

MAJCOM First Sergeants – Response to Global, Physical Distancing

Connectivity

Optional platforms:

- Zoom
- MS Teams
- Slack
- Skype
- Marco Polo
- Tik Tok
- Facebook
- WhatsApp
- Mattermost app (DoD, more secure communication)
- GoToMeeting app
- Webex
- Jitsi Meet

Chaplain

- Marriage Care class
- Chapel funds for events/seminars/rewards?

MFLC

- Source and share virtual meeting ops with members

CC / Supt / CCF Minutes (e.g. Diamond Time)

- Encourage family to attend
- Spouse Town Halls/FB Live to address family concerns
- Lunch with leadership
- Promotion/Award recognition
- Recognize birthdays
- Holiday messages
- Standardize messaging
- 1st Friday social

Don't forget about – Deployed Spouses / Officers / Civilians

- Physical distancing – go to their homes and check on them from the yard/porch

Ops Tempo

Training opportunities

Weekly Activity Report (WAR) – flight/section chiefs can update daily activity

- Supervisors can communicate established expectations
- Opportunities to stay engaged and learn something about your folks

Increased focus on span of control and frequency of communication

Placed a complete aircrew in quarantine at an AirBNB – able to continue global missions while mitigating risk to others while at home

Resilience

Mental

Pass off the phone when necessary/establish alternate schedules using Additional Duty First Sergeants to balance/establish a 'new normal'.

Place fear in the right context / communicate your belief that better days are ahead

Acknowledge that people are scared and that you don't have all of the answers

- Never leave people stuck in fear
- Build hope for the future

Strengthen relationships

- Encourage members to work on resolving relationship issues
 - Family Advocacy may offer/recommend virtual support/classes
 - Chaplain
 - Marriage classes
- We're better when we learn to face these difficulties together
- Learn how to talk about the virus with your children, spouse, and Airmen
- Hope is the most important ingredient in times of crisis

Seek professional leaders/public figures for ideas

- Finances
- Creating a crisis budget – www.cambridge-creidt.org
- JBSA – Financial planning
<https://www.jbsa.mil/News/News/Article/2129581/financial-planning-budgeting-key-during-times-of-crisis/>

AFRC/ANG – Air Force Aid Society

- If not activated under Title 10 orders for more than 15 consecutive days or Title 32 USC 502(f) Full-Time Active Guard Reserve orders (for ANG) they are not eligible.
- Resources provided by HQ/AFAS:
- <https://www.consumerfinance.gov/coronavirus/cares-act-mortgage-forgiveness-what-you-need-know/>
- <https://www.fhfa.gov/Homeownersbuyer/MortgageAssistance/Pages/Coronavirus-Assistance-Information.aspx>

Personal/Professional Goals

- Book lists (CMSAF, CSAF)
- AF Quarantine University (Facebook)
- Podcasts
- PME
- Pursuit of advanced degrees
- AFCOOL
- Coursera
- Bridge
- Investment opportunities/research

Social

- USAA has supported some councils with funds for morale items (seek a regional military affiliate for more info)

- “Power of Connection” seminar hosted by Todd Simmons (CMSgt Ret.) for PACAF Shirts
- Drive-by/parade celebration for retirement – incorporate PA
- FSS hosted a drive-in movie – physically distant parking
- On-base home/porch/dorm door decorating contests – publicize/rewards (gift cards)
- Porch portraits – free from a physically distant, local photographer – photo from your home porch and then emailed to you later.
- Youth Program office (FSS) helped source/fill 7,000 Easter eggs – filled bags to be distributed to families for at-home egg hunt celebrations.
- Increase vocational education activities at home (e.g. change auto tires/oil, home economics, household maintenance)
- Top 3 sponsored a pizza feast with a local establishment – pick up a physically distant pizza while supplied last - E-5 below.
- Op Warm Heart – provided DIY birdhouse kits for all children in Wg – promoted family activities
- Meal train website – support deployed spouses/those with new babies
- Use UNITE Fund to put food boxes together and drop off for families
- Base coordinated enhanced internet cafes with off-base provider

Arts/Crafts/Socials

- Virtual
 - Paint & Sip
 - Someone showcases a teachable skill
 - Jam sessions
 - Book clubs
 - Board games (Tabletopia.com)
 - Cooking events – pick a meal – everyone cooks together / sushi making
 - Watch movies together (Netflix Party/Metastream/Scener/Twoseven)
 - Dorm/home scavenger hunt – virtual meeting with a host that has a list of items – winner received a Door Dash gift card/meal
 - Discord – AF Gaming Website (www.airforcegaming.com)
 - <https://www.facebook.com/AirForceGG/>

- Their Discord once you verify you are a total force Airman:
<https://discord.gg/mfBH3j>
- Take Care Tuesday – deliberately focus on family/friends on this day
- Use a virtual platform to host rotating social events (e.g. karaoke, scavenger hunts, etc.)
- FSS hosted a mobile marquis near the dorms that showed outdoor movies with seating at appropriate distances

Home schooling efforts

- Utilize the School Liaison
- Find those that were doing it before it was ‘cool’ - they’d love to help and guide

Physical

- PT challenges
 - Iron Man challenge
 - FSA challenge – see FSA Facebook page
 - Find an accountability partner
- Social clubs/apps
 - Strava (Search for club – Diamond Sharp – 8Fs only) - make a club for your unit.
 - Challenge Hound
 - Daily Burn
 - FightCamp
 - Peloton
- Use gift card rewards (sponsored by OWH/FSC/FSS/Chaplain/USAA/USO)
- Involve family members in training/make it fun
- FSS checked out fitness equipment to personnel to use at home

Spiritual

- Stay connected
- Online options
- Drive-up options

COVID Response

- USO provided materials for making cloth face covers/disinfecting kits
- Start a mission essentials pantry using donated items/funds (FSS provided storage)
- Quarantine care baskets (snacks/cleaning supplies) dropped off where needed.
- **Quarantine Camps/Dorms**
 - Use Google Docs app for live tracking of needs – able to see council-wide inputs in real-time – able to better provide for and mitigate exposure when seeking BX/Commissary needs.
 - Contact other councils that have already done it
 - e.g. 300 beds at JB MDL (POC: MSgt Overturf)

Caution – life is still happening – insulate don't isolate

- High-risk members - Commander's Management Roster (CMR)
- Substance abuse on the rise
- Depression
- Admin Actions/NJP/Court-martials
 - Be diligent – if it fits, keep moving. Leaving them in limbo prolongs the rehabilitative nature of many actions.
- Many people have loved ones/friends personally affected by the virus and aren't able to support in-person – stress!
- Airmen may be supporting unemployed/struggling family financially

Expressed Concerns

- Commissary/BX privileges/access to retirees – causing frustrations
- Miscommunication/members sourcing information from unreliable sources
- Inbounds not able to gain dorm residence – billeted off-base
- Advertising social opportunities to Airmen
- Keeping members motivated/encouraged while stuck in ROM

- Few options to get Amn home from OCONUS (Patriot Express, Airlines, etc.)
- increase factual data to support concerns to appropriate levels.
- Some Shirts stuck in limbo - staying connected & leaning on each other
- EPRs – how to capture value added input in a time when some aren't able to be as involved (non-mission essential)
- Struggle being stuck on 'all' of the devices every day – need to establish a new routine with balance.
- Family Care Plan – encourage creativity
 - Not all assigned care givers want 'extra' dependents in their homes risking exposure
- **People don't want to turn on video during virtual events/roll calls**
 - Encourage it (give reason)
 - Make personal follow-ups with those that still won't
 - Be intrusive – it's not about invading a personal space, rather, it's about ensuring people are 'well'.

Diamond Chiefs

- Portray an image of what we expect our folks to do – PPE/Telework – they will emulate
- Commander's Management Roster (CMR) - ensure daily/high-freq contact with at-risk individuals
- High-risk PT problems - 'eyes on' now to mitigate issues following 30-90 days without PT accountability.
- Sponsorship (new/inbound) – more important now than ever
- Don't forget to smile/laugh
- Include base agency SMEs during local council meetings for transparent communication
- Include a council representative on the Wg Crisis Action Team (CAT) or Operations Team (OPT)

CAO 16 Apr 20