



US Army Corps
of Engineers®
Far East District

EAST GATE EDITION

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Far East District continues to provide engineering solutions during COVID-19

By Antwaun J. Parrish
FED Public Affairs

South Korea was one of the first countries affected by COVID-19. Although the novel virus has drastically altered operations within the Republic of Korea, the U.S. Army Corps of Engineers (USACE), Far East District (FED) has continued to diligently find ways to provide engineering solutions in support of United States Forces Korea (USFK).

Last year, Jung C. Young, a USACE FED structural engineer, worked to assess and certify the Ajou University Medical Center's helipad for USFK helicopters to use during a MEDEVAC.

Since that time Jung has continually worked to certify other helipads for USFK operational use throughout South Korea. There are a total of nine hospitals which have been selected to be assessed to support these efforts.

"The assessment includes ensuring that the helipads are in regulation with U.S. helicopter specifications and U.S. helicopter code," said Jung. "I have recently visited five hospitals with Eighth Army, and I am only working with Samsung Changwon Hospital as their helipad meets our specifications," said Jung.

It's important for USFK to have several MEDEVAC destinations throughout the country based on the helicopter flight time and the logistics of the current method.

"The issue is that the helicopters have

a 30-minute flight radius," said Jung. "The hospital has been using ground transportation [ambulance]," said Jung. "The issue with ground transportation is that if there is a traffic jam, they cannot get a patient to treatment in sufficient time."

Recently, Jung has deemed two helipads qualified to be used and one is currently being reviewed. Jung also stated that one of the easiest certifications was with Dongguk Ilsan Medical Center, where the helipad is located on the ground level.

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Ajou Hospital Rooftop Helipad in Suwon, South Korea. (FED file photo)

Col. Lee Woo-sig (right), Chief, Program Management Team, Ministry of National Defense USFK Base Relocation Program Office (MURO) and Col. Garrett Cottrell, Deputy Commanding Officer - Transformation, United States Army Corps of Engineers Far East District, sign the Acceptance Release Memorandum of The Multi-Purpose Athletic Field, INFRA060. (Photos by Son Seukhwan)



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Telephone: DSN 755-6149
E-mail: DLL-CEPOF-WEB-PA@usace.army.mil

District Commander
Col. Christopher W. Crary
Public Affairs Officer
Stephen Satkowski
Public Affairs Staff
Antwaun J. Parrish
Kim Chong-yun
Yi Yong-un

Check out the Far East District web site at
www.pof.usace.army.mil

FED Southern Resident Office facilitates site decontamination

By Antwaun J. Parrish
FED Public Affairs

COVID-19 has become a pandemic that has affected almost every corner of the world. The U.S. Army Corps of Engineers (USACE), Far East District (FED) has been faced with challenges due to the pandemic, however, the district has remained resilient in its efforts.

A construction project at Camp Walker, South Korea, and managed by the Southern Resident Office (SRO) was subject to a decontamination operation due to two contractor employees testing positive for the virus.

One contractor self-quarantined after feeling sick and did not access the base while feeling symptomatic. However, one contractor employee had been feeling sick for several days and continued accessing the installation for a week. The contractor employee had been to the work site, working along with the construction management team and as the safety chief, he accessed items all over the site.

According to Anthony Hambrick, SRO resident engineer, they were fortunate that the contractor wore personal

protective equipment (PPE) and only moved from the gate to the work site each day.

Once informed of the results and once the contractor informed the project manager, he was sent home.

“That same day SRO was informed and initiated tracking of all SRO personnel that had been in contact with that employee, said Hambrick.

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The U.S. Army Corps of Engineers, Far East District Southern Resident Office facilitated a certified decontamination team to clean a project site at Camp Walker, South Korea after a contractor employee tested positive for COVID19, March 2020. (FED file photo)



FED Southern Resident Office facilitates site decontamination

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“Also the contractor was instructed to have all individuals he came in contact with tested and quarantined for 14 days. Five of SRO employees did the same thing.”

The SRO team moved diligently to stop the spread of the virus and to take precautionary measures to protect personnel.

“However, this resulted in uncertainty regarding contamination of the job site, other areas on post, the camp walker community, and the health of other project staff to include FED employees who had interacted with the positive case during the week,” said

Hambrick.

Hambrick stated that this construction site was the only one that had been affected by a positive COVID 19 case and decontamination of the site was necessary.

“A certified decon team was brought in by the contractor to clean the site, offices and construction area,” said Hambrick.

The site cleanup consisted of a three-hour block for spraying, a 48-hour block with windows and doors closed, and a 6-8-hour block with the windows and doors open.

The results of this incident initi-

ated a 48-hour stand down for all of Daegu Area IV projects.

“During which the current mitigation agreement form was produced by USFK [U.S. Forces Korea] as all contractors had to sign acknowledgment and contractors are now reporting health status of all employees daily,” said Hambrick.

The Far East District continues to operate within the current guidelines in an effort to protect personnel and to stop the spread of the virus.



Richard Byrd (left), U.S. Army Corps of Engineers (USACE), Far East District (FED) deputy district engineer, swears in Austin Estopinal, a district project manager, with the Oath of Office, Camp Humphreys, South Korea, April 13. (FED file photo)



Richard Byrd (left), U.S. Army Corps of Engineers (USACE), Far East District (FED) deputy district engineer, swears in Erin Bourgeois, a district Engineering support assistant, with the Oath of Office, Camp Humphreys, South Korea, April 13. (FED file photo)

Completion of Phase I Fuel Oil Facility, improves USFK warfighter capabilities

By Antwaun J. Parrish
FED Public Affairs

The U.S. Army Corps of Engineers (USACE), Far East District (FED) has demonstrated resolve and dedication to completing the mission during COVID19, as the district has held three Acceptance Release Letter (ARL) ceremonies during the pandemic.

The latest project to be completed was the OS030 Phase I Fuel Oil Facility located at Camp Humphreys, South Korea. The OS030 Phase I, was a \$29 million project which will provide railcar offload and fuel truck upload fuel capabilities, limited JP8 fuel storage, retail MOGAS, and diesel storage distribution.

“The OS030 is the first phase of getting the completed system turned over to the government,” said Eman Sundquist,

a district project manager.

This is the first phase of three separate but inter-connected projects with an overall cost of \$56 million, and will provide U.S. Forces Korea (USFK) and Eighth Army with the capability to store five million gallons of fuel along with enhanced offload and upload fueling capabilities.

“As Camp Humphreys has grown and the warfighters are relocated and placed on different sides of the base there was a need to have a capability to support them during armistice and contingency,” said Sundquist.

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Col. Lee Woo-sig (left), Ministry of National Defense U.S. Forces Relocation Office DCA, and Col. Garrett Cottrell (right), Deputy Commanding Officer - Transformation, United States Army Corps of Engineers Far East District, sign the Acceptance Release Memorandum for the OS030 Phase I Fuel Oil Facility, Camp Humphreys, South Korea, April 16. (Photo by Son Seukhwan)

Completion of Phase I Fuel Oil Facility, improves USFK warfighter capabilities

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“This new fuel site will allow the warfighter enhanced capability to support Humphreys and the KTO [Korea Task Order]. The current fuel is stored and dispensed near the south end of the airfield here on Humphreys in the legacy Bulk Fuel Storage. This new system is a modern facility and belongs to the Army who has requested for DLA [Defense Logistics Agency] Energy to operate the site.”

According to Sundquist, this phase of the project took a little over six years to complete. Sundquist also stated that this portion of the operating system provides Humphreys with storage, tank truck, and capability to support the warfighter.

This project overcame a few challenges through the teamwork and a combined effort of all entities involved. Eman stated that a lot of coordination took place to reach a combined schedule for the three projects since each project is dependent on the other.

“The bulk fuel facility is comprised of the following three different construction contracts: OS030, OS031 and OS030 Phase 2. OS030 is an YRP/LH [Yongsan Relocation Program/ Korea Land and Housing Corporation] project whereas OS031 is a ROK [Republic of Korea] In Kind Project,” said Sundquist. “In order to identify the area of responsibilities of the fuel delivered, an agreement had to be reached between five Project Managers. The signed agreement took over 1.5 years to be accomplished. A lot of coordination and agreements took place between OS030 and OS031 contractors to synchronize the construction activities that connects both projects. Examples include, connecting OS030 generators to OS031 to provide backup power to OS031; connecting the Emergency Fuel Shut-off between OS030 and OS031 and connecting the supply and return fuel pipes between OS030 tanks (two and OS031 tanks.”

According to Col. Lee, Woo-sig, Ministry of National Defense U.S. Forces Relocation Office DCA, there were some questions with Phase 1 of this project.

“There is an unload system with Phase I but no loading system,” said Lee. “The loading system to unload inside to outside is an element of Phase 2. Once Phase 1 and Phase 2 are all complete, we will provide complete fuel intake and outtake to USFK.”

Sundquist wanted to recognize all the help and support provided by Eighth Army G4 and DLA-Korea team members.

“DLA and G4 were present during all of the fuel responsibility agreement meetings sharing important information and suggestions that were very instrumental in reaching the agreement,” said Sundquist. “They were present daily during OS030 fuel delivery for commissioning to coordinate the needed equipment and Army vehicles to test the system.”

Col. Garrett Cottrell, Deputy Commanding Officer -Transformation, United States Army Corps of Engineers Far East District, took time to recognize all the U.S. and ROK partners involved with this project.

“I want to thank Col. Lee [ROK Design &Construction Agent, MURO], Col. Lee [ROK Design &Construction Agent, MND DIA], Mr. Hwang [USFK Base Relocation Technical Support Assistant Manager], and Peter Kim [USFK Base Relocation Assistant Program Manager for Technical Delivery],” said Cottrell. “Without their input to the program, we could not have gotten to this point of the first critical step within this three step process.”

This project is a significant addition to support the warfighter mission within the Republic of Korea. The OS030 Phase I Fuel Oil Facility is the first step in securing bulk fueling capability for USFK.

Far East District continues to provide engineering solutions during COVID-19

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“I hope to have the review for Samsung Changwon Hospital done soon and approved for use,” said Jung. “Upon completion there will be three helipads certified by the U.S. government.”

An important aspect Jung wanted to highlight is, this process encompasses building of continuity so that in the future USFK and Eighth Army will have a developed system and fully operational helipads.

FED Programs and Project Management Division integrates new technology during COVID19

By Antwaun J. Parrish
FED Public Affairs

The COVID 19 pandemic has forced U.S. Army Corps of Engineers (USACE), Far East District (FED) employees to find new ways to approach communication and meetings.

Since the increased level of safety and social distancing, many employees are conducting telework in an effort to prevent the spread of the virus.

Telework also known as telecommuting is a work arrangement in which employees do not commute or travel to a central place of work, such as an of-

fice building, warehouse or store.

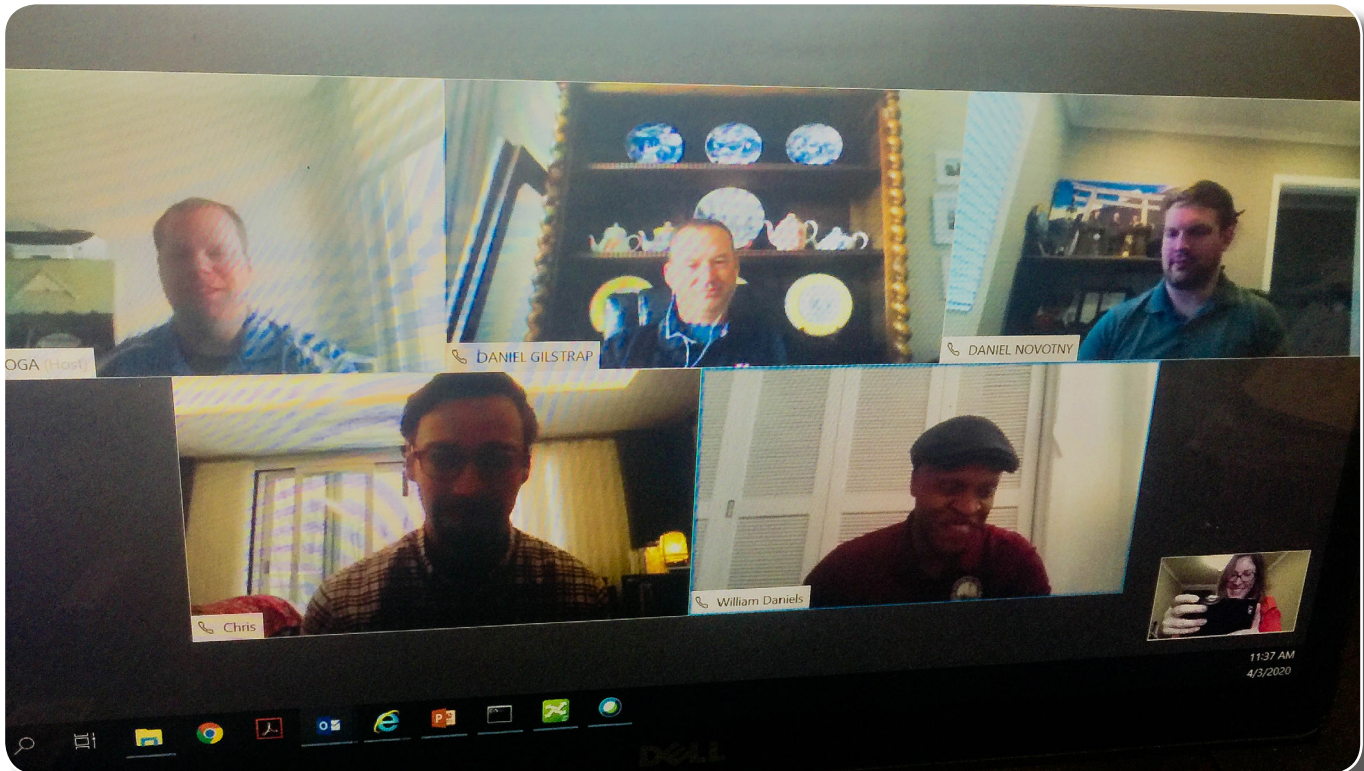
Jennifer Moore, USACE FED, Air Force Program Branch chief, recognizes the efforts of three of her team members, Dan Novotny, Larry Grant, and Will Daniels, as being at the forefront of technology and were the first on their team to test out WebEx for important meetings.

Moore also wanted to note that Richard Byrd, Deputy District Engineer, was one of the first to use FaceTime meetings, which she states has been a great way to keep the Programs

and Project Management Division (PPMD) chiefs engaged and talking almost daily.

"FED Air Force Branch was one of the first branches to use the WebEx program on a regular basis for virtual meetings with internal and external stakeholders and PDTs," said Daniels. "Prior to the Corona COVID-19 virus outbreak WebEx was not widely used within FED PPMD. To maintain projects schedules, PM's requested alternate way to conduct meetings with PDTs."

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The U.S. Army Corps of Engineers, Far East District, Programs and Project Management Division Air Force Branch, conducts a meeting using WebEx during COVID 19 telework schedule, April 3. (Courtesy photo by Jennifer Moore)

FED Programs and Project Management Division integrates new technology during COVID19

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As cases around the peninsula and within the Camp Humphreys community began to increase, the Health Protection Condition (HPCON) level increased from C to C+, resulting in maximum telework. This is when PPMD embraced the new normal and went into action.

“Larry Grant, a district project manager, was the first to request an official WebEx account,” said Daniels. “It only takes a few days to request a WebEx account. You can request an account through the IMO Customer Service Desk or the Online Service Catalog.”

During this period of time, PPMD

also welcomed new team members in an unconventional method.

“During HPCON C+ most FED personnel teleworked,” said Daniels. “New Air Force PM Alana Munoz Acevedo and Austin Estopinal were informally introduced to the AF PM team via WebEx.”


Daniels also stated that his section was also able to coordinate meetings with the resident offices in Kunsan and Daegu.

“We utilized VPN connections when teleworking,” said Daniels. “To overcome slower network speeds during peak hours, PDT members turned off video cameras. Agendas and presen-

tation materials were distributed to the PDT prior to the meeting. Participants who did not have computer access were able to call into meetings using the teleconference number.”


According to Daniels and other team members, WebEx is a great alternative for hosting meetings with the PDT, especially when meetings cannot be conducted in person.

The district continues to provide engineering solutions during the COVID 19 pandemic. The HPCON level has since been reduced to C, however, U.S. Forces Korea is continuing with mitigation efforts for all personnel located within the peninsula.



“Cast the bantling on the rocks, suckle him with the she-wolf’s teat, wintered with the hawk and fox, power and speed be hands and feet.” Ralph Waldo Emerson


Thai Huynh
Project Engineer
Far East District
Pacific Ocean Division


US Army Corps of Engineers®





BUILDING STRONG

Name: Thai Huynh
Title: Project Engineer
Interest: Family, Travel, Combat Sport

My Job: I am a Vietnamese immigrant who spent 9 years escaping communism. I had the opportunity to attend school for the first time in the U.S. at the age of 14 and became a U.S. citizen in 2003. I then graduated from CSU Fresno, CA with a B.S. in Civil Engineering in 2008 and was given a chance to start working for USACE. I’ve worked in the Geotechnical Engineering Branch on levee and dam design projects and am currently working in the construction division on vertical construction projects. On Oct. 3 I was awarded an Achievement Medal for Civil Service for my dedication to the mission.


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Far East District employees find innovative solutions to support mission while teleworking

By Antwaun J. Parrish
FED Public Affairs

Due to the global pandemic, COVID 19, the U.S. Army Corps of Engineers (USACE), Far East District (FED) has reduced its manpower to mission essential only reporting to the office daily. In an effort to stop the spread of the virus, many district employees have adopted a telework schedule.

Telework also known as telecommuting is a work arrangement in which employees do not commute or travel to a central place of work, such as an office building, warehouse or store.

Many district employees admit that there was an adjustment period to getting accustomed to their new work structure, but they are finding ways to adjust in continuing to support the district's mission.

"Telework in the first week was very hard because of new work environment but this week, I am getting used to working

at home," said Hur Myo-boon, an architectural section chief.

Hur went on to share ways she found to do telework such as finding a good place to focus on her work while at home. She stated that she chose to work in a closet located in her master bedroom, because it was an empty space with a built-in table and electrical outlets. She went on to state that the space is very quiet and also a perfect space to hide from her six-year-old son.

"I found a regular time to focus on work," said Hur. "I cannot work at home like in the office because I should also help my six-year-old son who is a kindergartner take online classes and do his homework. So I start working 0500 to 0900 before my son wakes up. I help him with his online classes and homework for two hours in the morning and

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Kwon Yong-chin, U.S. Army Corps of Engineers, Far East District computer engineer, takes a photo at his home work station during the district telework schedule in response to preventing the spread of COVID 19, April 10. (FED File photo)

Far East District employees find innovative solutions to support mission while teleworking

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come back to work while my other family members play with him in the afternoon. Work time is flexible but I try to work in regular time.”

As a supervisor, Hur stated that she has the responsibility to help her employees to work without any issues during the telework schedule. She is also responsible for keeping track of their work status and productivity for design projects.

“I set up KaKao group chat room for my section as a tool for communication. Since my section and I never expected telework before this special situation, we did not have any video/voice conference software on our government laptops,” said Hur. I created an excel spreadsheet for daily check in and weekly work plans. Every morning, when they check in, they fill out their daily work schedule. Every Friday afternoon when they check out, they fill out their work plan for upcoming week. From this spreadsheet, I can track their work status as well as productivity.”

Hur has incorporated new habits in her daily routine during this time as a way to cope with the work/life balance of being at home.

“I go outside and get some fresh air at least once a day, and I think that my second job has become being a kindergarten teacher,” said Hur.

Kwon Yong-chin, a computer engineer, also shared some ways he has adjusted to the telework schedule.

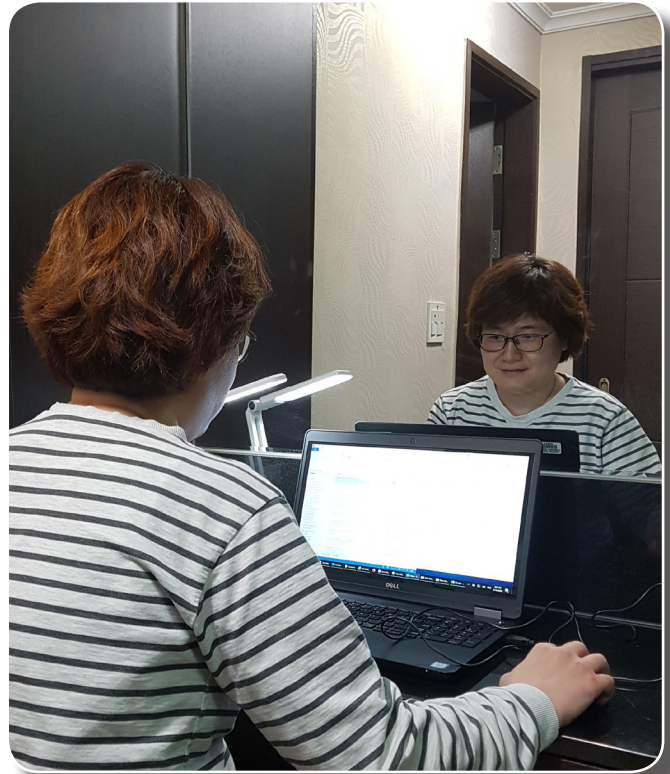
“I think I am doing well,” said Kwon. “I believe I can do telework because we have well installed IT infrastructure, great support from the IMO helpdesk, and wonderful leadership.”

Kwon went on to state that the leadership of the design branch encouraged preparation of possible telework and had several meetings to finding alternative ways to operate.

“Specially, we considered network performance for handling a lot of drawings and IT environment for high performance application,” said Kwon. “We checked possible alternatives, assuming problems that will arise. A few engineers had set up a plan to bring their large monitors home.”

Setting up tools and providing training for the design branch staff to help share drawings, and finding ways to communicate were a few of Kwon’s responsibilities to ensure operations of his section continued during the telework schedule.

“It didn’t take much time to setup, because design branch had a few tests, preparing guidance and meetings in advance,” said Kwon. “We downloaded the required project drawing, set



Hur Myo-boon, U.S. Army Corps of Engineers, Far East District architectural section chief, conducts work at her home during the district telework schedule in response to preventing the spread of COVID 19, April 15. (FED File photo)

up a way to share files, established communication methods, tested network performance on the VPN and tried to find efficient techniques in handling large size design files.”

Kwon has also incorporated new daily habits into his routine since working from home.

“During telework, I can have breakfast and say hello to my family,” said Kwon. Prior to telework, I usually have to wake up at 4:40 a.m. and leave home at 5:00 a.m. to go to office. Another one is that I don’t need to wear shoes except one time to visit parent’s home for teleworking. I stay at home like a space ship without an opening gate.”

FED employees will continue to telework until the virus threat lessens, however, the district will continue to find innovative ways to deliver engineering solutions in the Republic of Korea to secure our allies and our nation.

FED personnel earn certifications which helps increase district productivity

By Antwaun J. Parrish
FED Public Affairs

Recently, two U.S. Army Corps of Engineers (USACE), Far East District employees completed certifications that are instrumental when dealing with users, construction personnel and commissioning, and elevator inspections.

Ho Sung and Brian Cohill, both project engineers, recently completed training to become Qualified Commissioning Process Providers (QCxP) and Qualified Elevator Inspectors (QEI).

Prior to attending the training, they were required to complete prerequisites for each certification. Commissioning training requires them to complete a training course provided by University of Minnesota-Madison for the certification test after application approval. The QEI training requires applicants to meet certain standards.

“We must have documented training and at least one year experience performing inspections and performing or witnessing tests specified in required elevator code,” said Ho. “Verifiable evidence of training and experience shall be documented with the application for certification to the accredited certifying organization.”

According to Ho, since 2015 by the Engineers and Construction Bulletin 2015-6, total commissioning was issued by USACE. For total commissioning, the Commissioning Authority for Government (CxG) requires a person to coordinate and execute the commissioning process successfully.

Commissioning engineers ensure that all aspects of a building or construction project are properly designed,



Far East District project engineers, Sung Ho (left) and Brian Cohill (FED file photos)

installed and maintained. They perform trouble shooting tasks, monitor progress, perform tests, conduct audits, assist in financial improvements, write reports and assist clients.

“Our commissioning qualifications will serve as an indicator of competence when dealing with commissioning personnel throughout the total building commission process,” said Ho. This qualification is imperative so that we are on equal footing with our commissioning peers.”

According to Ho, as per commissioning contract documentation, QCxP is one of a required certification to perform commissioning on FED projects.

“We feel that it is important to our organization to have qualified commissioning professionals within the organization,” said Ho.

Ho and Cohill also attended training to become certified QEIs. Ho stated that there are over 400 elevators at U.S. Army Garrison Humphreys, and the

number continues to increase.

Elevators typically carry two years of maintenance that include American Society of Mechanical Engineers (ASME) elevator code, which requires periodic testing and certification to ensure safe operation.

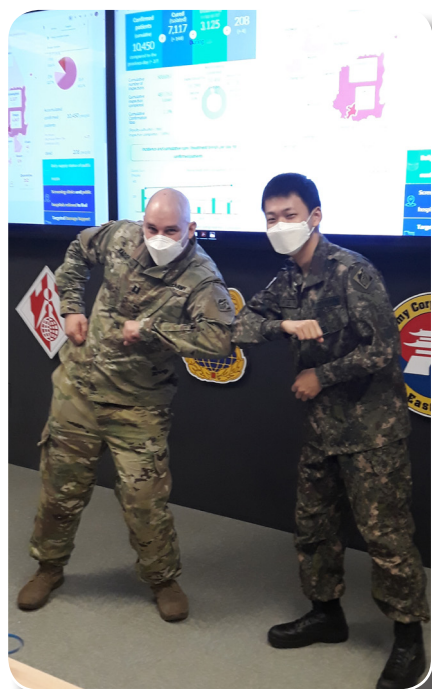
“Our certification as QEIs will allow us to act as subject matter experts when dealing with elevators, from the submittal review process through acceptance by the user,” said Ho. “Again, certification indicates a high level of competence on the systems that we are qualified upon, and adds a level of credibility within our organization when dealing with elevators.”

Chad McLeod, FED Chief of Construction, stated that Ho and Cohill are doing great things for the district.

“I’m very proud of their accomplishments and how they continue to improve our mission capabilities,” said McLeod.”



The Far East District said farewell and awarded the Army Commendation Medal to Sgt. Ahn Hong-in, April 16. Sgt. Ahn was one of the District's first KATUSAs. He served as the administrative NCO supporting the Deputy Commander for Transformation/US DCA office working with our ROK counterparts from the Ministry of Defense US Relocation Office (MURO). During COVID-19 Social Distancing measures can still be adhered too while appropriately recognizing the achievements of departing members of our team. (FED file photos)



The Far East District said farewell and awarded the Army Commendation Medal to Sgt. Jeong Tae-yeong for his meritorious service as the security, plans, and operations division administrative specialist from January 16, 2019 to April 26, 2020. Sgt. Jeong is one of the first two Korean Augmentation to the U.S. Army Soldiers (KATUSAs) to have joined our District. (FED file photos)

Far East District working with POL-MCX engineers



The U.S. Army Corps of Engineers (USACE) Petroleum, Oils, Lubricants Mandatory Center of Expertise (POL-MCX), Omaha, Neb., mission consists of maintaining, and growing the expertise needed to support the Department of Defense's worldwide mission. Recently a team from POL-MCX traveled to Camp Humphreys, South Korea, to work with members of the Far East District and the 2nd Combat Aviation Brigade to inspect the new fueling system being used at the base.

(left) Dustin Scheuffele (left), a POL-MCX mechanical engineer, inspects the new fueling system at Korea while David Boyle, explains how the system has been configured for acceptance testing, Camp Humphreys, South Korea, Feb. 2020.

(below) Second Combat Aviation Brigade Soldiers measure level of jet fuel inside HEMMT M9784A4 fuel servicing trucks while operating a new fueling system at Camp Humphreys, South Korea, Feb. 2020. (USACE photos)





Working Remotely During COVID-19

Your Mental Health and Well-being

The coronavirus(COVID-19) is presenting new and unique challenges. We are navigating uncharted waters with this virus, making it important to find new ways to work and interact while also taking care of our mental health and well-being.

Many are teleworking full-time for the first time, isolated from co-workers, friends and family. Our daily living routines are disrupted causing added anxiety, stress and strain—physically, mentally, and financially. It is completely natural for this disruption and uncertainty to lead to anxiety and stress.

Now more than ever, we all must take care of our mental health and well-being. As we protect ourselves against potential exposure to the coronavirus, keep in mind that social distancing does not mean social isolation. This resource provides practical tips on taking care of our mental health and well-being.

How do I maintain my health and wellness?

- **Keep a regular schedule:** Create and maintain a routine and schedule. Set up a designated space for you and each family member to work and learn. Don't forget to include periodic breaks for recharging in your schedule. Although everyone's schedule will be different, here is a sample:

Time	Activity
7:00am	Wake up, stretch (take care of kids/animals)
7:30am	Breakfast and family time (technology free!)
8:30am-12:00pm	Work and check on updates with small breaks every 30 minutes or so
12:00pm – 1:00pm	Lunch break, get fresh air, stretch & exercise
1:00pm – 5:00pm	Work with breaks every 30 minutes, check in with co-workers
5:00pm – 7:00pm	Dinner and screen break! Call a friend, family, or loved one
7:00pm – 9:00pm	Self-care time

- **Stay connected:** Stay connected with family, friends, and support systems using technology like FaceTime, Skype, Google Hangout and other video-based options. Talk about your fears and concerns with people you trust. Chances are they are feeling the same way.

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Working Remotely During COVID-19

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- **Keep your immune system strong:** Make a commitment to staying strong by:

- Washing your hands with soap for 20 seconds (about two rounds of the "Happy Birthday" song)
- Getting enough sleep
- Eating well and staying hydrated
- Taking vitamins

- **Prioritize personal hygiene and limit contact with others:** This is imperative to avoid spreading the virus. Here's what should be done:

- Again, wash your hands thoroughly with soap and water for 20 seconds and use hand sanitizer regularly.
- Use a tissue to cover your sneeze or cough, or when unavailable, cough or sneeze into your elbow.
- Disinfect with anti-bacterial wipes areas and objects that are heavily trafficked or are touched regularly where you live and work.
- Avoid contact with those who are sick and avoid touching your face, eyes, nose, and mouth.
- Stay home when you are sick.

- **Exercise and stay active:** This is not only good for your physical health, but also your mental health. Periodically, get up and move around your home. Walking, stretching, planks or jumping jacks—whatever works best for you to reduce or alleviate stress and increase endorphins. While our favorite gyms and fitness centers are closed during this time, many are offering free livestreams or app-based workouts for members and the general public, so check online to see what's available.

- **Get fresh air:** If circumstances allow, go outside for a brisk walk and fresh air, but avoid crowds and try to

maintain the recommended 6-foot distance with others.

- **Stay informed:** Knowledge is power, and it's good to stay updated on progress being made in combatting the virus. Stay informed on the latest updates from reliable sources like the Centers for Disease Control (CDC) and the World Health Organization (WHO).

- **Limit media consumption:** Avoid continuous exposure to news, media, and social media that may trigger or elevate anxiety, stress, or panic. Stay informed by following few, authoritative resources, but limit media consumption.

- **Set boundaries on work schedule:** When working from home, be sure that you are working reasonable hours. It can be tempting to work more while you have your work at home, however it can also be taxing on your health and well-being, so stick to a schedule with healthy boundaries.

- **Distract and redirect:** Engage in activities that benefit your well-being, bring you joy and distract you from existing challenges. This might include meditation and yoga, often offered free online. You may also enjoy journaling, reading, art projects, cooking with new recipes, breathing exercises, or listening to a calming podcast or music.

- **Get creative to stay connected:** Share tips with co-workers and friends on what's working well for you and encourage them to do the same. Come up with new ideas like planning a Google Hangout to exercise together – try one-minute planks, 10 jumping jacks, or whatever you decide, just keep it simple. Share photos of pets enjoying the new routine. Watch movies at the same time while texting or on Skype. The sky's the limit on creative ways to stay connected.

How do I manage my mental health condition during this challenging time?

The information included above applies to everyone whether you experience a mental health condition or not. Here are additional tips for those diagnosed with mental health conditions:

- **Continue treatment and medication:**

- Despite changes in routine, it is extremely important to follow your treatment plan.

- If your symptoms change or you need reassurance during this difficult time, call your treating provider's office to see if they are offering virtual visits. Telehealth visits are growing and an important way to connect with care.

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Working Remotely During COVID-19

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- Be sure that medication refills are up to date. If you are concerned about running low, request that your treating health care provider approves a 60-or -90-day supply of medication.

- Consult with your health care provider or pharmacist if you are using over the counter medications—cold and flu medications may interact with antidepressants and/or antipsychotics.

- **Respond to symptoms of COVID-19:** If you are feeling symptoms that may be associated with the COVID-19 virus, call your primary care provider first to talk about next steps in care. This virus continues to strain hospital resources so it's best to get directions from your primary care provider on what to do rather

than going to an emergency room.

- **Recognize warning signs and triggers:** Continue to monitor new or worsening symptoms you may be experiencing with either your mental health or overall health and well-being. Do your best to keep your stress level low and engage in activities, like those listed above, that help you manage your stress levels during this disruptive time.

- **Engage your support network:** Just as you would during other major life changes, stay connected with family and trusted friends and let them know if you need extra support during this challenging time. That might include regular phone calls, check-ins, and related support. Be clear about what you need during this time.

What can managers and HR professionals do to support employees?

With many organizations requiring employees to stay out of the office, it's more important than ever to encourage and facilitate regular communication with employees. Here are tips for managers and human resource professionals in supporting employees in staying connected to the workplace and each other:

- **Show empathy and be available:** Understand that employees are likely feeling overwhelmed and anxious about circumstances related to the virus. Make yourself available to your staff to talk about fears, to answer questions and to reassure them about work and other issues that might come up.

- **Stay connected with communication and meeting tools:** Use virtual meeting options with video, like Zoom or JoinMe, for regular check-ins and to allow teams to connect with one another "face-to-face."

- **Recognize the impact of isolation and loneliness:** Working remotely can cause people to feel isolated, making it more important to routinely check in with your team, not only about their work product, but also to see how they are doing. Loneliness can lead to depression and other mental health issues. Be aware of significant changes you may see in your team member's personality or work product, because it may be a sign that a person is struggling.

- **Encourage online training:** This is a great time to encourage employees to sharpen their skills with online training. It is also a good distraction to focus

on learning rather than worrying about other issues. Find online trainings and new learning opportunities to recommend to employees.

- **Check in with your EAP and Health Plan:** Check in with your Employee Assistance Program (EAP) to confirm their availability and to coordinate support for employees. Remind the staff that the EAP is there if they need support and can connect employees with behavioral health support, if needed. Also, connect with the organization's health plan(s) to learn what they are offering to support plan members and pass that information onto employees. Be sure to include all relevant website links and phone numbers for both the EAP and health plan in communicating with employees.

SUPPORT & LIFELINES:

If you are experiencing high levels of stress, anxiety or depression, reach out for support.

» *Crisis Text Line: Text 741741*

» *National Suicide Prevention*

Lifeline: 1-800-273-8255

For more resources on workplace mental health, visit the Center's website: workplacementalhealth.org.8255

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Video Conferencing Services & Your Safety

As the COVID-19 pandemic has brought about mandated social distancing, to stay in touch with loved ones, collaborate with coworkers, and even attend medical appointments, video-teleconferencing (VTC) has become more and more popular. But, like always, if it's popular with the public, it's also a popular exploit of criminals.

Cybercriminals are able to exploit VTC software—whether it's a paid service or free—to obtain sensitive information or even eavesdrop on conference calls and virtual meetings. To gain access, cybercriminals might employ phishing, spoofed links or mobile applications that appear to come from legitimate VTC vendors.

In addition to cybercriminals, some VTC software companies may not have your best interest in mind. One well-known VTC company is currently being sued for allegedly selling user data to third parties including a popular social media company. According to the lawsuit, the VTC company, after a user logged on, provided the third party with customer information, including details of the device used.

As always, you should apply cyber best practices and weigh associated risks to ensure privacy and protect critical information. Consider the following steps:

- Verify the link to the meeting you attend is legitimate.
- Make sure to download the VTC software from the correct website.
- Verify the meeting ID and dial-in information is legitimate.
- Do not make meetings public.
- Do not share a link to a teleconference in an unrestricted, publicly available social media post. Provide the link directly to specific people.
- Avoid remote desktop sharing.

Below is a list of approved collaboration software for Army personnel to use for official telework purposes; however, please contact your system administrator for additional guidance on approved VTC software.

- [DISA Global Video Service \(GVS\)](#)
- [Defense Collaboration Services \(DCS\)](#)
- Skype for Business
- [Intelink](#)
- [milSuite](#)
- [DoD Commercial Virtual Remote \(CVR\) Environment](#)

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**Report a crime to U.S. Army
Criminal Investigation Command**

Major Cybercrime Unit

**27130 Telegraph Road
Quantico, Virginia 22134**

Email

MCU Web Page

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