

USTRANSCOM Personal Property Advisory #22-0046

Date: 28 March 2022

From: USTRANSCOM Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices(PPSOs), Personal Property Processing Offices (PPPOs), Department of Defense (DoD) Approved Transportation Service Providers (TSPs), Non-Temporary Storage TSPs; International Auto Logistics, and Worldwide Vehicle Processing Centers (VPC)

Subject: COVID-19 Health Protection Protocol and Notification Guidance Updates

1. USTRANSCOM continues to focus on the DoD priority of 'Protecting the Force' during personal property movements. This advisory provides consolidated guidance relating to COVID-19 Health Protection Protocols and notification requirements with updates. **This advisory supersedes all previous COVID-related advisories issued by USTRANSCOM in 2020 and 2021.**

2 General Guidance:

- 2.1.** USTRANSCOM reiterates the decision-authority customers have in the relocation process. Customers are empowered to decide who enters their residence and question moving company personnel on their adherence to COVID-19 Health Protection Protocols. Any DoD customer not comfortable with movers entering their home should work with the chain of command and local transportation office to reschedule their pack-out or delivery. Similarly, we encourage moving crews and drivers to stop the process if they have concerns with a customer's adherence to COVID-19 Health Protection Protocols and contact the local personal property shipping office.
- 2.2.** As an additional risk reduction measure, any family member not required to supervise TSP activities should vacate the residence during the pack-out/delivery process. If this is not possible, customers should prepare a dedicated room where family members must stay while TSPs personnel are working.
- 2.3.** Similarly, TSPs should bring the minimum number of personnel required to handle the shipment. Customers should prop open frequently used doors and clean door knobs and surfaces touched by all parties frequently to help ensure a safer environment in accordance with (IAW) Centers for Disease Control (CDC) cleaning guidance at https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/care-for-someone.html#anchor_1643150657 (Updated site).
- 2.4.** A DoD representative will contact the customer during the relocation process to verify all parties are following the safety health protocols, and to take corrective action when needed.
- 2.5.** Installations are updating local access procedures based on current COVID-19 results. TSPs should contact local Transportation Offices prior to dispatching crews and vehicles to installations for latest information.

3. Mask Requirements: Mask-wearing protocols will be based on COVID-19

Community Levels tool. To protect all parties from COVID-19, CDC has provided US county level tool at <https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html> to determine appropriate prevention steps

- 3.1. When COVID-19 Community Level is LOW in the county where the customer resides or shipment will be serviced, DoD customers, family members, and TSP personnel supporting any type of shipment; pack, pickup, or delivery, masks are not required in the residence.
- 3.2. When COVID-19 Community Levels are MEDIUM in the county where the customer resides or shipment will be serviced and TSP Certificate of COVID-19 Health Protection Protocol screening is provided, DoD customers, family members, and TSP personnel supporting any type of shipment; pack, pickup, or delivery, masks are not required in the residence.
- 3.3. When COVID-19 Community Levels are HIGH in the county where the customer resides or shipment will be serviced, DoD customers, family members, and TSP personnel supporting any type of shipment; pack, pickup, or deliver must wear a cloth or paper surgical mask regardless of vaccination status. The mask must fit well over the nose, mouth, and chin. For details of types of masks (cloth and procedural masks) and proper wear, go to CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/types-of-masks.html>.
 - 3.2.1. A cloth or paper surgical mask must extend above the nose without interfering with eyewear, and below the chin to cover the mouth and nostrils completely. It must fit snugly but comfortably against the sides of the face and be secure (e.g., by being tied in place or with ear-loops).
- 3.4. TSPs should review the COVID-19 Community Level tool frequently for the areas they will service DoD shipments in to determine any changes in mask wear requirements.
- 3.5. For OCONUS shipments, all parties will follow local guidance provided by local/state authorities

4. TSP Certificate of COVID-19 Health Protection Protocols: The purpose of this form is to assure DoD customers that TSP personnel working in their homes have been screened for illness IAW CDC guidelines and equipped to follow basic health protection protocols.

- 4.1. TSPs are required to present the completed TSP Certificate of Health Protection Protocols document to the customer BEFORE beginning any work in a resident regardless of COVID-19 Community Level. TSPs can find this form at <https://www.ustranscom.mil/dp3/pdfs.cfm> under the DP3 Business Rules and Regulations section.
- 4.2. DoD representatives will review the certificate for accuracy and completeness during inspections.

- 4.3. Personal Property Offices and TSPs shall contact customers to ensure all parties are comfortable with QA and commercial moving personnel conducting packing, pick-up, or deliveries inside a resident's home

5. COVID-19 Positive Test Result Notification Requirements: These notification requirements are to be followed by TSPs, IAL, PPPOs, and PPSOs if they become aware of a TSP representative (e.g., packer, surveyor, repair person, VPC employee, etc.) or DoD customer who tested positive of COVID-19. It is paramount to alert others of potential exposure, mitigate the spread, and identify the possible need for medical attention.

- 5.1. Immediate notification must be made to the appropriate USTRANSCOM DPMO section and the Military Service Headquarters indicated in paragraph 8.
- 5.2. The following procedures must be followed:
 - 5.2.1. If a TSP becomes aware of an employee(s) or company representative who tests positive for COVID-19 at any time, the following information must be immediately provided by phone and email to the appropriate USTRANSCOM DPMO section, the associated Military Service Headquarters, and servicing PPSO (see attachment of PPSO email addresses). Any delay may cause undue burden throughout the enterprise. The same notification requirements apply in cases where a DoD customer tests positive, and the TSP is advised by the Government. Using the COVID Positive Reporting by GBL spreadsheet, provide the following information:
 - 5.2.1.1. Date TSP became aware of TSP positive test (of employee or DoD customer)
 - 5.2.1.2. Unique Shipment Identifier (e.g., BL #, NTS Service Order #, DPM Confirmation #) for impacted DoD customer(s) who came into contact with TSP representative(s) who tested positive; including shipments they serviced within two weeks of the positive test.
 - 5.2.1.3. List of all shipments handled by servicing agent/driver within the previous two (2) days of potential exposure. CDC contact tracing information can be found at <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/contact-tracing.html>.
 - 5.2.1.4. Names and addresses of all TSP/Agent facilities affected and names of TSP/agent facilities which may have been exposed.
 - 5.2.1.5. Status of the affected party or parties (e.g., asymptomatic in self-quarantine, symptomatic and under medical care, etc.). **NOTE:** Do **NOT** provide names to avoid disclosure of protected health information IAW the Health Insurance Portability and Accountability Act (HIPAA) laws.
 - 5.3. If a PPPO/PPSO becomes aware of a DoD Customer or family member who tests positive for COVID-19 at any time, the following information must be immediately provided by phone and email the appropriate USTRANSCOM DPMO section, the associated Military Service Headquarters, and responsible TSP. Any delay may cause

undue burden throughout the enterprise. Using the COVID Positive Reporting by GBL spreadsheet (DoD Customer Tab), provide the following information:

- 5.3.1. Date PPPO/PPSO became aware of DoD Customer positive test
- 5.3.2. Unique Shipment identifier(s) (e.g., BL #, NTS Service Order #, DPM Confirmation Order #) for the COVID-positive DoD customer so TSP can identify any representative(s) that had contact with the COVID-positive DoD customer.
- 5.3.3. Current location and destination(s) of the affected shipments (e.g., important if test found at origin and shipment is in transit)
- 5.3.4. Status of the affected party or parties (e.g., asymptomatic in self-quarantine, symptomatic, or under medical care, etc.). **NOTE:** Do NOT provide names to avoid disclosure of protected health information IAW the Privacy Act.
- 5.4. DoD Customer Notification: Notification to the DoD Customer will be made in a timely manner by a DoD representative at the servicing PPSO. The DoD representative must immediately (e.g., same day) inform the customer telephonically, and immediately follow up by electronic means, once they become aware of the positive result. The servicing PPSO must inform/advise the DoD customer of the following information:
 - 5.4.1. Name and contact information of TSP involved with COVID-19 positive result
 - 5.4.2. Date TSP became aware of COVID-19 positive test
 - 5.4.3. Resources on the CDC website, including information on potential warning signs for COVID-19 symptoms and the need to seek emergency medical attention as required by the CDC guidance at
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
 - 5.4.4. If no internet access, advise customer to call their medical provider for any other symptoms that are severe or concerning to them, and to call 911 or call ahead to your local emergency facility to notify the operator that they are seeking care for someone who has or may have COVID-19.
 - 5.4.5. After successful contact with the DoD customer, the servicing PPSO will follow up with the appropriate USTRANSCOM DPMO section and Service Headquarters with the same information. In the event, the servicing PPSO cannot locate the DoD customer, immediate contact and request for assistance should be made to Service Headquarters with copy furnished to the appropriate USTRANSCOM DPMO section.

6. **Vehicle Processing Centers (VPC):**

- 6.1. PPPOs will counsel POV customers to follow the guidance detailed for mask wear in paragraph 3 above while at a VPC.
- 6.2. PPPOs will counsel POV customers they must have a scheduled appointment to turn in

or pick up a vehicle at each VPC location around the world. IAL staff cannot process walk-in customers until further notice.

7. Below are the locations of additional COVID related information to assist PPPOs, PPSOs, TSPs, and DoD customers:

- 7.1. PCS Moves in a COVID-19 Environment: <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>
- 7.1. How is the Military Protecting My Service Member During COVID-19?: <https://www.militaryonesource.mil/family-relationships/family-life/covid-19-resources/military-protective-measures-during-covid-19/>
- 7.2. Coronavirus Disease 2019 Questions and Answers: <https://www.militaryonesource.mil/family-relationships/family-life/covid-19-resources/covid-19-faqs/>
- 7.3. Coronavirus Support Update – Military OneSource Resources: <https://www.militaryonesource.mil/family-relationships/family-life/Preparing-your-family-for-emergencies/coronavirus-updates/>
- 7.4. CDC Contact Tracing Workflow in a non-US setting: <https://www.cdc.gov/coronavirus/2019-ncov/global-covid-19/contact-tracing-workflow.html>
- 7.5. CDC Quarantine and Isolation: <https://www.cdc.gov/coronavirus/2019-ncov/your-health/quarantine-isolation.html>

8. Points of contact for USTRANSCOM DPMO and Military Services Headquarters POCs:

- 8.1. USTRANSCOM: TCJ9-OH Operations & Quality Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil or Commercial: (618) 220-5479/5448 or DSN 770-5479/5448
- 8.2. USTRANSCOM: TCJ9-OP Privately Owned Vehicle Branch transcom.scott.tcj9.mbx.pp---pov-help@mail.mil
- 8.3. USTRANSCOM: TCJ9-OS Storage Management Office at transcom.scott.tcj9.mbx.pp-smo@mail.mil or Commercial: (618) 220-6292 or DSN 770-6292
- 8.4. HQ Army: usarmy.ria.asc.list.ild-personal-property@army.mil; usarmy.belvoir.asc.mbx.jppsona-apple@army.mil; 1-800-762-7186
- 8.5. HQ Navy: NAVSUPHQHHGS.fct@navy.mil
- 8.6. HQ Marine Corps: usmcpersonalproperty@usmc.mil; Commercial telephone: 703-695-7765, DSN: 225-7765, Commercial telephone: 703-483-0820
- 8.7. HQ Air Force: ppahq.ppec.customerservice@us.af.mil; Commercial telephone: 210-

652-3357,DSN: 487-3357

8.8. HQ Coast Guard: hqs-dg-lst-cg-1332-travel@uscg.mil; Commercial telephone: 202-475-5393

9. Questions/concerns reference this advisory contact the appropriate USTRANSCOM DPMO section in paragraph 8.

10. This message was approved for release by the Deputy Director for Operations, Defense Personal Property Program Management Office, (TCJ9-O).