



COVID-19 Response Frequently Asked Questions

NOTE: Updates are in Red

Date: **Oct. 15, 2020**

Information is subject to change as the situation develops



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Facilities

Q: Are there any updates on the Child Development Centers (CDC) and School Age Centers (SAC)?

A: All Child Development Centers (CDCs) and School Age Centers (SACs) are open and are accepting enrollment for new Families, which requires application through MilitaryChildCare.com. CDC and SAC operating hours are 5:45 a.m. to 6 p.m. The Parent Central Services office is operating on an appointment-only basis from 7 a.m. to 6 p.m. Appointments can be made by calling 719-526-1101 or 719-526-8220. Families who need care but are not enrolled should visit the MCC.com (MilitaryChildCare.com) website to get on the CYS waiting list. They are also encouraged to visit the CYS website (<https://carson.armymwr.com/programs/cys-services>) to access the paperwork needed in order to get registered for care.

Q: Are Child Development Centers going to be closed? If I need to stay at home and watch my kids, will I be charged leave?

A: In an effort to limit the risk of exposure to our children, child development centers and school age centers are open to Soldiers and personnel who are listed on a Readiness Critical roster or have provided a readiness critical memo, both of which must be signed by their battalion-level commander or equivalent. Hourly care is only provided for parents deemed readiness critical who have medical appointments; the parents will be asked to show appointment slip at drop off. Child and Youth Services is not providing any Outreach Services/KOS child care. Parent Central is open to service members who are deemed readiness critical and is registering and enrolling new Families. These changes dramatically reduce the capacity to provide child care on Fort Carson. Soldiers who are deemed readiness-critical and are listed on a readiness critical roster or have the Child Development Center Readiness Critical Memorandum signed by their battalion-level command may keep their children in child care if they are a current patron. One parent, service member or civilian, must be designated as readiness critical by a battalion commander or equivalent. Reference the Fort Carson Child and Youth Services on the MWR website for more up-to-date information www.carson.armymwr.com/programs/cys-services.

Q: Is the Fort Carson Veterinary Center open?

A: Yes, the Fort Carson Veterinary Center is open Monday-Friday from 8 a.m. to 4 p.m. Staff is available to register new clients for future appointments and answer questions or concerns by phone at 719-526-3803. Public health visits for rabies vaccination, deworming and monthly preventatives, PCS travel visits, veterinarian advice and telemedicine, prescription medication refills, puppy and kitten vaccinations and case-by-case sick calls are conducted face-to-face. The lobby is closed to all other appointments.

Q: What are the golf course hours?

A: The golf course is open daily from 7 a.m. to dusk for 18 holes of golf, driving range, golf club and pull cart rentals, and golf carts are available. The course can only accept

credit or debit cards – no cash. Mulligans Grill is open 9 a.m. to 4 p.m. Monday-Friday and 8 a.m. to 4 p.m. Saturday-Sunday. No outside alcohol is allowed. Call the golf course at 719-526-4122 or follow them on Facebook at <https://www.facebook.com/CheyenneShadowsGolfClub/> for weather updates. Visit <https://carson.armymwr.com/programs/cheyenne-shadows-golf-club> for more information.

[Click here](#) for the most up-to-date information on closures and operational facilities.

Q: What are the bowling alley hours?

Thunder Alley Bowling Center and the Strike Zone snack bar are open Wednesday-Thursday 11 a.m. to 9 p.m.; Friday-Saturday 11 a.m. to 9:30 p.m.; Sunday 1-8 p.m.; closed Monday and Tuesday. No cash. All customers must wear face masks while in the facility and enter through the northeast doors only. Social group guidelines will be followed and groups will be assigned to lanes prior to entering the facility. Patrons must remain at their assigned lanes. Strike Zone snack bar is open for dine-in and to go orders. Orders can be placed in person or by calling 719-524-1800.

Q: What are the Grant Library hours?

The library is open Monday-Friday from 10 a.m. to 4 p.m. to provide curbside service for library materials and computer lab access. Parking spots will be marked off for curbside services. Patrons can call 719-526-2350 or email usarmy.carson.imcom-fmwrc.mbx.dfmwr-grant-library@mail.mil to reserve video games, DVDs and audio books. Computer lab will be available for restricted use for active-duty Soldiers only with a maximum of 15 users. Patrons will be required to wear masks while in the facility.

Q: Other than service members, who has access to the installation?

A: Installation access is limited to DOD official business (which includes AAFES, DECA, DOD contract work, DA civilian and military personnel) and DOD-affiliated personnel (which includes veterans, retirees, dependents, DA civilians and Soldiers). Fort Carson has removed requirement for O-5 memorandum for visitors to be granted access to the installation. Refined “Vetted Visitor” program requires a DOD ID card holder to accompany the visitor to the Visitor Control Center, where they will answer COVID screening questions, receive an NCIC check and then receive a pass for unescorted access. [Click here](#) for more information.

All off-post food delivery must arrive through the Gate 3 Visitor Control Center (VCC) for screening and access. Rideshare and taxi services are approved to pick up and drop off DOD ID card holders only, and may enter through Gate 3 only. Mountain Post Shuttle services will only allow an occupancy of up to two per ride.

Q: Which gates remain open?

A: All gates and the Visitor Control Centers (VCC) at gates 1 and 3 remain open. Gates 2, 6 and 19 are closed on weekends and federal/training. Reference the [“Installation & Evans Army Community Hospital Services Quick Reference Guide”](#) for gate hours.

Q: How do I renew my expired ID card?

A: The ID card office is open Monday-Friday 8-11:30 a.m. and 12:30-4 p.m., limiting the number of customers in facility. Dependent ID cards that expire after Jan. 1, 2020, will remain active through June 30, 2021. Reference <https://www.cac.mil/> for more information.

Q: What are the Education Center hours?

A: The Fort Carson Education Center is open Monday-Friday 7:30 a.m. to 4:30 p.m. Services provided by appointment only; call 719-526-2124. BSEP/GT prep requires the TABE examination before enrolling in the course. To schedule TABE, SIFT, AFCT, DLPT or DLAB call 719-526-8072. The computer lab remains closed. College representatives are located on the second floor of building 1012.

Q: What are the pharmacy hours?

A: **Curbside Pharmacy Service:** 719-526-7411, select option 1 to schedule pickup. Monday-Friday 8 a.m. to 5 p.m. for called-in refills only. Curbside Pharmacy Service is near the SFCC (East Entrance). **Main Outpatient Pharmacy:** prescription drop-off (hard copy prescriptions) and filling of acute prescriptions for beneficiaries seen for same-day appointments at EACH. **SFCC Outpatient Pharmacy:** Monday-Friday 8 a.m. to 5 p.m. for prescription pickup only. Lobby is limited to 19 personnel. Once capacity is reached, beneficiaries must wait for text to enter pharmacy lobby. **SRC Pharmacy:** Temporarily closed. **BAAF Pharmacy:** Closed until further notice. Visit <https://evans.amedd.army.mil/PatientsVisitors/COVID19> for more information.

Q: Where on post am I required to wear a face covering?

A: All service members with duty at Fort Carson are ordered to wear a mask that covers their nose and mouth while entering or moving within any indoor space; performing any official duty in an indoor space in a group of three or more individuals; and during travel with others not of the same home. An indoor space on Fort Carson includes, but is not limited to, any building, facility, company operations facility, hangar or common room in a barracks. All service members must comply with this order. Service members must also comply with any public health orders and guidelines issued by federal, state, local and municipal authorities when off Fort Carson. Commanders at all echelons may enforce this order by administrative, non-judicial and/or judicial action under the Uniform Code of Military Justice. All Family members and civilians are encouraged to comply with this order. Any Family member or civilian not wearing a mask covering their nose and mouth may be denied entry to any indoor space located on Fort Carson. This order is not applicable to children under the age of 2 or individuals who cannot medically tolerate a mask.

Q: Will there be religious services offered on Fort Carson?

A: Religious services will be offered for multiple denominations in either virtual or drive-through venues. Contact your unit chaplain or chain of command for more information.

Q: When will the on-post DMV open?

A: The on-post DMV reopened Sept. 8. Customers can make an appointment for in-person service using the online appointment scheduler system at www.epcdrives.com. Soldiers can access the El Paso County DMV website

<https://clerkandrecorder.elpasoco.com/motor-vehicle-department/> or can call 719-520-6240. Frequently Asked Questions are available at

<https://clerkandrecorder.elpasoco.com/motor-vehicle-department/motor-vehicle-faqs/>.

All active-duty service members who ride a motorcycle and are assigned to FCCO are required to have a Fort Carson issued motorcycle operator's license. This license does not require an additional course, but does require that your unit Motorcycle Mentorship Program (MMP) leader verifies and maintains record of all credentialing needed to ride a motorcycle while assigned to Fort Carson. Contact your unit MMP leader for more details.

Q: When are the gyms open?

A: Fort Carson gyms are open. Individual unit gyms are also authorized to reopen following appropriate social distancing and hygiene practices demonstrated by the main post gyms.

Effective Sept. 28, post fitness centers will eliminate hourly accessibility restrictions and implement continuous patron access. Priority access will be given to active-duty military from opening until 9 a.m. and then first-come, first-serve for all DOD ID card holders from 9:15 a.m. until closing. Weekends will be first-come, first-serve for all DOD ID card holders. Continuous access applies until facility capacity number is met, then access will be granted on a one-in, one-out concept. In addition, Ivy, Garcia and McKibben fitness centers will make cardio equipment available. The equipment will be spaced 12 feet apart and set so patrons do not face each other. **Face coverings are required at all times to include while using the cardio equipment.** Limited pieces of equipment are available at each facility to ensure proper distancing. Patrons are expected to wipe down equipment after use with provided supplies.

Ivy Fitness Center

Open around the clock first-come, first-served from 5 a.m. Monday to 8 p.m. Saturday (closed 2-2:15 and 9-9:15 a.m., and 2-2:15, 6-6:15 p.m. Monday-Friday for cleaning), and 6 a.m. to 8 p.m. Sunday (closed 9-9:15 a.m. and 2-2:15 p.m. Saturday-Sunday for cleaning). **Effective Oct. 19, indoor group fitness classes will start at Ivy Fitness Center. Classes will be instructor led and conducted on the east basketball court. Maximum participants is 12; must maintain 12 feet distance from other participants and not face each other. Face coverings are required at all times, even while participating in the class. Exercise equipment will be provided by the facility and will be cleaned/disinfected after each class. Participants may not bring their own equipment and must use a credit card to pay class fee.**

McKibben Fitness Center

Monday-Friday 6-9 a.m. active duty priority; 9:15 a.m. to 8 p.m. first-come, first-serve for all DOD ID card holders (closed 9-9:15 a.m. and 2-2:15 p.m. for cleaning). Saturday-

Sunday, 6 a.m. to 2 p.m. first-come, first-serve for all DOD ID card holders (closed 9-9:15 a.m. for cleaning).

Waller Fitness Center

Monday-Friday 4-9 a.m. active duty priority; 9:15 a.m. to 9 p.m. first-come, first-serve for all DOD ID card holders (closed 9-9:15 a.m. and 2-2:15 p.m. for cleaning). Saturday-Sunday, noon to 8 p.m. first-come, first-serve for all DOD ID card holders (closed 4-4:15 p.m. for cleaning).

Garcia Fitness Center

Monday-Friday, 6-9 a.m. active duty priority; 9:15 a.m. to 8 p.m. first-come, first-serve for all DOD ID card holders (closed 9-9:15 a.m. and 2-2:15 p.m. for cleaning). Saturday, 6 a.m. to 2 p.m. first-come, first-serve for all DOD ID card holders (closed 9-9:15 a.m. for cleaning). Sunday, closed.

Q: What are the hours for the post pools?

A: **Ivy Family Pool** is open Monday-Friday 9 a.m. to 7 p.m. and Saturday-Sunday 10 a.m. to 6 p.m., 12 person maximum. Main pool is open Monday-Friday 1-5 p.m. and Saturday-Sunday 10 a.m. to 6 p.m. for recreational swimming, 12 person maximum. Lap swim (eight person maximum) is Monday-Friday from 5-9 a.m. for active duty only; 9 a.m. to 1 p.m. and 5-9 p.m.; and Saturday-Sunday from 6 a.m. to 8 p.m.

Nelson Indoor Pool is closed for maintenance.

Ellis Outdoor Pool closed Sept. 8.

Face coverings required upon entering and throughout the facility until entering the water. Recommended swimmers wear footwear on the pool deck at all times. Ivy pool will follow gym guidance for locker room use. Nelson pool will allow two showers in use at a time; three people allowed at a time.

Q: Is the CIF open?

A: The Fort Carson CIF is open to transitioning Soldiers with appointments only. Reference the [“4ID & Fort Carson COVID-19 Information Sheet”](#) for the most up-to-date information.

Q: Is the SRP site still open?

A: The SRP site is fully operational. Contact Randy Hart at randy.l.hart4.civ@mail.mil to schedule your requirements. Retirement packets are virtually submitted to a centralized e-mail: usarmy.carson.imcom.central-mbx.dhr-mpd-transitions@mail.mil. SBP/retirement pay start submitted virtually to the RSO at carolyn.d.hill9.civ@mail.mil. [Click here](#) for the most up-to-date information on closures and operational facilities.

Q: What services remain available on the installation?

A: [Click here](#) for the most up-to-date information on closures and operational facilities.

Personnel

Q: Was the stop move policy for DOD extended?

A: Yes. Travel restrictions for all government travel of personnel and their Families have been extended until military installations meet certain criteria. Guidelines require removal of local shelter-in-place orders, a 14-day downward trajectory in virus symptoms and a 14-day downward trajectory in new cases or positive tests. DOD and installation officials will also adhere to guidance from the Department of Health and Human Services and the Centers for Disease Control and Prevention. Other factors include the evaluation of installation-level conditions, such as local travel restrictions; sufficient capacity of medical treatment facilities or local hospitals; testing capability and capacity; and the availability of essential services such as schools and child care.

PCS travel from an unrestricted location to another unrestricted location with a PCS leave location that is also unrestricted does not require an ETP.

Ordinary, local leave and travel within the state of Colorado must be approved by an O-3. Ordinary leave and travel outside the state of Colorado (excluding high risk locations or restricted states) requires O-5 approval. O-6 approval is needed to travel to high risk cities and locations. Travel to restricted installations requires an ETP and O-7 approval. Reference 4th Infantry Division COVID-19 Personnel Fact Sheet for more information.

Q: Does my service member have the option to stay at Fort Carson if we PCS during the stop move window?

A: Soldiers on assignment orders during the stop movement window may request stabilization by submitting an assignment deletion or deferment request to their leadership. Reference ALARACT 031/2020 for more information.

Q: I am currently in the middle of a PCS move. As a result of the stop movement order, I am separated from my dependents and expect to be separated from them for an extended period of time. Am I eligible for Family Separation Allowance?

A: Yes. Members who are separated during the PCS process, where a member is at the original or new duty location, but the dependents are at the other, should receive Family Separation Allowance – Restricted (FSA-R) if the directed separation lasts longer than 30 days. If the separation lasts longer than 30 days, FSA-R will start and will apply retroactively.

Q: How do I clear the Defense Military Pay Office (DMPO)?

A: DMPO military pay separations section, at the Mountain Post Soldier Center (MPSC), will be clearing Soldiers via telecommunication. Submit a copy of your leave form, orders (including any amendments) and a completed information/action sheet with a valid phone number. The Finance Separation Action sheet can be obtained via email or at Clearing Station ECHO at MPSC. Submit paperwork to [yana.d.balezdrova.civ@mail.mil](mailto: yana.d.balezdrova.civ@mail.mil) and [vanmoney.n.chanthanam.ctr@mail.mil](mailto: vanmoney.n.chanthanam.ctr@mail.mil), and CC [kathleen.h.cerullosmith.civ@mail.mil](mailto: kathleen.h.cerullosmith.civ@mail.mil), supervisor, military pay transitions at MPSC.

Q: What about TDY and military schools? Are we still authorized to attend school?

A: Most military schools are suspended until further notice; however, some are doing distance learning; check with schoolhouse. Individuals currently scheduled to attend military schools will be rescheduled for a later date. Personnel currently in a TDY status will be returned to Fort Carson when the TDY period is complete.

Q: If I am told to stay at home due to a Family member testing positive for COVID-19, will I be given leave to care for him or her?

A: You should discuss this issue with your chain of command, who may be able to provide you with options based upon your specific circumstances. Potential options you may wish to discuss with them include: leave, designation of an alternate place of duty, and telework.

Q: Am I able to report to Fort Carson?

A: Although in-processing operations are suspended under HPCON-C, Fort Carson Replacement Center Staff Duty remains operational to receive Soldiers reporting to Fort Carson. Upon arrival, Soldiers will be appropriately screened to ensure they do not meet criteria for exposure for COVID-19. Given that Soldiers do not meet criteria, Soldiers will provide administrative documentation that includes a copy of their orders and DA 31 to complete reporting process. In regards to housing, Replacement Staff Duty will coordinate with gaining brigade to identify barracks space for single Soldiers. Soldiers with Families are encouraged to research housing options on post and off-post prior to arriving to Fort Carson. Call Replacement Staff Duty at 719-526-6961 for more information.

Q: What if I am reporting from a restricted location?

A: Soldiers who are traveling from a high-risk location annotated on the Travel Business Rules and/or OCONUS will be quarantined for 14 days. Soldiers will still be able to report; however, they will be screened appropriately and given the 4ID Quarantine Notice memorandum for acknowledgment. Soldiers will either self-quarantine within their residence or be provided with a barracks room to quarantine in, at their gaining brigade. Soldiers who fail to comply with CG's order are subject to punitive actions under UCMJ.

Q: What happens to me if I am reporting from MEPS?

A: Upon arrival, Soldiers will provide all necessary documentation to Replacement Center in order for process to get started. Fort Carson Replacement Center will provide MEPS documentation to MPD in order for Soldiers under MEPS status to in-process. DMPO is responsible for conducting accessions for MEPS Soldiers in order to start Soldier's pay. Call Replacement Staff Duty at 719-526-6961 for more information.

Q: Do I have to wait a month or later to settle my travel vouchers?

A: Defense Military Pay Office (DMPO) is conducting finance briefs for in-processing Soldiers in small groups of 10 each day Monday-Friday at the Replacement Building. By order of arrival, Soldiers will be called by Replacement Staff duty and informed of which day they will be conducting their finance. Soldiers will be able to process travel vouchers and finance documents with civilians conducting the brief.

Q: Are we allowed to PCS?

A: Yes. But only following these guidelines: O-7 approval and an ETP is required when PCSing to/from a restricted installation. PCS travel from an unrestricted location to another unrestricted location with a PCS leave location that is also unrestricted does not require an ETP.

Soldiers who have signed out of the installation, but have not left the local area, are to sign back in to their losing units.

Soldiers who have signed out of the installation and left the local area in-transit for an OCONUS assignment are directed to stay at their current location. Soldiers will not be charged leave past their original leave end date.

Soldiers who have signed out of the installation and left the local area for a CONUS assignment are authorized to continue movement to their final destination.

Soldiers en route who would suffer hardship based on continued movement may request a deferment of assignment through their losing command. If approved, these Soldiers will return to their losing command.

Soldiers with a report date after June 30 should continue PCS tasks to ensure they depart on time. Soldiers with report dates through Sept. 30 should contact their assignment manager or the HRC 24/7 Army Service Center at 800-582-5552 with concerns about PCS orders.

Soldiers can coordinate with MPD to pick up clearing papers 30 days prior to departure date. Soldiers will need a copy of PCS orders and an approved leave form. Soldiers can clear all areas except for final out.

Reference the "[4ID & Fort Carson COVID-19 Information Sheet](#)" for the most up-to-date information.

Q: Can transitioning service members begin clearing?

A: Personnel with approved ETS and retirement orders will not be affected by the stop-movement order. They are authorized to pick up clearing papers and begin clearing.

SFL-TAP stamp on clearing papers no longer required. Soldiers can print finalized eForm and submit to Transitions Office during final out-processing; call 719-526-1001/1002. All mandatory classes (as determined by initial assessment) can be done via the Virtual Center or on JKO. Currently offering two virtual classes every Monday through Microsoft Teams:

(My Transitions; MOS Crosswalk; Financial Planning).

Q: Am I authorized to take leave?

A: Local leave/travel within the state of Colorado requires O-3 approval. Leave and travel outside the state of Colorado (excluding high-risk locations) requires O-5

approval. O-6 approval is needed to travel to high-risk cities and locations. Leave or travel to restricted installations requires an ETP and O-7 approval. Individual units may impose more strict leave and travel restrictions. Check with your unit leadership to ensure you are abiding by leave and travel guidance. Soldiers on local leave are still required to check in regularly with their chain of command to ensure they are receiving up-to-date information.

ETPs will be submitted through the Soldier's chain of command to the appropriate approval authority for consideration and decision. Commanders are authorized to provide supporting documentation to Soldiers affected by the leave policy change to minimize out-of-pocket expenses from travel cancellations. Family members may travel but are encouraged not to, to help contain the spread of COVID-19 and protect our community.

Service members may accrue more than 60 days of leave, but not more than 120 days, during this fiscal year. Any leave days beyond 120 days will be lost at the start of the fiscal year in October.

Reference the "[4ID & Fort Carson COVID-19 Information Sheet](#)" for the most up-to-date information.

Q: My Soldier is returning from deployment; will they be quarantined when they return to Fort Carson?

A: Yes. Soldiers returning from overseas locations will be quarantined for 14 days to help minimize exposure and protect our community and families. Location of the quarantine will vary on a case-by-case basis.

Q: If I am returning from overseas, do I need to be screened?

A: Soldiers, DOD civilians, contractors, and dependents returning from OCONUS (including Alaska and Hawaii) will be evaluated in accordance with Centers for Disease Control and Prevention and DHS guidelines.

Q: How can I volunteer to help?

A: Contact the American Red Cross at 719-526-7144.

Training

Q: Am I still deploying?

A: If you were scheduled to deploy to support a global mission, the deployment timeline is currently unaffected by the COVID-19 outbreak.

Q: How will I maintain my Casualty Assistance Officer (CAO) and/or Casualty Notification Officer (CNO) qualification?

A: Fort Carson resumed CAO and CNO training July 7. Call 719-526-5613/5614 for more information.

Health

Q: Are Soldiers still being processed through Medical Evaluation Boards (MEB) during the COVID-19 pandemic?

A: The conduct of the MEB process has had minimal change during the COVID-19 pandemic at Fort Carson. The temporary profile management process and e-Profile application that leads to identifying Soldiers with potentially unfit medical conditions and their Medical Retention Determination Point (MRDP) to start an MEB (Phase I of the Integrated Disability Evaluation System (IDES)) continues; as does the collection and processing of all required information on medical conditions of the Soldier in order to determine retention qualification. IDES is operational from 7:30 a.m. to 4:30 p.m. Monday to Friday. All appointments are scheduled by the VA or the PEBLOs, as there are no walk-ins. Call the front desk at 719-526-7600.

The only delay surrounding Soldiers who have not completed or still require their Veterans Tracking Application (VTA) Compensation and Pension (C&P) exam that must be returned to the Physical Evaluation Board Liaison Officer (PEBLO) to begin the PEB process. Due to the pandemic, the VA has shifted C&P exam physician resources to help other patients during this critical time. C&P exams will resume when personnel return to their primary roles. We appreciate your understanding, and like you, want to resume these services as soon as possible.

Q: What is the notification process for COVID-19 test results?

A: Upon notification of negative results, BDE Surgeon/unit medical designee will notify Soldier of negative results. Upon notification of positive results, primary care managers will monitor isolation and release from isolation when they meet the medical requirements. EACH will notify dependents, retirees and DOD civilians/contractors of results directly.

Q: What is the difference between quarantine and isolation?

A: The term "quarantine" refers to the status of asymptomatic personnel who traveled to a designated CDC high-risk area within specified timeframes, or who had contact with someone who tested positive for COVID-19 as verified by Fort Carson Public Health. The term "isolation" refers to the status of symptomatic personnel (fever of greater than 100.4, cough, or shortness of breath) who have either been tested for COVID-19 and are pending results or are a confirmed positive COVID-19 case verified by Fort Carson Public Health. Note that before ordering any individual into isolation, coordination with the Fort Carson Public Health Emergency Officer (PHEO) or the PHEO's designee is required. Both quarantine and isolation data are consolidated by 4ID G33 for their reporting. Note that the terms "quarantine" and "isolation" for the purposes of this order apply to the current COVID-19 environment and applied CDC criteria.

Q: Can I be quarantined due to travel?

A: Yes. There are a few scenarios that incur a mandatory 14-day quarantine. Contact with someone who is COVID positive, travel from or stopping in high risk areas, use of commercial transportation, travel from OCONUS, or travel from a communal living area

may require a quarantine period not to exceed 14 days. View the [Fort Carson Travel Business Rules](#) for specific guidance.

If a Family member of a service member travels to a high-risk location and has **close contact** (inside of 6 feet for six minutes or more) with the service member, the service member must quarantine for seven days. If there is no contact (service member and family member remain separated by 6 feet or more, or are not inside of 6 feet for longer than six minutes) there is no need for quarantine.

Q: Can we visit our loved ones at Evans hospital?

A: For the Evans Army Community Hospital visitation policy, visit <https://evans.amedd.army.mil/>.

Q: Is routine care still available at Evans Army Community Hospital?

A: Yes, most routine medical services are still available at Evans Army Community Hospital – please use the western entrance to the hospital. Please consult your medical provider regarding your specific situation. Elective surgeries have been rescheduled to limit the risk of exposure to our patients and providers. Tele-medicine is emphasized to help us better practice social distancing. All personnel arriving to Evans Army Community Hospital will be treated.