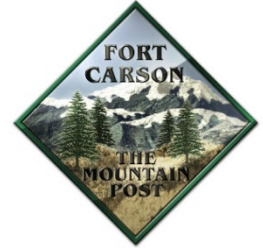




COVID-19 Response Frequently Asked Questions



Date: **April 3, 2020**

Information is subject to change as the situation develops

Facilities

Q: With the on-post and off-post DMVs closed, how do I register my vehicle?

A: The DMV continues to offer services through the online website, kiosks and mail services.

Completing First-time Registration - Soldiers can access the El Paso County DMV website at <https://clerkandrecorder.elpasoco.com/motor-vehicle-department/> or can call 719-520-6240. Select option "4" for information for active-duty military personnel stationed in Colorado. For first-time registration, Soldiers will need to fill out a DR 2667 Nonresident and "Military Service Exemption from Specific Ownership Tax Affidavit," and provide a copy of orders and LES statement. If someone other than the Soldier will be signing the DR2667, also include a power of attorney.

Online Services - El Paso County DMV offers a series of online services that can be accessed through the website <https://mydmv.colorado.gov/#1>. These services include first-time vehicle registration, renew vehicle registration, request a duplicate title, request a duplicate registration card, add or change a vehicle address, request license plates and replace tabs.

Frequently Asked Questions - The El Paso County DMV has a list of Frequently Asked Questions that Soldiers might find helpful at <https://clerkandrecorder.elpasoco.com/motor-vehicle-department/motor-vehicle-faqs/>.

Q: Can we still fish on post?

A: Fishing is allowed for anyone who has access to Fort Carson with a valid Fort Carson fishing permit. To view Fort Carson Regulation 200-6, which governs fishing activities on post, and to view fishing license fees, visit <https://fortcarson.isportsman.net>.

The current Fort Carson social distancing policy/guidance must be adhered to. The pavilions and picnic tables at reservoirs should not be used as they are not sanitized.

Q: When will the Golf course be open?

A: Cheyenne Shadows Golf Club reopened for business April 1. Patrons are limited to nine holes of golf and receive discounted rates due to the limited services available in conjunction with spring maintenance practices. All social distancing rules are still in

effect; please adhere to signage and remain 6 feet apart, especially while checking in at the pro shop. Payment is limited to debit or credit cards; cash will not be accepted. The pro shop will be open for purchases to include snacks and beverages. The following services/items are not currently available: driving range/range balls, carts, rental clubs and push carts, and food and beverage service. No outside alcohol is allowed. 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: Can disabled veterans have access to the installation with the Veteran Affairs ID card?

A: Yes, the VA ID card is a valid identification to access the military installation.

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), DOD-affiliated personnel (which includes veterans, retirees, dependents, DA civilians, Soldiers and Gold Star families). Non-DOD visitors will approval from the first O6 in the visited Soldier's chain of command.

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 drop off DOD ID card holders only, through any gate; not permitted access to pick up personnel. Mountain Post Shuttle services will only allow an occupancy of up to two per ride.

Q: Are barber shops open?

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

Q: Is the Class VI still open and what are the restrictions on alcohol?

A: Class VI facilities remain open; however, the following restrictions are effective immediately with General Order #2:

-Service members whose place of duty is their home of residence (e.g., telework) will not consume alcohol during normal duty hours (6:30 a.m. to 5 p.m., excluding weekends and federal/training holidays).

-Service members who are at least 21 years of age and who live in the barracks are authorized to possess no more than 144 oz. of beer (equal to one standard 12-pack), 1,500 ml of wine (equal to two standard bottles), or 750 ml of spirits (equal to one metric fifth of liquor) at any given time. Service members are not permitted to store alcohol for any other person. Service members under 21 years of age are prohibited from possessing any amount of alcohol.

-Service members who are at least 21 years of age, whether residing on or off the installation, are only authorized to purchase a maximum of 72 oz. of beer (equal to one standard six-pack) or 750 ml of wine (equal to one standard bottle) per day.

-Service members may not purchase any other type of alcoholic beverage. Service members are not permitted to purchase alcohol for any other person. Service members under 21 years of age are prohibited from purchasing any amount of alcohol. [Click here](#) for the most up-to-date information on closures and operational facilities.

Q: What additional social distancing restrictions are implemented with General Order #2?

A: Service members are prohibited from either hosting or attending parties, social events, and other non-duty related gatherings such as conferences, festivals, parades, concerts, garage sales, or sporting events at any time until this order is rescinded. The prohibition applies to conduct on duty and off duty, both on and off the installation.

All non-duty public and private gatherings on the installation of more than 5 people are prohibited. This prohibition does not apply to the gathering of members living in the same residence, or their visiting family members, childcare providers or other care givers. All permissible gatherings will comply with social distancing requirements.

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 **readiness critical** families only. Hourly care is only provided for parents who have medical appointments; the parents will be asked to show his or her appointment slip at drop off. The Youth Center and Youth Sports operations are temporarily suspended. 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 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: Why are Soldiers patrolling neighborhoods and facilities?

A: Courtesy patrols ensure good order and discipline while providing feedback to unit commanders.

Q: Why are the fitness centers closed?

A: COVID-19 spreads rapidly in places that have high levels of interpersonal contact such as gyms, theaters, and restaurants. To help contain the spread and protect our

community, we temporarily shut down the on-post gyms. Soldiers are encouraged to maintain physical conditioning and continue to do PT outdoors.

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

Q: Are the Ivy Warrior Restaurants going to close?

A: No. The Ivy Warrior Restaurants (IWR) facilities will continue to support our Soldiers. The Fort Carson IWRs have transitioned to “grab-and-go” only.

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

Q: What about the on-post restaurants? Are they going to close?

A: The on-post restaurants are not closed but are restricted to take-out service only.

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

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: What gates remain open?

A: All gates, except Gate 2, and the Visitor Control Centers (VCC) at gates 1 and 3 remain open. Gates 6 and 19 are closed on weekends. Gate 2 is closed until further notice.

Q: Can I bring my child to the commissary?

A: Yes, but not during active-duty only time, and we discourage personnel to bring children during high-risk designated times. [Click here](#) for the most up-to-date information on closures and operational facilities, to include designated times for high-risk patrons.

Q: Why are playgrounds closed but not the parks?

A: Fort Carson policy is consistent with the guidance from the State of Colorado Public Health Department and the CDC. Playgrounds are closed, but parks should be safe as long as we continue to practice good social distancing habits. As for the workout equipment, you are encouraged to keep hand sanitizer with you to use before and after using any public equipment. Continue to practice good hygiene. Avoid touching your face and wash your hands thoroughly before and after all activities.

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: We were told Army leadership will be coming to our home to check on Soldiers. Is leadership authorized to conduct off-post visits?

A: Leaders will be conducting visits of non-readiness critical personnel every two weeks as long as Fort Carson remains at elevated health protection conditions. The purpose of these visits is to support Soldiers and their Families. During the visits, leaders will not enter the residence and will follow COVID-19 health precautions, to include social distancing. Leaders will call their Soldiers to schedule the visit.

Q: What is the status on attendance to the Basic Leaders Course?

A: We are assessing the possibility of virtual instruction. An order of merit list is maintained for when the course becomes available. We encourage you to use this opportunity to increase your chances to make the cutoff score required for promotion.

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: 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: 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: 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 high risk location?

A: Soldiers who are traveling from a high-risk location, i.e., Washington, California, New York, Connecticut and New Jersey 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: 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: 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: How does the governor's stay-at-home order affect personnel commuting to and from Fort Carson? Will I encounter law enforcement on my way to work?

A: Readiness-critical personnel residing off-post are authorized to travel to and from their place of duty on Fort Carson. If encountered by state or local civilian law enforcement during such travel, federal employees shall identify themselves using their DOD Common Access Cards or AIE pass and explain the nature of their work and travel. No memorandum is required.

Q: How long will the stay-at-home order last?

A: The governor's stay-at-home order for the state of CO is currently established through April 11.

Q: Are we allowed to PCS? What if I have already signed out?

A: DOD military personnel are placed in a Stop Move status, which includes all Permanent Change of Station (PCS) before May 11, Temporary Duty (TDY), and Leave/Pass (limited to the local area) to include Emergency Leave – regardless if it was previously approved.

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.

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.

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: Am I authorized to take leave?

A: Soldiers are authorized to take local leave. Local leave (within 30 miles of Fort Carson) has the same approval process as before the COVID-19 outbreak. 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.

Soldiers are restricted to a 30-mile radius of Fort Carson. Effective immediately, the Secretary of the Army empowered the division commanding general to approve **emergency leave**.

Requests will be submitted through the Soldier's chain of command to the CG 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.

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: Why is my Soldier working while my neighbor is at home?

A: Personnel currently working at their place of duty are those who have been designated by their command as “readiness critical.” These persons are designated to support readiness critical activities approved by the 4ID command group. Such personnel are generally required to report to duty on post as directed by unit leadership. Duty days can entail shift work, telework, nights, weekends, and federal/training holidays. Readiness critical personnel include only the following persons: those individuals previously identified as “mission essential” in the case of an extreme weather event; those individuals subject to current prepare-to-deploy orders (PTDO) in support of COVID-19 response; those individuals deemed critical to preparing, supporting, and/or sustaining said COVID-19 PTDO personnel; those individuals deemed critical to their respective units’ COVID-19 response; those contractor employees who are assessed as necessary and critical by their respective contracting officers and contracting officer representatives, consistent with HHQ guidance, the performance work statement, and the statement of work; and those persons who do not fall within one of the above readiness critical sub-categories but whose work on Fort Carson is critical to the continuity of necessary operations (e.g., certain IHG/Army Hotel employees).

Q: Why are we still doing PT?

A: Physical conditioning is a critical part of Soldier readiness and overall health. We have limited physical training to buddy-team or individual, maintaining six feet of space between Soldiers. Soldiers will report their physical readiness to their chain of command.

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.

Health

Q: Can I donate personal protective equipment to the Fort Carson community?

A: We appreciate your generosity and willingness to help. Please contact FEMA with all donations at <https://www.fema.gov>.

Q: When will Department of the Army readiness-critical civilians receive personal protective equipment?

A: The health, safety and security of our workforce and Families is our top priority. At

this time medical PPE is very limited. Currently resources are going to those who are sick or who are treating the sick. It is critical that each member of this community strictly adheres to practices established by the U.S. Center for Disease Control, which have proven effective at containing the spread of COVID-19. This includes simple practices such as maintaining social distancing, washing your hands frequently and staying home if you feel ill.

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: 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, BDE Surgeon/unit medical designee will monitor isolation and clear Active Duty Service Members from isolation when they meet the medical requirements. Public Health Nursing will notify all civilians of results directly.

Q: Will I be able to pick up my prescriptions?

A: Yes. A drive-up pharmacy is now available for prescription pick-up. Visit <https://evans.amedd.army.mil/Services/14/Pharmacy> for more information.

Q: What is the process to assess personnel entering critical facilities?

A: Personnel entering critical facilities (4ID HQs, EACH, SRP site, Commissary and Exchange) may undergo daily medical screening in the form of a questionnaire and forehead thermometer check in shopping facilities. Personnel failing the medical screening are forbidden from entering critical facilities without written authorization from EACH medical authority.

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.

Q: Does Evans Hospital have the supplies needed to treat an outbreak?

A: Evans Hospital personnel and providers are trained and equipped to deal with a COVID-19 outbreak in our community. They are in contact with state and national

entities to ensure we have the most up to date information and treatment protocols to better serve our Fort Carson community.

Q: Is the SRP site still open?

A: The SRP site is currently open to ETS and retiring service members only. This document will be updated when the SRP site is open to other units. Soldiers are required to practice social distancing while in the SRP site.

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

Q: Who is at higher risk of severe illness related to COVID-19?

A: Per the Centers for Disease Control and Prevention, older adults (65 and older) and those with serious underlying medical conditions to include heart disease, diabetes and lung disease may be at high risk of severe illness related to COVID-19. Currently, no evidence suggests pregnant women are at higher risk of contracting COVID-19 or having more severe illness than the general public; however, it is prudent for pregnant women to take extra care to avoid those who are sick and wash their hands regularly.

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 Centers for Disease Control and Prevention 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 is consolidated by 4ID G33 for their reporting. Note that terms “quarantine” and “isolation” for the purposes of this order apply to the current COVID-19 environment and applied Centers for Disease Control and Prevention criterion.