

MacDill Town Hall: Q & A ***Facebook Live @ 1800, 18 Aug 2020***

This document contains answers and progress updates for questions and/or concerns submitted at MacDill Town Halls, to the Commander's Action Line and to the MacDill Thought Box. Updates are made as they become available. Is your question, concern or idea not listed here? Submit it using any of the below avenues:

MacDill Thought Box:
Scan QR code or [click here](#)



Facebook:
<https://www.facebook.com/MacDillAirForceBase/>

Commander's Action Line: macdillwingcommander@us.af.mil

CONTENT

(Click on a question to view the answer in the document.)

HILLSBOROUGH COUNTY SCHOOLS

- Q: How will ESE service be delivered through eLearning and HLVS?
- Q: Is VPK offered at the MacDill schools or childcare centers?
- Q: What happens when someone at a school tests positive? Will the whole school shut down?
Or just the class?
- Q: Who can I contact if I have questions about social distancing or safety protocols at my child's school?
- Q: What will school look like at the Elementary level?
- Q: What will school look like at the High School?
- Q: If I signed up for eLearning am I able to transition to Brick and Mortar before the 18 weeks?
- Q: Will school lunch be available for my child if I am doing eLearning?
- Q: How is eLearning different from last year?

MEDICAL

- Q: How is an individual who is COVID-19 tested as "INCONCLUSIVE" treated? I only see "POSITIVE" or "NEGATIVE" considered outcomes.
- Q: What are the proper requirements for face covering?
- Q: Will the base have flu shot available for dependents soon?

FORCE SUPPORT SQUADRON

- Q: What is the e-learning plan to help children that receive ESE services?
- Q: Will the SAC / The Youth Center re-open? Many personnel across base are not able to telework.
- Q: Is the base Fitness Center open? Who can use it? What are the restrictions?
- Q: Can the Arts and Crafts center open up again?
- Q: When do you anticipate the CDC to open back up to accepting new kids? What is the status of childcare on MacDill for Active Duty service members?
- Q: Why has the commissary and BX remained open, but the golf course and other facilities have been closed?
- Q: Is Voluntary Pre-Kindergarten (VPK) offered at the MacDill schools or childcare centers.

- Q: What is the status of the base Hobby Shop?
- Q: When will Fitness Tests start up again?
- Q: Are there plans to re-open FamCamp?
- Q: Why isn't the base pool open?
- Q: When will the ID office be open for renewal of expired dependent IDs?

HOUSING

- Q: What do we do if we have issues with pest management in/around our house?
- Q: Is there a plan to upgrade/rehabilitate areas around the housing community, like streetlights, landscaping and the dog parks?
- Q: Is it possible to replace the current housing management company?
- Q: Hillsborough county public pools have been open for months. Can Harbor Bay open their pool?

AAFES

- Q: Can we move the water dispenser at the shopette to a more convenient location away from handicap spots? It tends to be difficult to walk with five-gallon jugs across the parking lot.

SECURITY FORCES

- Q: Can the Bayshore gate please Open back up to normal hours?

MISCELLANEOUS

- Q: Has the base legal office considered using a drive-up signing option for documents like wills, similar to some off-base lawyers? I need to update my will due to a change in circumstances, but current policy severely limits who can receive legal services.
- Q: What are your thoughts about civilians, with no enlisted knowledge or background, supervising NCO's and SNCO's?
- Q: Are Joint units capable of moving up the COVID phase plans in their units when the rest of the base has not?
- Q: Is there an estimated or tentative date for moving to HPCON-B and 50% manning?

FSS

Q: What is the e-learning plan to help children that receive ESE services?

A: SAC/Youth Center are not equipped to accommodate children with special needs for e-learning. However, school districts are postured to provide these support services in accordance with individual IEPs.

Q: Will the SAC / The Youth Center re-open? Many personnel across base are not able to telework.

A: The Youth Center will open on 24 Aug 2020 from 0730-1800. Please reference the FSS webpage (www.MacDillFSS.com) for more information. Services will include E-Learning and Open Recreation.

Q: Is the base Fitness Center open? Who can use it? What are the restrictions?

A: Effective 19 Aug, the fitness center is reopening for Military Common Access Card holders (Active, Guard, and Reserve). Workouts will be limited to 1-hour maximum. Mask wear is required in all areas but may be removed while on cardio equipment. Starting hours of operation will be Mon - Fri: 0500 - 1400, and 1500 - 1900. The break from 1400-1500 is to allow for deep cleaning with chemical solutions and foggers. We are in uncharted territory and ultimately want to keep people safe. As we learn more in execution, we will continue to refine hours, safety measures, and operating procedures.

Q: Can the Arts and Crafts center open up again?

A: MacDill Arts and Crafts Center is scheduled to reopen as a virtual/on-line store. A repair needed for a major piece of equipment is currently underway. As soon as the repair is complete, 6 FSS Marketing will publish the opening on Facebook, Instagram, and the FSS webpage along with the link to the on-line Arts and Crafts catalogue. The Awards, Frame and Wood shops will all be operating. Arts and Crafts staff will coordinate meetups with anyone needing to drop-off materials. This will be done at a safe social distance at the tent located at the main entrance of the Arts & Crafts Center.

Q: When do you anticipate the CDC to open back up to accepting new kids? What is the status of childcare on MacDill for Active Duty service members?

A: We continually assess the COVID environment and work closely with our Public Health representatives to balance family childcare needs and risks to health and safety. A full reopen of the CDC will be dependent on Health Protection Conditions and our threshold for accepting risks. For now, CDC operations have been limited to those deemed mission essential by their chain of command. For families who need immediate care to meet mission requirements, please work with your respective chain of command to up-channel your needs.

Personnel with reserved slots will not lose their slot until the CDC is fully reopened. We continually assess the COVID risk and will open back up to non-mission essential families when the situation allows.

Q: Why has the commissary and BX remained open, but the golf course and other facilities have been closed?

A: Effective 15 Aug, the clubhouse restrooms are open. Additionally, the Pro shop is open by appointment. Pending further guidance and approval from higher headquarters, the golf course food operation is positioning to reopen by the end of September.

Q: Is Voluntary Pre-Kindergarten (VPK) offered at the MacDill schools or childcare centers.

A: Tinker K-8 offers VPK through Hillsborough County Schools. Please contact the Hillsborough County School District for more details. Childcare centers at MacDill AFB do not offer VPK.

Q: What is the status of the base Hobby Shop?

A: At this time, the hobby shop is closed to all personnel to help prevent the spread of COVID-19 but being considered for re-opening soon. Please stay tuned for updates on the MacDill Air Force Base and 6 FSS Facebook pages.

Q: When will Fitness Tests start up again?

A: PT tests for wing personnel are still due in October. We are standing by for further guidance from higher headquarters regarding administration of fitness tests.

Q: Are there plans to re-open FamCamp?

A: The FamCamp is currently opened, allowing Retirees and Visitors to park in every 4th spot. We are evaluating to make sure this health and safety plan is viable. After we verify that we can manage the risk of COVID-19 effectively in FamCamp, we will be coming back and evaluating increasing capacity to 50% over the coming weeks. The shower and shave units will remain closed due to the risk of contracting COVID-19 in that area.

Q: Why isn't the base pool open?

A: We are not currently capable of opening the base pool while safely preventing the spread of COVID-19. We cannot speak for the considerations that off-base agencies take when making decisions regarding openings during COVID-19, but the Mission Support Group is taking a conservative approach on the installation to ensure readiness to complete the mission. Evidence shows there is no transmission in the water, the main concern is getting in and out of the pool and the changing rooms. We will consider opening the pool in the future, and more information will follow in the next couple of weeks.

Please stay tuned for updates on the MacDill Air Force Base and 6 FSS Facebook pages.

Q: When will the ID office be open for renewal of expired dependent IDs?

A: The ID office is currently open on an appointment basis for mission essential personnel only. Macdillfss.com released a new, three-step process under support services for dependents and retirees to update their ID cards with no appointments. You will be required to submit documents, to include a head/shoulders picture against a white background, which will be submitted to the ID Card office, and they will contact you regarding pickup.

Housing

Q: What do we do if we have issues with pest management in/around our house?

A: Harbor Bay works with their Pest Management Company to follow all state and local procedures to accomplish pest services. If the required work is not accomplished or you have questions on the process please contact Harbor Bay Facility Director: Kurt Wicker, 813-840-2000 or the Community Director: Dawn Sousa, 813-840-2600. The next step is contacting the Military Housing Office (MHO) at 813-828-5404.

Q: Is there a plan to upgrade/rehabilitate areas around the housing community, like streetlights, landscaping and the dog parks?

A: Streetlights are addressed as the number of lights out reaches an establish threshold regarding safety and efficient scheduling of maintenance crews, Harbor Bay is aware and actively working to have neighborhoods with lights out replaced.

Harbor Bay accomplishes landscaping and maintenance in accordance with Operations Maintenance requirements. In annual budget reviews, competing priority items are reviewed and evaluated, which means some require more immediate attention. If you have health and safety concerns with these items, please ensure work orders are submitted and you communicate your concerns.

Q: Is it possible to replace the current housing management company?

A: MacDill AFB leadership and your MacDill Military Housing Office (MHO) are fully committed to ensuring service members and their families enjoy safe, well-maintained homes and communities. We will continue to work closely with our privatized housing partner to provide safe and secure housing that meets strict quality standards and government oversight. Communication is key in resolving issues in a safe and timely manner. If you are not satisfied with the work accomplished in your home, please use the following steps:

1. Raise the issue to Harbor Bay Facility Director: Kurt Wicker, 813-840-2000
2. Elevate dispute to the Community Director: Dawn Sousa, 813-840-2600
3. Submit dispute to the Military Housing Office: 813-828-4674, macdill.housing@us.af.mil
4. Elevate dispute through Chain of Command to the Resident Advocate: William Farnand, 813-828-2377 or william.farnand.1@us.af.mil
5. Elevate to Air Force Housing at 1-800-482-6431
6. Contact the Installation Legal Services Contact: Capt. Justin Mitchell, 813-828-4421 or 6ARW.ja.frontoffice@us.af.mil

* Chain of Command can also be used at any step of the process, 24/7.

Q: Hillsborough county public pools have been open for months. Can Harbor Bay open their pool?

A: Harbor Bay will begin hosting community events and opening amenities and offices when in line with MacDill AFB facility re-openings. These processes will take time and project owner approval before reopening.

AAFES

Q: Can we move the water dispenser at the shopette to a more convenient location away from handicap spots? It tends to be difficult to walk with five-gallon jugs across the parking lot.

A: AAFES will explore possible areas that are more convenient with water sources for the machine. We will not be able to remove any handicap parking spots due to prescriptive requirements in the Americans with Disabilities Act (ADA: to have certain number of spots within a certain distance of the entrance.

SFS

Q: Can the Bayshore gate please Open back up to normal hours?

A: The installation commander is constantly assessing the traffic demand at the gate and balancing that with the safety and availability of the personnel manning the gates. The current gate hours are optimized based on the number of vehicles passing through the gates. Numbers are tracked daily, and gate hours of operation will be adjusted as traffic numbers increase.

MDG

Q: How is an individual who is COVID-19 tested as "INCONCLUSIVE" treated? I only see "POSITIVE" or "NEGATIVE" considered outcomes.

A: If a COVID-19 test comes back “inconclusive” the individual is re-tested.

Q: What is the proper requirements for face covering?

A: Face coverings must still be worn when social distancing cannot be maintained in the work center and are mandatory inside all public areas such as the AAFES Gas Station Express Store,

dining facility (DFAC), Base Exchange Complex, Commissary, and other public areas where social distancing may not be possible. See below:

8 April 2020 “Guidance on Use of Cloth Face Coverings on MacDill AFB”;

- 1) “To the greatest extent practical without significantly impacting the mission, all individuals on MacDill Air Force Base are required to wear *cloth face coverings* when they cannot maintain six feet of physical distance in public areas or 6th Air Refueling Wing (ARW) work centers.”
- 2) “All individuals entering the Commissary, Base Exchange Complex, AAFES Gas Station Express Store, dining facility (DFAC), and any other public space where social distancing may not be possible are required to wear a *cloth face covering*”.
- 3) “Service members and DoD civilian employees who fail to follow this requirement may be subject to disciplinary action. Civilians, including dependents, who fail to follow this requirement, may be subject to barment from the installation.

The MacDill AFB face cloth policy is inline w/ the Secretary of Defense Memorandum, *Department of Defense Guidance on the Use of Cloth Face Coverings*, 5 April 2020, and *Department of the Air Force Guidance on Use of Cloth Face Coverings*, 5 April 2020, and

The appropriate way to wear a cloth face covering can be found on <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>.

Q: Will the base have flu shot available for dependents soon?

A: The Medical Group is given flu shots based on the number of enrollees at the clinic. We are awaiting more info on flu shot availability. Please tune into the 6th Medical Group Facebook page for updates on flu shot availability.

HCS D

Q: How will ESE service be delivered through eLearning and HLVS.

A: We will be implementing IEPs virtually. Teachers and students will be following daily schedules. Teachers will provide those services through co-teaching, small groups, and pulling individual students. We will be collaborating with general education teachers to make sure students are accommodated. If services aren't provided, individual meetings can take place to ensure students are taken care of. Virtual therapies will be offered as well. Parents, students and teachers can coordinate virtually through IEPs or in-person while following CDC guidelines.

Q: Is VPK offered at the MacDill schools or childcare centers?

A: VPK is offered at Tinker K-8, can service eight children now and there is a waitlist

Q: What happens when someone at a school tests positive? Will the whole school shut down?

Or just the class?

A: We are working with the Department of Health on what to do if a student or adult tests positive. Our intention is not to shut down schools for one positive test, we will look into the movement of the individual and the number of others that person came in contact with. Each school has leaders in place to manage research into cases. We anticipate possibilities of shutting down specific classrooms or wings, rather than whole school.

Q: Who can I contact if I have questions about social distancing or safety protocols at my child's school?

A: Please contact the school directly, get in touch with that school's designee or liaison for more information.

Q: What will school look like at the Elementary level?

A: Desks will be arranged in rows, spaced as far apart as possible and trying to maintain that social distancing. Extra furniture has been removed from the classrooms and stored within our own facility. Teachers will be teaching from the front of the room and in small groups. We have lots of one-way directionals within the schools and signage that has been provided by the district.

Please visit the Tinker K-8 website where we have that information for you. If you are not at Tinker, visit your school website for school specific information.

Q: What will school look like at the High School?

A: While we are trying to make school as normalized and memorable as possible, we will also have procedures in place to ensure safety and social distancing where possible. These include:

- Opened the gym, the auditorium, the media center as well as several outside areas for dining areas

- Spaced out the tables, marking off every other seat to allow students to space out and be comfortable
- One-way signage
- Hand sanitizing stations
- Minimal furniture

We will also facilitate clubs and sports to the greatest extent possible. All electives are still available. Students will be provided digital devices to e-learners, as well as textbooks if necessary

Q: If I signed up for eLearning am I able to transition to Brick and Mortar before the 18 weeks?

A: Yes, we will work with families to ensure a safe and smooth transition.

Q: Will school lunch be available for my child if I am doing eLearning?

A: Yes, there will be a 90-minute window where breakfast and lunch can be picked up at the schools:

- Monday: Pick-up breakfast and lunch for Monday and Tuesday
- Wednesday: Pick-up breakfast and lunch for Wednesday and Thursday
- Friday: Pick-up breakfast and lunch for Friday

Schools will contact parents to coordinate pick-ups for qualifying students enrolled in lunch program.

Q: How is eLearning different from last year?

A: eLearning students will attend school online during regular school hours and follow a standard school schedule. Students will be expected to adhere to daily attendance guidelines, log in and attend class during the designated times.

MISC

Q: Has the base legal office considered using a drive-up signing option for documents like wills, similar to some off-base lawyers? I need to update my will due to a change in circumstances, but current policy severely limits who can receive legal services.

A: The MacDill Legal Office is currently conducting virtual legal assistance appointments for all legal assistance matters, including wills and notary services, for all eligible beneficiaries as

defined in Air Force Instruction (AFI) 51-304. Customers can have these documents signed, witnessed, and notarized, while also complying with public health guidance from the 6th Air Refueling Wing and the CDC. Due to the required formalities for executing legal documents under the governing Air Force Instruction, including maintaining confidentiality, it is not feasible to carry out these requirements with clients remaining in their vehicles. Appointments for eligible legal assistance customers may be scheduled by calling 813-828-4421 or emailing 6ARW.ja.generallaw@us.af.mil.

Q: What are your thoughts about civilians, with no enlisted knowledge or background, supervising NCO's and SNCO's?

A: We have put a lot of focus on developing not only our Airmen, NCOs and SNCOs, but our civilian personnel as well. Some civilians in the wing have attended Airman Leadership School and Squadron Officer School. Our civilian team members are receiving education on supervising and leading our team. We are one big team and we count on our civilian members to be a part of that leadership. SNCOs are key in advising leaders across the base, including civilian leaders. We will continue develop all members of Team MacDill holistically, including civilians, to drive future success as a wing.

Q: Are Joint units capable of moving up the COVID phase plans in their units when the rest of the base has not?

A: We are remaining in HPCON C based on evaluation of the current COVID-19 risk to the community and the base, and we will constantly assess that risk. As we move forward, unit commanders within the wing have been delegated authority to determine the appropriate level of manning needed to generate aircraft for the mission while providing critical mission support to our tenant units across the base.

We are starting to increase personnel by bringing in members within the 6th Air Refueling Wing to set the table for increasing mission support. We will be in direct contact with our mission partner chains of command to communicate the time frame and phasing plan will look like.

Q: Is there an estimated or tentative date for moving to HPCON-B and 50% manning?

A: We are constantly evaluating trends of cases to determine manning for MacDill and its mission partners. There is no timetable currently, but we are working with our joint partners to determine how to approach a transition to HPCON-B and increased manning.