



April 15, 2020

Island Insight

This publication is published weekly and contains information about, for, and of interest to the Island Workforce.

Island Insight Submission: <https://home.army.mil/ria/index.php/contact/public-affairs>

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First Army and Its Partnered Units Work Through Pandemic Challenge

As United States Army Forces Command's designated coordinating authority for the implementation of Army Total Force policy, First Army partners with the Army National Guard and the U.S. Army Reserve to enable Reserve



Component formations to achieve Army-directed readiness goals and to deliver trained and ready RC units to support combatant commander requirements. Since Sept. 11, 2001, First Army has trained, validated, and successfully deployed more than 1.2 million Reserve Component Soldiers in support of numerous combatant commander requirements worldwide. But while performing those duties against a traditional adversary, a new threat has emerged. It is against an invisible enemy of coronavirus, or COVID-19. With its high transmission rates through touch and airborne methods, COVID-19 poses a different type of challenge to the military and how it trains, communicates, and moves. First Army and its Reserve Component partners are devising creative solutions to these obstacles as part of a whole-

Upcoming Dates

April: Month of the Military Child
April: Sexual Assault Awareness & Prevention Month
April: Child Abuse Prevention Month
April: Military Saves Month
April 19-25: National Volunteer Week
April 21: Days of Remembrance & Holocaust Remembrance Day
April 22: Army Earth Day
April 22: Administrative Professionals' Day
April 23: U.S. Army Reserve Birthday
April 24: National Arbor Day
April 30: National Military Brats Day
May: Asian Pacific American Heritage Month
May: National Military Appreciation Month
May: Month of the Military Caregiver
May 1: Silver Star Service Banner Day
May 1: Loyalty Day
May 3-9: Public Service Recognition Week
May 5: Cinco de Mayo
May 8: Military Spouse Appreciation Day
May 10: Mother's Day
May 13: Children of Fallen Patriots Day
May 15: Peace Officers Memorial Day
May 16: Armed Forces Day
May 16-22: National Safe Boating Week
May 18-22: DA Photos, Bldg. 90, Basement, Rm. B11, 7:20 a.m. - 3:40 p.m.
May 25: Memorial Day (Federal Holiday)
June: LGBT Pride Month

of-government approach to combating the virus. (More: www.army.mil/article/234468)

Despite COVID-19, U.S. Military Remains Ready to Fight

The Defense Department is doing a lot to combat the spread of COVID-19 across the nation, but its primary mission — the defense of the nation and its interests — continues unabated, Deputy Defense Secretary David L. Norquist said. "To those who wish us harm, make no mistake: even with the challenges that this disease has brought to our shores, the Department of Defense stands ready to meet any threat and defend our nation," Norquist said during a news conference today at the Pentagon. "Over the last four years, we have rebuilt our military from the negative effects of sequestration. We have more people, more advanced equipment, more munitions and are better trained. If our adversaries think this is our moment of weakness, they are dangerously wrong." Norquist said DOD support of state and local authorities in the fight against the coronavirus means that DOD people might end up with a higher rate of infection from the virus than other populations. But at the same time, he said, the youthful demographic of the U.S. military means that fewer of those who contract the virus will suffer severe consequences. (More: www.defense.gov/Explore/News/Article/Article/2143506)



DOD Ramps Up COVID-19 Response Efforts From Coast to Coast

The coronavirus pandemic is slowing down a lot of things, but not the Defense Department's medical apparatus, which is now operating from coast to coast to bring its medical expertise and capacity to bear on the medical crisis around the nation. In Seattle, the Army's 627th and 47th Field Hospitals are now fully operational and maintain a 250-bed medical treatment facility at the CenturyLink Events Center. "We have an important mission," Army Col. Hope Williamson-Younce, commander of the 627th Hospital Center, said last week as the facilities in Seattle were set up. "We are expeditionary, we're agile, and we're responsive. We have medical doctors, nurses and support staff from all over the world. They mobilized in a moment's notice to support the American people." (More: www.defense.gov/Explore/News/Article/Article/2143034)



DOD Working to Eliminate Foreign Coronavirus Disinformation

Under the rubric of "not wasting a good crisis," Russia, China and others are using the coronavirus pandemic to spread disinformation to further their goals, Pentagon officials said. The Defense Department is working with the State Department, allies, partners and other agencies to curb this trend, Pentagon officials said in a telephone briefing for reporters last week. "We've seen increasing unity of effort in response to COVID, both within Western democracies, but also across allies and partners, to include terrific sharing of medical lessons learned," said Laura Cooper, the deputy assistant secretary of defense for Russia, Ukraine and Eurasia. Cooper specifically pointed out instances where the Russian government sought to sow disinformation in the West. (More: www.defense.gov/Explore/News/Article/Article/2147566)



Growth in DOD Telework Capability May Outlive Coronavirus Pandemic

To keep business on track during the fight against coronavirus, the Defense Department has greatly expanded its telework capability with a variety of tools. Once the coronavirus threat has receded, some of those enhancements for telework may continue on in some capacity, DOD's chief information officer said. "We are creating a much more robust enhanced teleworking capability, [and] we've obviously always had one. What we've now done is we've just put a multiplier effect into the quantity, the types of services, the collaboration tools, etc.," Dana Deasy told reporters today at a Pentagon news conference. "So there will be some permanency to what we have here. ... There is going to be an enhanced teleworking capability that will be sustained at the end of COVID-19." The telework capability that might outlive the pandemic will be related to enhanced network capability, and will also include a larger base of teleworking equipment, Deasy said, but it's not just limited to technology. (More: www.defense.gov/Explore/News/Article/Article/2147123)



RIA Visitor Control Center Hours to Change

Effective **Thursday, April 16**, the operating hours of the RIA Visitor Control Center located at the Moline Gate will change from 6 a.m. - 3:30 p.m. to 7 a.m. - 3 p.m., Monday through Friday, and is closed on weekends. These hours reflect a limited schedule that will end with other COVID-19 restrictions. Other COVID-19 impacts and details are accessible off of the RIA Garrison website at <https://home.army.mil/ria>.

SAAPM RIA & ASC Workforce Message #1

The Army and the nation it serves, observe Sexual Assault Awareness and Prevention Month every April. This is a year round commitment for every member of the DOD, local, and state communities. SAAPM is intended to provide education and resources to our communities and to most importantly, raise awareness that sexual assault remains a crime which impacts mission Readiness for our nation. Typically, this month is filled with numerous awareness events on the effects of sexual assault. However, due to the COVID-19 global pandemic devastation that is in the United States and around the globe, physical presence events on the Rock Island Arsenal and throughout the Army Sustainment Command's global footprint are being postponed until this summer. Even without holding these events in a physical capacity, I would like us to remain vigilant and not lose focus on the intent of SAAPM. This is not the time to let our guards down. Though we may be physically distanced at this time, I challenge you all to find ways to demonstrate that we are a community where all can reach their maximum potential and committed to cultivating a culture focused on trust, dignity, and respect. Sexual assault demoralizes the core values we support and defend as proud service members and civil servants for our nation. We must work together to inspire all to have the personal courage to speak out when witnessing acts of sexual harassment and sexual assault. Building cohesive teams through character, trust, and resilience. Protecting our people, protects our mission. The point of contact for this memo is the RIA & ASC SHARP program manager, Megan Osborne at 309-782-3885 or megan.k.osborne.civ@mail.mil. – Steven A. Shapiro, Major General, USA Commanding



U.S. Army Issues Guidance for the Use of Cloth Face Coverings

To mitigate the spread of COVID-19, the U.S. Army is implementing Department of Defense guidance on the use of cloth face coverings. Soldiers, family members, Army civilian employees and contractors should follow Centers for Disease Control guidelines on the use of cloth face coverings in public settings or where other social distancing measures are difficult to maintain. 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. (More: www.army.mil/article/234288) ([Defense Health Official Urges Personnel, Families to Wear Face Masks](#)) *For specific use of face masks at your command and worksite, please consult your supervisor or chain of command.*



DOD Policy Guidance for Identification Card Operations for COVID-19

Effective April 7, several immediate temporary exceptions to policy related to DOD ID cards was approved, including the use of expired USID cards for benefits access. This policy is in effect through Sept. 30. Highlights are these changes include:

1. Common Access Cards (CAC) - CAC transactions shall be limited to initial issuance or reissuance of an expiring CAC within 30 days of expiration; CAC shall not be reissued due to printed information changes (e.g., promotions, name changes).
2. Uniformed Services ID Cards (USID) - (Family members, Retirees, Reserve etc.)
 - a) If the cardholder's affiliation is unchanged, USID cards which expired on or after Jan. 1, 2020, are authorized for continued benefit use through Sept. 30.
 - b) Remote USID card renewals and reissuance shall be expanded.
 - c) Remote Family member enrollment/eligibility updates are authorized.
 - d) Remote USID card initial issuance for first-time card issuance or replacement of a lost/stolen ID is authorized.



25,000 Soldiers for Life Respond To Call

As the COVID-19 pandemic persists, many civilian medical providers' capabilities are being stretched thin. To help fill this gap, the Army has deployed its own medical professionals to the field, and are now calling on former Soldiers to join the battle. Last month, the Army reached out to approximately 800,000 retired Soldiers, gray-area Soldiers and Individual Ready Reserve Soldiers, asking them to join the response effort. So far roughly 25,000 from numerous backgrounds have volunteered to rejoin the Army team, said Brig. Gen. Twanda E. Young, U.S. Army Human Resources Command deputy commanding general and reserve personnel management director. (More: www.army.mil/article/234363)



CID Warns of Increase in COVID-19 Related Fraud, Scams

The U.S. Army Criminal Investigation Command continues its commitment to ensuring the health and safety of the Army family and recommends being suspicious of anyone offering unsolicited advice on prevention, protection or recovery during the COVID-19 pandemic. Opportunistic scammers continue to find creative ways to obtain and use someone's personal and financial information. From fake stimulus checks to Medicare fraud, cybercriminals will undertake extreme measures to separate individuals from their money. "With the passing of the nearly \$2 trillion dollar stimulus bill, cybercriminals around the world are already looking at ways to exploit it," said Edward Labarge, director, of CID's Major Cybercrime Unit. "During tax season, we see a massive uptick in the amount of tax-related fraud schemes. With the new stimulus bill, we might see a massive uptick in the amount of stimulus and debt relief scams circulating on the internet." (More: www.dvidshub.net/news/366679)



RIA CAC/ID Office COVID-19 Impact

Afternoon appointments for issuing CAC/ID cards have been suspended till further notice. The office is under the Directorate of Human Resources in Building 56, and has contacted (or is contacting) the individuals that have/had afternoon appointments, to inform them to walk-in between the hours of 7 a.m. – Noon. The CAC/ID card office will service personnel whose cards are within 90 days of expiration, no appointment required. The hours of operations are 7 a.m. - Noon, Monday - Friday. Military personnel appointments will be on the same schedule on a by-appointment basis. Exceptions will be made for lost or stolen ID cards or those who need updates for medical benefits reasons. For questions/concerns please contact the Identification Office at 309-782-0596 or usarmy.ria.usag.mbx.military-personnel-division@mail.mil.



ASC Chaplain's Office Offers Chaplain Devotionals

I would like to offer a chaplain devotional to ASC/RIA team members via email each Monday and Thursday. Each devotional will largely consist of a historical example of the difference faith makes with a prayer corresponding to the challenges of our time. Both will be short but, I pray, meaningful. If you would like to receive this via email each Monday and Thursday, please opt in by simply sending Sgt. First Class Lakeithia Thomas, lakeithia.m.thomas.mil@mail.mil, an email with the words "Opt In" in the subject line. Thank you and God bless you for all you do for ASC, the Army, and our great country.



FSAFEDS Deadline Approaching

Now is the time to make sure you've filed all your 2019 Federal Government's Flexible Spending Account Program (FSAFEDS) claims. All claims for the 2019 benefit period must be received no later than 10:59 p.m., Central Time, on **Thursday, April 30, 2020**. Any 2019 claims received after this time will not be reimbursed. Don't miss a savings opportunity!

April is Sexual Assault Awareness and Prevention Month

National Sexual Assault Awareness and Prevention Month is observed each year during the month of April to raise awareness and educate communities on the prevention of sexual assault. The Army's 2020 theme is "Building Cohesive Teams through Character, Trust and Resilience. Protecting Our People Protects Our Mission." "Once you have strength in the structure, your people and their mission are protected," said Florence Hare, a Nurse Practitioner and Sexual Assault Medical Director/Program Manager at Landstuhl Regional Medical Center. "The Sexual Assault Response Teams build strong foundations within our military and civilian communities. The trust that is then placed in them by our service members and civilians allows all their work, their mission, to be accomplished." Sexual Assault Awareness

Month began in 2001, when the National Sexual Violence Resource Center coordinated the first formally recognized Sexual Assault Awareness Month campaign. It wasn't until 2009 when President Barack Obama made the first official proclamation that April was Sexual Assault Awareness Month. (More: www.army.mil/article/233897) (Presidential Proclamation: <https://www.whitehouse.gov/presidential-actions/proclamation-national-sexual-assault-awareness-prevention-month-2020/>)



Arsenal at Health Protection Condition C

ROCK ISLAND ARSENAL, Ill. – (March 25, 2020) The Army directed all Army installations, including Rock Island Arsenal to change to Health Protection Condition C or Charlie to help control the ongoing spread of the novel coronavirus/COVID-19. Over the past few weeks, the Arsenal has gradually increased its methods for protecting people from the coronavirus outbreak.

Throughout this process, RIA has followed guidelines issued by Army health organizations and by the Centers for Disease Control. Under this directive, Rock Island Arsenal commands and organizations will shift to key and essential functions defined as those functions in support of COVID-19 operations and life, health, and safety of our people and our installation. Leaders at all levels will ensure mitigation measures are in place to protect the force from the spread of COVID-19. "We at the Rock Island Arsenal are part of a larger community – the Quad Cities community – and I and leaders of other organizations on the Arsenal have been working with leaders and experts in the Quad Cities as this situation has evolved, said Col. Stephen Marr, commander, US Army Garrison-Rock Island Arsenal. "We're doing our best to mitigate the impact of the coronavirus outbreak, and we hope to come up with innovative ways to serve our retirees and others who rely on Arsenal services. The Quad Cities is a caring community that pulls together when needed, and just as I'm proud to be part of the Arsenal during these difficult times, I'm equally proud to be a part of the Quad Cities community." Over the past few weeks, the Arsenal has gradually increased its methods for protecting people from the coronavirus outbreak. Throughout this process, RIA has followed guidelines issued by Army health organizations and by the Centers for Disease Control. In its simplest terms, a key and essential employee is one who performs tasks that requires his or her physical presence in the work area. And there are tasks we perform that simply cannot be done



remotely. This can vary for different commands on the installation and within different missions the commands execute. Changes as a result of elevating the HPCON to C include:

- Installation Access: The installation is restricted to key and essential personnel only. All other service members and Department of the Army civilians will telework or will be placed on leave for using annual, sick, administrative or weather/safety leave. Contractor access is reduced to minimal presence to support essential functions only.
- Garrison Services: The Garrison will conduct basic base operations requirements to maintain installation infrastructure and essential functions (e.g. water production, utilities distribution, and emergency service orders) only. All non-emergency service orders and job orders are temporarily suspended. All projects are put on hold. Preventative maintenance is limited to essential functions. Emergency Services remain operational. Child care is provided for key and essential families only, in accordance with priorities and as space is available. All other services not suspended are provided virtually.
- Additional Services: The Commissary and the Exchange remain operational to support the limited presence on the installation to include military retirees. Rock Island National Cemetery is closed to visitors due to installation access restrictions, and interments at the RINC are coordinated on a case-by-case basis. The Rock Island Arsenal Health Clinic remains operational to support its current patrons to include retirees, but this will be one of the only locations on Island accessible to retirees and non-key and essential personnel with the exception of the above mentioned military retirees access to the Commissary and the Exchange.
- Personnel: Service members and Department of the Army Civilians who are not deemed key and essential in support of COVID-19 operations or life, health, and safety of our people and installation are assigned to mandatory telework. If a Department of the Army Civilian is not telework eligible, they will be placed on weather and safety leave and will not return to their place of duty until notified otherwise. Leaders will ensure all mitigation measures possible are being enforced.

Specific to individual commands are the following:

- First Army: Key and essential personnel are present for duty in the headquarters. All others telework or are in a designated leave status. First Army Headquarters continues to provide command and control to First Army units and mobilization/demobilization of CRC and Compo 2/3 units.
- Army Sustainment Command and Joint Munitions Command: Key and essential personnel are present for duty in the headquarters. All others telework or are in a designated leave status. Commands provide command and control to down-trace units and execute assigned missions.
- Army Contracting Command – Rock Island: ACC-RI is able to provide full coverage for contracting customers using telework. Designated mission essential personnel are prepared to execute from Rock Island Arsenal if there are mission critical circumstances.
- Joint Manufacturing Technology Center: Maximizes telework for eligible DA Civilians and places all self-identified employees at increased risk for COVID-19 who are not eligible for telework on weather and safety leave status.
- US Army Corps of Engineers – Rock Island District: USACE-RI continues to execute key and essential functions as determined by USACE to mitigate potential safety hazards, economic loss, and damage to critical infrastructure. These missions include navigation support, flood risk management, and regional emergency response. USACE-RI continues to provide command and control of all Corps lock and dam facilities and district offices, and supports FEMA led COVID-19 response operations as directed.

- Combat Capabilities Development Command – Armaments and Chemical Biological Centers: Key and essential personnel are present for duty in the headquarters. All others telework or are in a designated leave status.
- Army and Joint Reserve and National Guard Units: Full time military staff continue to provide command and control for individual organizations through a mixture of limited on site presence and telework. Scheduled drills suspend through DOD Restriction of Movement period.

(COVID-19 Local Impacts Page: <https://home.army.mil/ria/index.php/about/Garrison/public-affairs/covid19-closures>)

WeCare Rock Island Arsenal App

The WeCare Rock Island Arsenal App (WeCare RIA) is available for download to mobile devices from the App Store. At the touch of a finger you can readily access vital tools and resources available to you and your family. The WeCare RIA App was developed to support the Rock Island Arsenal and US Army's Domestic Abuse, Resilience in the Workforce, Suicide and Sexual Harassment/Assault Prevention campaigns. It serves as an educational and resource tool for the user to recognize and reduce high risk behavior. The app allows all military, civilians, and family members who are aware of, witness to, or involved with a high risk behavior the ability to have points of contact and resources readily available with one click of a button. The main features include emergency phone numbers for local and national points of contact on a one-touch dialer. Go to the App store and download the WeCare Rock Island Arsenal App or from the below link:

- Apple's iOS: <https://itunes.apple.com/us/app/wecare-rock-island-arsenal/id1454377310?ls=1&mt=8>
- Android: <https://play.google.com/store/apps/details?id=mil.army.wecarerockisland&hl=en>

Tell your Family and friends.



CID Cautions Teleworkers to Adhere To IT Best Practices

As the Army community continues to encourage teleworking, the U.S. Army Criminal Investigation Command reminds users about cyber adversaries and the importance of keeping all information on the network safe. As telework increases across the Army, network users play an important role in protecting the Department of Defense Information Network. CID encourages users to follow department-issued guidance and best practices as well as those developed by DoD. This information will help ensure users maintain secure use of common capabilities and continue to operate effectively during telework status. CID officials also remind the Army community that your government furnished equipment (GFE) is for official government use only and is to be used only by authorized users. It is important to remind family members the computer is for your work only and not to be used for other purposes. Users are encouraged to utilize good practices such as locking and removing your CAC and maintaining the physical security of their GFE. (More:

www.dvidshub.net/news/365717)

RIA SHARP COVID-19 Impact

The Rock Island Arsenal SHARP program's SAAPM Open House, previously scheduled for April 10, has been cancelled. The event has previously been held as part of National Sexual Assault Awareness and Prevention Month (SAAPM) during the month of April. Questions can go the USAG victim advocate, Linda Robertson, at 309-782-1455. Due to our current operating

environment, there is limited staffing of the RIA SHARP office in Building 110. For support & assistance, please use the information below to contact a member of our RIA SHARP team and we will ensure care is provided promptly.

- 24/7 RIA SHARP Hotline: 309-229-8412
- RIA Lead SARC, SFC(P) April Taylor: april.d.taylor39.mil@mail.mil
- RIA Victim Advocate, Linda Robertson: linda.m.robertson.civ@mail.mil
- General inquiries: usarmy.ria.asc.mbx.sharp@mail.mil

Navy Operational Support Center Rock Island, COVID-19 Impact

In light of Rock Island Arsenal going to HPCON C only mission essential members will be allowed to come to the NOSC. The staff will be teleworking. The NOSC CDO will be at the NOSC to answer questions and direct calls to the proper location. The NOSC will be open its normal hours, 7:30 a.m. – 4 p.m.

- NOSC Main Phone Line: 309-782-6084
- Command Duty Officer/After Hours: 309-737-7731



Rock Island Arsenal Museum Closure

The Rock Island Arsenal Museum closed effective March 18 until further notice.

Mississippi River Visitor Center Closure, Other Corps Closures

Out of an abundance of caution due to COVID-19 concerns the U.S. Army Corps of Engineers Rock Island District has closed the Mississippi River Visitor Center located at the west end of Arsenal Island at Locks and Dam 15. The District has also closed its project offices and visitor centers at Saylorville Lake in Johnston, Iowa, Lake Red Rock, in Knoxville, Iowa, Coralville Lake, in Iowa City, Iowa; as well as the Illinois Waterway Visitor Center in Ottawa, Illinois. The Corps regrets any inconvenience caused by these closures, but is keeping the safety and health of all visitors and employees as top priority. For up-to-date information on modifications, closures or other restrictions related to Rock Island District areas visit: www.mvr.usace.army.mil. Due to ongoing concerns related to the spread of #COVID19, the Rock Island District has extended its recreation area closures through **Sunday, May 31**. These closures include recreation areas at Saylorville Lake, Lake Red Rock, Coralville Lake and along the Mississippi River and Illinois Waterway. Refunds will be provided through Recreation One-Stop (Recreation.gov) to those with campground or picnic shelter reservations through **Sunday, May 31**. For more information visit: <https://go.usa.gov/xvDMx>. Boat ramps with separate access gates or those areas which only contain a boat ramp are still open for use. Public restroom facilities at these sites are closed. Details about specific ramps at various projects across the District can be found online at: www.mvr.usace.army.mil/Missions/Recreation The Corps is seeking the help of the public by asking that visitors take their trash with them when they are visiting our open recreation areas. We are currently running on limited staff during the COVID-19 pandemic and would like also limit their exposure where we can. By working together on this plan everyone will be able to benefit from the areas staying open. The Corps will continue to monitor the situation and will make changes as needed. Pack it in, pack it out!



VIOS Schedule for May

Official DA Studio Photography (DA, Government Passport and Command Photos) will be offered at Rock Island Arsenal on **May 18-22**. *DA Photo studio photo appointments are suspended for 60 days. There will be no photo week in April. The next photo studio opportunity, barring any other guidance will be May 18-22.* Appointments may be scheduled online by submitting a DA Form 3903 Work Request using the Visual Information Ordering Site for the available times: 7:20 a.m. - 3:40 p.m. Click on "Frequently Asked Questions" on the VIOS site <https://vios.army.mil> for more information. Walk-in appointments are not available. Photographs will be taken at the Photo Studio (Bldg. 90, Basement, Room B11). Priority is: 1. Active Duty Soldier's DA photos; 2. Official Government passport photos; 3. Official command photos; 4. DA photos for Army Reserve and Army National Guard Soldiers (not on active duty). The 8"x10" head and shoulders - Command Photos will be printed and available digitally. Additional prints can be ordered in VIOS. All scheduled dates can be found on the RIA VIOS website <https://vios.army.mil>. Contact us for help: 309-782-2843.



USO Closed As Part of COVID-19 Control Measures

Due to the COVID-19 outbreak USO Rock Island has "suspended operations" effective immediately, until further notice in order to maintain safe environments and avoid unnecessary risks of exposure. USO will evaluate conditions on a weekly basis and will reopen as soon as possible. We remain committed to responsibly supporting our service members and their families across the U.S. and overseas. If you should have any questions, please contact Jackie Inman, USO Rock Island Center Manager at jinman@uso.org.



R.I.A. Federal Credit Union Temporarily Closes Locations, Limits Branch Transactions to Drive-Up Only

As our communities mobilize for the well-being of our families and neighbors, we have temporarily adjusted our in-person services. We have taken the precautionary step to temporarily suspend face-to-face lobby services in our branches effective March 17. All drive-ups are still available during regular hours and offer most banking services. The following locations are closed for the immediate future as they are without drive-up lanes:

- Moline Hy-Vee Branch
- Silvis Hy-Vee Branch
- Rock Island Arsenal Branch
- Ft. McCoy, Wisconsin Branch

If you have concerns, please contact us. Our member contact center is available to provide phone support by calling 563-355-3800. Our mobile and online banking platforms will allow members to access their accounts, make transfers, process payments, pay their bills, and deposit checks. We are working on plans and programs to help members who are affected financially by the recent events. R.I.A. will provide ongoing updates on our website. Our goal is to keep business running seamlessly and to provide excellent service and support to our members. Our number one priority is the health and safety of our employees, members, and communities we serve.

RIA-Wide Commander's Ready and Resilient Council (CR2C) Bi-Annual Community Strengths and Themes Assessment (CSTA) 2020

The Rock Island Arsenal Commander's Ready and Resilient Council (CR2C) is conducting a comprehensive [Community Strengths and Themes Assessment \(CSTA\)](#) to assess communities for health risk factors and needs. It is designed to capture the pulse of community member's thoughts on quality of life, health, safety, and satisfaction within the environment of an Army installation. The [CSTA](#) ensures that the community's perceptions of health and wellness are included in the identification of priorities for the CR2C. The [CSTA](#) is a holistic approach to assessing the community's perceptions of health, health-related concerns, and availability of programs and services to meet their needs. The survey can be accessed during the period **March 1 – April 30**. The responses to this Survey will provide the opinions and values of the population. This information will be combined with the perspectives of the senior leaders, service providers and subject matter experts on the Council to inform the CR2C's Strategic Plan. Every voice counts, and this survey is open to all members of Team Rock Island, including service members, family members, civilians, contractors, and defense and federal partners, retirees and their family members. The results of the survey are anonymous, and no effort will be made to identify any individual. The [CSTA](#) is part of the Army Public Health Practice and is not intended as scientific research. Those having issues with the survey or have questions regarding the survey should be referred to the RSA Health Promotion Officer, Warnie Stokes at 256-450-8979 or warnie.b.stokes.ctr@mail.mil or the RSA Health Promotion Program Assistant, Rochelle Allen at 450-9426 or rochelle.s.allen.ctr@mail.mil. (Survey: <https://go.usa.gov/xdwcX>)



Emergency Leave Transfer Program to Assist Federal Employees Affected by Hurricane Dorian

If you are interested in donating annual leave, complete [OPM Form 1638](#) and submit to the Civilian Personnel Advisory Center, Building 104, no later than **Tuesday, April 21**. You must state on the 1638 which Emergency Leave Transfer Program you are donating to. If you have any questions contact the CPAC at 309-782-2430. This initiative has been directed by the President. The POC is Jaime Slocum at 309-782-2430. OPM Form 1638: https://www.opm.gov/forms/pdf_fill/opm1638.pdf

Arsenal Island Employee Local Discounts

The impact and availability of products and services at these vendors in light of COVID-19 is unknown. It is recommended that employees contact the business to get details.

The following discounts are exclusively available to Arsenal Island employees — Contents of the Island Insight are not necessarily the official views of, or endorsed by, the U.S. Government, the Department of Defense, or the Department of the Army. The views and opinions expressed are not necessarily those of the Garrison or the Department of the Army.

- **Bayside Bistro**, 1105 Christie Street, Davenport, offering a 10% discount to active, retired, reserve and National Guard members and government civilians on all menu items.
- **Pillar Equipment**, 2001 5th Street, STE 40 in Silvis, Illinois, offering \$100 off on new Kubota mowers and up to \$500 off on select new Kubota tractors for Farmer Veteran Coalition members; this is a free membership. See www.kubotausa.com or www.myorangetractor.com for details.

- **Boozie's Bar and Grill**, downtown Davenport, offering 15% discount on your food with a valid ID to all active military, reserves, retirees, and veterans. Just ask the server for your discount.
- **Zeke's Island**, 842 Middle Road, Bettendorf, receive \$2 off your order. Just show your Arsenal badge. You may also order online at zekeislandcafe.com enter 21375 for your discount.
- **Urban Farmhouse Moline**, 1209 4th Ave., Moline, show your badge to receive 10% off your purchase.
- **Antonella's II**, 421 river drive, in Davenport, offering a 20% discount to all military services active or reserves, seniors and their immediate families on all menu items (must have ID).
- **QC Wellness Group**, 2220 E 53rd Street, Davenport, discounted chiropractic care to all active duty, reserves, and veterans.
- **R.I.A. Federal Credit Union**, Building 61, Arsenal employees get \$25 when you open up a new member checking and savings account at our branch; active duty members and veterans get \$100 when you open a new member checking and savings account.

This information is included for general workforce interest and does not constitute endorsement of the businesses or products.

Arsenal Traffic/Construction



RIA Visitor Control Center Hours to Change

Effective **Thursday, April 16**, the operating hours of the RIA Visitor Control Center located at the Moline Gate will change from 6 a.m. - 3:30 p.m. to 7 a.m. - 3 p.m., Monday through Friday, and is closed on weekends. These hours reflect a limited schedule that will end with other COVID-19 restrictions. Other COVID-19 impacts and details are accessible off of the RIA Garrison website at <https://home.army.mil/ria>.

Storm Sewer Improvements South Side Building 212

Effective April 6, the Directorate of Public began work on storm sewer improvements on the south side of Building 212. The work consists of the installation of new storm sewer pipe, inlets and curb and gutter. Work is proceeding from west to east along the project area. The pedestrian gate will remain open during construction. The work is expected **to last 60 days** depending on weather. Please use caution when traveling near the area.

Arsenal Annual Passes Suspended, Limits Most Access to Official Business

Reminder that effective March 25, Rock Island Arsenal suspended all current year-long passes and made other changes limiting access to the Arsenal. These changes were made to limit the opportunity for COVID-19 transmission. Until further notice, no one-year passes will be issued. The Visitor Control Center will remain open Monday through Friday, but will close on Saturday and Sunday. Thirty-day passes for new contractors and others conducting official business will be issued at the installation's access control points. Effective March 25, the Arsenal closed to non-official visitors and recreational visitors. Exceptions include authorized persons with identification who are allowed use of the Commissary and the



Exchange, those making use of the Rock Island Arsenal Health Clinic and visitors to residential quarters.

- The Commissary and the Exchange remain open: the Commissary's first two hours on Tuesdays and Thursdays are reserved for older customers.
- The Health Clinic remains open – all visitors must use the main entrance.
- The Visitor Control Center will be closed Saturday and Sunday as above.

For additional details about activity closures and other COVID 19 control efforts at RIA are available at the Arsenal's local impacts website here:

<https://homeadmin.army.mil/ria/index.php/about/Garrison/public-affairs/covid19-closures>

COVIDS-19 "No Touch" Policy at Access Control Points

Rock Island Arsenal has taken precautionary measures to protect the health of the force and maintain operational readiness. We will continue to evaluate current day-to-day operations to ensure the safety of our Soldiers, family members, civilian personnel, and community members who are eligible to be on RIA. Out of an abundance of caution, Rock Island Arsenal implemented the following procedures at all Access Control Points.



- Security guards at the Access Control Points will no longer "touch" identification cards or approved post access paperwork.
- Personnel entering Rock Island Arsenal must continue to use proper procedures for access; however, the guards will no longer have physical contact with identification cards or paperwork.
- When vehicle operators enter the ACP lane, DASGs will ask the vehicle operator to hold the ID/Pass so they can visually verify the ID holder to the photo and then ask the ID holder to flip the card to allow the DASG to scan appropriate bar code with the hand held scanner.
- In the event the vehicle has multiple occupants, the DASG will have the vehicle operator roll down the driver side windows (front and back) collect all IDs/Passes and each ID/Pass will be verified and scanned separately.
- DASGs will not reach inside the vehicles or lean into vehicles, so all passengers will need to position themselves where the DASGs can easily verify their identities.

You can take routine steps to help prevent the spread of the COVID-19. Regularly washing your hands with soap and water for at least 20 seconds, avoiding contact with those who have been sick, going to the doctor when you feel ill, and disinfecting frequently touched surfaces. These simple actions will safeguard our operational readiness and help protect the Rock Island Arsenal workforce and QCA communities.

Phase 2 Gate Changes Began March 3

Phase 2: Effective March 3, hours of operation of the Rock Island and the Davenport Gates are as follows:

- Davenport Gate:
 - Monday - Friday: Inbound - Closed
 - Monday - Friday: Outbound - 2-5:30 p.m.
 - Saturday: Closed
 - Sunday: Closed
- Rock Island Gate:
 - Monday - Friday: 5:30 a.m. - 10:30 p.m. with Outbound traffic only from 10:30 p.m. - midnight

- Saturday: 8 a.m. - 9 p.m.
- Sunday: 8 a.m. - 9 p.m.

The hours of operation at the Moline Gate will remain unchanged.

Excavation Activities West of Bldg. 299 and South of Beck Avenue

Effective Feb. 17, the Directorate of Public Works began excavation activities at the former coal pile located just west of Building 299 and south of Beck Avenue. Work involves removal of the remaining coal, then excavation and disposal of impacted soil, followed by backfilling with clean fill. The coal pile will be fenced off along Beck Avenue and will have two access points along Beck Avenue for dump trucks to enter and leave the site. Signage was placed near the site warning drivers of the construction area and trucks entering and leaving the site. Beck Avenue will remain open during the activities. Activities are anticipated to take **two months** to complete.

Building/Space Closures



There are no announcements at this time.

Active Duty/Reserve Zone



Telehealth, Virtual Counseling Available To Soldiers

After the Defense Department told non-essential personnel to remain in their residences to prevent the spread of coronavirus last month, many Soldiers found themselves in unfamiliar territory: working from home for the first time. Teleworking brought challenges many Soldiers had not faced before, including separation from their units and commanders. Col. Dennis Sarmiento, psychiatrist and chief of the Behavioral Health Division at U.S. Army Medical Command, said Soldiers working virtually from their homes must establish consistent lines of communication, achievable goals, and some structure to adjust to current conditions. The DOD's telehealth and virtual clinical care services provided options for Soldiers seeking care prior to the spread of COVID-19. Now virtual counseling and online treatment have become the primary options for those seeking and sustaining continuity of behavioral health care. (More: www.army.mil/article/234510)

Army Launches Voluntary Credentialing Assistance Program

Soldiers can now access up to \$4,000 in assistance each year to voluntarily pursue industry-recognized credentials through the new Army Credentialing Assistance Program. Championed by Army senior leaders, the program focuses on readiness and retention by providing the total force with improved credentialing opportunities, said Col. Chuck Rambo, director of Army Credentialing and Continuing Education Services for Soldiers (ACCESS) at Army University. Back in 2015, the Army credentialing program only authorized Soldiers to receive certifications through MOS specific requirements, or through professional military education, officials said. Army leaders

sought to eliminate that requirement. It led to a one-year user test in Texas and Tennessee in 2018, which later evolved into the new credentialing process. (More: www.army.mil/article/234389)

Help Available For Soldiers Locked Into Lease Agreements

Soldiers and families locked into untenable lease agreements due to the COVID-19 stop-movement order can access legal support to reduce their financial obligation. Under the Service Member Civil Relief Act, or SCRA, Soldiers can terminate their lease agreement with permanent-change-of-station or deployment orders that exceed 90 days, according to Army G-1 officials. Some families might have entered a new lease agreement prior to a PCS, said Melissa Halsey, legal assistance policy division chief for the Office of the Judge Advocate General. When the stop-movement order nullified a Soldier's PCS orders, they may now be forced to maintain multiple households, and the recourse is unclear. (More: www.army.mil/article/234456)

RIA Army Emergency Relief Operations during COVID-19

The Rock Island Arsenal Army Emergency Relief section stands ready to serve Soldiers, Family members, Retirees, and survivor throughout the duration of COVID-19 restrictions. Due to local guidance to limit face-to-face interactions, AER has established an electronic process for Soldiers. Soldiers may submit assistance requests via email and secure electronic document submission.

Eligibility for AER Assistance:

- Soldiers on active duty and their eligible Family members.
- Soldiers retired from active duty because of longevity and their Families.
- Retired Army Reserve and National Guard Soldiers receiving retired pay and their Family members.
- Medically retired Soldiers and their dependents, including both those placed on the Permanent Disability Retired List (PDRL) or Temporary Disability Retirement List (TDRL).
- Members of the Reserve component of the Army (National Guard and Army Reserve under Title 10 U.S.C) on continuous active duty for more than 30 consecutive days and their eligible Family members.

All financial assistance requests will be processed via telephone and email. If you are experiencing a financial situation, please contact Travis Phillis, AER Officer, at 309-782-0815 or by email at travis.j.phillis.civ@mail.mil.

April is Month of the Military Child

The U.S. Army observes the Month of the Military Child to recognize and honor the commitment, contributions and sacrifices children and youth make to the nation through the strength they provide the Soldiers and Families. This year marks the 34th anniversary of the Department of Defense designating April as Month of the Military Child. The Army recognizes Month of the Military Child as an opportunity to recognize and respect the unique challenges the military children face and overcome. The Army remains fully committed to helping Families become and stay strong by offering a variety of programs and services through U.S. Army Installation Management Command. There are more than 215,779 children and youth registered in Child and Youth Services programs. The Army remains committed to these military Family members to honor the service and sacrifices of those who serve the nation. As the nation prepares for the future, the Army recognizes that children will continue to experience and work through the challenges of relocations, deployments, and reintegration and, if needed, care



for their wounded Soldier parent. Through specialized programs and trained staff, the Army will continue to anticipate and address the evolving needs of Soldiers and Families to ensure they are healthy, ready and self-reliant. Month of the Military Child allows the Army to recognize, applaud, and celebrate the resilience of military children and youth and their role in ensuring a ready force now and into the future. Military children are the epitome of strength and resilience who contribute to enabling the Soldiers to focus on defending the nation. Strengthening children and families makes the all-volunteer Army stronger as a whole. Strong and resilient Army children contribute to the success of the Army's mission. (More: www.military.com/spousebuzz/blog/2008/04/month-of-the-military-child.html)

Soldiers Can Now Apply For AER Assistance Electronically

The Army Emergency Relief program has implemented changes to assist Soldiers and families impacted by the spread of COVID-19. The new guidelines ensure that Soldiers and families can process assistance applications on time, while under quarantine or observing limited face-to-face interaction, said retired Command Sgt. Maj. Charles Durr Jr., chief of assistance. Soldiers and families must first inform their chain of command of their current financial hardship. They will then need to fill out an AER application and supporting documentation and route it up to their chain of command for approval. (More: www.army.mil/article/233905)

New Allowances for Soldiers, Families Affected By COVID-19

The Army has rolled out new allowances for Soldiers and families facing official travel delays or in quarantine amid the COVID-19 virus outbreak. A hardship duty pay for restriction of movement, or HDP-ROM, now provides Soldiers who are not currently in a travel status \$100 per day -- not to exceed \$1,500 -- to defray the cost of additional lodging if a commander restricts them to a self-monitoring period. HDP-ROM may also be available to other Soldiers who have been ordered to stay isolated, such as individuals returning from a deployment or temporary duty. (More: www.army.mil/article/233808)

Army Makes Exceptions to Enlisted Promotion Policy During COVID-19 Outbreak

In response to the COVID-19 outbreak, the Army has initiated several policy exceptions that will impact enlisted promotion cycles scheduled until the end of this fiscal year, unless terminated sooner, G-1 officials announced Tuesday. Due to the recent restrictions placed on travel and training, the Army is altering its approach to semi-centralized promotion boards, along with changing the training requirements required for promotion eligibility, said Sgt. Maj. Mark A. Clark, the Army G-1 directorate of military personnel management sergeant major. The exception will impact the active-duty and Army Reserve force, with many of the alterations taking effect during the May promotion month, Clark said. The National Guard will produce additional guidance at a later date. (More: www.army.mil/article/233940)

Here's Financial Help for Military Families Caught in a Coronavirus Quandary

As military families grapple with thousands of different difficult situations that the coronavirus has brought to their lives, the military relief societies want people to know they can help with financial assistance in a variety of ways. With the temporary restriction on Permanent Change of Station moves, some families may have already had their household goods picked up, and may need to make alternate living arrangements. In other cases, spouses may have lost their job or their income has been severely reduced, and the family is having trouble making ends meet. Depending on the situation, the relief societies — Army Emergency Relief, Air Force Aid Society, Navy-Marine Corps Relief Society— can offer help in the form of grants or zero-interest loans. (More:

www.militarytimes.com/pay-benefits/2020/03/16/heres-financial-help-for-military-families-caught-in-a-coronavirus-quandary)

Free Tax Software, Support Available For Soldiers, Families

With the tax season upon us, service members and their families can access free tax-filing software and consultations to help them navigate the task of submitting their annual taxes. Military members and their families can visit the Military OneSource website or call 1-800-342-9647 for the no-cost "MilTax" software, explained Erika Slaton, a program analyst with Military OneSource. The Defense Department recognizes that military members and their families have unique filing situations with deployments, relocations and various deductions and credits, she said. The MilTax software, previously known as "Military OneSource Tax Services," was created with the military situation in mind, Slaton said. (More: www.army.mil/article/181811)



The top priority of the installation safety office is to safeguard and protect service members, their families, civilian employees and Army property as well as to create the safest workplace and living environment possible. Website:

<https://home.army.mil/ria/index.php/about/Garrison/safety-office>

COVID-19 Pandemic: Tips To Remain 'Sane and Safe' During Social Distancing

Maintaining a routine, helping others and taking time to focus on self-care are among the tips one Ball State University professor is sharing to help people stay "sane and safe" while practicing social distancing during the COVID-19 pandemic. Jagdish Khubchandani, a health sciences professor, has 15 recommendations to "counterbalance" the physical and psychological effects of social distancing, which involves reducing close contact with others in an effort to help stop the spread of the disease, per guidance from the Centers for Disease Control and Prevention. (More: www.safetyandhealthmagazine.com/articles/19578-covid-19-pandemic-tips-to-remain-sane-and-safe-during-social-distancing)

2020 Upcoming Motorcycle Rider Training Dates

- ~~April 28-29: Basic Rider Course (BRC)~~ — Two days of (classroom & motorcycle range) rider instruction. Training motorcycles will be provided. **((CANCELLED))**
- ~~April 30: Experience Rider Course (ERC)~~ — One day of (classroom & motorcycle range) rider instruction. Bring your own motorcycle to the course. Course is for standard, touring, or cruiser motorcycles only. No sports bikes allowed. **((CANCELLED))**
- Sept. 22-23: Basic Rider Course (BRC) – Two days of (classroom & motorcycle range) rider instruction. Training motorcycles are provided.
- Sept. 24: Experience Rider Course (ERC) – One day of (classroom & motorcycle range) rider instruction. Bring your own motorcycle to the course. Course is for standard, touring, or cruiser motorcycles only. No sports bikes allowed.

Students must attend all sessions and pass a written and skills evaluation in order to receive credit for the course. Who can attend? Only active duty service members or any service member on orders (IDT, AT for guard/reserve).

PPE Requirements

- Helmet: DOT approved helmet
- Eye protection: designed to meet or exceed ANSI Z87.1
- Protective clothing: long sleeve shirt or jacket, long sturdy pants
- Footwear: sturdy over the ankle footwear/boots
- Hand protection: full-fingered gloves made from leather or other abrasion-resistant material

Students taking the Experienced Rider Course must provide the following at check-in:

- Military ID
- Valid motorcycle license or permit
- BRC Card
- Valid motorcycle registration
- Valid proof of motorcycle insurance

Note: If using a borrowed motorcycle, you must bring a signed letter from the legal owner authorizing your use of the motorcycle.

To register for a course:

- Go to <https://imc.army.mil/airs>
- Select "Northeast" from region dropdown menu
- Select "Rock Island Arsenal" from Garrison dropdown menu
- Select "Course Needed" from Courses dropdown menu
- Scroll to the correct month on the calendar to register for the course

POC for the Motorcycle training is Tony Kruse, Garrison Safety Office, 309-782-2314 or 1380, anthony.r.kruse.civ@army.mil.



The Equal Employment Opportunity (EEO) program formulates, directs, and sustains a comprehensive effort to maximize human potential to ensure fair treatment for military personnel, family members, and civilians without regard to race, color, gender, religion, or national origin, and provide an environment free of unlawful discrimination and offensive behavior.

COVID-19 EEO Impact

The Garrison EEO office is providing services virtually. Please contact EEO staff at 309-782-2548.

Morale, Welfare & Recreation



Army MWR is a quality-of-life program that directly supports readiness by providing a variety of community, Soldier, and family support programs, activities and services. Included in MWR are social, fitness, recreational, educational, and other programs and activities that enhance community life, foster Soldier and unit readiness, promote mental and physical fitness, and generally provide a working and living environment that attracts and retains quality for U.S. Army Soldiers, Family members, Retirees and its civilian workforce. Visit the MWR website at <https://rockisland.armymwr.com> for information on all MWR programs. How is MWR doing? Tell us by going to <https://ice.disa.mil>, navigate to "Rock Island Arsenal" and search "MWR" for a full listing of all our programs and services.

Virtual Youth Summertime Activities Expo

Like most events in the near term, MWR had to cancel the Youth Summertime Activities Expo previously planned for April 9. MWR still wants to provide you with all the great info that you would have received at the Expo so they have built a Virtual Youth Summertime Activities Expo on their website: <https://rockisland.armymwr.com/promos/virtual-youth-summertime-activities-expo>. Click over to learn about all the great QC organizations with youth summertime programming. The kids are going to be ready to get back to normal life once we get past this tough time so do some homework now and find those activities to fill up their calendars this summer.



FMWR, COVID-19 Impact

Family and MWR Army Community Service continues to provide service via telephone and email. Child and Youth Services supports key and essential military and DA civilians with CDC and SAC services. All other MWR services, and events have been canceled until further notice.

Food Services, COVID-19 Impact

Company Kitchen cafeterias in buildings 60, 350, and 212 are closed until further notice. Island Oasis Café is closed until further notice. The Lock and Dam Lounge and dining area is closed until further notice.

Fitness Center, COVID-19 Impact

Fitness Center is closed until further notice.

Auto Skills Center, COVID-19 Impact

The Auto Skills Center closed on March 21 in order to allow patrons to return equipment and settle bills. As soon as this facility closed, it began to be cleaned and prepared to reopen as soon as possible after lowering the installation's HPCON.

MWR Leisure Travel Office



We offer substantial discounts on tickets to local attractions, concerts, amusement parks and regional bus trips to exciting destinations. Check with us first for all your entertainment needs, we can save you money. Office Hours: Monday through Friday, 9 a.m. – 4 p.m., Bldg. 333. The office is closed for lunch from 10:30–11 a.m., 309-782-5890. (email: anna.winters@us.army.mil) (website: <https://rockisland.armymwr.com/programs/leisure-travel-office>)

Leisure Travel Office, COVID-19 Impact

The Leisure Travel Office closed on March 21 in order to allow patrons to return equipment and settle bills. As soon as this facility closed, it began to be cleaned and prepared to reopen as soon as possible after lowering the installation's HPCON.

Child & Youth Services



Child & Youth Services provides a full range of child care programs and services for children ages six weeks through senior year in high school. Services include full-day, part-day, hourly, pre-k, school outs, summer programming, sports and fitness, and instructional classes. All CYS programs/facilities will be closed all federal holidays, CYS CDC/CD Home/FCC staff in-service day and any other additional days/installation closures approved by the garrison commander. Fees will not be reduced, refunded, or prorated for these days. (Website: <https://rockisland.armymwr.com/categories/cys-services>) (Facebook: www.facebook.com/RIACYSS)

Child Care Services, COVID-19 Impact

CYS, CDC, and SAC will provide child care services to only key and essential military and DA civilians effective March 25 until further notice. The CDCs and the SAC are cleaned daily, with caregivers cleaning more frequently within their classrooms and at the front desks.

Talking To Children about COVID-19 Helps Them Feel Safe and Secure

Military spouse Kellie Artis talked with her children about COVID-19 and how to stop the highly contagious respiratory illness from spreading. Afterward, they seemed untroubled. Ten-year-old Hannah and 8-year-old Rhys stopped asking to have friends over, and to visit the playground across the street from their home near Fort Bragg, North Carolina. They didn't complain about the restrictions during video chats with their dad, a Special Forces officer who's deployed overseas. But then one night, Artis heard Rhys crying in his bedroom. When she asked him what was wrong, he sobbed, "I don't like the coronavirus!" He'd overheard his mom talking on the phone with another military spouse. They were discussing further measures that might be enacted. Artis had used the word "lockdown," and the term had scared Rhys. "They're owed an explanation" about why their lives have changed so unexpectedly, Artis said. "But I'm trying to balance shielding them from too

much information while also making sure they're safe." (More: <https://health.mil/News/Articles/2020/04/08/Talking-to-children-about-COVID-19-helps-them-feel-safe-and-secure>)

April is Child Abuse Prevention Month

This Child Abuse Prevention Month, the Department of Defense asks all members of the military community to Stand Up for MilKids, committing to be a positive presence in their lives so they can grow up healthy and safe. In times of extreme stress, there is an increased risk for child abuse and neglect, so it is especially important to learn how we can support our children and the military community. When you Stand Up for MilKids, you promise to:

- Support parents to seek help when they're feeling overwhelmed.
- Encourage others to show their support for MilKids and MilParents.
- Be a stable force for good in the life of a military child.



Whether you're their parent, mentor, teacher or friend, the MilKid in your life looks up to you, and your relationship with them can change their life for the better. Researchers have discovered that the single most common factor for children who develop resilience is the presence of at least one stable and nurturing parent, caregiver, or other adult. That is because trust and support from a safe adult promotes childrens' development of healthy social behaviors and positive coping skills, which are crucial to their long-term emotional and physical wellbeing. That means that when you commit to be a positive example and a steady presence for a military child, your actions literally shape their long-term growth in positive ways. (More: www.militaryonesource.mil/Stand-Up-For-MilKids) (Presidential Proclamation: Childhood should be filled with joy, hope, unconditional love, and acceptance. Tragically, however, far too many of our Nation's young people spend this foundational time of their lives in fear, pain, and uncertainty, enduring abuse and neglect that threatens their health and well-being. During National Child Abuse Prevention Month, we condemn this horrific depravity and reaffirm our unwavering commitment to protecting our children and strengthening our families. Each year, hundreds of thousands of children across our country suffer from abuse and neglect, a fact that is both sobering and heart-wrenching. In January, I signed an Executive Order to coordinate the Federal Government's efforts to prosecute individuals who sexually exploit children online, protect and support victims of child exploitation, and provide prevention education to raise awareness and help lower the incidence of child exploitation. I also signed into law legislation to enhance our child welfare systems by supporting at-risk families through mental health and substance abuse treatment and programs to develop parenting skills. (More: www.whitehouse.gov/presidential-actions/proclamation-national-child-abuse-prevention-month-2020)

Army Community Service



Army Community Service is an Army-wide community, social service program that provides services that assist Soldiers, Family members, and Department of the Army civilians maintain readiness, develop self-reliance, resiliency and stability. U.S. Army Installation Management Command provides these services through a network of programs that support goals related to recruitment, retention, morale, and operational readiness of the force. ACS on RIA is located in Bldg. 110, 1st floor SE; visit our ACS website

<https://rockisland.armymwr.com/programs/army-community-service> or phone 309-782-0829. Call ahead for special accommodations when attending ACS classes. Find us on Facebook click here: www.facebook.com/RIAACS. 24/7 Domestic Violence Crisis Line: **309-912-6089**.

A Message from Your Installation Prevention Team (IPT) and Family Advocacy Program (FAP)

Social distancing and isolation can strain any relationship, and they can make bad situations worse. If you or someone you know is suffering or does not feel safe at home for any reason, dedicated professionals are continuing to offer support through hotlines and online resources such as the National Domestic Violence Hotline, 1-800-799-7233 or thehotline.org. Local resources are also available. The Rock Island Arsenal's Family Advocacy Program Domestic Abuse Crisis Line, 309-912-6089, is answered 24/7 for those who need someone to talk to. Individuals may also visit the Domestic Abuse Victim Advocacy Program's website at:

<https://rockisland.armymwr.com/programs/victim-advocacy-program> for information on reporting options and safety planning. Family Resources continues to answer their crisis line and offers shelter for residents of both Iowa and Illinois who are experiencing abuse. Their toll free phone number is 866-921-3354. POC: Jenny Kerr, family advocacy program manager, jennifer.a.kerr10.civ@mail.mil, 309-782-3049.



Military Spouse Sponsorship

Army Community Service is looking for military spouses to be sponsors for other military spouses. Receive training and resources to help you assist them with connecting to information and resources that will reduce the stress associated with the rigors of PCSing. In addition to giving back to your fellow spouses you will earn volunteer hours as a registered ACS volunteer. To sign up contact ACS at 309-782-0829 or send us a message on Facebook at www.facebook.com/RIAACS.

Places and Spaces Art Showing

ACS is offering an opportunity to beat the boredom and create some beauty during social distancing. We are seeking art submissions from Arsenal families (military and civilian) using the theme, Places and Spaces of the Quad Cities and Rock Island Arsenal from the view inside or outside your window. Simply create a piece of art using your window view as your inspiration. We will be taking these collective works and coordinating a gallery showing at the Rock Island Arsenal Museum. We will also accept replicas of internet images of area specific places and spaces. We are also asking for kids under 8 to submit a coloring page of their choosing to be displayed as well. Share photos of your work in progress to our [FB page](#) and earn Virtual Family Connection

participation points. For more information on this event and the Virtual Family Connection Initiative contact ACS by messaging us through our [FB page](#) at www.facebook.com/events/212453743338746 Art submissions will include...

- Paintings
- Sculptures (must be moved by artist)
- Drawings
- Photographs
- Collages
- Graphic Designs

Also accepting replicas of internet images of area specific places and spaces. As well as coloring pages for kids 8 and under (the pages are of their choosing). Submissions will be displayed at the RIA Museum. Submission deadline is **Tuesday, June 1**. Upload photos of your work in progress to the [ACS Facebook page](#) to earn points as part of our ACS Virtual Family Connection Initiative.

ACS Virtual Family Connection Activity

Join the ACS Virtual Family Connection! We will be posting ideas to help families stay connected during this time of social distancing. For every activity a family participates in, they will earn points. We will track your points and award prizes at our Cabin Fever Buster Bash to be held when we can all get together again! To sign up, email jennifer.a.kerr10.civ@mail.mil or message us on FB at www.facebook.com/events/212453743338746

Army Community Service Status Update

Due to the current situation Army Community Service (ACS) will not be open to the public until further notice. ACS will continue to provide services via telephone, email and social media. We do not want to lose touch with our RIA Family. So please reach out to us. For information and assistance please call:

- ACS Director, Tere Seibert at 309-782-0828
- Family Advocacy, Jenny Kerr at 309-782-3049
- Financial Readiness, Employment Readiness and Army Emergency Relief (AER), Travis Phillis at 309-782-0815
- Exceptional Family Member Program (EFMP), Jan Saito at 309-782-4736
- Relocation Readiness, Army Volunteer Corp or Army Family Action Plan, Chassity Morse at 309-782-0816
- Domestic Violence Victim Advocacy 24/7 assistance, Sam Mathew at 309-912-6089

We know that this is inconvenient, but we want to ensure the health and safety of you and our staff. Please feel free to message me if you need assistance, but do not know who to reach out to.

Newcomer's Orientation

Until further notice the Newcomer's Orientation is cancelled. If you have question please contact the Relocation Readiness Program at 309-782-0816.

MWR Outdoor Recreation Office



Outdoor Recreation is your one-stop rental shop for all your outdoor adventures, special events, home maintenance and repair. No matter the season, we have the equipment to get you out into the great outdoors. From skis and snowboards to campers and canoes, we have you covered. Office Hours: Monday through Friday, 8:15 a.m. – 4 p.m., Bldg. 333, Phone: 309-782-8630. (email: robert.l.lampert.naf@mail.mil), Website: <https://rockisland.armymwr.com/programs/outdoor-recreation>

Outdoor Recreation, COVID-19 Impact

Outdoor Recreation closed on March 21 in order to allow patrons to return equipment and settle bills. As soon as this facility closed, it began to be cleaned and prepared to reopen as soon as possible after lowering the installation's HPCON.

Employee Assistance Program



The ASAP/EAP is dedicated to excellence in providing a standard of care that enhances the quality of life for its clients and the workforce of Rock Island Arsenal. We believe that personal, family, and workplace problems can affect an employee's well-being and job performance. The ASAP/EAP promotes healthy lifestyles. Our most important asset is our employees and we are committed to providing professional counseling, educational assistance, and intervention services in an effort to promote wellness and improve the climate of the Rock Island Arsenal. ASAP/EAP is located in Bldg. 56, 1st floor; visit our ASAP/EAP website <https://home.army.mil/ria/index.php/my-fort/all-services/army-substance-abuse-program> or phone 309-782-4357 or 309-782-HELP. Office hours are from 7 a.m. - 4:30 p.m., Monday through Friday. After Hour Emergencies: 309-782-6116. Rock Island Arsenal Emergency Services will contact an EAP counselor who will call you back promptly. Find us on Facebook click here: www.facebook.com/RIAEmployeeAssistanceProgram.

A Message from Your RIA Employee Assistance Program (EAP) – Things Managers Can Do During COVID-19

As employers respond to COVID-19, employees across the nation are feeling its impact. Across all industries, employees are finding ways to cope with the rapidly changing environment. For employees who manage others, they are making decisions on issues that they may never have faced before in their careers. As managers consider their own concerns, they also need to help manage the concerns of their employees. Fortunately, managers can lean into practices with which they are already familiar and have proven to be effective. This includes regular check-ins with employees and providing guidance on expectations and workload management. In fact, it's important now more than ever that managers rely on those practices. As a manager, you will learn five things you can do during COVID-19 to effectively manage and support your employees. If you, or someone you know, is struggling to cope because of COVID-19 pandemic, or is experiencing other challenges to

mental health, there is free and confidential help available. Please call the Rock Island Arsenal Army Substance Abuse Program (ASAP)/Employee Assistance Program (EAP) at 309-782-4357 for free and confidential assistance, information and/or referrals provided by a professional Counselor. RIA EAP counselors continue to provide counseling and management consultation services via e-mail, phone and video conferencing. Other on-post resources for assistance are: your organization's Chaplain or call the ASC Chaplain's Office at 309-782-0923. Active duty military personnel can also reach out to RIA Substance Use Disorder Clinical Care (SUDCC) at 309-782-2553 or the RIA Health Clinic at 309-782-0805. If you are having thoughts of suicide, dial 911 or go to the nearest local community hospital emergency center. POC: Bob Donohoo, EAP coordinator, 309-782-2552, robert.w.donohoo.civ@mail.mil. ([5 Things Managers Can Do During COVID-19](#))

Are You Feeling Lonely?

According to the Health Resources & Services Administration, 1 in 5 Americans report sometimes or always feeling lonely or socially isolated. Loneliness may be more of a hazard to our health than obesity, according to a 2017 article published by the American Psychological Association. Studies like this highlight what's being called a "loneliness epidemic." As we face an unprecedented pandemic due to COVID-19, people are at an even greater risk of chronic loneliness. This is not only a threat to our social health, but to our physical, mental and emotional well-being. Symptoms like fatigue, trouble sleeping, having a suppressed immune system, weight gain and inflammation are not uncommon. Loneliness is a leading precursor to depression and alcoholism, as well as all kinds of other medical concerns. Now, more than ever, we need to take care of ourselves and those around us — spreading positivity and maintaining connections, even while remaining physically isolated. (More: www.facebook.com/notes/rock-island-arsenal-eap/are-you-feeling-lonely/2823829361019230)

April is National Alcohol Awareness Month.

Alcohol is the most used addictive substance in the United States according to the National Council on Alcoholism and Drug Dependence (NCADD). Approximately 17.6 million people in the United States suffer from either alcohol abuse or dependence. Approximately 7,000 children under the age of 16 try alcohol every single day. Alcohol abuse becomes problematic when it starts interfering in an individual's home life, work, relationships, parenting, and/or other responsibilities. According to the NCADD, 1 in 8 Americans struggle with an alcohol use disorder and over half of all American adults have a personal family history of problem drinking or alcohol addiction. According to the NCADD, drinking too much can weaken your immune system, making your body a much easier target for disease, including COVID-19. Drinking a lot on a single occasion slows your body's ability to ward off infections. As social distancing sets in and shelter in place orders continue, we may see a rise in drinking from home. Alcohol consumption does not have to be chronic to have negative health consequences, as binge drinking can affect our immune system. Drinking 4 to 5 at one time can impair signaling proteins known as cytokines in the immune system, necessary to impeding a healthy response to the coronavirus according to globalhealthnow.org. Alcohol can also impair key immune cells in the lungs and damage epithelial cells that line the lungs where COVID-19 can also attack. Alcohol provoked lung damage many times goes unnoticed until it becomes a respiratory infection, which leads to more severe lung diseases. It is important to stay safe during these times at home. If you are concerned that you or someone you love may have problematic drinking, you can access free and



completely confidential assistance through the Rock Island Arsenal Employee Assistance Program (EAP). Your EAP staff remain available through COVID-19, providing services by telephone, email or virtual means. You can reach your EAP counseling staff by call 309-782-HELP (4357) or as follows: Bob Donohoo, robert.w.donohoo.civ@mail.mil, 309-782-2552; Lori Griffin, lori.j.griffin2.civ@mail.mil, 309-782-2551. The point of contact for the content of this article is Adrianna Rubio, CTR, prevention coordinator, Army Substance Abuse Program.

Army Substance Abuse Program, Employee Assistance Program Services Remain Available To Assist You

Due to our current operating environment, the Army Substance Abuse Program and Employee Assistance Program staff are teleworking. EAP counseling and consultation services continue to be provided through the COVID-19 pandemic; however, those services will be provided via email, phone call, or virtually. For support and assistance, please use the information below to contact a member of our RIA ASAP or EAP team members and we will ensure attention and care is provided promptly.

- Lori Griffin, chief asap and EAP counselor: lori.j.griffin2.civ@mail.mil, 309-782-2551
- Bob Donohoo, EAP counselor: robert.w.donohoo.civ@mail.mil, 309-782-2552
- Earlyn Conway, drug test program manager, earlyn.conway.civ@mail.mil, 309-782-3827
- Jay Nichols, drug test program coordinator, jay.d.nichols12.civ@mail.mil, 309-782-2555
- Adrianna Rubio, contractor, prevention coordinator, adrianna.i.rubio.ctr@mail.mil, 309-782-2053

MEDCOM has launched a 24-hour Army COVID-19 Hotline (1-800-984-8523), which gives trusted COVID-19 information sources and answers questions. The OCONUS DSN number is 312-421-3700. An associated article can be found at:

<https://health.mil/News/Articles/2020/03/23/A-full-nights-sleep-could-be-the-best-defense-against-COVID-19>

ASAP Guest Speaker Events to Be Rescheduled

The Army Substance Abuse Program (ASAP) had scheduled events that are now in the process of being rescheduled. These events are going to be rescheduled to later dates due to current COVID 19 situation.

- Substance Abuse Awareness Guest Speaker Event (previously scheduled for March 23)
- Suicide Prevention Guest Speaker Event (previously scheduled for March 25)

Some promotional and awareness announcements and flyers had been previously circulated, please disregard until new information is made available.

Working with You Is Killing Me

The workplace can be a volatile environment where people can sometimes rub each other the wrong way. This class will help you manage challenging relationships and take control of what you can control in the workplace: You! Register on TEDs, or call 309-782-0965. (**May 21, Aug. 13**)

Emotional Intelligence

Emotional intelligence (EI) is the ability to understand and manage your own emotions, and those of the people around you. People with a high degree of emotional intelligence know what they're feeling, what their emotions mean, and how these emotions can affect other people. Register on TEDs, or call 309-782-0965. (~~April 2~~ postponed, **June 4**)

Real Colors

Real Colors training provides users with an effective tool for understanding human behavior, for uncovering motivators specific to each color temperament and for improving communication skills. Register on TEDs, or call 309-782-0965. (~~April 8~~ postponed, **and June 10**)

Education/Training Review



Army Continuing Education System (ACES) is the Army's method for delivering educational opportunities to Soldiers that remediate, develop, and enhance skills needed for present and future jobs. The Army Continuing Education Division (ACED) promotes lifelong learning, readiness and resilience through flexible and relevant education programs, services and systems in support of the Total Army Family. The Rock Island Army Education Center is located in Bldg. 56, 1st floor, west end of the building. Office hours: 8 a.m. – 3:30 p.m., Monday - Friday. Phone: 309-782-2065 Fax: 309-782-7901. Please visit our website to learn more: <https://home.army.mil/ria/index.php/my-fort/all-services/continuing-education-services>

There are no announcements at this time.

Defense Commissary Agency / Exchange



The Rock Island Commissary, www.commissaries.com/shopping/store-locations/rock-island-arsenal, and the Exchange, www.shopmyexchange.com/exchange-stores/United%20States/IL/Rock%20Island/Rock-Island-Arsenal-9999912, are for active duty military, retirees, and service-connected disabled veterans only. There are exceptions for select items (mainly consumable) at the Exchange that can be purchased by Arsenal Island employees with ID. Check out local specials and get POC information here: www.commissaries.com/shopping/store-locations/rock-island-arsenal. For information on this and other Commissaries, visit: www.commissaries.com (Facebook: www.facebook.com/YourCommissary)

If you would like to be placed on our email contact list to receive periodic information on events happening at your Rock Island Arsenal Commissary, please email us at: rockisland@deca.mil and type 'Subscribe' in the subject line.

Guidance Requires Employees, Customers to Have a Face Covering to Enter Commissaries, Exchanges

The guidance released below requiring employees and customers to have a face covering applies not only to the Rock Island Arsenal Commissary, but to The Exchange as well. As stated in the release below, this was effective April 10.

Effective today, patrons and store employees at all commissaries are required to wear face masks, as further safety measures are increased to help slow the spread of COVID-19. The instruction was released by the Defense Commissary Agency, or DeCA, and applies to all agency stores and other facilities worldwide where no local directive has yet been issued, retired Rear Adm. Robert J. Bianchi, Defense Department special assistant for commissary operations, said in a statement. However, if local commanders have already issued a directive to require face coverings in their commissaries, the new order will not supersede their guidance, Bianchi said. “Many bases have already imposed this requirement, but at locations where there is no guidance, this is the protection of our employees and our customers.” This policy reinforces the commissaries’ mission as being vital to military sustainment and readiness, said Army Lt. Col. Angela Parham, DeCA’s health and safety director. (More: www.army.mil/article/234461)

Army & Air Force Exchange Service Procures Face Masks For Store, Distribution Center Associates

The Army & Air Force Exchange Service is procuring face masks for associates who work in its stores and distribution centers as a measure of protection during the COVID-19 pandemic. Within the coming weeks, the Exchange is distributing reusable face masks for its customer-facing and distribution center associates worldwide. The masks have an antimicrobial effect that lasts in excess of 100 high temperature laundry washes, providing permanent antimicrobial effectiveness. “The Exchange’s No. 1 priority is the well-being of those who live and work in military communities,” said Air Force Chief Master Sgt. Luis Reyes. “Associates who are awaiting their masks are encouraged to make their own in accordance with the surgeon general’s guidelines.” (More: www.dvidshub.net/news/366801)

RIA Exchange Adjusts Hours

The Exchange at RIA adjusted their hours, until further notice. The hours are:

- Monday- Friday: 9 a.m. – 5 p.m.
- Saturday: 11 a.m. – 3 p.m.
- Sunday: Closed

The Exchange can be contacted at 309-788-4940.

Military Families Can Reserve Month of the Military Child Brat Patches Online with the Exchange

During April, the Month of the Military Child, the Army & Air Force Exchange Service is saluting our Nation’s youngest heroes. The Exchange partnered with Vanguard to create a free, limited-edition collectible iron-on patch celebrating military children who make Warfighters’ mission and focus possible. The patch is available at select Exchanges for military children age 17 and younger. For their safety and health during the COVID-19 pandemic, shoppers can reserve their patches by completing the reservation form online at Exchange Community Hub page: www.publicaffairs-sme.com/Community/momc. Once local stay-at-home orders are lifted, shoppers will be notified that their patches are ready for pickup. (More: <https://publicaffairs-sme.com/ExchangePost/2020/04/14/military-families-can-reserve-month-of-the-military-child-brat-patches-online-with-the-exchange/>)

Exchange Shoppers Get Real-Time Update on Store Hours During COVID-19 Pandemic

Soldiers, Airmen and their families can stay up-to-date on local Army & Air Force Exchange Service operating hours during the COVID-19 pandemic through the Exchange's online community Hub. Shoppers can find current hours for Exchanges worldwide by going to the Hub's COVID-19 page (<https://publicaffairs-sme.com/Community/covid19>), scrolling down to the "Information for Your Location" header on the right side of the screen and clicking "Store Hours by Location". Most Exchange locations remain open during the pandemic, but hours may be adjusted to allow for cleaning and restocking. "The operating hours on our website are being updated in near-real time," said Air Force Chief Master Sgt. Luis Reyes, the Exchange's senior enlisted advisor. "The Exchange is mission essential, so it is critical that we provide Warfighters and their families with quick, easy access to up-to-date information during this time." (More: www.dvidshub.net/news/367302)

RIA Commissary and Exchange COVID-19, HPCON Charlie Impact

The Commissary and Exchange is open to all eligible patrons that can access the installation (active duty military, reservists, retirees, and service-connected disabled veterans). At the gates, under HPCON C the Arsenal reserves the right to keep non-essential personnel off the Island, gate personnel are currently allowing dependents and others access. This could change at any time, and is likely to change if the Department of Defense announces that bases are moving to HPCON D. Reminder Rock Island Arsenal suspended all current year-long passes and made other changes limiting access to the Arsenal. These changes were made to limit the opportunity for COVID-19 transmission. The Commissary changes reflect a number of moves made by the Defense Commissary Agency (DECA) after the onset of COVID-19 concerns. These changes include:

- The maximum occupancy at the Commissary is now limited to 20 patrons inside the facility at any given time.
- 100-percent ID card check at all commissaries, so that only authorized customers will be able to shop. While this policy is in effect visitors will not be allowed to enter the commissary. This is designed help with social distancing and crowd control. Children under 10 with their parents do not require an ID card.
- The hours of 8 a.m. to 10 a.m. on Tuesdays and Thursdays are reserved for senior shoppers who may be more vulnerable to COVID-19.
- Commissary cashiers no longer handle patron ID cards in order to prevent potential customer-to-customer spread of germs. Instead, customers will be asked to hold up their ID so that commissary employees can scan them without touching them. Cashiers can use the handheld scanner if available or have the customer scan their own card.
- Patrons will use bags on site, and not bring their own bags into the store.
- Bagging is suspended and patrons must bag their own groceries.
- All commissaries suspended early bird shopping to allow more time to clean and restock the store.

Because of increases demand and to ensure that everyone has equal access to essential item, quantity limits on select items has been implemented. Items identified include antibacterial gels, wipes and sprays, hand soap, bleach, toilet paper, and tissues. Any questions or concerns, please contact us at the commissary at 309-782-4614.

Army & Air Force Exchange Service Offers Virtual Fun for Month of the Military Child

Heroes come in all sizes, and the Army & Air Force Exchange Service is celebrating the youngest among us throughout April, the Month of the Military Child. With the current COVID-19 pandemic, the Exchange has implemented new strategies to bring the fun to military children all over the world by taking the celebration online. The Exchange is leaning forward to salute military kids for their courage, resiliency and service—because they serve, too. “Sometimes the sacrifices of military kids aren’t as visible as those of their parents,” said Air Force Chief Master Sgt. Luis Reyes, Exchange senior enlisted advisor. “The online activities are a fun and creative way for the Exchange to let military kids know that we see them, we honor them and we celebrate them for all they do, even while they’re homeschooling and practicing social distancing.” (More:

www.dvidshub.net/news/366420)

Army & Air Force Exchange Service Encourages Customers to Limit Cash Purchases to Help Fight Spread of COVID-19

The Army & Air Force Exchange Service is enlisting the help of military shoppers in its fight to protect Warfighters, families and installation communities from the global spread of COVID-19. In an effort to help keep point-of-sale areas as sanitary as possible, Exchanges worldwide will now ask customers to make purchases using a bank-issued credit or debit card, MILITARY STAR® card or gift card instead of cash. The initiative, which also encourages shoppers to minimize cash-back and check-cashing transactions, is expected to further strengthen existing efforts to protect authorized shoppers and Exchange associates, including disinfecting customer service and sales point areas multiple times daily. “Paper money and coins can harbor bacteria and viruses long after they change hands,” said Air Force Chief Master Sgt. Luis Reyes, the Exchange senior enlisted advisor. “While we understand this may cause some inconvenience for customers who primarily pay with cash, we thought it best to put the health and safety of our military communities first and ask for their help in the fight to contain this virus.” (More: www.dvidshub.net/news/365892)

Army & Air Force Exchange Service Community Hub Delivers Real-Time Information on COVID-19

The Army & Air Force Exchange Service is delivering real-time updates on COVID-19 to the nation’s Warfighters and military families via its online Community Hub. “The Hub is a go-to source of near-real-time information on how COVID-19 may affect the military community’s Exchange shopping experience,” said Air Force Chief Master Sgt. Luis Reyes, the Exchange senior enlisted advisor. “The Exchange is all in to support our Nation’s heroes during this uncertain time, and the Hub is a terrific resource on the latest news.” The Hub features updates from the Exchange’s social media and public affairs channels on cleaning protocols, adjustments to operating hours, etc., a FAQ section and more. Find out more at <https://publicaffairs-sme.com/Community/covid19>. (More: www.dvidshub.net/news/365705)

MILITARY STAR Offers Resources for Cardholders Affected by COVID-19 Virus

MILITARY STAR® cardholders affected by the COVID-19 pandemic can email MilitaryStar@aafes.com for assistance with their accounts or send correspondence to:

Exchange Credit Program

P.O. Box 650410

Dallas, TX 75265-0410

“MILITARY STAR understands that many people are being affected directly and indirectly by the pandemic, and their well-being is of paramount concern,” said Tommy Ward, senior vice president

of the Exchange Credit Program. “We’re here to support our cardholders during this challenging time.” The MILITARY STAR card is accepted at all military exchanges and commissaries. For more information, visit MyECP.com. (More: www.dvidshub.net/news/365462)

Arsenal Archive



Information for the Arsenal Archive is made available by the Rock Island Arsenal Museum. The Museum is open to the public, Tuesday through Saturday, 12-4 p.m. Closed Sundays and Mondays, federal holidays, the Friday after Thanksgiving, and Christmas Eve. Admission is free. (website: www.arsenalhistoricalsociety.org) (Facebook: www.facebook.com/RIAMuseum)

Rock Island Arsenal Museum Closure

The Rock Island Arsenal Museum closed effective March 18 until further notice.

Healthbeat



Military Medicine on Front Lines of COVID-19 Response

Military medicine is at the front lines of the national COVID-19 response, bringing unique and agile expertise and rapidly deployable resources to the fight, the assistant secretary of defense for health affairs said. Thomas McCaffery told Pentagon reporters today that the Defense Department and its Military Health System have mobilized active and reserve components of doctors, nurses and medical technicians to two ships and numerous expeditionary field hospitals around the country to support local health care systems. McCaffery and other leaders of the Military Health System took reporters' questions about the military medical sector being in the middle of the COVID-19 battle. (More: www.defense.gov/Explore/News/Article/Article/2145830)

Keep COVID-19 Out of the Workplace

Rock Island Arsenal Team, as the national and world-wide COVID-19 situation continues to develop, it is imperative that we take actions now to protect the Soldiers, civilians, and family members that make up the Rock Island workforce and to ensure mission assurance for the headquarters and organizations that reside on the installation. The most effective way to protect our fellow employees and ensure that our missions can continue is to keep COVID-19 out of the workplace. If you believe that you have been exposed to COVID-19 or are experiencing COVID-19 symptoms:

1. Stay home!
2. Inform your supervisor.
3. Follow the guidance from your health care provider.
4. Update your supervisor after talking to your health care provider.

If you are symptomatic or believe you may have been exposed to someone with COVID-19 and you are a:

- Uniformed Service Member: Inform your chain of command, call ahead to a local Emergency Room, and follow their guidance. Follow up with your chain of command when complete.
- Department of the Army Civilian: Inform your supervisor, call your PCM and follow their guidance. Follow up with your supervisor when complete.
- Family Member of a Uniformed Service Member: Call ahead to a local urgent care facility and follow their guidance.
- Retiree: If your PCM is at the Rock Island Arsenal Health Clinic, call ahead to a local ER and follow their guidance. If your PCM is off the installation, call them and follow their guidance.

Keep in mind that the RIAHC cannot test for COVID-19, and that by visiting the clinic you could potentially expose more people to COVID-19. When in doubt, pick up the phone first. If you are a supervisor and you receive a call from one of your Soldiers and/or DA civilians, ensure that you keep the right people in the chain of command informed, to include follow ups and updates as required. All of our commands and organizations have reporting requirements to higher headquarters, and we cannot report what we do not know. Within the work place, please pay special attention to customer service areas (e.g. front offices for each of the commands and organizations on the installation, CAC/ID Card Office, and Army Community Service facilities), points of sale locations (e.g. AAFES, Commissary, Island Oasis, and CDC/SAC front desks), and high traffic communal areas (e.g. common rooms, office refrigerators and microwaves, RIA Fitness Center, restrooms). Increase the frequency that you wipe down surfaces such as countertops, key pads, and point of sale machines. In the fitness center thoroughly wipe down equipment after use. Clean up after yourself in the restrooms and break areas. Remember, look out for your fellow Soldiers and employees in order to protect our wellbeing and continue the mission.

Notes for Veterans

VA Announces ‘Fourth Mission,’ Actions to Help America Respond To COVID-19

Today, the Department of Veterans Affairs announced several actions it has taken to help all Americans during the COVID-19 outbreak. “VA is committed to helping the nation in this effort to combat COVID-19,” said VA Secretary Robert Wilkie. “Helping Veterans is our first mission, but in many locations across the country we’re helping states and local communities. VA is in this fight not only for the millions of Veterans we serve each day; we’re in the fight for the people of the United States.” VA traditionally provides Veterans’ healthcare, benefits and memorial affairs. In times of national crisis, such as the current Coronavirus pandemic, VA provides services to the nation based on requests from states, while being clear that Veterans are first. This is known as VA’s Fourth Mission. (More: www.va.gov/opa/pressrel/pressrelease.cfm?id=5420)

Veterans: VA Is Here For You During COVID-19 — Call Us

We will see and treat you even if you are not yet enrolled in VA health care

VA has always been here for Veterans, and we will continue to be here for you during the COVID-19 crisis. We will see and treat any Veteran — even if you are not yet enrolled in VA health care — but please call us first. Here is a message from Dr. Richard Stone, Executive in Charge of the Veterans Health Administration and a former U.S. Army combat physician. My name is Rich Stone,

and I have the honor of serving as the Executive in Charge of the Veterans health care system. My message today is for America's Veterans. We know that this is a time of great concern, and for many of you that are in communities that may not get all of your health care from us — that go to community physicians — some of your community physicians are not available. We want you to call us. Even if you haven't come in to get care from us for the condition you're concerned about, call us. We're here. We will continue to be here every day. And we will work to make sure that your health care needs are taken care of. And if we need to see you, our doors are open. We will be happy to see you. For those Veterans that haven't enrolled in care yet: if you are in need of care, come in and see us. Call us first, but come in and see us and we'll work on your enrollment after we take care of your acute health care need. This COVID crisis can create a lot of anxiety, and one of the things we're trying to do is to take down that anxiety by making sure you know that across this nation, that we are here for every Veteran that needs us. Thank you. (More:

www.blogs.va.gov/VAntage/73421/veterans-va-covid-19-call-us)

VA Extends Financial, Benefits and Claims Relief to Veterans

The Department of Veterans Affairs (VA) announced, April 3, a number of actions to provide Veterans with financial, benefits and claims help amid VA's COVID-19 response. "As all Americans come together to fight the COVID-19 pandemic, we want Veterans to be focused on their health and safety," said VA Secretary Robert Wilkie. "That's why we're taking action to give those with pending debts, claims and appeals greater flexibility during these challenging times." The financial relief actions include the following until further notice:

- Suspending all actions on Veteran debts under the jurisdiction of the Treasury Department.
- Suspending collection action or extending repayment terms on preexisting VA debts, as the Veteran prefers.

For benefit debts, Veterans can contact the VA Debt Management Center at 1-800-827-0648 to make arrangements. For health care debts, Veterans can contact the Health Resource Center at 1-888-827-4817 to make arrangements. (More: www.va.gov/opa/pressrel/pressrelease.cfm?id=5412)

Veterans: Call Before Visiting Your VA Facility

Medical appointments possible at home via VA Video Connect

Got a fever, cold, cough or flu-like symptoms? Are you worried that you have a viral illness? The last thing you want to do is get out of the house to see the doctor, exposing yourself (and others) to more potential bugs and viruses. VA can make it easier and safer to get back to health with virtual care through My HealtheVet and the VA Video Connect app on your smartphone, tablet or computer. What is virtual care? Virtual care means you can contact your VA provider (and health care team) through secure messaging or receive treatment by telephone or video. Last year, Veterans had over 20 million virtual engagements with VA. Any Veteran who qualifies to receive VA care and lives in the U.S. is eligible to use virtual care. (More:

www.blogs.va.gov/VAntage/72447/veterans-sick-stay-home-phone-safe-convenient-option)

Veterans: Stressed Over Coronavirus?

Here are VA's tips to manage your anxiety

The COVID-19 (Coronavirus) pandemic has the potential to increase stress and anxiety, both because of the fear of catching the virus and because of uncertainty about how it will affect us. If you have PTSD, you may have stronger stress reactions than normal. Feelings of fear, anxiety, sadness and doubt are normal during a pandemic. Fortunately, there are tools and resources that can

help you manage your mental health and well-being. The following suggestions may help you deal with stress during these times of uncertainty:

Stay Connected

- Seek support from family, friends, mentors, clergy and those who are in similar circumstances.
- Be flexible and creative in using phone, email, text messaging and video calls.

Cultivate Ways to be More Calm

- Realize that it is understandable to feel anxious and worried about what may happen.
- If you find that you are getting more stressed by watching the news, reduce your exposure, particularly prior to sleep.
- Practice slow, steady breathing and muscle relaxation, as well as any other actions that are calming for you (yoga, exercise, music, meditation).
- Try using the PTSD Coach mobile app, or PTSD Coach online for more stress reduction tools.

Improve Your Sense of Control and Ability to Endure

- Accept situations that cannot be changed and focus on what you can alter.
- Modify your definition of a “good day” to meet the current reality of the situation.
- Problem-solve and set achievable goals within the new circumstances in your life.

Remain Hopeful

- Consider the stressful situation in a broader context and keep a long-term perspective.
- Celebrate successes, find things to be grateful about and take satisfaction in completing tasks, even small ones.
- Give yourself small breaks from the stress of the situation by doing something you enjoy.
- Draw upon your spirituality, those who inspire you or your personal beliefs and values.

Advice from Those Who Have Been In Similar Situations

- Recognize, acknowledge and accept the reality of the situation.
- Prepare to feel overwhelmed or overly distressed. Preparation can make you feel more in control if these feelings arise and help you move through them quickly.
- If you are having a hard time making decisions, talk to a trusted family member or friend.
- Be aware that there are also behaviors that don’t help. Learn more about these negative coping methods that you should avoid.
- Talk to your health care provider if your stress seems overwhelming. Sign into [MyHealtheVet](#) and send a Secure Message.

If you or someone you know is having thoughts of suicide, contact the Veterans Crisis Line to receive free, confidential support and crisis intervention available 24 hours a day, 7 days a week, 365 days a year. Call 1-800-273-8255 and press 1, text to 838255 or chat online at [VeteransCrisisLine.net/Chat](#). Recommendations for COVID-19 may change as officials learn more, so monitor the CDC for updates. For the latest VA updates on coronavirus and common-sense tips on preventing the spread of disease, visit www.publichealth.va.gov/n-coronavirus.

Around the Q.C.



An interactive version of Around the Q.C. is now available at:
www.facebook.com/groups/275103093432020

Once you have joined you can see a listing a the Facebook events people have posted to the group at:
<https://www.facebook.com/groups/275103093432020/events>

The impact to these events in light of COVID-19 is unknown. It is recommended that employees look at the event link for details.

May 2: Tour de Brew QC (Bicycle ride to different breweries and establishments in the Quad Cities) More: www.qctourdebrew.com

May 2: Village in Bloom: Festival of the Arts (Village of East Davenport) More: www.villageinbloom.org

May 9-10: Beaux Arts Fair (Mississippi Valley Fairgrounds) More: www.beauxartsfair.com

May 24-25: Heritage Days (Walnut Grove Pioneer Village) More: www.scottcountyiowa.com

May 25: Quad Cities Kwik Star Criterium (Village of East Davenport) More: www.quadcitiescriterium.com

June TBA: BE Downtown/Chalk Arts Fest (Downtown Bettendorf) More: www.bettendorf.org

June 1-6: Quad Cities Senior Olympics (greater Quad Cities) More: <http://qcsogo.org>

June 5-6: Rhubarb Festival (Aledo, Illinois) More: www.aledomainstreet.com

June 6: Walcott City-Wide Garage Sale More: www.facebook.com/walcottcitywidegaragesales

June TBA: Gumbo Ya Ya: (Downtown Rock Island) More: www.downtownrockisland.org

June TBA: Pioneer Days (Colonel Davenport House, Rock Island Arsenal) More: www.davenporthouse.org

June 6-14: Quad Cities Museum Week (Greater Quad Cities) More: www.qcmuseumweek.com

June 21: Ride the River Bike Ride (Davenport Riverfront) More: www.riveraction.org

June 26-28: Planet Funk Con – Comic-Con (TBK Bank Sports Complex) More: www.planetfunkcon.com

June TBA: Quad City Air Show (Davenport Municipal Airport) More: www.quadcityairshow.com

July 3: Red, White & Boom! (Rock Island and Davenport) More: www.redwhiteandboomqc.org

July 4: Firecracker Run & Parade (East Moline) More: www.emmainstreet.com

July 3-4: Bettendorf Old-Fashioned 4th of July (Bettendorf) www.bettendorf.org

July TBA: Mississippi Valley Blues Festival (TBA) More: www.mvbs.org

July 6-12: John Deere Classic PGA Tour (TPC Deere Run, Silvis, Illinois) More: www.johndeereclassic.com

July 11-15: Mercer County Fair (Fairgrounds, Aledo, Illinois) More: www.mercercountyfair.org

July 9-11: Walcott Truckers Jamboree (Iowa 80 Truckstop, Walcott, Iowa) More: www.truckersjamboree.com

July 14-18: Rock Island County Fair (East Moline) More: www.rockislandfair.org

July 17-18: Walcott Day Celebrates Mardi Gras (Walcott, Iowa)

July 24-25: Downtown Street Fest (Downtown Davenport) More: www.downtowndavenport.com

July 25: Bix 7 Run/Walk (Downtown Davenport) More: www.bix7.com

July 30-Aug. 1: Bix Beiderbecke Memorial Jazz Festival (Rhythm City Casino Resort, Davenport) More: www.bixsociety.org

Aug. 1: Heartland British Auto Fest (LeClaire Levee) More: www.qcbac.com

Aug. 4-9: Great Mississippi Valley Fair (Mississippi Valley Fairgrounds) More: www.mvfair.com

Aug. 8: Village Wine Walk (Village of East Davenport) More: www.villageofeastdavenport.com

Aug. 13-15: Tug Fest (LeClaire, Iowa and Port Byron, Illinois) More: www.tugfest.org

Aug. TBA: Ya Maka My Weekend (Downtown Rock Island) More: www.downtownrockisland.org

Aug. 14-15: Quad Cities Balloon Festival (Iowa-side Quad Cities – location TBA) More: www.quadcitiesballoonfestival.com

Aug. 15: Freedom Fest (East Moline) More: www.emmainstreet.com

Aug. 15: Floatzilla (Sunset Marina, Rock Island) More: www.floatzilla.org

Aug. TBA: Quad City Symphony Riverfront Pops (LeClaire Park, Davenport) More: www.qcso.org

Aug. TBA: World Series of Drag Racing (Cordova International Raceway) More: www.racecir.com

Aug. 22-23: Farm Days (Village of East Davenport) More: www.villageofeastdavenport.com

Aug. 27-30: Alternating Currents Festival (Downtown Davenport) More: www.alternatingcurrentsqc.com

Aug. 29: Vettes on the River (LeClaire, Iowa) More: www.visitleclaire.com
Sept. 5-6: Rock Island Grand Prix (Downtown Rock Island) More: www.rockislandgrandprix.com
Sept. TBA: QCA Heritage Tractor Parade & Show (John Deere Pavilion, Moline) More: www.visitjohndeere.com
Sept. TBA: VIVA Quad Cities Fiesta (Location TBA) More: www.vivaquadcities.com
Sept. 12-13: Beaux Arts Fair (Davenport) More: www.beauxartsfair.com
Sept. TBA: Taming of the Slough (Sylvan Slough) More: www.riveraction.org
Sept. TBA: Brew Ha Ha (LeClaire Park, Davenport) More: www.jayceesqc.org
Sept. 18-19: Great River Quilt Show (Mississippi Valley Quilters Guild) More: www.mvqg.org/quilt-show
Sept. 19-20: Riverssance Festival of Fine Arts (Village of East Davenport) More: www.midcoast.org
Sept. 27: Quad Cities Marathon (Downtown Moline) More: www.qcmarathon.org
Oct. 11: Apple Fest (Downtown LeClaire) More: www.visitleclaire.com
Oct. TBA: Row the Miss Regatta (Mississippi River in Moline) More: www.tworiversymca.org
Oct. 29: Fright Night (Schwiebert Park, Rock Island) More: www.downtownrockisland.org
Oct. 24: Lagomarcino's Cocoa Beano 5K Race (Village of East Davenport) More: www.lagomarcinos.com
Oct. 24-25: Boo at the Zoo (Niabi Zoo, Coal Valley, Illinois) More: www.niabizoo.com
Oct. 24: Witches Walk & Costume Parade (Downtown LeClaire, Iowa) More: www.visitleclaire.com
Nov. 21-29: Quad City Arts Festival of Trees (RiverCenter, Davenport) More: www.qcfestivaloftrees.com
Nov. 21: Festival of Trees Parade (Downtown Davenport) More: www.qcfestivaloftrees.com
Nov. 21: Lighting on the John Deere Commons (Downtown Moline) More: www.lightingonthecommons.com
Nov. 29: Christmas Walk (Walnut Grove Pioneer Village) More: www.scottcountyiowa.com
Dec. 6: 19th Century Christmas (Butterworth Center, Moline) More: www.butterworthcenter.com
Dec. TBA: Christkindlmarkt Quad Cities (Freight House, Davenport) More: www.christkindlmarktqc.com
Dec. TBA: Season of Light-Star of Bethlehem (Augustana College planetarium) More: www.augustana.edu

Island Insight



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