

// Northwest Navy All Hands Message

Coronavirus (COVID-19)

Update 9: April 15, 2020

STATUS UPDATE

Washington State (WA) and other states within the Navy's Northwest Region continue to see rising numbers of positive COVID-19 cases. WA Dept. of Health reported as of 8:30 p.m. on April 14, there were 10,694 confirmed positive cases (out of 122,854 total tests) and 541 deaths resulting from COVID-19. For the latest WA State Dept. of Health's situational report, visit their website at www.doh.wa.gov/emergencies/coronavirus. COVID-19 cases throughout the Department of the Navy (DON) continue rising; the 1,187 cases reported by DON on Wednesday include uniformed military, civilian, family members, and contractor personnel.

Update #9 includes the following recent changes:

1. COVID-19 face coverings guidance and procedures
2. Be wary of IT "Technical Support" phone call scams; DoD anti-virus home use
3. Springtime physical distancing reminder
4. Previously-directed measures still in place
5. Resources for Sailors and families
6. CDC Practical Tips and Web links to reference sites

The health and well-being of our personnel and their families remain our top priority. Navy leaders continue to closely monitor the situation and make efforts to limit exposure to our Northwest Navy Family while balancing mission requirements.

1. In alignment with Centers for Disease Control and Prevention recommendations, the Secretary of Defense directed all individuals on DoD property, installations and facilities to wear cloth face coverings when unable to maintain at least six feet of physical distance. This is in an attempt to prevent wearers from spreading the virus to others. Personnel will need to lower their face covering if directed by security personnel to verify identification.

Navy Exchange Command and DECA also announced last week that all customers and workers must wear face coverings in the stores. The Navy is working on producing face coverings for military personnel, but until those are produced, personnel are authorized to wear medical or construction type masks, or other hand-made cloth coverings using bandanas, scarfs, or other fabric materials. Face coverings need to be conservative in appearance and not offensive, as well as meet the following CDC guidance:

- Fit snugly, but comfortably, against the side of the face.
- Be from nose to chin. Full-face coverings (like ski masks) are not authorized.
- Be secured with ties or ear loops.
- Preferably include multiple layers of fabric if material is cloth.
- Allow for breathing without restriction.
- If reusable, be able to be laundered and machine dried without damage or change to its shape.

Service members and their families, civilian employees and Navy contractors are strongly encouraged to follow CDC guidelines on and off-base, including the wearing of cloth face coverings. This does not include in a Service member's or Service family member's personal residence on a military installation. Information on how to produce face coverings at home can be found on the CDC website at

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.

Every Northwest Navy Family member needs to do their part to slow the spread of the virus. Everyone should continue following health protection guidance from the CDC and local public health officials, which includes physical distancing, not gathering in groups for parties (despite many people being home from school and work), frequent hand-washing, regular cleaning of spaces, and wearing cloth face coverings in public when unable to maintain physical distancing. Together, we will get through this.

2. The Federal Trade Commission (FTC) is reporting an increase in telephone scammers posing as Information Technology (IT) tech support. If you get a call from someone claiming to be a Microsoft technician, saying there are viruses on your system, hang up the phone. It's a scam.

Tech support scammers want you to pay for services you don't need to fix problems that don't exist. Here's what you need to know:

- Never give control of your computer or your credit card to anyone who calls you out of the blue.
- Security pop-up warnings from real tech companies will never ask you to call a phone number. If your pop-up insists that you call, it's a scam.
- If you really think there may be a problem with your computer, update your computer's security software and run a scan.
- If you need help fixing a problem, go to someone you know and trust. Many software companies offer support online or by phone. Stores that sell computer equipment also offer technical support in person.

If you get a tech support scam call, block the caller, tell your friends and neighbors about it, and report it to the FTC at <https://www.ftccomplaintassistant.gov/#crnt&panel1-1>.

Active duty military and civilian employees are encouraged to take advantage of the DoD Antivirus Software License Agreement Home Use Program. Home use of the antivirus products will protect personal PCs and potentially lessen the threat of malicious threats being introduced to the workplace and DoD networks. Information on how to activate your subscription can be found at the very end of this update or online at <https://patches.csd.disa.mil/Metadata.aspx?id=79775>.

Remember to use extreme caution when sharing information online and to Stop, Think and then Connect. For more tips, visit the Dept. of Homeland Security's Cybersecurity and Infrastructure Security Agency website



<https://www.us-cert.gov/ncas/tips>. Employees with questions should contact their command's cybersecurity/information technology representative.

3. We have been experiencing a beautiful Spring so far in the Northwest. While many of us have a strong desire to get outdoors and enjoy the nice weather, it is important for everyone to remember that all Navy fitness and recreation facilities – including ball fields, playgrounds and picnic areas – are closed in an effort to maintain physical distancing of at least six feet. Walking, biking or hiking may be acceptable outdoor recreation activities as long as people can maintain six feet of separation. Otherwise, people should not be gathering for sporting events or group exercise if physical distancing cannot be maintained.

4. In alignment with federal and state guidance, Northwest Navy Commands continue to implement the following health protection measures as previously directed, which are in effect until further notice:

- Commands have implemented enhanced medical screening checkpoints at certain operational or headquarters buildings. The symptom screening and COVID-19 questionnaire review would be done outside of the facility, prior to entry or immediately upon entry to the facility.

- All Navy personnel – whether at home or at work – should continuously self-evaluate their health for signs of illness.

- Installations adjusted operations at visitor control centers (VCC) to include the use of electronic means to the maximum extent possible to grant installation access and discontinued waiting room use when physical distancing cannot be maintained. If necessary, VCC staff will direct customers to wait in a secondary holding area until called. VCC staff will also continue using a COVID-19 health questionnaire to screen personnel seeking access to the installation.

- Region Legal Service Office has reserved all legal assistance services for active duty servicemembers by appointment only. Existing appointments for those not active duty will be cancelled and rescheduled at a later time. Active duty legal service appointments will be made over the phone by calling the appropriate office:
 Bremerton: (360) 476-4275
 Bangor: (360) 396-6003
 Everett: (716) 712-4677
 Whidbey Island: (360) 257-2126

CUSFF/NAVNORTH COVID-19 Screening Questionnaire
 (V2020.03.17)

1. ARE YOU CURRENTLY SICK with any of the following symptoms?	YES	NO
a. Fever b. Cough c. Sore Throat d. Shortness of Breath		
If "YES", LEAVE/DO NOT ENTER the workplace, GS inform supervisor, CTR inform employer, put a clean mask on when one is available, and contact/report to your medical provider (call ahead to inform them of your pending arrival). Follow CDC Guidance. ¹ *Entry denied		
2. Have you TRAVELED INTERNATIONALLY in the past 14 days?	YES	NO
If "YES", LEAVE/DO NOT ENTER the workplace. <u>Uniformed personnel</u> : Complete 14 days of ROM. ² *Entry denied GS/CTR: DO NOT ENTER workplace for 14 days, GS inform supervisor, CTR inform employer. ² Follow CDC Guidance. ³ *Entry denied		
3. Have you TRAVELED DOMESTICALLY (U.S.) outside of your local area in the past 14 days?	YES	NO
If "YES", self-monitor for fever, cough, difficulty breathing. To extent possible, implement social distancing. If symptoms develop, immediately contact/report to your medical provider (call ahead to inform them of your pending arrival). Follow CDC Guidance. ³		
4. Have you had CLOSE PERSONAL CONTACT , with anyone who has been diagnosed with COVID-19 in the past 14 days? (per criteria below)	YES	NO
a. Within 6 feet for prolonged period of time b. In direct contact with infectious secretions (been coughed/sneezed upon, etc.)		
If "YES", LEAVE/DO NOT ENTER the workplace. Put a clean mask on when one is available and contact/report to your medical provider (call ahead to inform them of your pending arrival) for quarantine determination. *Entry denied		

5. Once instructed by higher authority to conduct TEMPERATURE CHECKS:

a. If temperature is less than 100°F (37.8°C), allow access. Screening is complete.

b. If temperature is equal to or higher than 100°F (37.8°C), LEAVE/DO NOT ENTER the workplace, GS inform supervisor, CTR inform employer, put a clean mask on when one is available, and contact/report to your medical provider (call ahead to inform them of your pending arrival). Follow CDC Guidance.¹ *Entry denied

ROM: Restriction of Movement

¹ <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

² OSD Memo Force Health Protection Guidance supp 4 (11Mar20)

³ <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>

- In alignment with DoD guidance, and to enable mission assurance and force health protection, the Navy will follow established travel restrictions through May 11, for service members, DoD civilians, and families traveling to, from, or through Level 3 locations, as designated by the CDC. Navy has also

restricted official domestic travel for its service members, civilians and family members in order to limit the spread of COVID-19.

- Installations continue to use no-touch ID scanning at all entry control points. Personnel are required to present both sides of their ID/credential for screening by a guard.
- Installation Commanders have activated their emergency operations centers to support COVID-19 response and coordination with agency and community partners.
- Transient Personnel Unit will continue screening incoming personnel upon arrival and then daily after that.
- NRNW and Installations continue working to provide or coordinate cleaning products and/or hand sanitizer for high-traffic facilities and common areas on base for those personnel whose job requires a physical presence.
- NRNW and Installations continue reviewing increased frequency of janitorial services at certain facilities and stand ready to implement in a scalable manner.
- Military Medical Treatment Facilities continue to limit points of entry, conduct prescreening procedures and evaluate impacts to the Navy's mission.
- Navy Command leadership has greatly limited ship and facility tours, Navy-sponsored events, large events and mass gatherings.
- Navy Commands have and continue to identify areas where employees may be initially isolated if they develop symptoms at work. Those employees will then be sent home or to a medical treatment facility as appropriate.
- Navy Commands have been encouraging personnel who feel ill to stay home and self-isolate per CDC guidance, and helping them understand personnel policies that support those decisions (such as annual or sick leave, or weather and public safety leave provisions). Commands have been ensuring personnel diagnosed with or exposed to COVID-19 are isolated or quarantined in alignment with CDC and Dept. of Defense guidance.
- Navy Commands have implemented alternative work schedules and contingency procedures to maintain operational readiness but slow the spread of COVID-19. These plans include options such as teleworking from home. If employees directed to remain at home are unable to work remotely, they should be put into a weather or safety leave status. Servicemembers, civilians and contractors should follow the directions given by their supervisors for their respective commands/organizations.
- Installations have cancelled events and closed certain facilities such as gyms, base theaters, recreation centers and chapels. Dine-in restaurants and bars on base are closed with the following exception: Galleys and Navy food services are carry-out and/or drive-through. There may be some galley exceptions where physical distancing can be accommodated. Certain shops such as Navy Exchanges and Commissaries remain open at this time.
- Navy Commands continue to coordinate as needed with their Installation and Public Works to arrange for deep-cleaning of any affected facilities in the event of a confirmed COVID-19 case.

Northwest Navy personnel should continue to monitor installation Facebook pages for additional changes related to installation services or facilities such as food establishments, shops, child and youth programs or recreation centers.

5. Information for Sailors and their families include:

- Navy childcare providers and staff will provide support to service members and military families as long as they are able to. For specific details, please contact your local Child and Youth Program representative.
- Navy Region Northwest Fleet and Family Readiness (FFR) program is sharing daily tips for Navy families on food and nutrition, fun family resources, personal enrichment opportunities and news in their Navy Family Plan of the Day series that can be found on their Facebook pages: www.facebook.com/WhidbeyFFR; www.facebook.com/KitsapFFR; and www.facebook.com/EverettFFR.
- The updated MyNavy Family App provides additional information and resources for Sailors and families. Learn more & download the app at www.applocker.navy.mil.
- All Navy personnel should always make sure their information is accurate in the Navy Family Accountability and Assessment System (NFAAS). Visit the NFAAS site to review and update or validate information: <https://navyfamily.navy.mil>.
- Military medical treatment facilities are doing their best to implement physical distancing measures while also addressing patients' care needs. Those who are able to use virtual means can connect with their provider remotely through tools like the MHS GENESIS patient portal, which can be found at <https://myaccess.dmdc.osd.mil/identitymanagement/authenticate.do?execution=e1s1>.
- The Military Health System (MHS) Nurse Advice Line (NAL) has been receiving a much larger call volume and wait times tend to be lengthy. They are working on reducing waiting times as best they can. Please continue to call if you are exposed or have symptoms, but you may also view Tricare's frequently asked questions: <https://www.tricare.mil/HealthWellness/HealthyLiving/Coronavirus/Coronavirus-FAQs>.

Navy leadership and our Navy medical professionals will continue to monitor the situation. As the situation progresses, NRNW may implement additional measures as needed in alignment with Dept. of Defense guidance and in coordination with state and local partners should there be an increase in risk to the Fleet, Fighter and Family.

PRACTICAL TIPS

There are simple things the CDC recommends people do to reduce risk of infection and prevent the spread of COVID-19, which are similar to routine flu and other upper respiratory illness prevention measures.

- **Clean** your hands – Use soap and water for 20 seconds; use hand sanitizer with minimum 60% alcohol.
- **Cover** your cough or sneeze – Use your arm or tissue. Immediately throw used tissue in the trash.
- **Confine** yourself at home when sick until advised by your healthcare provider.
- **Crowd** avoidance – Use discretion when traveling to impacted areas, urban areas, or large gatherings.

Avoid touching your eyes, nose, and mouth with unwashed hands; avoid close contact with others; and regularly clean and disinfect frequently-touched objects and surfaces.

INFORMATION RESOURCES

- CDC COVID-19 situational information: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- CDC How to Wear and Make Cloth Face Coverings: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.
- CDC tips for work and home: <https://www.cdc.gov/nonpharmaceutical-interventions>

- CDC cleaning & disinfecting recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>
- CDC Guidance for Travelers: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Military Health System: <http://health.mil>
- Tricare Nurse Advice Line: 1-800-TRICARE (874-2273) or www.mhsnurseadvice.com
- Tricare Coronavirus FAQs: www.tricare.mil/HealthWellness/HealthyLiving/Coronavirus/Coronavirus-FAQs
- Washington State Dept. of Health COVID-19 site: <https://www.doh.wa.gov/Emergencies/Coronavirus>
- Washington State Department of Health novel coronavirus call center: 1-800-525-0127 and press #

NAVY REGION NORTHWEST EMPLOYEES

Washington State Governor, Jay Inslee initiated a “stay home, stay healthy” policy March 23 for the state of Washington. We have been aligned with the state throughout this crisis and will continue to do so. In the executive order, our military and civilian workforce is exempted traveling to and from work and may continue to support the mission. Essentially, our work continues with the same safety restrictions we previously implemented. Please continue forward with your same actions including teleworking when possible or returning directly home from work and maintaining physical distancing. We must continue to minimize potential exposure as best we can. Please discuss with your supervisor if you need clarification on your work situation.

Personnel required to physically report to work are to conduct self-screening using the questionnaire above and report to their supervisor prior to entering the base and reporting to work. Employees working from home are asked to also continue to monitor their own health for any signs of illness and keep their supervisor informed if their status changes. If you are sick, you should stay home, try to distance from others in your household as best you can, and contact your health care provider as needed.

INSTALLATIONS AND COMMANDS

Northwest Navy Installations and Commands will continue to communicate additional, specific guidance and efforts with their people through their respective communication channels.

FUTURE UPDATES

Monitor news resources and public health updates regularly to stay informed. Navy Region Northwest will continue to provide weekly (or more frequently as needed) Navy-specific updates for the Navy family at <https://www.cnmc.navy.mil/regions/cnrnw/om/COVID-19.html>

This Northwest Navy information “hub” will include status updates, handy information flyers for printing and posting like the example to the right, and links to additional information and resources from our public health partners.

ENCLOSURE 1: ANTI-VIRUS HOME USE PROGRAM GUIDE

Antivirus Home Use Program (AV HUP)

The DoD Antivirus Software License Agreement with McAfee allows active DoD employees to utilize the antivirus software for home use. Home use of the antivirus products will not only protect personal PCs, but will also potentially lessen the threat of malicious logic being introduced to the workplace and compromising DoD networks. Contractors are excluded from using the software at home or on any other system not belonging to the DoD.

McAfee Internet Security

As a member of the DoD, you can now take advantage of a free 1-year subscription to McAfee Internet Security for your PC or MAC at no cost to you. This subscription gives you proactive security for your home PC by preventing malicious attacks and keeping you safe while you surf, search, and download files online. McAfee's security service also continuously delivers the latest software so your protection is never out-of-date.

By installing McAfee software on your home system, you'll not only be protecting your PC from malicious threats, but you'll also help your organization strengthen its IT security against transferable viruses and spyware.

Instructions on how to download your copy of McAfee Internet Security:

1. Navigate to the website for your applicable platform, either PC or MAC, listed below. In addition, enter the associated "Company Code" in the appropriate field on the webpage:

Platform	URL	Company Code	Expiration
PC	www.mcafee.com/windows/dod	DIS41FBC06	22 MAR 2021
MAC	www.mcafee.com/mac/dod	DIS75F9D61	22 MAR 2021

2. Enter your DoD email address.
3. Click "Get Email".
4. You will receive an email from McAfee Subscriptions with your unique license key and download link.

****Note - DO NOT download the software on your Government Furnished Equipment (GFE).****

AV/AS HOME USE

- DISA Home Use Program instructions can be found here:
<https://patches.csd.disa.mil/Metadata.aspx?id=79775> (CAC Required)
- DoD does not provide any technical assistance to home users. Home users seeking technical support can contact McAfee directly on the support website: <http://home.mcafee.com/Root/Support.aspx?page=Support>