



**April 29, 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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## Organic Industrial Base Supports Army COVID-19 Response

Without losing focus on readiness and support to the warfighter, and at the direction of Army senior leaders, several of the Army's Organic Industrial Base's depots, arsenals and ammunition plants are assisting the whole-of-government response to COVID-19. Managed by the Army Materiel Command, OIB facilities across the country are utilizing assembly lines, production tools and 3-D printing capabilities to produce, repair or repurpose equipment to address global shortages of personal protective equipment and other potentially lifesaving medical equipment for the Department of Defense. Engineers at Rock Island Arsenal-Joint Manufacturing and Technology Center in Illinois are using the center's additive manufacturing capabilities, also known as 3-D printing, to produce ventilator cases, while exploring other potential products. "Rock Island Arsenal-JMTC Additive Manufacturing Center of Excellence has had the opportunity to help contribute to COVID-19 support efforts in producing repair parts for Army ventilators," RIA-JMTC Commander Col. Martin Hendrix III



## 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-May 16:** Virtual Run The Rock & America's Kids Run, [www.facebook.com/ArsenalRunTheRock](http://www.facebook.com/ArsenalRunTheRock)  
**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  
**June 4:** Spring/Summer Safety and Wellness Stand Down Event, Heritage Hall, Bldg. 60, 10:30 a.m. - 1:30 p.m.  
**June 6:** 76th Anniversary of D-Day  
**June 14:** U.S. Army 245th Birthday  
**June 14:** Flag Day

said. “Additive manufacturing really lets us be nimble in how we can respond to Army needs and this is a great example of that.” Hendrix said the JMTC workforce is continuing to explore ideas of how the center can support the government’s response to COVID-19, including potentially printing swabs for test kits. “We’re still working the realm of the possible on what can be done, and the team has looked through good ideas,” he said. “From the very beginning of this we’ve had people pulling designs. All the way down to no-touch door handles that we’re installing around the center and provided to other commands on the island. The team is really going after anything they can to help with the process.” (More: [www.army.mil/article/234942](http://www.army.mil/article/234942))

### **RIA-JMTC Ventilator Parts Support Pandemic Fight**

The Rock Island Arsenal – Joint Manufacturing and Technology Center’s primary mission is to support the readiness and modernization of the Warfighter, but, in addition, they are now supporting the fight against COVID-19. RIA-JMTC’s Advanced and Additive Manufacturing Center of Excellence received a request from the Army Medical Logistics Command to reverse-engineer a five-part ventilator housing box, then 3-D print and assemble the parts. “Clearly our nation is in need,” said Col. Martin J. Hendrix III, commander, RIA-JMTC. “While our nation and our Army are no strangers to responding to natural disasters and internal concerns of our nation, COVID(-19) is a different animal. (More: [www.dvidshub.net/news/368156](http://www.dvidshub.net/news/368156))



### **First Army Spouses Enlist In Fight against Pandemic**

Even as the nation finds itself with a sudden shortage of facemasks amid the COVID-19 pandemic, two First Army spouses are using their talents to protect the nation from the virus, one hand-crafted cloth mask at a time. Shortly after the Secretary of Defense directed all individuals on Department of Defense property, installations, and facilities to wear cloth face coverings when they cannot maintain six feet of social distance in public areas or work centers, Cosy Sims and Debbie Rogers started sewing masks as a way to protect members of their family. But as demand for cloth face coverings began to outpace national supplies, Sims and Rogers quickly began to expand their in-home sewing operations. Sims began making the masks after her niece, who worked in a hospital emergency room, reported the shortage that she and her co-workers were facing. (More: [www.dvidshub.net/news/368381](http://www.dvidshub.net/news/368381))



### **Rail Safety Critical to Munitions Readiness**

To ensure continued industrial base munitions readiness across the globe, the Joint Munitions Command Safety Office is leading an initiative to assess the condition and compliance of all rail infrastructure throughout its ammunition enterprise. The goal is to assist in rail assessment, modernization, training and reduction of all potential safety issues. The JMC Safety office is committed to assessing the condition and compliance of all Army rail facilities in the next two years. Upon completion of inspections, the safety team will provide guidance and recommendations to the eight JMC installations that use rail to provide lethal munitions to the Joint Warfighter. The



JMC Safety Office's core mission is to "properly manage risk and reduce accidents," said Mike Styvaert, director, Safety and Risk Management Directorate. (More: [www.army.mil/article/234894](http://www.army.mil/article/234894))

### **First Army Families Show Adaptability and Resilience While Taking On Schooling Challenges**

During the COVID-19 pandemic, State Governors have closed public and private schools as an enhanced safety measure against the virus. The overnight change has left many Army parents suddenly filling a larger, more direct role in their children's education than they'd ever imagined. Three groups of children in First Army families have responded to this challenge in different ways. One of the groups has always been homeschooled. One has never experienced distance learning. Another group of children is facilitating the teaching of Middle School Spanish alongside their still-working mother. The different approaches show the adaptable resilience of First Army Soldiers and their children. Schooling has changed the least for First Army Plans, Operations, and Training Chaplain, Maj. Ryan Steenburg, and his wife, Kristen. (More: [www.dvidshub.net/news/368325](http://www.dvidshub.net/news/368325))



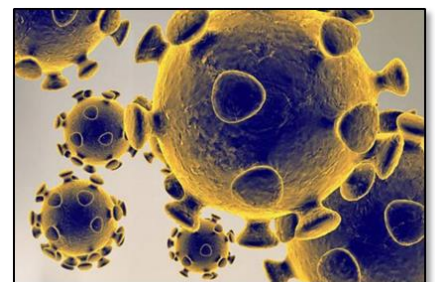
### **Army Laboratory Tests For the Best Homemade Face Covering Materials**

When the Centers for Disease Control and Prevention, the Department of Defense, and many state government began recommending or requiring that people wear face coverings when out in public and unable to maintain proper social distancing, the Combat Capabilities Development Command (CCDC) Chemical Biological Center put more than 100 years of filtration experience to use in testing materials for homemade masks. Since the COVID-19 epidemic began, the Center has been contacted by dozens of defense agencies, federal agencies and health organizations to see if its experts can help with the national shortage of personal protective equipment. The Center is one of only a handful of agencies that is experienced in performing tests that precisely measure materials' filtration efficiencies in strict accordance with National Institute for Occupational Safety and Health (NIOSH) standards. It is also one of a very few organizations that have the TSI Model 8130 Automated Filter Tester. So the Center was the obvious choice to perform this research. (More: [www.army.mil/article/234853](http://www.army.mil/article/234853))



### **Army Has Long History of Combating Diseases**

Army researchers are working to rapidly develop and test experimental vaccines to combat COVID-19, Army Secretary Ryan D. McCarthy said. The Army is also collaborating with the private sector and other government entities on 24 vaccine candidates, some of which are headed for human testing after having been tested on animals, McCarthy told reporters at a recent Pentagon news conference. If history is any indicator of future success, there is reason to be hopeful. (More: [www.army.mil/article/234890](http://www.army.mil/article/234890))



## DOD Plans for Resumption of Normal Operations after Pandemic

Defense Department planners are working on how to resume normal military operations following the coronavirus pandemic, Pentagon spokesman Jonathan Rath Hoffman said. Because defense is a full-time necessity, the military cannot shut down, Hoffman said at a Pentagon news conference today. Still, officials curtailed exercises, limited training, stopped military moves and took other measures in an effort to flatten the curve of coronavirus infections. "We'll be evaluating many different areas," Hoffman said. "One is training — how are we protecting our trainees, and how are we keeping the pipeline full? We're continuing to look at that, continuing to adopt and adapt so that we can pursue full training classes in the future." (More: [www.army.mil/article/234992](http://www.army.mil/article/234992))



## COVID-19 Doesn't Stop Homeland Defense

The ongoing war against the coronavirus hasn't kept U.S. Northern Command or North American Aerospace Defense Command from defending North America against meddling Russian aircraft or North Korean missile launches, the commands' top officer said. "Despite the COVID-19 pandemic, U.S. Northern Command and the North American Aerospace Defense Command, as well as our components and regions, are conducting our no-fail mission of defending our homeland," Air Force Gen. Terrence J. O'Shaughnessy, who commands both organizations, said during a telephone news conference today. Earlier this month, he said, NORAD forces intercepted two Russian IL-38 aircraft near Alaska. "This is the third time in two months we've intercepted Russian military aircraft in our [air defense identification zone]," the general said. (More: [www.defense.gov/Explore/News/Article/Article/2157756](http://www.defense.gov/Explore/News/Article/Article/2157756))



## CACs May Be Updated Online Through Sept. 30

Army personnel whose Common Access Cards are expiring between now and Sept. 30 may update their cards online. Eligible card-holders may log onto ID Card Office Online at [https://pki.dmdc.osd.mil/self\\_service](https://pki.dmdc.osd.mil/self_service) to update the certificates on their CACs, Uniformed Services ID Card, and Volunteer Logical Access Credentials within 30 days of the expiration date. The temporary changes were approved by the DOD April 16 as a safety measure during the coronavirus pandemic. "The continued operation of ID card facilities is an essential DOD mission," said Michael C. Klemowski, chief, Soldier Programs Branch, Soldier Programs and Services Division, Installation Management Command. "We can help maintain health and safety standards by reducing the number of visits to ID card offices for basic actions such as renewing expiring credentials," he said. Without the change, users who are teleworking would lose access to DOD networks, systems and email, and would be required to visit a DOD ID card office in person for a new card. Card-holders who have updated their cards online will maintain access to the gates and post facilities, such as The Exchange/Commissary, and Family and Morale, Welfare and Recreation programs. ID cards may be updated online within 30 days of expiration. For example, a card expiring May 30 may be updated no sooner than May 1. Online updates will not work for cards that already have expired. The new measures are in place through Sept. 30 and may be extended depending on the scope of the coronavirus national health emergency, according to the DOD. For



additional information, including step-by-step instructions, visit <https://www.cac.mil/coronavirus>. (More: [www.defense.gov/Explore/Features/Story/article/2160627](http://www.defense.gov/Explore/Features/Story/article/2160627))

### FSAFEDS Deadline is Here

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!

### 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](http://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.*



### 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.

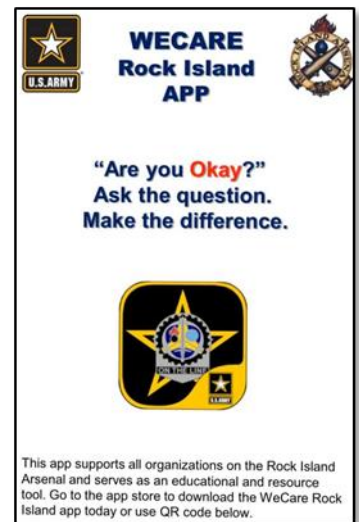
(COVID-19 Local Impacts Page: <https://home.army.mil/ria/index.php/about/Garrison/public-affairs/covid19-closures>)

### **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.



### **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.



### 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](mailto: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](mailto: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.



### RIA SHARP COVID-19 Impact

Questions can go to 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](mailto:april.d.taylor39.mil@mail.mil)
- RIA Victim Advocate, Linda Robertson: [linda.m.robertson.civ@mail.mil](mailto:linda.m.robertson.civ@mail.mil)
- General inquiries: [usarmy.ria.asc.mbx.sharp@mail.mil](mailto:usarmy.ria.asc.mbx.sharp@mail.mil)

### Navy Operational Support Center Rock Island, COVID-19 Impact

In light of Rock Island Arsenal at 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

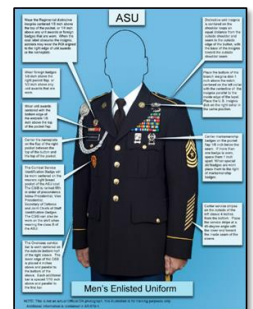
As some states begin to relax their "stay at home" orders, this is a reminder that per U.S. Army Corps of Engineers Headquarters guidance, all Rock Island District recreation areas are to remain closed through **Sunday, May 31**. These closures include recreation areas at the Mississippi River Visitor Center located at the west end of Arsenal Island at Locks and Dam 15, Saylorville Lake, Lake Red Rock, Coralville Lake, and along the Mississippi River and Illinois Waterway. Reservations for camping after June 1 can be made here [www.recreation.gov](http://www.recreation.gov). For questions regarding current or future reservations, click here: [www.recreation.gov/contact-us](http://www.recreation.gov/contact-us). For more information on these closures, click here <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](http://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, June

Official DA Studio Photography (DA, Government Passport and Command Photos) will be offered at Rock Island Arsenal on **May 18-22**, and **June 15-19**. *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," 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](mailto: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](mailto: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](mailto:rochelle.s.allen.ctr@mail.mil). (Survey: <https://go.usa.gov/xdwcX>)

## 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](http://www.kubotausa.com) or [www.myorangetractor.com](http://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](http://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



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### RIA Visitor Control Center Temporary Hours

Effective April 16, the operating hours of the RIA Visitor Control Center located at the Moline Gate changed 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.

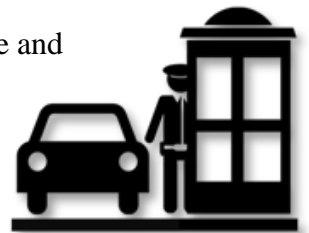
For additional details about activity closures and other COVID 19 control efforts at RIA are available at the Arsenal's local impacts website here:

<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.

## Gate Hours

Hours of operation for Rock Island Arsenal gates are as follows:

- Moline Gate
  - Open 7 days a week, 24 hours a day
- 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.
- Davenport Gate:
  - Monday - Friday: Inbound - Closed
  - Monday - Friday: Outbound - 2-5:30 p.m.
  - Saturday: Closed
  - Sunday: Closed



## Building/Space Closures



*There are no announcements at this time.*



## Active Duty/Reserve Zone



### **Soldiers Reminded To Exercise Ethical Responsibilities during Pandemic**

Even in difficult times, the rules still apply. As the coronavirus continues to spread nationwide and the economy feels its impact, the Army Office of the General Counsel warns Soldiers that potential problems could arise if they choose to start fundraising campaigns for themselves or other Soldiers. Some Soldiers or federal employees may have spouses or family members who have lost their jobs during the nationwide lockdown. Those shouldering additional financial burdens may want to turn to popular crowd-sourced fundraising websites such as GoFundMe or Kickstarter. John Kent, associate deputy general counsel at the Army Office of General Counsel and expert in ethics, said Soldiers should familiarize themselves with which gifts are acceptable. (More:

[www.army.mil/article/234960](http://www.army.mil/article/234960))

## **Registration Opens for Virtual Military Spouse Symposium**

Military spouses can learn how to search for federal jobs, make a career change, polish their resumes and more at the fourth annual Virtual Military Spouse Symposium. The Department of Defense Spouse Education and Career Opportunities program will host the symposium April 29-30. This event helps military spouses in all levels of career progression sharpen their skills and achieve their employment goals. During the symposium, military spouses will learn about the federal job search, how to make a career change, get resume tips and much more. "Military spouses are some of the most qualified and educated people in today's workforce," said Lee Kelley, director of Military Community Support Programs. "We are committed to helping military spouses find meaningful careers and education opportunities. Frequent moves and the unique aspects of military life can pose challenges for spouses trying to meet their career and education goals. This year's symposium will give them the tools to further their profession and network." (More: [www.defense.gov/Explore/News/Article/Article/2164089](http://www.defense.gov/Explore/News/Article/Article/2164089))

## **Army Working to Offset Challenges as Travel Ban Extends**

With the stop-movement order for official travel now extended to June 30, the Army is continuing to reduce challenges faced by Soldiers and families. About 48,000 Soldiers and family members were scheduled to move between March and the end of September, until the Defense Department initiated a travel ban in mid-March to help curb the spread of the coronavirus. On Monday, Defense Secretary Mark T. Esper extended the order, which the Pentagon plans to review every 15 days to see if travel can resume earlier. Since last month, the Army has launched several new policies to balance readiness while also taking care of its people. (More: [www.army.mil/article/234788](http://www.army.mil/article/234788))

## **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](mailto:travis.j.phillis.civ@mail.mil).

## **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](http://www.army.mil/article/233808))

### 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](http://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](http://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 barrowed motorcycle, you must bring a signed letter from the legal owner authorizing you're 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
- Stoll 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](mailto: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.

## Get Your Bibs for the Virtual Run The Rock/American Kids Run

Are you interested in having fun from home while getting some exercise and showing your support to our Service Members and to the many medical professionals on the front lines, right now? The 3rd Annual Run the Rock /America's Kids Run has gone virtual, which will allow you to participate at a walk/jog/run anytime, from anywhere. It is very simple to participate in this free race, open to all ages. Start by visiting us on Facebook at [www.facebook.com/ArsenalRuntheRock](http://www.facebook.com/ArsenalRuntheRock) for instructions on how to get started, a live video on how to map your run, and to download your virtual race bib. All adults 18 years and older who run the 5K or 10K and post a photo on our Facebook page wearing their race bib will be entered in to a drawing for a chance to win a gift card from a local business, and all kids 17 years and younger who participate will receive a free t-shirt and a medal. The race will end at midnight on Armed Forces Day, May 16, so you have plenty of time to get started. If you have any questions, contact Brianne Johnson at [brianne.r.johnson2.naf@mail.mil](mailto:brianne.r.johnson2.naf@mail.mil) or Morgan Meseke at [morgan.d.meseke.naf@mail.mil](mailto:morgan.d.meseke.naf@mail.mil).



## 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.

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## **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](mailto: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](http://www.facebook.com/RIACYSS))

## Month of the Military Child Offers Virtual Activities as Army Child and Youth Services Celebrates 40 Years

Even in a time of social distancing, the Army's observance of Month of the Military Child in April offers opportunities for celebrating the youngest members of the military family and acknowledging the adults who work with them. This year's MOMC theme, selected many months ago, seems apt for 2020: "Overcoming Challenges: Adapting Today for a Stronger Tomorrow." Army garrison Child and Youth Services program directors are supporting stay at home social distancing by leveraging the web and social media through virtual story time, DIY home workouts, virtual family adventures, virtual Lego league, and children drawing, painting and poster contests, the results of which they plan to use to decorate around post when the facilities reopen. (More:

[www.army.mil/article/234546](http://www.army.mil/article/234546))

## 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.

## 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 children's 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](http://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](http://www.whitehouse.gov/presidential-actions/proclamation-national-child-abuse-prevention-month-2020))



**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, 1<sup>st</sup> 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](http://www.facebook.com/RIAACS). 24/7 Domestic Violence Crisis Line: 309-912-6089.**

### **ACS Offers "The 7 Habits of Highly Effective Families"**

The Army Community Service's Family Advocacy Program has been featuring Stephen Covey's, "The 7 Habits of Highly Effective Families" during the past several weeks with videos and newsletters). This 7-week series is meant to engage families in a program of self-discovery, principle-centered approach that empowers and strengthens our Army Families. Each week a different habit will be featured through a video and newsletter. This is part of ACS's overall effort to support our RIA community during this time. The best way to stay connected to these efforts is to like and follow the ACS Facebook page at [www.facebook.com/RIAACS](http://www.facebook.com/RIAACS). There you will find a wealth of resources and information such as financial tips related to COVID 19, resiliency videos, and ways to keep the kids busy.

## 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](https://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.

## 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](mailto: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](http://www.facebook.com/RIAACS).

## **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](mailto:jennifer.a.kerr10.civ@mail.mil) or message us on FB at [www.facebook.com/events/212453743338746](https://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.

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## **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](mailto: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, 1<sup>st</sup> 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](http://www.facebook.com/RIAEmployeeAssistanceProgram).

## COVID-19 Focus on What You Can Control

Experiencing all the changes in response to COVID-19 can be overwhelming to many. You may not be able to control every situation and its outcome, but you can control your attitude and how you deal with circumstances around you. Focusing on the things you can control such as exercise, nutrition, and healthy habits instead of the things that you can't can lower your stress levels and help you maintain a positive mind-set. If you are struggling with life challenges, RIA Employee Assistance Program (EAP) counselors continue to provide free, confidential assessment, short-term counseling and follow-up services through COVID-19 via phone, email and virtually. If you are concerned about a family member, co-worker or friend we are available to consult. Please call 309-782-4357 for free and confidential assistance by a professional counselor. 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/your loved one are experiencing symptoms of withdrawal from alcohol or drug use, or imminent suicidal ideas or gestures, dial 911 or go to the nearest local community hospital emergency center. Search for "Rock Island Arsenal EAP" on Facebook and "like" our page where we post information and resources daily to help you not only cope with, but thrive through, this time of social isolation related to COVID-19. POC: Jay Nichols, RIA DTC, 309-782-2555, [jay.d.nichols12.civ@mail.mil](mailto:jay.d.nichols12.civ@mail.mil)

## 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](http://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](mailto:robert.w.donohoo.civ@mail.mil), 309-782-2552; Lori Griffin, [lori.j.griffin2.civ@mail.mil](mailto: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](mailto:lori.j.griffin2.civ@mail.mil), 309-782-2551
- Bob Donohoo, EAP counselor: [robert.w.donohoo.civ@mail.mil](mailto:robert.w.donohoo.civ@mail.mil), 309-782-2552
- Earlyn Conway, drug test program manager, [earlyn.conway.civ@mail.mil](mailto:earlyn.conway.civ@mail.mil), 309-782-3827
- Jay Nichols, drug test program coordinator, [jay.d.nichols12.civ@mail.mil](mailto:jay.d.nichols12.civ@mail.mil), 309-782-2555
- Adrianna Rubio, contractor, prevention coordinator, [adrianna.i.rubio.ctr@mail.mil](mailto: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, 1<sup>st</sup> 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](http://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](http://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](http://www.commissaries.com/shopping/store-locations/rock-island-arsenal). For information on this and other Commissaries, visit: [www.commissaries.com](http://www.commissaries.com) (Facebook: [www.facebook.com/YourCommissary](https://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](mailto:rockisland@deca.mil) and type 'Subscribe' in the subject line.

## Army & Air Force Exchange Service Extends Refund Policy Amid COVID-19 Pandemic

For military shoppers who need to make a return but are hesitant to visit a store during the COVID-19 pandemic, the Army & Air Force Exchange Service is extending its return policy. All purchases made since March 16, 2020, are eligible for returns through July 1, 2020. “While extensive preventive measures have been implemented at our stores to keep the military community safe, we understand that some shoppers may not feel comfortable going to a public place at this time,” said Air Force Chief Master Sgt. Luis Reyes, the Exchange senior enlisted advisor. “Extending the return window gives military shoppers peace of mind.” The extended return policy applies only to items purchased in brick-and-mortar Exchanges. Since items ordered online can be mailed back, there is no extended return policy for online orders. (More: <https://publicaffairs-sme.com/ExchangePost/2020/04/16/army-air-force-exchange-service-extends-refund-policy-amid-covid-19-pandemic>)

## 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](http://www.army.mil/article/234461))

### **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.

### **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](http://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 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](http://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](http://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](mailto: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](http://MyECP.com). (More: [www.dvidshub.net/news/365462](http://www.dvidshub.net/news/365462))

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## 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](http://www.arsenalhistoricalsociety.org)) (Facebook: [www.facebook.com/RIAMuseum](https://www.facebook.com/RIAMuseum))

### Rock Island Arsenal Museum Closure

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

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## Healthbeat



### Cybersecurity Critical For DOD Teleworkers During Pandemic

The COVID-19 pandemic has amplified the importance of balancing our continued commitment to the military healthcare mission with our own personal hygiene and well-being. As a result, much of the Department of Defense workforce and their family members have taken to telework and online classes. With a high-volume of DOD network users and their families on the internet, we must balance the requirements of the military healthcare mission with that of protecting the network, computers and mobile devices - whether DOD or personal - by practicing good cyber hygiene just as we practice good personal hygiene. “People expect to get information on their phones, at home, at work, in multiple ways,” said Servio Medina, one of the Defense Health Agency’s health information technology’s leaders on cybersecurity. “When you increase the venues of access, you could increase the likelihood of risk and unauthorized access.” (More: <https://health.mil/News/Articles/2020/04/21/Cybersecurity-critical-for-DoD-teleworkers-during-pandemic>)

### DOD, VA launch Joint Health Information Exchange

Military Health System beneficiaries are reaping gains as the Department of Defense and Department of Veterans Affairs launch the joint health information exchange. With the joint HIE, MHS providers gain access to VA’s community health care partners’ records, and VA providers gain access to MHS community health care partners’ records. “The recent COVID-19 pandemic underlines the importance for clinicians on the front lines to quickly access a patient’s health record, regardless of where that patient previously received care,” said Dr. Neil Evans, the interim director of the Federal Electronic Health Record Modernization program office. “As the DOD and VA implement a single, common record, the joint health information exchange and the associated expansion of community exchange partners is a critical step forward, delivering immediate value to all DOD and VA sites,” Evans said. This development significantly expands DOD’s network of health care providers sharing information, said Air Force Col. (Dr.) Thomas Cantilina, deputy MHS functional champion. “Since about 60% of DOD specialty care occurs in this network, this will have

a huge impact," Catalina said. (More: <https://health.mil/News/Articles/2020/04/21/DOD-VA-launch-Joint-Health-Information-Exchange?linkId=87188780>)

## **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



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## VA, DOD Identification Card Renewal, Issuance Guidance During the Coronavirus Pandemic

VA and the Department of Defense (DOD) have taken action to minimize the number of non-essential required visits to identification (ID) card offices during the coronavirus public health emergency. If you have a VA or DOD ID card that has expired or is getting ready to expire, here are your options. VA-issued Veteran Health Identification Cards (VHIC):

- During the COVID-19 pandemic, Veterans enrolled in VA health care who are seeking a brand new VHIC (initial) should contact their local VA medical facility for guidance on going to facility to request a card. Once issued, cards are valid for 10 years.
- Most Veterans will be able obtain a replacement VHIC (not initial VHIC) by contacting their local VA medical facility and making their request by phone, or they can call 877-222-8387, Monday through Friday, 8 a.m. to 8 p.m. ET. Once their identity has been verified, a replacement card will be mailed to them.



(More: [www.blogs.va.gov/VAntage/74140/va-dod-identification-card-renewal-issuance-guidance-coronavirus-pandemic](http://www.blogs.va.gov/VAntage/74140/va-dod-identification-card-renewal-issuance-guidance-coronavirus-pandemic))

## VA Health App Now Available To Veterans across All Mobile and Web Platforms

Through public-private partnerships with the U.S. Department of Veterans Affairs (VA), since early April, all Veterans have been able to securely connect to their health care data online. Online Veteran health care records first only available on iOS operating systems, are now also accessible on Android mobile devices and web applications. iBlueButton and MyLinks are free health information exchange apps providing Veterans the ability to securely access, manage and interact with their health information. They also make it easier for Veterans to set and achieve health care goals regardless of their device. “Veterans having access across the board to mobile and web health app services increases interoperability and eases the flow of information, while keeping their personal data secure,” said VA Secretary Robert Wilkie. “Data security and Veteran’s consent are essential to maintaining trust and credibility with our stakeholders.” (More:

[www.va.gov/opa/pressrel/pressrelease.cfm?id=5430](http://www.va.gov/opa/pressrel/pressrelease.cfm?id=5430))

## VA, Facebook and American Red Cross Provide Portal Video Calling Devices to Veterans, Caregivers and Families

The U.S. Department of Veterans Affairs (VA) began making Portal from Facebook devices available, April 15, to Veterans and their caregivers and families, to reduce isolation and improve social connectedness at home. In support of Veterans’ mental health and social connection, VA partnered with Facebook to provide more than 7,400 devices, while the American Red Cross Military Veteran Caregiver Network will store and ship them in pairs to qualifying Veterans, along with their caregivers or families. The partnership was initiated by the PREVENTS office which is charged with supporting the Executive Order task force responsible for the development and

implementation of the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide. (More: [www.va.gov/opa/pressrel/pressrelease.cfm?id=5425](http://www.va.gov/opa/pressrel/pressrelease.cfm?id=5425))

## **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](http://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.*

**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](http://www.villageofeastdavenport.com)  
**Aug. 13-15:** Tug Fest (LeClaire, Iowa and Port Byron, Illinois) More: [www.tugfest.org](http://www.tugfest.org)  
**Aug. TBA:** Ya Maka My Weekend (Downtown Rock Island) More: [www.downtownrockisland.org](http://www.downtownrockisland.org)  
**Aug. 14-15:** Quad Cities Balloon Festival (Iowa-side Quad Cities – location TBA) More: [www.quadcitiesballoonfestival.com](http://www.quadcitiesballoonfestival.com)  
**Aug. 15:** Freedom Fest (East Moline) More: [www.emmainstreet.com](http://www.emmainstreet.com)  
**Aug. 15:** Floatzilla (Sunset Marina, Rock Island) More: [www.floatzilla.org](http://www.floatzilla.org)  
**Aug. TBA:** Quad City Symphony Riverfront Pops (LeClaire Park, Davenport) More: [www.qcso.org](http://www.qcso.org)  
**Aug. TBA:** World Series of Drag Racing (Cordova International Raceway) More: [www.racecir.com](http://www.racecir.com)  
**Aug. 22-23:** Farm Days (Village of East Davenport) More: [www.villageofeastdavenport.com](http://www.villageofeastdavenport.com)  
**Aug. 27-30:** Alternating Currents Festival (Downtown Davenport) More: [www.alternatingcurrentsqc.com](http://www.alternatingcurrentsqc.com)  
**Aug. 29:** Vettes on the River (LeClaire, Iowa) More: [www.visitleclaire.com](http://www.visitleclaire.com)  
**Sept. 5-6:** Rock Island Grand Prix (Downtown Rock Island) More: [www.rockislandgrandprix.com](http://www.rockislandgrandprix.com)  
**Sept. TBA:** QCA Heritage Tractor Parade & Show (John Deere Pavilion, Moline) More: [www.visitjohndeere.com](http://www.visitjohndeere.com)  
**Sept. TBA:** VIVA Quad Cities Fiesta (Location TBA) More: [www.vivaquadcities.com](http://www.vivaquadcities.com)  
**Sept. 12-13:** Beaux Arts Fair (Davenport) More: [www.beauxartsfair.com](http://www.beauxartsfair.com)  
**Sept. TBA:** Taming of the Slough (Sylvan Slough) More: [www.riveraction.org](http://www.riveraction.org)  
**Sept. TBA:** Brew Ha Ha (LeClaire Park, Davenport) More: [www.jayceesqc.org](http://www.jayceesqc.org)  
**Sept. 18-19:** Great River Quilt Show (Mississippi Valley Quilters Guild) More: [www.mvqg.org/quilt-show](http://www.mvqg.org/quilt-show)  
**Sept. 19-20:** Riverssance Festival of Fine Arts (Village of East Davenport) More: [www.midcoast.org](http://www.midcoast.org)  
**Sept. 27:** Quad Cities Marathon (Downtown Moline) More: [www.qcmarathon.org](http://www.qcmarathon.org)  
**Oct. 11:** Apple Fest (Downtown LeClaire) More: [www.visitleclaire.com](http://www.visitleclaire.com)  
**Oct. TBA:** Row the Miss Regatta (Mississippi River in Moline) More: [www.tworiversymca.org](http://www.tworiversymca.org)  
**Oct. 29:** Fright Night (Schwiebert Park, Rock Island) More: [www.downtownrockisland.org](http://www.downtownrockisland.org)  
**Oct. 24:** Lagomarcino's Cocoa Beano 5K Race (Village of East Davenport) More: [www.lagomarcinos.com](http://www.lagomarcinos.com)  
**Oct. 24-25:** Boo at the Zoo (Niabi Zoo, Coal Valley, Illinois) More: [www.niabizoo.com](http://www.niabizoo.com)  
**Oct. 24:** Witches Walk & Costume Parade (Downtown LeClaire, Iowa) More: [www.visitleclaire.com](http://www.visitleclaire.com)  
**Nov. 21-29:** Quad City Arts Festival of Trees (RiverCenter, Davenport) More: [www.qcfestivaloftrees.com](http://www.qcfestivaloftrees.com)  
**Nov. 21:** Festival of Trees Parade (Downtown Davenport) More: [www.qcfestivaloftrees.com](http://www.qcfestivaloftrees.com)  
**Nov. 21:** Lighting on the John Deere Commons (Downtown Moline) More: [www.lightingonthecommons.com](http://www.lightingonthecommons.com)  
**Nov. 29:** Christmas Walk (Walnut Grove Pioneer Village) More: [www.scottcountyiowa.com](http://www.scottcountyiowa.com)  
**Dec. 6:** 19th Century Christmas (Butterworth Center, Moline) More: [www.butterworthcenter.com](http://www.butterworthcenter.com)  
**Dec. TBA:** Christkindlmarkt Quad Cities (Freight House, Davenport) More: [www.christkindlmarktqc.com](http://www.christkindlmarktqc.com)  
**Dec. TBA:** Season of Light-Star of Bethlehem (Augustana College planetarium) More: [www.augustana.edu](http://www.augustana.edu)

## Island Insight



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