



JBLM Sound Summit · Viewer Questions

With answers provided by JBLM Leadership and Installation/Community Subject Matter Experts

August 5, 2020 on Facebook Live

Theme: Back to School

General Questions

1 I would like to access previous slides, example: July Slides, where would they be located?

All previous materials from 2020 are located directly below the feedback form at <https://jblm.armymwr.com/programs/Sound-Summit>. We have added a message at the top stating “Scroll to the bottom of this page for information from previous JBLM Sound Summits” for greater visibility.

2 Is there a sheet with all these links that will be provided or has already been provided?

Visit <https://jblm.armymwr.com/programs/sound-summit> and download the navigation sheet/agenda links are all on page 2.

3 Will these slides be available after the live summit? Would love to pass these onto our SFRGs

You can grab the navigation sheet at <https://jblm.armymwr.com/programs/Sound-Summit> right now! All the slides are hyperlinked. This sheet is posted the night before each summit to download, review, and of course – share!

4 Are Soldiers going to Pathways still?

We assess every deployment, every country. Many have been postponed or outright cancelled based upon current conditions in that country, along with what we’re facing back here. Fall and future deployments are being assessed right now to ensure we can conduct a deployment safely.

5 Any word on the FRAGO 9 HQDA? (Impacts OCONUS PCS and deployments)

This is a recent FRAGO that could place additional measures prior to PCS or other movement. It has not yet come down through FORSCOM, so we are awaiting decisions from other senior leaders before we push out information on it. Expect updates at the next Town Hall.

6 Are single Soldiers and dual military going to be able to work from home to assist kids with online schooling?

The conditions for each Soldier and their Families can be different. We defer to the Unit Commanders and leaders down to the smallest unit to figure out specific requirements and how to help Soldiers. Overall, everyone is committed to the defense of the Nation and we still need Soldiers to be there doing their jobs to maintain readiness and maintain mission. That’s a balance we will have to draw, but we will look to the unit leaders to make those individual decisions based upon individual conditions.

7 Why is everyone taking off their masks when talking? You can talk with masks on.

They are currently social distanced at this time, and at least 6 ft. of space is between the speaker and the rest of the staff. Additionally, we remove masks for the hearing impaired that may read lips.

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- 8 **Would it be possible if briefers could refer to our members as Service members, not just Soldiers in hopes that our joint services know they are included with these opportunities and resources?**

Good point! We'll remind our briefers ahead of time for our next event. Thank you for the reminder that the services on base are available to all our Service members and military families.

MWR : School Services & CYS

- 1 **CYS is unable to register new children to JBLM without a physical completed in the last year. We are unable to get physicals in the Madigan Peds Clinic at this time for children over the age of 10 years old. Our children who had Spring and Summer birthdays are way behind on their Well Child exams**

CYS is aware of the difficulty in scheduling/unavailability of appointments at this time. There is currently a 60-day extension on renewals of some health assessments. However, for a new registration, this is different. Please call Parent Central Services for more information, 253-966-2977

- 2 **As the decisions are being made for schools to begin virtually, what is the justification for increasing school aged care capacity instead of just opening the schools? Are daycare centers safer than classroom settings? Will CYS dedicate time to complete school work throughout the day?**

School and childcare safety protocols are not the same. Schools and off-base childcare follow state and local guidance. On-base childcare through CYS follows CDC and Preventative Med guidance. Some things will look different, but everyone is taking every precaution to keep your children safe. For details on what CYS is doing to help ensure the safety of children in care and our team, please see our FAQ section at <https://jblm.armymwr.com/promos/school-information>. The childcare teams at the SACs are preparing to assist students with remote learning. CYS staffers will do their best to facilitate your child's learning log-in (at the right time) and technical support. For more information, please click on our FAQ section at <https://jblm.armymwr.com/promos/school-information>. Additionally, you're invited to tune in to the Aug. 19 Facebook Live on Schools & Childcare at 11 a.m. at fb.com/JBLMmwr

- 3 **How is the Splash Park open with Social Distancing in effect? That place was packed yesterday...**

We encourage physical distancing at all of our locations. Parents may choose not to visit, or visit at less busy times.

- 4 **Can the schools be used by SAC to offer more space for Families who are single, dual military, dual working, etc? Right now, JBLM North only has 20 slots and that doesn't seem possible. Please consider using the schools to allow more slots while practicing social distancing.**

MWR is currently assessing the situation for expanding school-age care, and that's one of the options we're looking at. (There are 100+ spaces available at Lewis North SAC, but they are full.)

- 5 **Why is the daycare still charging Soldiers for a full month of child care, but sending kids home for 10 days if they have a runny nose?**

Sending home for symptoms is part of the safety protocol currently in place. If an absence due to illness extends beyond 10 days, the situation will be evaluated on a case-by-case basis for any kind of refund.

6 Will the school age centers be staffed so the children can do their work at the center?

Educating children is the responsibility of the school district; however, during these unprecedented times, CYS will partner with you and your child to ensure that your child's continued education is facilitated in a safe and healthy environment conducive to learning. CYS staffers will do their best to facilitate your child's learning log-in (at the right time) and technical support.

7 What is the best way to request the earliest login for a child? It would be much appreciated if children with working parents can get an early login so they can go to work afterward. Would I just talk to the teacher?

Right now, we don't know about schedules. All children in childcare right now have working parents (based on DOD Priority List), so we've heard your request. There is another Schools/CYS town hall 11 a.m. Aug. 19 at our Facebook page (<https://jblm.armymwr.com>), and we hope to have more information from the districts at that time. JBLM families attend 20+ school districts (there are 13 heavily impacted), but with on-base schools being part of CPSD, we understand the importance of this question. Good luck and stay tuned for more.

8 Can we remove the 2 week termination letter to remove your kids from daycare? I am still paying, but I don't feel safe sending my kids to care at this time. I would rather someone who needs the slots take them.

Please discuss disenrollment options with the manager at your child's center or Parent Central Services (253-966-2977)

9 Can you please send the fee schedule for a full day care for SAC so that we can work with Soldiers who otherwise budgeted for full time expenses only during the summer months?

While school is virtual, school-age fees will be full-day fees at the chart at this link: https://jblm.armymwr.com/application/files/6415/9664/8497/HC_COVID_Fee_Chart_SY_20-21.pdf?fbclid=IwAR17UIEvYaYSP1XIZfIF0voETSrm3OAevHoB2_PdmhtRBEYCqbtBakxIn-E

10 With the query of off post interest to be childcare homes, personal providers, can CYS use the KOS requirements and work with those individuals in becoming providers or find some work around if they are willing to meet the same safe kids acts etc.?

Please contact MWR directly-- there are a lot of requirements and information the CYS team may be able to provide.

11 Are there any hourly spots available at all? This is critical for parents with children, deployed Service members, and cannot take children to doctor's appointments with them.

The focus is currently on full-day childcare and school-age childcare. For a list of certified babysitters, call the Hillside Youth Center at 253-967-4441.

12 What is the link to the FAQ page?

<https://jblm.armymwr.com/promos/school-information>

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- 13 If our child has summer camp will they have child care come the school year?**
- If you're in care now, you should be enrolled for the school year, please direct message us for details about your specific situation to confirm.
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- 14 What is the name of the childcare website she mentioned? Childcare aware?**
- <https://childcareawarewa.org/>
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- 15 Is there a price chart on how much it's going to cost for school age kids in care?**
- It will be posted on our website soon. Stay tuned to <https://jblm.armymwr.com/promos/school-information> and our Facebook page: <https://www.facebook.com/jblmmwr>
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- 16 Staff aren't required to wear masks in the classroom or around other staff, why does that protocol contradict the rest of base?**
- Mask requirements have been coordinated with Preventative Medicine and Army Public Health.
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- 17 Info about the teen zone hours, opening, etc?**
- It's currently open 1-6 p.m. for open rec M-F. The website for the Teen Zone is <https://jblm.armymwr.com/programs/mst>
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- 18 Can anyone go to the FCC orientation? I'm interested but want more information so i would like to attend**
- Thanks for your interest! It's open to those who live in JBLM housing. Those who live in on-base housing are invited to attend the Family Child Care Provider Orientation Aug. 18 6-8 p.m. Visit JBLMcys.com for more information.
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- 19 Why is the FCC orientation only available to those who live on post?**
- In order to better ensure the quality and safety of family child care homes, providers must complete background checks and undergo regular home inspections. The FCC team vets, trains, inspects and advises FCC providers. This Army-wide program is currently only available to those living in government quarters
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- 20 Is this where we will hear about billing for CYS?**
- For questions about your billing, please DM us with your question about your household.
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- 21 Can you put up the link for the website where the new fees are posted?**
- https://jblm.armymwr.com/application/files/6415/9664/8497/HC_COVID_Fee_Chart_SY_20-21.pdf?fbclid=IwAR17UIEvYaYSP1XIZfIF0voETSrm3OAevHoB2_PdmhtRBEYCqbtBakxln-E
More information is also listed on the FAQ Page: <https://jblm.armymwr.com/promos/school-information>
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- 22 What is the expectation for proof of employment (specifically hours) for those that are self-employed?**
- Typically an IRS Form 1099 is required for those who are self-employed. Please contact Parent Central for details: USArmy.JBLM.IMCOM.List.DFMWR-CYS-Registration@mail.mil
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23 Who can we call for help enrolling kindergartners for the upcoming virtual year?

If you're looking to get enrolled in school, School Support Services can help you find your home school -- 253-967-7195.

If you're looking for childcare registration information, please visit our FAQ page for details:
<https://jblm.armymwr.com/promos/school-information>

24 I was given a paper to sign notifying some individuals they need to vacate their childcare spots. I was not given any details/no one had any answers if that applied to me as i am mission essential employee at Madigan with documented paperwork on file and verified through the CDC stating that i am required to work per protocol. My children have est. Childcare well before 16 march 2020 cutoff. Am i going to be able to carry out my mission knowing my childcare spot is secured?

Please contact Parent Central Services to discuss your specific situation. They can be reached at 253-966-2977

25 Why was there another positive case at MCDC and the proper cleaning wasn't done?

There was a case; however, protocols were followed based on coordination with Preventative Medicine and Army Public Health Nursing (APHN). All appropriate precautions were taken to ensure the safety of children and staff. Contact tracing was completed, and we've implemented additional sanitation precautions. APHN would have contacted anyone who needed quarantine or additional information.

26 Where can I donate school supplies?

You can reach out to the schools directly, or contact us; however, there are certain parameters which must be met before MWR can accept a donation. Please call 253-967-5335 for details. Thank you for your interest in donating!

27 Why are you allowing 1 sibling continue to go to school but forcing another to stay home for 10 days?

We would need more information in order to provide an answer. Please contact Parent Central Services to discuss your specific situation. They can be reached at 253-966-2977

DPFR: Exceptional Family Member Program & Army Emergency Relief

1 Does the AER program apply for students enrolled to any school for JBLM members?

It does! Contact our Army Emergency Relief staff for more information at (253)967-9852.

2 Will JBLM CARES increase social emotional services with the lack of in-person learning being available to work on those EIP or ABA goals?

If you are a current JBLM CARES Patient you would want to identify your concerns with your therapist, so the current treatment plan can be adjusted if needed. We recommend those that are currently not seen at JBLM CARES that are interested in an evaluation to include Social Emotional Support to connect with your PCM through the MHS Genesis Patient Portal to get a referral. JBLM CARES initiated out of issues for access to care when the community options had significant waitlists and continues to adapt to current issues. If you would like specific programmatic information the JBLM CARES OIC is Dr. Dawn Peredo who can be reached at dawn.e.peredo.civ@mail.mil

3 **Will EMFP be able to assist families in adjusting their children's IEP for digital learning environment?**

We recommend scheduling an initial consult if you are not currently working with a Systems Navigator or to reach back to your Systems Navigator if you have one you have been working with. We would need to review your current IEP or 504 which was likely done prior to a virtual learning environment. If you had a continuous learning plan (which may have occurred with an IEP) for the crisis virtual learning experience in the Spring, we would like to find out from you what your child's experience was during that time so that we can develop key discussion points for correspondence with or to reconvene a virtual IEP or 504 meeting.

4 **Are there resources available to assist in tutoring children with IEP's on base?**

The Department of Defense offers the following resource to Service Members from all branches of service. Tutor.com (<https://military.tutor.com/home>) has 24/7 assistance online for all grade and developmental levels. This is a free service for the military that is provided by certified teachers and covers all subjects.

For example if your child is in fourth grade, but has an IEP for reading and is reading on a second grade level. You could identify to the tutor where they are at in the common core curriculum. This would be identified at the top of the IEP goals as a code that corresponds to the common core curriculum standard.

Other potential options would be provided through the school district or the school age center.

Madigan

1 **Nobody is cleaning the containers/send buttons at the Madigan Drive-through Pharmacy after each use. This is a high traffic / high use location**

After each delivery, those containers are decontaminated before another patient's medication is put into them and they are shipped back out.

As for the buttons, they are not decontaminated (similar to ATMs or such out in the community). We recommend when visiting the Patient site, and when you are out and about in general, you wear your face mask to prevent touching your face or other items after, and have hand sanitizer with you and use it after touching the equipment. The risk of contracting the virus is very low from touching these types of things, but employing these good protection measures will help keep you safe and healthy.

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- 2 **We are unable to make Well Child exams for our children over the age of 10 years old. School physicals & sports physicals will not be completed without an appointment within the last calendar year.**

During the COVID-19 pandemic, the MAMC Pediatric Clinic must prioritize the care of newborn infants, well babies, immunizations and ill children. During the pandemic it has been necessary to temporarily alter our appointment booking criteria. Recently, the yearly physicals for children ages 2 and up have been deferred. We are offering immunization appointments for every age. When face to face appointments are available, we prioritize booking for children who have chronic conditions and those behind on immunizations. Parents whom need school paperwork, school physicals, EFMP needs or CYS paperwork completed, should send the paperwork to our clinic through the MHS Genesis Patient Portal. If your child has been seen in our clinic within the last 2 years, we will complete the paperwork and return via the Patient Portal. Parents can book a virtual appointment or speak with one of our experienced nurses on the phone if they have specific concerns about their child. We do offer virtual visits by phone and video. Please reach out to your care team if you have concerns about the care of your child. Thank you for your understanding during these unprecedented times.

Commissary

- 1 **There are no cart wipes available at the Main Post Commissary. Also, the mobile hand sanitizer stands are often empty. I have asked about both and was told “the carts are being sanitized.” Last week, I watched an employee with no mask on spray the carts — spray hit only superficially and nothing was wiped down.**

All carts are sanitized at the end of each evening and between customer uses. The solution used does not need to be wiped down or dried off. If at any time you feel the commissary staff is not following our COVID-19 safety procedures, please contact Donald Bailey, Assistant Commissary Officer (JBLM Main), at 253-966-8455 / donald.bailey@deca.com

JBLM Religious Support

- 1 **Are there going to be any services outside of the old schoolhouse this weekend?**

Due to elevated COVID-19 conditions, the outdoor chapel services scheduled to begin 8/2 have been postponed. Follow us on Facebook at <https://www.facebook.com/JBLMReligiousSupport> for the most up to date information on religious support services.

Do you have a topic or issue you would like to be addressed
at the September JBLM Sound Living Summit?

Submit your questions through our [online feedback form](#).