

AUAB COVID-19 FAQs – Protect, Prevent, Ensure!

(Current as of 18 February 2021)

Team AUAB, our population is generally healthy, and we plan to keep it that way. Thank you for the comments and questions. We value and read all feedback, and will continue to incorporate replies into our FAQs. Please use the AUAB Feedback QR code or email us at feedback@auab.afcent.af.mil and we will send you a direct reply. Our service members are handling this situation very well, thank you for your continued professionalism!

Quarantine and Isolation at AUAB

Q. I'm traveling to AUAB soon. What do I need to know before I arrive? Will I be quarantined?

A. All personnel arriving at AUAB who have not completed a proper quarantine stateside will be placed into a 14-day quarantine. All personnel arriving at AUAB in a transient status will be sequestered and given a restriction of movement order until they depart AUAB. Organizations with members deploying to or transiting through AUAB, who are **not assigned to 379 AEW**, or who are not flying on a rotator into AUAB, must submit a reservation request to 379emdg.covid-19@auab.afcent.af.mil for approval prior to arrival. For the latest information or exceptions to policy, personnel should contact the squadron commander at their deployed location.

Q. Why can't AUAB personnel quarantine at home so we can begin working once we arrive?

A. As of June 5th, the Government of Qatar has approved pre-quarantine for US military personnel, however, all USCENTCOM Theater Entry Requirements must be met and personnel must have the appropriate signed certificate of completion when they arrive at AUAB. Personnel must also arrive via military air on a "clean" (travelers have met pre-ROM requirements) aircraft with their cohort. If members meet all of the stipulated requirements, they will be released to duty upon arrival. Members (whose final destination is AUAB) who are unable to meet these requirements, will be quarantined at AUAB for 14 days. Note: Qatar does not honor "home quarantine" so quarantine must take place at a controlled location IAW the host-nation agreement.

Q. How does quarantine work at AUAB?

A. The members in quarantine have been separated according to their arrival time into groups called cohorts. All members have received instructions to maintain physical distancing from members of other cohorts and other Team AUAB members. These measures are in place to decrease the possibility of transmission between asymptomatic people. Each member in quarantine must take personal responsibility to ensure they are complying with the quarantine procedures. Failure to fully comply with quarantine procedures will result in the quarantine time being extended. Currently, the main quarantine area is located in the coalition compound trailers where members are housed in individual rooms (two people in each room) versus open-bay facilities.

Q. How do I receive food when I'm in quarantine?

A. Members in quarantine will receive their meals at the Independence Dining Facility during their designated cohort timeframe.

Q. My friend is transiting through Al Udeid and living in Transient Town (T-town). Can I visit them or drive them to the terminal?

A. Unfortunately, doing so puts the base population at risk, due to the nature of COVID-19. In order to protect your Wingmen, prevent the spread, and ensure mission success, our populations are intentionally separated. Quarantined and transient personnel are also given a written order to have no contact with the base population unless approved by the Medical Group.

Q. My coworker is in quarantine. How can I give them supplies?

A. Units are encouraged to communicate with their members while in quarantine via text message or email and can drop off supplies to the Quarantine staff. Any supply drops can be made to the Quarantine Admin Building (RLB 30200) DSN# 318-455-6165 or email at 379emdg.q-town@auab.afcent.af.mil. Main base population personnel are prohibited from contacting personnel through a Quarantine-town (Q-town) or T-town fence line even if masks and six feet of distancing is kept. Do not pass anything through or over the fence and do not speak with anyone through the fence. Any contact by main base personnel with quarantined or transient personnel must be done through the official channels (admin tent/entry control point).

Q. Do members in Q-town and T-town have COVID-19?

A. No. Everyone arriving to AUAB as their final destination is quarantined for 14 days to ensure that COVID-

19 is not brought unknowingly into various work centers, negatively impacting the mission of AUAB. All personnel transiting AUAB are restricted to T-town for the same reason. These are important measures to protect the force, prevent the spread, and ensure mission success. Please remember to respect your fellow Wingmen and honor their privacy.

Q. What would happen if someone on AUAB came in contact with someone with a confirmed case of Coronavirus? Where would they go?

A. If you came into contact with someone with a confirmed case of COVID-19, you would be isolated at a separate quarantine facility for 14 days, if asymptomatic. If you are symptomatic, you would be placed in isolation and tested for COVID-19. If positive, a public health investigation would be conducted to determine further contacts.

Q. What would happen if someone on AUAB tested positive for Coronavirus? Where would they go?

A. If any AUAB member develops symptoms or tests positive for coronavirus, they will be placed in isolation for medical care, monitoring, and prevention of the spread. The installation has set aside temporary lodging facilities to ensure people are comfortable and given the best opportunity to recover while in isolation. Personnel who develop any concerning signs during their illness would be moved to the appropriate location (ward, ICU, downtown) in order to care for their medical needs.

Q. I was recently vaccinated and am on my way to Al Udeid. Do I need to quarantine?

A. Yes, all personnel must still complete a 14-day quarantine even if vaccinated to meet CENTCOM policy.

Q. I am COVID-19 recovered and on my way to Al Udeid, do I have to quarantine?

A. Yes, all personnel must complete a 14-day quarantine to meet CENTCOM policy even if COVID-19 recovered, however, at the end of the 14 days, if personnel must test out of quarantine, you may not have to have a COVID-19 test to test out of quarantine.

Mitigating the COVID-19 Risk

Q. Is there a threat of the virus coming on base? How many have been tested and how many confirmed cases do we have?

A. The risk of becoming sick from this virus at Al Udeid Air Base is low, however, AUAB has military members and contractors who live off base along with a variety of service members transiting through the base daily. Currently, we partner with the host nation for our testing capability. Statistics for Qatar are updated regularly at [Qatar's Ministry of Public Health](#). Host nation partners have been very aggressive in the containment of the virus.

Q. What is Al Udeid Air Base doing to mitigate risks across the base?

A. In accordance with AFCENT guidance, we've implemented measures across the base to keep our community safe and these measures are updated regularly on our website. Current measures can be viewed in this [memo](#). We will continue to assess the need for increased measures based on the situation.

Q. Should base personnel expect more restrictions?

A. The safety and well-being of personnel assigned to Team AUAB is of paramount importance. Wing leadership will do everything within their power to ensure people remain healthy, however this is a team effort. Base personnel can help by exercising good judgment and physical distancing. This is a dynamic situation, and we will make every effort to keep people up-to-date as we receive new information or enact any changes.

Q. How long will the physical distancing be necessary?

A. At this time no one knows how long this will last or what the new normal will look like. We are working to determine these things as more information becomes available. We will maintain our "slow the spread" measures and continue analyzing where the virus is found, if it is spreading, and who might be immune.

Q. What are we doing about personnel who are at risk?

A. Personnel who are at an elevated risk of contracting COVID-19 due to possible contact with an individual confirmed to have COVID-19, and/or individuals with symptoms and possible travel history to an area of elevated risk, are being screened for the disease. The Medical Group, HNCC, and Security Forces are conducting screening questions and checks of all personnel arriving via aircraft and OCNs who have high contact with AUAB personnel.

Q. What measures are in place to ensure the OCNs, contractors, and military members living off base

and working on base are not carrying the virus?

A. All personnel who work on our installation are monitored and screened prior to entering the North Gate. Additionally, OCNs are screened after their duty day and before they are cleared to leave their housing compound. Currently all members living and working on base are asked to monitor their health, rest for 72 hours if they aren't feeling well, and to contact a medical professional if they have any questions or concerns. Our medical providers and public health experts are monitoring the spread of COVID-19 and our current precautionary measures are in accordance with our current Health Protection Condition. If our HPCON changes, we're prepared to take additional and appropriate measures to meet our number one priority: Force Protection.

Q. What should I do if I think I have Coronavirus?

A. Go directly to the EMDG or your local medical facility for treatment. Symptoms can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.

Q. Will we be tested for COVID-19?

A. Yes, as medically necessary and as required for various types of mission essential travel.

Q. How much time does it take from the time a person is infected until they are not contagious and can return to work?

A. That will be determined based off each individual's case, but CDC evidence supports releasing the member back to their unit as long as it has been 10 days following onset of symptoms.

Q. Am I required to wear a face mask at AUAB?

A. Yes. All individuals on AUAB will wear masks covering both nose and mouth. **Exceptions:**

- a.) Alone in an office with floor-to-ceiling walls with a closed door.
- b.) With an assigned roommate in the lodging bedroom where you both sleep. This exception does not apply to suitemates lodged in separate bedrooms. The presence of any guest in a lodging room or suite requires all present to wear masks.
- c.) Brief periods of time when eating and drinking while maintaining distancing.
- d.) When the mask is required to be lowered briefly for identification or security.
- e.) When necessary to reasonably accommodate an individual with a disability.
- f.) When necessary to reasonably accommodate a religious belief.
- g.) When underlying health conditions that prohibit the wear of a face covering exist and the individual is in possession of medical documentation from a health care provider outlining such a condition and the restrictions the condition places on wear of a face covering.
- h.) When outdoors and proper physical distancing can be maintained.
- i.) When actively participating in physical fitness activities outdoors and proper physical distancing is maintained.
- j.) When actively working out on a cardio machine indoors (elliptical, rower, bike, treadmill, stair climber, etc.) and proper physical distancing is maintained. *This is the only exception for indoor fitness facilities.*
- k.) When an individual is alone in a vehicle or is sharing the vehicle only with members of their household.
- l.) When use substantively interferes with the proper wear and use of personal protective equipment necessary for the accomplishment of one's military duties.
- m.) When primary aircrew are onboard their aircraft during ground operations and all phases of flight. Passengers must wear masks at all times unless at the discretion of the aircraft commander conditions (i.e. extreme heat) preclude their wear. Squadron and aircraft commanders are responsible for keeping their crews COVID-19 free.
- n.) When clear or unrestricted visualization of verbal communication is essential to safe and effective operations.

Movements (PCS/TDY/Leave/Deployment)

Q. If there are additional cases of Coronavirus in Qatar will it impact upcoming rotational pivots?

A. The safety and well-being of personnel assigned to Team AUAB is of paramount importance. Wing leadership will do everything within their power to ensure people remain healthy. This is a very dynamic situation, and we will make every effort to keep people up-to-date as we receive new information. Disruptions to transportation movement caused by DOD travel restrictions will be mitigated as much as possible. All members should work through their chain-of-command to stay up-to-date on any changes.

ARC

Q. Where can Guard or Reservists go to for more information?

A. For Air Reserve Component members with pressing issues, please call your AFCENT ARC Advisor at 318.455.3012. As of 4 May 2020, the latest questions and answers for both Guard and Reserve Airmen can be found [here](#). *Note: a CAC is needed to access each Q&A document.* Information is also available at the Air Force Reserve Command Information - <https://www.afrc.af.mil/>.

Q. Where can Guard or Reserve members find help with issues regarding USERRA?

A. For any Guard or Reserve member questions on the Uniformed Services Employment and Reemployment Rights Act, your legal team is here to help at 455.3012 or 455.3036. *Note: USERRA protects service members from adverse action due to deployment requirement by their civilian employer.*

Travel Restrictions

Q. Qatar has issued guidance that restricts the number of people in a vehicle to no more than four individuals (families exempt). Does this apply to AUAB members?

A. HNCC has coordinated with the appropriate Qatari agencies via official correspondence to address this issue. As of 22 May 2020, this restriction does not apply to on-base travel (including travel between base areas). Individuals authorized to travel off base must adhere to the four-person per vehicle limit established by the State of Qatar. If for some reason you are stopped at a checkpoint downtown, please contact HNCC at one of the following mobile numbers: +974-5049-7530 or +974-5047-1267.

Q. The State of Qatar is requiring everyone to download the EHTERAZ app to their phones for COVID-19 tracking purposes. Are military members required to install this app?

A. U.S. members and Coalition forces partners are not required to utilize the EHTERAZ app. HNCC received guidance from International Foreign Affairs at GHQ with the approval for exemption for all identified U.S. Forces (military members, DOD civilians, command sponsored family members, and U.S. citizen contractors) and Coalition forces partners assigned to AUAB and CAS, to include those living off-base. Members approved for off-base travel, should work with their supervisors to obtain required exemption [form](#) prior to traveling off base.

Force Support (Gym, mail, food, lodging)

Q. Is there a mobile app that can be downloaded for up-to-date base information?

A. There is a USAF Connect app that can be downloaded from either the [Apple App Store](#) or [Google Play](#). This Application is a “one-stop shop” for base resources. Once downloaded, users will have the ability to select 379 AEW from a drop-down menu. Within USAF Connect, you can find base directories, emergency contacts, COVID-19 policy updates, installation announcements, base shuttle schedules, and social media links. USAF Connect also provides hours for dining facilities, restaurants, coffee shops, and other base amenities.

Q. Are all stores on base open?

A. Services across base have reopened, but please help eliminate lines or gatherings from forming, keep six feet apart, keep your noses and mouths covered, and follow the rules.

Q. Are the gyms open?

A. The base fitness centers are currently open 24/7.

Q. Is mail turned off?

A. The Post Office is currently operating under normal hours.

Mental & Spiritual Fitness

Q. What can Airmen do to ensure they stay mentally and spiritually healthy during this time?

A. If you or your family members are having difficulty coping during this time, your Helping Agency Team is here to help. Below are resources all base personnel are encouraged to take advantage of.

CHAPEL SERVICES: Counseling services and worship services are currently offered at Victory Chapel. Call 455-2427 for counseling over the phone. In addition to worship services, online services are available via Facebook live at AUAB Victory Chapel.

MENTAL HEALTH SERVICES: Contact a mental health professional at 455.5227.

OTHER RESOURCES: Contact the national suicide prevention hotline by dialing 1-2-3 from any AUAB phone.

- Stress Management: https://www.afcent.af.mil/Portals/82/Stress%20Management%20%20Covid-19_20200320%20%28002%29.png
- Taking Care of Your Mental Health: https://www.afcent.af.mil/Portals/82/COVID-19%20MH%20Handout_1.jpg

Finance

Q. What is the current guidance on exchanging money?

A. Money is one of the dirtiest objects because it is passed from person to person; therefore, cash operations ceased in order to reduce the risk of spread of COVID-19 through ECPTS and out to every other customer in our interactions with them. Under this guidance, only members within 7 days of their confirmed departure would be able to exchange currency. Members are encouraged to utilize Eagle Cash cards in place of cash transactions. Currently, operating hours remains the same, but please call ECPTS customer service at 455.5262 for any questions.

Q. Can DOD members deployed [to level-3](#) COVID-19 countries expect any extra pay due to increased supply and demand for essential goods for family members back home?

A. There is no indication at this time, that service members will receive a blanket pay increase due to the effects of the economy. Although there is no pay increase for members deployed to AUAB specifically, there are programs service members can look into depending on their situation (i.e.: forced ROM on your own dime, in the middle of PCSing, etc.) and those are outlined on the myPers website.

Any service member facing financial troubles, should reach out to their First Sergeant for help in finding any applicable financial assistance for their individual situation.

Off Base Travel

Q. Is the base open for off base travel?

A: To ensure force protection and manage risk to the installation, the base will operate under the conditions of **open, limited, or closed**. Status will be reflected on the [AC3 OBTR SharePoint](#).

Open: Individual unit commanders will determine who can go off base, when, and where.

Limited: Only authorized individuals will be permitted to travel on and off base. The 379 AEW will determine and maintain a list of authorized travelers, including members who live off base, personnel requiring urgent medical care, and those conducting DFAC and mail operations. Only authorized commanders may request mission critical exceptions. No standing exceptions will be granted, and convenience, comfort, morale, food, entertainment, and other non-essential requests will not be entertained.

Q. What is the process for off-base travel?

A. All newly assigned rotational and permanent party members are restricted to the installation (except Command-Sponsored personnel) until they have immigrated into Qatar, registered in the Defense Biometric Identification System (DBIDS), and completed all in-processing requirements. Unit commanders log and ensure 100% accountability for all personnel at all times and off-base travel during an open status is managed by unit commanders.

Q. What about off-base driving?

A: Personnel driving off base will carry their valid stateside driver's license. ALL travelers will carry their ID card, CAC, blue/red stamped orders, Host Nation Coordination Cell's (HNCC) "I am an American" card, and the EHTERAZ-exemption memo. At least one member in the travelling party will carry an operable cellular phone capable of calling AUAB. Each vehicle traveling off base will contain Off-Base Driver's and Vehicle Accident Checklists. Unit commanders are responsible for driver training and safety. The 379 AEW will not provide this training.

Q. What gates are open?

A. The North and East Gate are open for official travel. The North gate is open 24 hours.

Q. Can I order and pick up food outside the gate?

A. If the base is in an OPEN status and you have approval from your unit commander, you can pick up food.

Q. What if I lose my CAC off base?

A. Personnel who lose their CAC while off base must report it to a Host Nation police department and obtain a police report. In order to gain a police report they must call the HNCC and receive a letter validating that they are a member supporting AUAB or military service. To gain access to the base, personnel must present their police report at the gate and be escorted by HNCC to ESFS to fill out a lost ID report, then to PERSCO to gain a new CAC.

Teleworking for contractors:

Q. Are contractors able to work from home?

A. If contractors working on base have a desire to telework, they should first review their contract to see if it is an option. If their job could be done via teleworking, it should be in their contract. Those seeking alternate work schedules to mitigate risk should address this concern with their contracting officer representative.

Contact Information:

Q. I have other questions and/or updates; who do I contact?

A. If you have updates to this document or have further questions, please call the Al Udeid COVID-19 Command & Control Team (AC3) at 318.455.5000 or via email at 379AEW.CAT@auab.afcent.af.mil.