



Appendix A: (Pandemic Support)

USAG Rheinland- Pfalz PANDEMIC Response for Inbound Soldiers, Civilians, Contractors and Families:

- Inbound personnel from Level 3 countries are classified for quarantine due to potential exposure to PANDEMIC event positive individuals.
- Inbound personnel will be placed in Restriction of Movement (ROM) status and will be completely restricted to quarters for 14 days from the date of arrival.
- If at the end of 14 days they have been free of symptoms for three consecutive days they will be released from ROM by the Deputy Garrison Commander or Garrison Commander.

USAG Rheinland- Pfalz PANDEMIC Response Pre-Arrival Information for Inbound Soldiers, Civilians, Contractors and Families:

- Inbound personnel from Level 3 countries will be assigned a sponsor to assist and support during quarantine and upon release for acclimation to the community.
- Inbound personnel will need to provide the sponsor information in advance of arrival regarding specific needs to ensure full support of quarantine compliance.
- Information will include the following and will be detailed on the attached "Needs Assessment" list:

- Medical Support needed (EFMP or ongoing medications)
- Number of Pets and Pet Care requirements
- Shopping Lists

"Needs Assessment" list (continued):

- Arrangement of transfer of funds for supplies
- Emergency Contact Information
- IT equipment/needs
- Upon arrival the sponsor will daily check on you and your Family for status and to determine what can be done to make your stay in quarantine productive in preparing you for transition to your new home.

USAG Rheinland- Pfalz PANDEMIC Response Regarding Quarantine Compliance Arrival:

- Identify to your sponsor how many Family Members/pets and baggage will accompany you upon arrival so transportation can be arranged.
- Comply with the attached Personal Protective Equipment (PPE) requirements in the attached PANDEMIC Practices document.
- Maintain required Social Distancing IAW the PANDEMIC Practices between persons in the vehicle at all times.



- Upon arrival to quarters minimize other Family Member exposure by having the Family remain in the vehicle during check in.
- Minimize contact with surface areas upon entry to quarters and sanitize all surface areas touched outside of quarters following check in.
- The assigned sponsor is required to sanitize the vehicles utilized for transport immediately following delivery of the incoming personnel to quarters.

What to Expect upon Arrival: All Soldiers and most Families arriving in Germany on Permanent Change of Station (PCS) moves, arrive at the Ramstein Gateway Reception Center via Air Mobility Command's military chartered airlift. The Patriot Express Flights depart from Baltimore/Washington International (BWI) Airport, AMC Terminal, and arrive at Ramstein Air Base, Germany. U.S. Army Europe (USAREUR) Command Policy requires that all personnel and accompanying Family Members process through the Soldier and Family Reception Center. Personnel will be available in the baggage claims area to expedite this process.

Your sponsor and/or unit representatives will be present to pick you up upon arrival. If not, you will be transported by the "S Bus" to the garrison's Personnel Office, where you will be met by garrison's staff.

NOTE: If you are a Soldier and scheduled to fly into Frankfurt International Airport (FRA) instead of Ramstein Air Base, contact your travel office immediately to change your flight to a Patriot Express flight. Firstly, it is USAREUR's policy that Soldiers cannot fly into FRA during a PCS move, and secondly there is no support or oversight at FRA to track your arrival.

AER 612-1, Community Central In-and Out-processing, stipulates all Soldiers, O-6 and below, and DA civilians, GS-15 and below, will complete all portions of in-processing. In-processing typically lasts between 12 and 15 days after arrival. Below is a breakdown of what to expect during the first few days of in-processing.

USAG Rheinland- Pfalz PANDEMIC Response Quarantine Compliance:

- Stay within your home/quarters and monitor yours and your Family's health for signs of respiratory illness (cough, sore throat, shortness of breath or fever exceeding 100 F).
- Do not travel, visit public/crowded areas, or use public transportation!
- Personal visitors are restricted to your Command's team and assigned sponsor for the duration of 14 days.
- Increase hand washing frequency, particularly before and after personal interactions (visits from your assigned sponsor or leadership).



- Open Windows to increase air flow.
- Sanitize quarters on a regular basis based on attached PANDEMIC Practices

Cleaning Guidance

- Immediately notify your assigned sponsor and chain of command if you or anyone in your Family experiences a fever of 100 F, subjective fever (feeling warm and cold), coughing, difficulty breathing or shortness of breath.

QUARANTINE WILL NOT PREVENT USAG RHEINLAND-PFALZ TEAMS FROM GETTING A GOOD START! CHECK OUT BELOW LINKS TO HAVE TARGET OBJECTIVES WITH YOUR SPONSOR BEFORE YOUR ARRIVAL AND RELEASE FROM QUARANTINE!

USAG Rheinland-Pfalz Opportunities and Resources that can be accessed prior to and during quarantine:

- Major Resources Available for Service Members and Relocation Readiness
- US Army Europe Newcomers' page: <https://www.eur.army.mil/Newcomers/>
- USAG-RP's Home page:

<https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz>

- USAG Rheinland-Pfalz Newcomers page

<https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>

- USAG Rheinland-Pfalz Facebook page: <https://www.facebook.com/army.rp/>
- USAG Rheinland-Pfalz, Baumholder Facebook page:

<https://www.facebook.com/USAGRheinlandPfalzBaumholder/>

- USAG Rheinland-Pfalz MWR website: <https://rheinland-pfalz.armymwr.com>
- USAG Rheinland-Pfalz ACS Facebook: <https://www.facebook.com/RheinlandPfalzACS>
- Plan My Move website: <https://planmymove.militaryonesource.mil/>
- Military INSTALLATIONS: <https://installations.militaryonesource.mil/>
- Request a Sponsor on Army Career Tracker (ACT): <https://actnow.army.mil/>
- eSAT Sponsorship Training website: <https://myhub.militaryonesource.mil>
- Billeting/Lodging Access on Baumholder and Ramstein
<https://baumholder.armymwr.com/programs/army-lodging>
<http://af.dodlodging.net/property/Ramstein-Inns-Ramstein>

- On-Base Family Housing on Baumholder and Vogelweh Communities
- HSO (Off-Base Housing)
- Newcomers Orientation Briefing
- Rheinland-Pfalz Welcome Center In/Out-Processing
- Child, Youth and School Services (CYS) and School Support Services
- Landstuhl Regional Medical Center/United Healthcare Military & Veterans/TRICARE



- Exceptional Family Member Program (EFMP)
- Chaplain Support

Sponsorship during pandemic event movements can present more challenges than regular sponsorship. Assisting the newcomer and their family with understanding compliance with USAREUR and Host Nation pandemic event requirements is a vital to ensuring the newcomer does not face any fines and that the Army supports prevention measures. Newcomers arriving from Level III countries may be required to utilize additional PPE, Social Distancing and quarantine measures. Your role as a sponsor will be critical in their support during this time and lend toward greater cohesion throughout their stay in USAG-RP.

In addition for SM required ACT registration ensure use of the following checklist with the newcomer and their family prior to and during their onboarding. The checklist is divided into pre-arrival, arrival and post-arrival tasks.

Pre-arrival

Complete the pandemic event Screening

Provide the newcomer with the attached list of symptoms

Encourage the newcomer to transparently report any symptoms that arise for the sponsor or dependent(s) during and following travel to their new home

Provide a list of PPE required during flight and upon arrival

Provide the most up to date USAREUR/Army/Air Force guidelines for pandemic event

Make temporary lodging arrangements at a location that allows for quarantine

Encourage the newcomer to make arrangements to pay bills on line due to delays

If exception to quarantine allows, with proper PPE and social distancing newcomer can conduct self-shopping activities

Arrival

Personally meet your newcomer on arrival in required PPE and maintaining Social Distancing

Make sure you have extra PPE for the arriving newcomer and family

Make sure to bring transportation to accommodate the entire family, including pets with social distancing (TEAM Clean will be involved with cleaning the vehicle after delivery to lodging)

Confirm the newcomer and family have cleaning supplies in their lodging.
(Cleaning Guidelines)

Personally provide the newcomer and family information the virtual Garrison support, and how to access services by phone and email



Introduce the newcomer to the commander, supervisor, key personnel and fellow co-workers by phone

Give the newcomer inprocessing items from the MPD that can be accomplished during quarantine

Identify priorities to be completed immediately following quarantine and how to prepare in advance or release

Post-arrival

Maintain contact daily to inquire on health of newcomer and family

Identify challenges and solutions with quarantine inprocessing items and access to food/supplies

Ensure Team Clean provides support once newcomer moves to new quarters