories about travel to areas around the globe.

Those with official travel scheduled should check with their supervisor or chain of command for travel approval requirements, as there is additional a Stop Movement order in place from the Secretary of Defense.





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