

FREQUENTLY ASKED QUESTIONS FOR SEYMOUR JOHNSON AFB, NC.

Q: WHAT IS THE CURRENT HPCON LEVEL?

A: Seymour Johnson Air Force Base is presently at Health Protection Condition Bravo. In addition to all measures in HPCON Bravo, SJAFB has increased social distancing to the greatest extent possible, mandated face coverings in all social areas (ie. BX, Pharmacy), closed more facilities, changed base access procedures, as well as limited meetings and other gatherings.

Q: WHAT CAN I DO TO STOP THE SPREAD OF COVID-19?

A: The Centers for Disease Control and Prevention has a guide on staying safe located here: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/get-your-household-ready-for-COVID-19.html>

Q: IS THERE A WAYNE COUNTY PUBLIC HOTLINE FOR COVID-19?

A: Yes, and the Hotline is open! Please call (919) 705-1800, Mon-Fri from 8 AM - 5 PM and Saturday and Sunday from 10 AM - 2 PM.

Q: WHY IS SEYMOUR JOHNSON STILL OPERATIONAL?

A: Per the Department of Defense, the 4th Fighter Wing, as well as other critical fighter training bases, will continue with their mission to the maximum extent possible while still taking measures to safeguard personnel and families and be good stewards to local communities. The Seymour Johnson Air Force Base mission builds readiness for the entire U.S. Air Force by training, producing, and projecting airpower for America. The base splits its mission between the formal training unit for the F-15E and maintaining readiness for two operational F-15E squadrons. Each directly impacts the U.S. Air Force's ability to be successful in global combat operations at a moment's notice.

Q: WHY HASN'T THE BASE GONE TO MISSION ESSENTIAL PERSONNEL ONLY?

A: Usually, Mission Essential orders are for a single event (i.e. Hurricane) where we can stop the mission for a short period of time. COVID 19 presents a new challenge which requires a response measured in weeks, not days, and the mission cannot stop for that long without long-term effects to our training and operational missions.

Q: HAS THE SEYMOUR JOHNSON MISSION BEEN HALTED OR CURTAILED?

A: The SJAFB mission has continued while we work to help mitigate the spread of COVID-19. There have been adjustments to our flying operations to aid in the base's efforts to implement social distancing. Wing leadership is continuing to evaluate flight line operations as guidance is released from the Department of the Air Force.

Q: WHAT ARE RESTRICTIONS ON WORK?

A: Service members and civilian employees should contact their chain of command or supervisor for guidance related to their daily operations.

Q: WHAT'S THE PLAN FOR CONTRACTORS ON BASE? ARE THEY STILL COMING TO WORK?

A: Questions specific to a contracted company's policies during a public health event should be referred to that company.

Q: Is there any type of mask that is unauthorized on SJAFB?

A: Per the Secretary of Defense, novelty or non-protective masks, masks with ventilation valves, or face shields are not authorized as a substitute for masks.

Q: ARE THERE ANY LOCAL TRAVEL RESTRICTIONS FOR SEYMOUR JOHNSON AFB?

A: SJAFB is committed to safeguarding our Airmen and families and has required members to fill out a risk assessment form based on the location they are traveling to. For more information about travel guidance, please contact your chain of command.

Q: IS THE BASE GYM GOING TO BE CLOSED?

A: The base gym is currently open to all base members, however the maximum occupancy allows for no more than 60 people in the facility at a time. All members using the base gym must wear a facial covering at all times and sign in at the front desk. Furthermore, the hours of operation are from 5 a.m. to 7 p.m. on weekdays and 7:30 a.m. to 5 p.m. on weekends.

Q: HAVE ALL ON-BASE APPOINTMENTS BEEN CANCELED?

A: Please call ahead and verify prior to attending. Many services are now appointment only. This situation continues to evolve, which has caused many of our facilities to change their customer service routine.

Q: IS THE CLINIC STILL SEEING PATIENTS AND CAN I STILL GET PRESCRIPTIONS?

A: The 4th Medical Group, including Dentistry and Pharmacy, will continue to support customers with appointments and prescriptions. Prior to the appointment, people need to verify with their provider that the medical appointment is still scheduled by either calling (919) 722-1802 or logging onto TricareOnline.com. They should also arrive at least half an hour prior to the appointment to complete additional COVID-19 screening through the clinic's single point of entry station.

Q: I AM FEELING SICK AND HAVE COLD OR FLU SYMPTOMS, SHOULD I GO TO THE DOCTOR?

A: A medical visit is not required to treat typical cold or flu-like symptoms. During duty hours, call the 4th Medical Group appointment line at (919) 722-1802 to have a medical professional screen your symptoms and provide further instructions. After duty hours, call 1-800-TRICARE for the Nurse Advice Line in order to receive advice on symptoms. If you are experiencing a medical emergency, dial 911.

Q: IF I HAVE SYMPTOMS, WILL I BE TESTED FOR COVID-19?

A: According to Centers for Disease Control guidelines, only individuals considered to be at high-risk for COVID-19 exposure will be tested at this time. Any individual (yourself, persons living with you, or persons visiting you) meeting the following criteria should call the 4th Medical Group.

- Travel from a level 3 region
- Close contact with a confirmed case of COVID-19
- Close contact with someone returning from high-risk regions in the past 14 days
- Cruise ship travel worldwide in the past 14 days

Q: WHAT ARE THE 4TH MEDICAL GROUP TESTING STIPULATIONS FOR COVID-19?

A: Per CDC guidance, the 4 MDG will be testing for COVID-19 in the following priority: Symptomatic individuals who are at high risk (refer to medical conditions listed in question 1), healthcare personnel and first responders (e.g., Fire Department and Security Forces), exhibiting symptoms, were notified of a possible exposure, or who have returned OCONUS. All others will be referred off-base. Call the appointment line or the Nurse Advice Line after hours for further instructions.

Q: I AM FEELING SICK, SHOULD I STAY HOME?

A: By calling the 4 MDG appointment line, individuals will receive medical suggestions regarding their symptoms. Military personnel need to also coordinate through the chain of command if they are feeling ill. Civilian and Contractor employees should contact their supervisor or team lead.

Q: HOW DOES THE NOTIFICATION PROCESS WORK IF I'VE BEEN TESTED FOR COVID-19?

A: The 4 MDG Public Health Team is working closely with the Wayne County Health Department to assist with contact notifications for those who received a positive COVID-19 test result.

Q: IS THE 4TH FIGHTER WING FOLLOWING UP WITH PEOPLE WHO ARE SENT FOR MEDICAL ATTENTION OFF BASE?

A: It is the responsibility of the beneficiary to contact their PCM after seeking medical attention off base for follow-up care. We receive notifications from the hospital and clinics on all positive test results.

Q: IF I PAID MY DUES AT THE ON-BASE CDC, WILL I GET REIMBURSED?

A: Yes, you will receive a refund in childcare fees for services not used.

Q: IT LOOKS LIKE THERE'S NO SOCIAL DISTANCING ON THE BASE. WHY NOT?

A: We're implementing social distancing as much as mission allows, but there are some mission areas where it isn't always possible. Wing leadership has empowered group and squadron commanders to make adjustments where they can without losing mission capabilities. If you

have questions or concerns about your workplace, speak with your immediate chain of command. Additionally, the base commander has implemented a mandatory physical distancing order stating that all base personnel are required to maintain social distance to the furthest extent possible and wear facial coverings at all times. Failure to abide by this order will result in discipline under Article 92, Uniform Code of Military Justice, applicable federal law, and/or Air Force Instructions.

Q: WHEN DID SEYMOUR JOHNSON CONFIRM ITS FIRST COVID-19 CASE?

A: The base had its first confirmed case of COVID-19 on March 16, 2020.

Q: HOW MANY CONFIRMED COVID-19 CASES ARE THERE AT SJAFB?

A: For Operational Security purposes the Secretary of Defense directed that only OSD or the Services will release numbers of confirmed COVID-19 cases that are aggregated at DoD/Service levels. Numbers of people in isolation, quarantine or possibly infected will not be released.

Q: I WAS SCHEDULED TO PCS BEFORE THE TRAVEL RESTRICTIONS WENT INTO EFFECT, WHAT HAPPENS NOW?

A: The most current information regarding travel restrictions is available at <https://mypers.af.mil>. There are several documents updated frequently to address the effects of the Department of Defense COVID-19 response pertaining to permanent changes of station, temporary duty, household goods, and unofficial travel restrictions.

Q: WHO MAY ACCESS THE BASE?

A: The base is presently open to all DoD ID cardholders. The Berkeley gate is still open 24/7. We recommend all ID cardholders follow the Seymour Johnson Air Force Base Facebook page for updates.

Q: IS THE BASE GOING TO HALT SERVICES TO RETIREES?

A: Not at this time. The Base Exchange, Commissary, and Medical group will remain open to retirees.

Q: WHAT SHOULD I DO IF SOMEONE IN MY HOUSE GETS SICK WITH COVID-19?

A: Isolate the sick person and ensure they stay home, except to get medical care. Maintain social distancing as much as possible. Use a separate room and bathroom for sick household members (if possible). Provide your sick household member with clean disposable face masks to wear at home, if available, to help prevent spreading COVID-19 to others. Clean the sick room and bathroom, as needed, and avoid unnecessary contact with the sick person. Avoid sharing personal items like utensils, food, and drinks.

Q: HOW WILL I KNOW IF I HAVE COME IN CONTACT WITH SOMEONE WHO TESTED POSITIVE FOR COVID-19?

A: The 4 MDG is tracking all positive COVID-19 cases and is conducting contact tracing. If you were in contact with a positive COVID-19 patient, you will be notified by the Public Health Team and given further instructions.

Q: WHO IS AT RISK FOR COVID-19?

A: Currently, those at greatest risk are those who have had contact with a confirmed COVID-19 individual and those who live in or have recently been to areas with sustained transmission of the virus. The severity of a high-risk medical condition and presence of multiple high-risk conditions places individuals at higher risk if exposed to COVID-19. Refer to the CDC website for a detailed list of high risk personnel.

Q: HOW DOES THE VIRUS SPREAD?

A: The virus is thought to spread mainly person-to-person. Spread occurs between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes.

Q: CAN SOMEONE SPREAD THE VIRUS WITHOUT BEING SICK?

A: Some spread might be possible before people show symptoms. It may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

Q: WHAT ARE THE SYMPTOMS OF COVID-19?

A: The following symptoms may appear 2-14 days after exposure*:

Dry Cough

Difficulty breathing

Fever

Shortness of breath

Loss of Taste and Smell

*Exposure means that someone has come in close contact with a suspected or confirmed positive person with COVID-19.

Q: ARE THE SYMPTOMS OF COVID-19 DIFFERENT IN CHILDREN COMPARED TO ADULTS?

A: The symptoms of COVID-19 are similar in children and adults. However, children with confirmed COVID-19 have generally presented with mild symptoms. Reported symptoms in children include cold-like symptoms, such as fever, runny nose, and cough. Vomiting and diarrhea have also been reported. It's not known yet whether some children may be at higher risk for severe illness, for example, children with underlying medical conditions and special healthcare needs. Contact your child's PCM if you are concerned your child may have been exposed.

Q: WHAT STEPS CAN MY FAMILY TAKE TO REDUCE THE RISK OF GETTING COVID-19?

A: Wearing face coverings when you leave your home and continuing social distancing is key to reducing the risk of contracting COVID-19. Practice everyday preventive actions to help reduce your risk of getting sick and remind everyone in your home to do the same. Avoid close contact with people who are sick and stay home when you are sick, except to get medical care. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; avoid touching your eyes, nose, and mouth. Clean and disinfect frequently touched surfaces and objects (e.g., tables, countertops, light switches, doorknobs, and cabinet handles).

Q: SHOULD I USE SOAP AND WATER OR A HAND SANITIZER TO PROTECT AGAINST COVID-19?

A: Handwashing is one of the best ways to protect yourself and your family from getting sick. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.

Q: WHAT CLEANING PRODUCTS SHOULD I USE TO PROTECT AGAINST COVID-19?

A: To disinfect, most common EPA-registered household disinfectants will work. See CDC's recommendations for household cleaning and disinfection, at www.cdc.gov.

Q: ARE PREGNANT WOMEN MORE SUSCEPTIBLE TO INFECTION, OR AT AN INCREASED RISK?

A: According to CDC guidance, pregnant women should engage in usual preventive actions to avoid infection like washing hands often and avoiding people who are sick.

“We do not currently know if pregnant women have a greater chance of getting sick from COVID-19 than the general public nor whether they are more likely to have serious illness as a result. Pregnant women experience changes in their bodies that may increase their risk of some infections. With viruses from the same family as COVID-19, and other viral respiratory infections, such as influenza, women have had a higher risk of developing severe illness. It is always important for pregnant women to protect themselves from illnesses..”

More details can be found at <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/pregnancy-breastfeeding.html>

Q: WILL IT BE POSSIBLE TO DEDICATE AN HOUR AT THE COMMISSARY FOR ONLY DORM AIRMEN?

A: At this time, this is deemed unnecessary as the Airmen residing in the dorms have not expressed any issues getting food. Should this become a problem, we will revisit the idea.

Q: IS THERE A WAY TO SCAN ID CARDS TO ENSURE PEOPLE AREN'T STOCKPILING MONITORED ITEMS LIKE MEAT AND PAPER PRODUCTS?

A: There is no need to track those purchases to enforce purchase limits at this time.

Q: CAN ALL UNITS BE PUT ON A MIN-MAN OR TELEWORK SCHEDULE?

A: Commanders and leaders at all levels have been empowered to reduce their manning as required. If you feel there is a need to reduce members in your unit, speak to your chain of command.

Q: CAN FOOD DELIVERY DRIVERS STILL GET ON BASE?

A: Yes, food delivery drivers with existing base access are still able to deliver. Those requiring a visitor pass are now restricted and will need to be met off –base for pickup.

Q: CAN CIVILIAN BASE EMPLOYEES APPLY FOR UNEMPLOYMENT IF THEIR HOURS HAVE BEEN REDUCED?

A: Absolutely. Please contact your respective HR office for required documentation.

Q: WILL MEDICAL EVALUATION BOARD PACKAGES BE PUT ON HOLD?

A: No, however there may be some delays as off base partners who are a part of the MEB process may be stretched thin during this time.

Q: IS SEYMOUR JOHNSON AFB WORKING WITH LOCAL HOSPITALS AND CLINICS?

A: Yes, we have strong relationships with all of our amazing local and state partners and stand ready to assist in any way.

Q: WHAT IS THE CURRENT TURN AROUND TIME FOR COVID-19 TESTING?

A: The current time is between 2 days, although there have been instances of tests taking longer.

Q: HOW OFTEN ARE COVID-19 TESTS SENT UP?

A: We send them up as soon as we take the sample; we are not batch testing.

Q: ARE THERE ANY CHANGES TO SERVICES OFFERED BY MEDICAL GROUP?

A: Not at this time, although you will see additional screening procedures. The Clinic, Lab, Pharmacy, etc. are all still operational. Additionally, some changes will be coming from the dental clinic, and we will update you once we have that information.

Q: WILL THE BASE EXCHANGE BE OFFERING CURBSIDE PICK-UP?

A: Yes. Customers can call/text the Main Store at (919) 920-8557 M-F from 0930-1730 and Sundays 1130-1730.

Q: WHAT CAN PEOPLE DO TO COMBAT “CABIN FEVER”?

A: Stay Active! Call a friend or family member who you haven't spoken to in a while. Pick up or perfect your online gaming. There are a lot of ways to keep yourself entertained at home now thanks to technology. If in doubt, search the internet for ideas! And if you need some extra help, go to <https://www.resilience.af.mil/> for some great information and links to resources on mental resilience.

Q: WHAT IS THE GUIDANCE FOR COLORS AND DESIGNS OF FACIAL COVERINGS?

A: Face coverings should match the guidance issued by the 4 FW/CC. Please check the official Seymour Johnson AFB Facebook page or the SJAFB App for the guidance.

Q: DOES MY BABY NEED A FACIAL COVERING?

A: No. The CDC states “cloth face coverings should NOT be placed on young children under age 2, anyone who has trouble breathing, or is incapacitated or otherwise unable to remove the mask without assistance.”

Q: IS THERE A CURFEW FOR WAYNE COUNTY OR FOR SJAFB?

A: There is currently a stay at home order issued by the Governor of North Carolina that requires people to stay at home between 10 p.m. and 5 a.m., except for travel to and from work or in the case of an emergency. This order is set to be in place until at least January 8th, 2021.

Q: ARE WALK IN APPOINTMENTS STILL AVAILABLE AT THE MED GROUP?

A: Yes, just ensure you wear your face covering and practice social distancing (ie. Pregnancy test, UTI, etc.)

Q: IS CORVIAS STILL TAKING WORK ORDERS?

A: Yes. Work orders are prioritized based on the nature of the work order, and are still being completed daily. Please call (919) 988-6920 or email CustomerService.Seymour@corvias.com to place a work order.

Q: IS FINANCIAL SUPPORT AVAILABLE FOR MILITARY MEMBERS WHOSE SPOUSE LOST THEIR JOB?

A: The Airmen and Family Readiness Center provides programs for financial support and management as well as providing spouse employment information. For more information, call the A&FRC at (919) 722-1123.

Q: SHOULD PEOPLE WEAR FACIAL COVERINGS OFF BASE OR WHEN COMING THROUGH THE GATE?

A: Yes. Every measure should be taken to safeguard our Defenders. Additionally, it is recommended that a face covering be worn at all times, and some stores may require them off base as well.

Q: IS THE EDUCATION CENTER OPEN?

A: Yes but in a limited capacity; for more information or questions please email 4fss.fsde@us.af.mil.

Q: WHAT OPTIONS ARE THERE FOR MENTAL HEALTH?

A: The base has MFLACs, Chaplains, and the MDG Mental Health. For options not on base, there is also Military OneSource which is available 24/7.

Q: WHAT IS THE GUIDANCE FOR SPECIAL LEAVE ACCRUAL?

A: Military members are now allowed to accumulate up to 120 days by September 30, 2020. This leave will be good to use until September 2023, however members with over 60 days of leave will cease to accrue leave until they get back below 60.

Q: CAN LEAVE BE TAKEN IN THE LOCAL AREA?

A: Yes, you can take leave and stay in the local area as defined by the Wing Commander.

Q: WILL PCS ORDERS STILL BE ISSUED?

A: Yes, as long as all required paperwork has been completed, then orders will still flow as normal.

Q: WILL PROMOTION TIMING BE IMPACTED?

A: No, if you have a line number, you will promote on schedule. Boards and testing however have been delayed due to COVID-19.

Q: CAN A MEMBER ELECT TO HAVE PCS ORDERS PUSHED BACK OR CANCELED TO MINIMIZE THE INFLUX OF MOVERS?

A: Work with your chain of command if you would like to delay or cancel a PCS. This will be dealt with on a case-by-case basis as there are many factors that contribute to the PCS process.

Q: IF A SPOUSE TAKES A TRIP, WHEN HE/SHE RETURNS SHOULD THE SPOUSE AND MILITARY MEMBER BE ISOLATED UPON THEIR RETURN?

A: Squadron leadership will assess the risks involved and determine the decision on a case-by-case basis.

Q: CAN WE HAVE OUR MEDS TRANSFERRED TO A LOCAL OFF BASE PHARMACY?

A: Yes, contact medical at (919) 722-1802.

Q: IS THERE A RETURNING MEMBER QUARANTINE POLICY IN PLACE OR IS IT UP TO EACH SQUADRON COMMANDER FOR MEMBERS RETURNING FROM TDY?

A: That decision is up to the squadron commanders. The MDG has provided squadron commanders the information they need to make the decision.

Q: ARE THERE ANY PROHIBITIONS ON REGULARLY ACCRUED LEAVE FOR CIVILIANS?

A: No, civilian employees will continue to accrue leave as usual. The policy on award leave, sick leave, and annual leave is being reviewed to see if it is plausible to extend the timeframe that the leave can be used due to COVID-19.

Q: WHAT IS THE CURRENT STATUS OF PT TESTS?

A: As of 7 December 2020, all official Fitness Assessment testing is postponed until April 2021.

Q: HOW DO I SIGN UP FOR A VIRTUAL DOCTOR VISIT?

A: You can schedule the virtual appointment by calling the 4 MDG at (919) 722-1802.

Q: WILL AIRMEN RETURNING FROM A DEPLOYMENT BE SCREENED BEFORE THEY RETURN?

A: Yes, they are screened at their deployed location. When they return, their leadership will decide if they need to be placed in self-isolation for 14 days and screened again to ensure the health and safety of themselves and loved ones.

Q: IF PCSing TO SEYMOUR JOHNSON, WILL I BE SUBJECT TO A 14 DAY QUARANTINE?

A: It depends on where you are coming from. Contact your sponsor or gaining unit with your details and they will be able to give you further instructions.

Q: WHERE CAN I DROP OFF OLD MEDICATIONS?

A: Old medications can be dropped off either in the box outside of the 4 MDG clinic or at the drive-thru pharmacy.

Q: CAN PREGNANT WOMEN GET IMMUNIZATIONS?

A: Yes, immunizations for pregnant women are on a walk in basis.

Q: IS THE CLINIC DOING AUDIOGRAMS?

A: Audiograms are on an as-needed basis.

Q: CAN CHILDREN STILL ATTEND ROUTINE MEDICAL APPOINTMENTS?

A: We encourage children two and under to go for their routine wellness appointments and get all of their recommended vaccines. Virtual visits will be offered for children over the age of two and when necessary, the child will be seen by a provider. We also encourage all children to stay up-to-date with their routine immunizations. The immunization clinic is available for walk-ins for all ages.

Q: HOW DO I GET MY CHILD'S ANNUAL PHYSICAL PAPERWORK TAKEN CARE OF?

A: Contact the medical group or your provider, they may be able to conduct physicals virtually.

Q: ARE TAPS CLASSES GOING TO RESTART?

A: Yes, AFRC has been conducting small group TAP classes. Contact (919) 722-4001 for info.

Q: WHEN CAN PREGNANT CIVILIAN EMPLOYEES RETURN TO WORK SAFELY?

A: This is a topic that should be discussed between you and your work center supervisor/leadership. Discuss ways to keep your area sanitary, and remember to practice good hygiene and social distancing.

Q: IS THE MEDICAL CLINIC STILL DOING VA CLAIM APPOINTMENTS?

A: Yes, the clinic is open for all appointments. However, the VA has slowed down due to COVID-19, so call your case worker so they can advocate on your behalf.