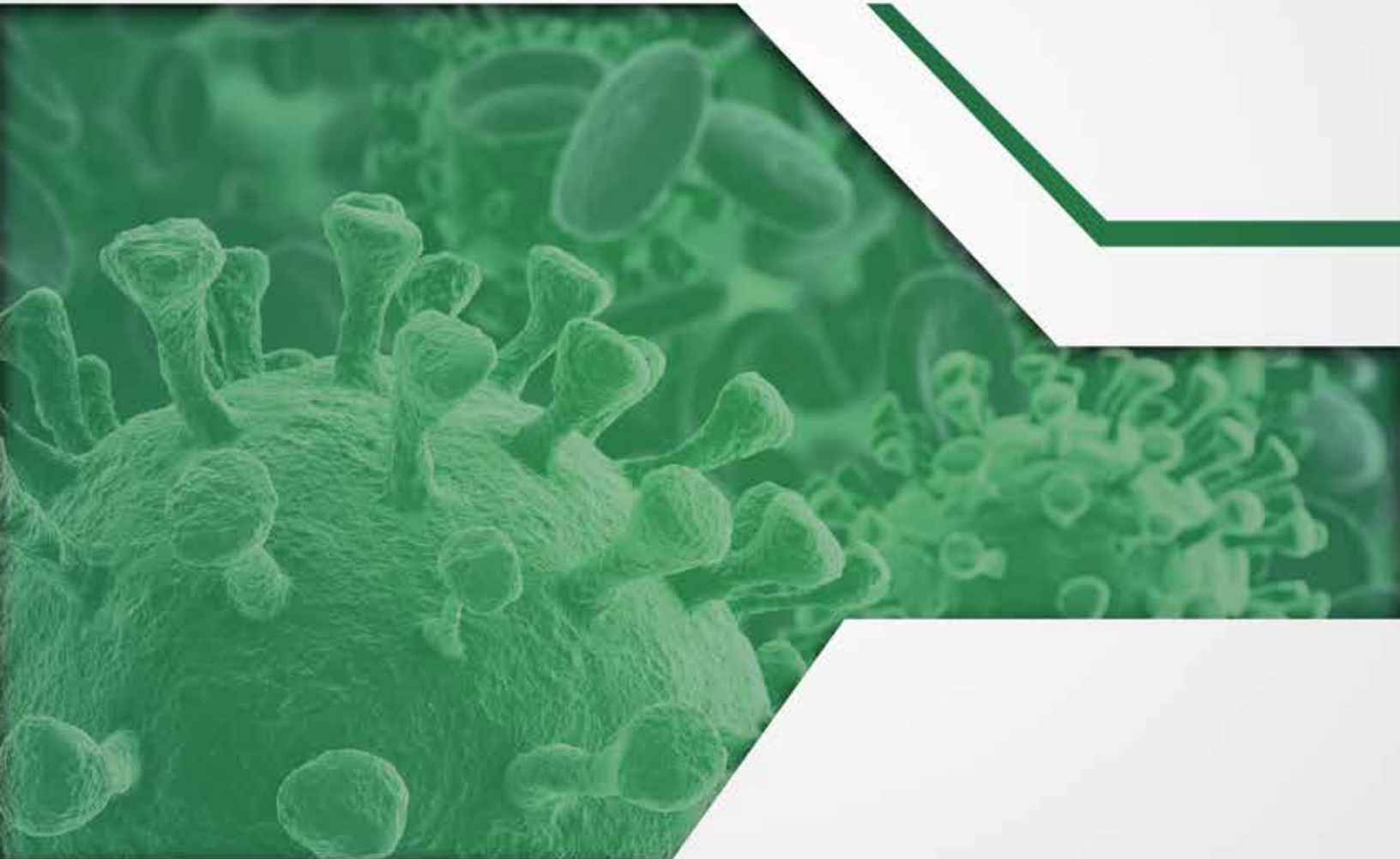




USAG ITALY INBOUND PERSONNEL RESTRICTION OF MOVEMENT (ROM) GUIDE

*A reference guide for entry into Italy,
entering ROM, required items for the
duration of ROM, and exiting ROM.*

USAG ITALY: COMMAND WELCOME MESSAGE





Welcome to Italy!



On behalf of the United States Army Garrison Italy, it is our pleasure to welcome you to the Vicenza and Darby Military Communities. We are truly excited to have you as a member of the Army's Power Projection Platform South of the Alps.

The garrison is comprised of multiple sites geographically dispersed across Northern Italy. These Army locations include Caserma Ederle, Caserma Del Din, Villaggio Housing area and other satellite locations around Vicenza, as well as Camp Darby, in the Pisa/Livorno area.

USAG Italy's mission is to integrate and deliver base support to enable readiness and power projection to the United States Army Europe, and to United States Army Africa.

USAG Italy is a community of Service members, Civilians, Family members, and Italian military and civilian employees. The close Italian-American partnership is crucial to a successful execution of USAG Italy's mission and priorities of Force Protection, Infrastructure and base operations and services.

You are arriving at an uncertain times as we learn to live and work in world that faces the global Covid-19 pandemic. Rest assured, however, that our Team is working around the clock to make your arrival and ROM process proceed as seamlessly as possible. Alongside our Italian partners, and in keeping with Italian Host Nation guidelines, we remain steadfast in our commitment to protecting each other and our communities, and stopping the spread of this virus.

This handbook will answer many of the questions you may have regarding Covid-19 procedures. As we strive to provide customer-driven services and information, for all other questions regarding in-processing please visit USAG Italy PCS Guide online at <https://home.army.mil/italy/index.php/my-garrison-Italy/newcomers>. For all other questions and assistance, please take the time to login to Army Career Tracker (ACT) and complete DA Form 5434 to request a unit sponsor.

Welcome Message (continued)

It is a never-ending effort by the Garrison to make sure our Soldiers, Families, Civilians, and retirees are ready, resilient, and healthy and get the most out of their time living in Vicenza or in the Pisa/Livorno area around Camp Darby. It is a privilege to be assigned in Italy and we want you to get started on the right foot in a country that offers infinite opportunities to create memories that will last a lifetime.

Benvenuti a tutti! Welcome, everyone!



Garrison Commander
Col. Daniel J. Vogel



Deputy Garrison Commander
Mr. Matt Seifert



Garrison Command Sergeant Major
CSM Billy S. Vetten



Italian Base Commander
Col. Umberto D'Andria



Deputy Garrison Manager - Camp Darby
Mr. Robert J. Chartier



Italian Base Commander Camp Darby
Col. Renato Vaira



Italian Senior Officer
Col. Michele Biasiutti



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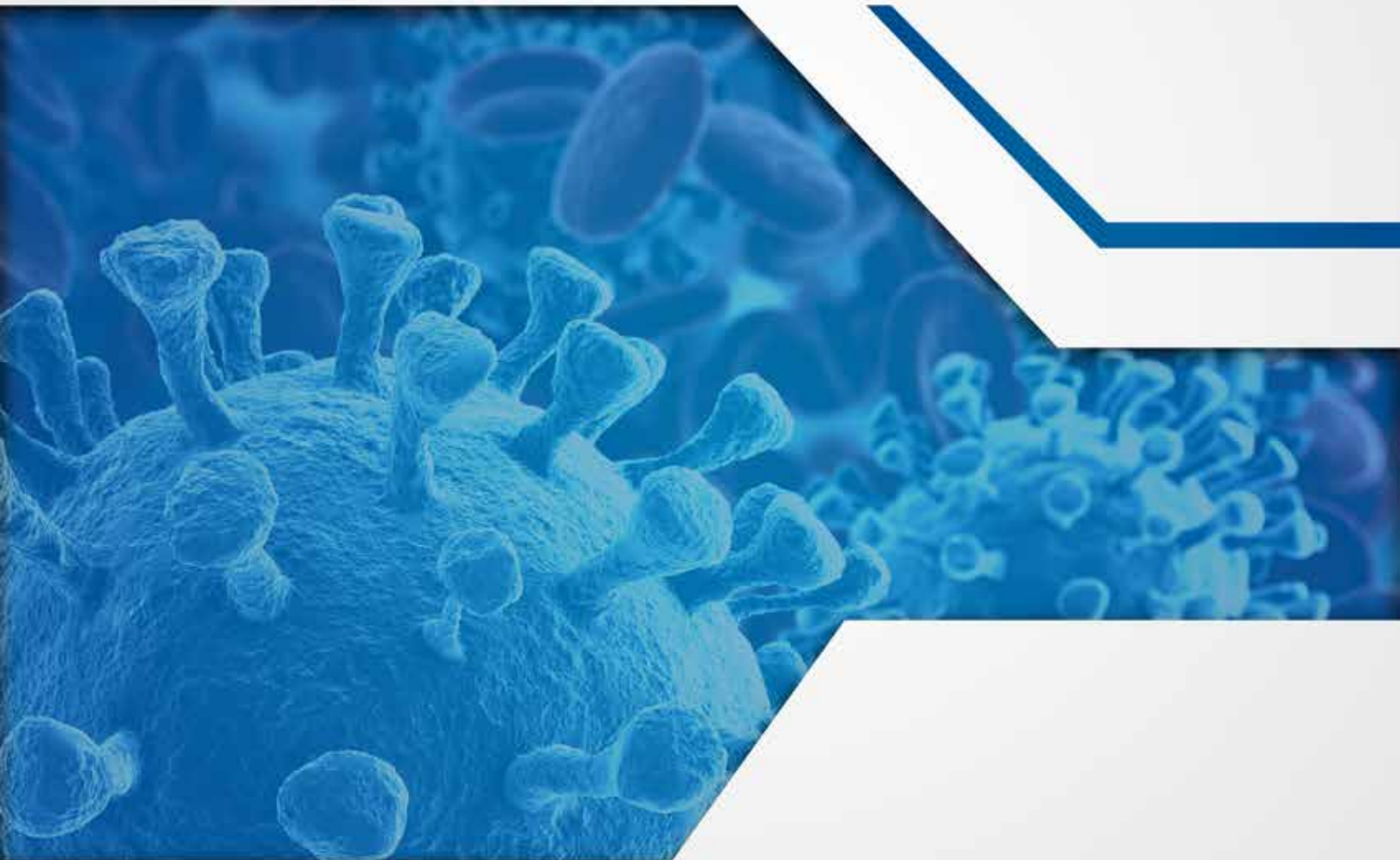


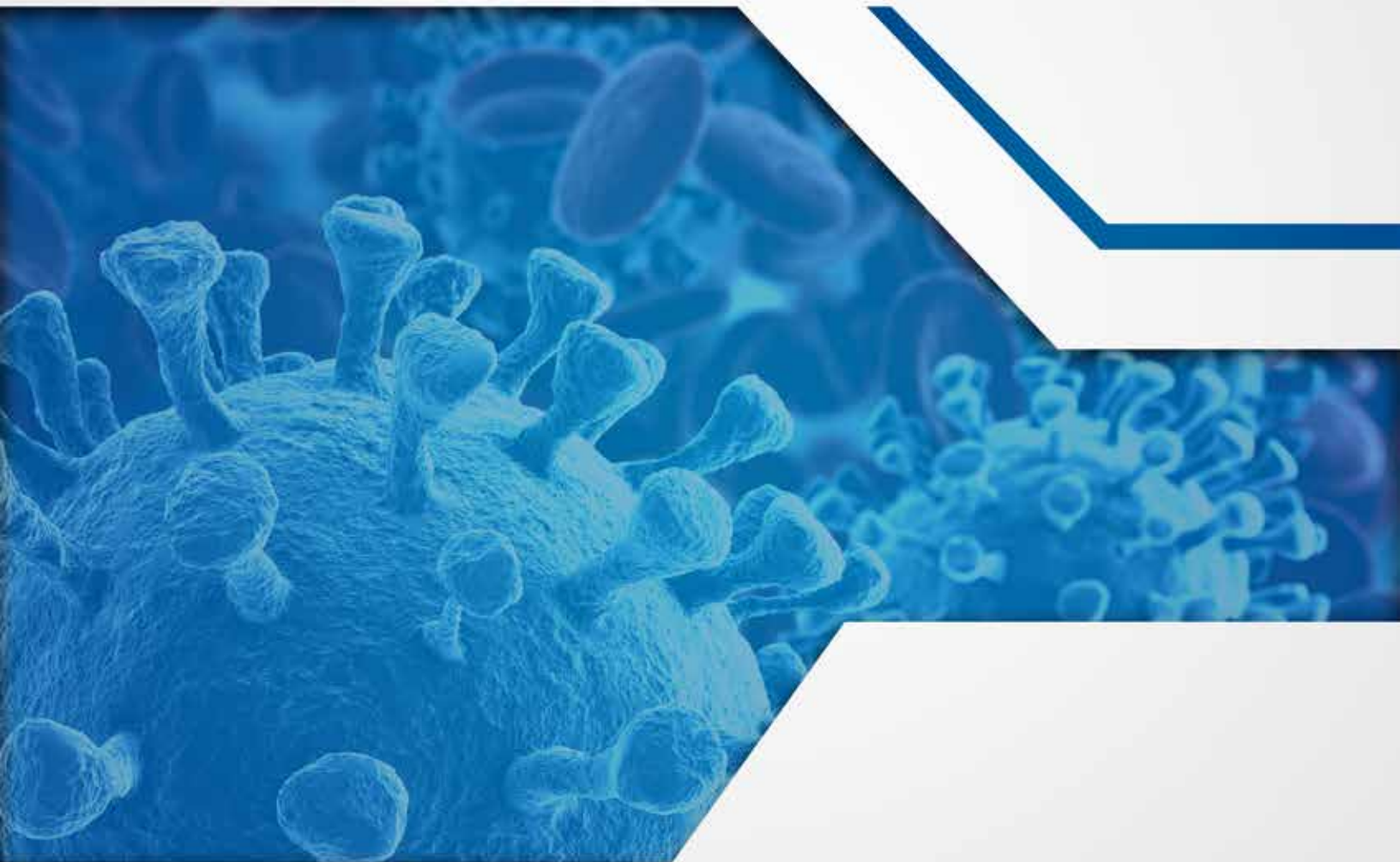
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WHAT TO BRING

RECOMMENDED

PACKING LIST



In planning and preparing for your Restriction of Movement (ROM) period after arriving, you will want to make sure to be prepared by bringing the following:

As Applicable

- 30 days of medications
- Special Dietary Items
- Infant Care Items
- Feminine hygiene products

Clothes

- Shirts (15)
- Pants (15)
- Undergarments (15)
- Socks (15)
- Towels (3)
- Hand Towels (3)
- Wash Clothes (3)

Hygiene Kit

- Toothpaste (1)
- Toothbrush (1)
- Shampoo/Conditioner (1)
- Body Wash/Soap (1)
- Hand Sanitizer (1)
- Shower Shoes (1)
- Razors (1)
- Shaving Cream (1)
- Laundry Detergent

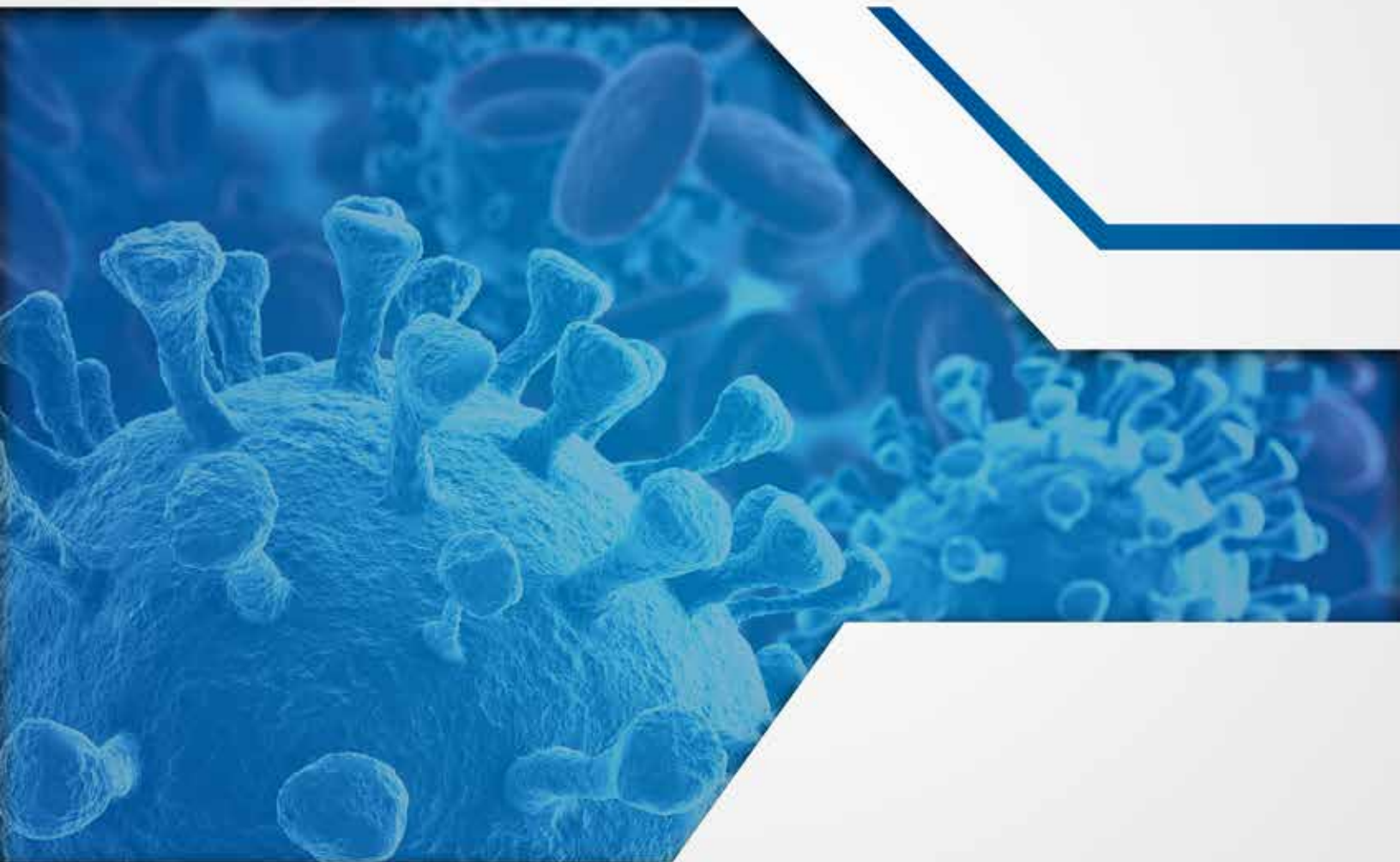
Linens

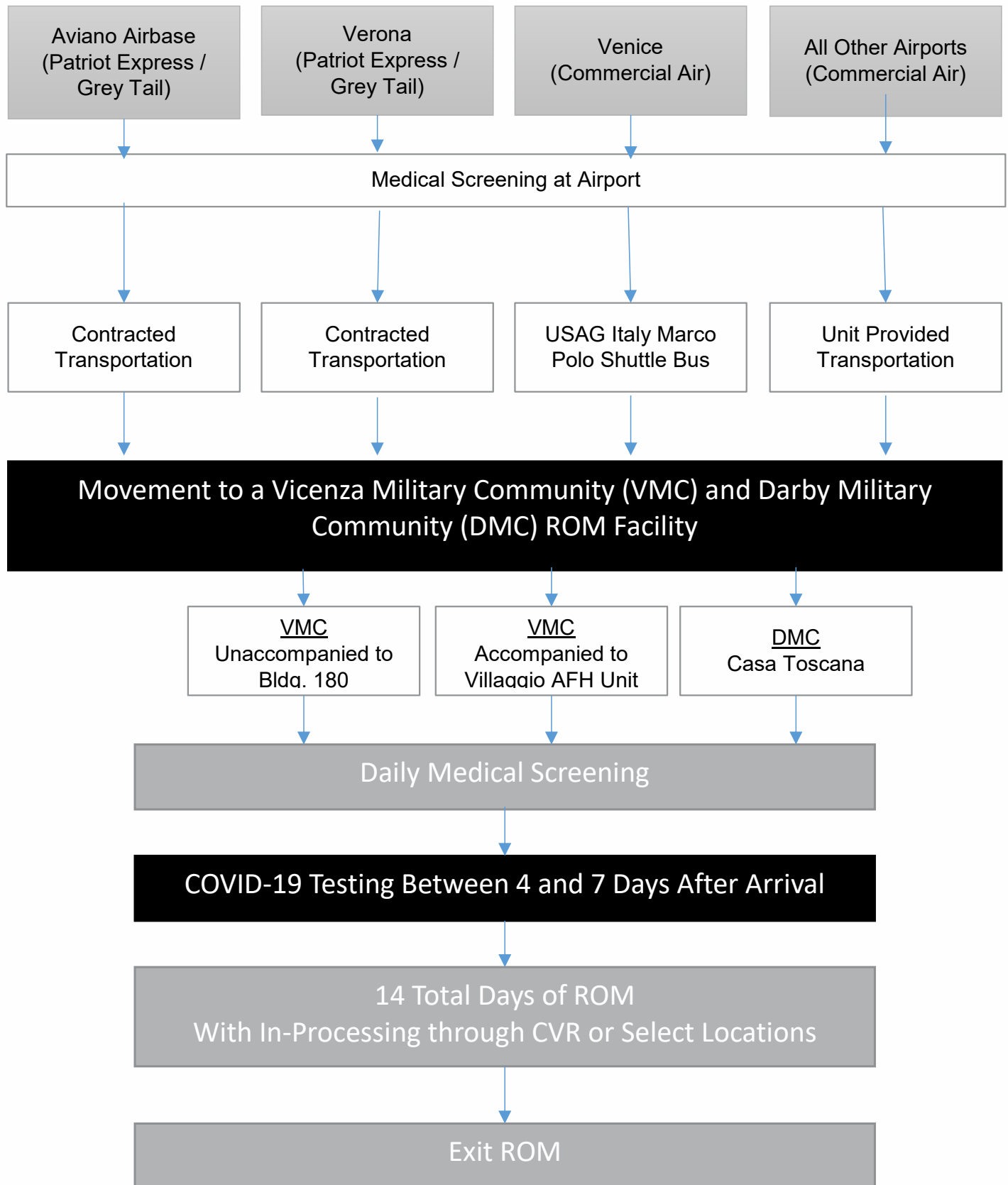
- Pillow (1)
- Pillow Case (2)
- Sheet Set (2)
- Blanket/Comforter (1)
 - Villaggio AFH Units: One queen bed w/ remaining twin beds
 - Bldg. 180 Barracks: One twin bed

Optional

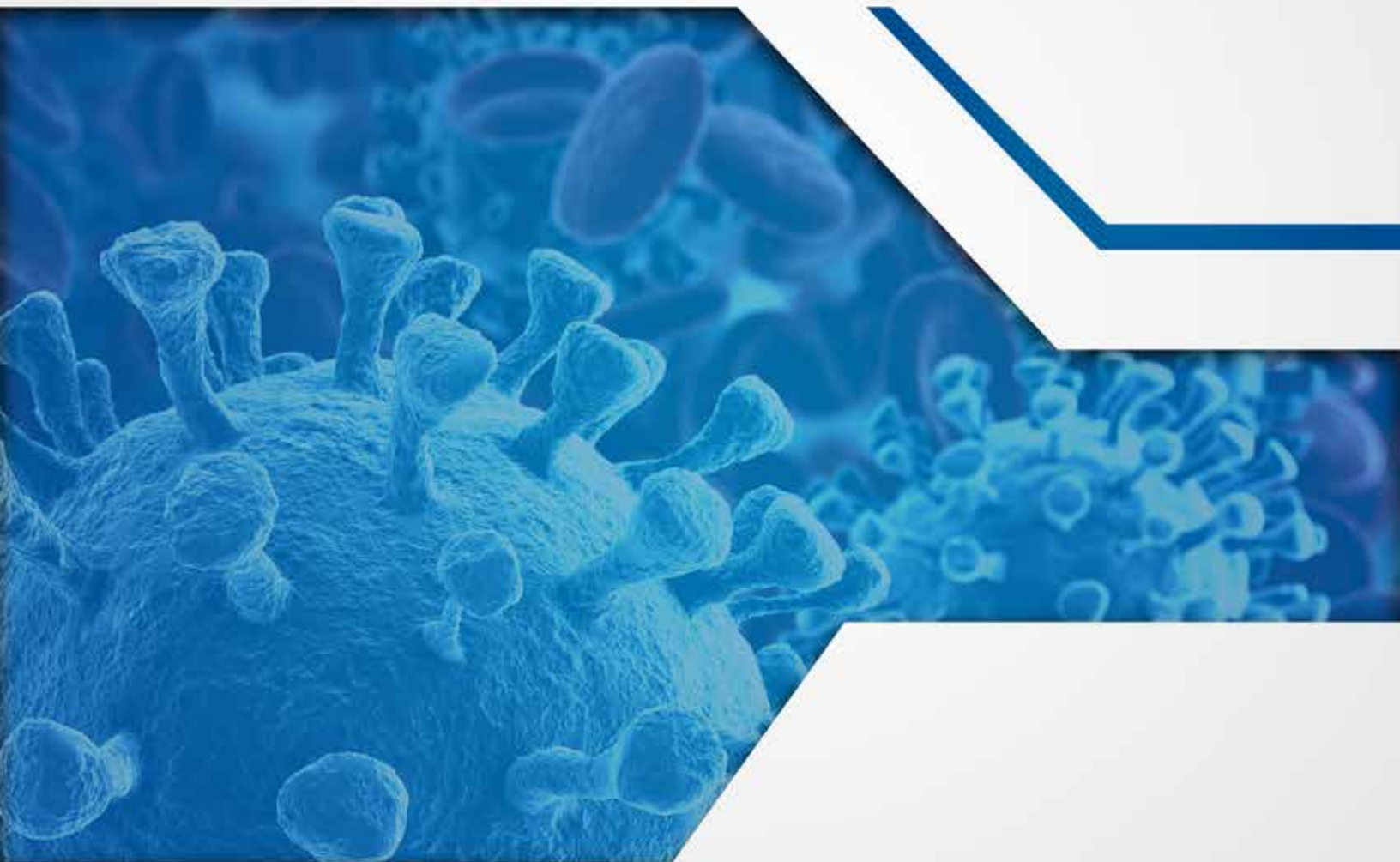
- Small TV (1)
- Unlocked Phone and associated cables (1)
- Personal Computer/Tablet and associated cables(1)
- WiFi Router (1)
(free WiFi available in ROM facilities)

ARRIVAL TO ITALY AND ROM FLOW CHART





ROM FACILITY FOR UNACCOMPANIED SERVICE MEMBERS/CIVILIANS (*BLDG. 180*)



In accordance with Italian decree and Department of Defense policy, there is no way to test out of the 14-day ROM requirement. Sponsors can, and should, provide daily touch points to their incoming personnel. They can also make deliveries to the Bldg. 180 staff duty who will, in turn, pass deliveries to the individuals. Alcohol is prohibited.

ROM for Unaccompanied Service Members and Civilians will be conducted at Bldg. 180 on Caserma Ederle. Bldg. 180, this is a newly constructed barracks capable of housing 230 individuals on a double occupancy basis and based on the two person suite concept. Individuals arriving on the same flight and bus may be placed into a suite with an individual of the same gender. Each living space accommodates two people and consists of a shared kitchen and full bathroom shared by two adjoining, independent rooms. The individual rooms each have a sink, mirror, and barracks furniture to include a twin bed. It is preferable, if at all possible, for Unaccompanied Service Members and Civilians to arrive with the aforementioned packing list. However, in the event that is not possible we can provide:

- Linens – 2x flat sheets, blanket, pillow, pillow case
- European electric adaptor
- Basic hygiene items
 - o Toothbrush/toothpaste
 - o Feminine hygiene products
 - o Deodorant

Each Unit come comes equipped with:

- Wi-Fi connectivity
- Microwave (shared)
- Fridge (shared)
- Range (shared)
- Toilette (shared)
- Shower/bathtub (shared)
- Sink & Mirror
- Twin bed
- Common barracks furniture
- Laundry Facilities
- Basic cleaning supplies



ROM for Unaccompanied (continued)

What is not provided at Bldg. 180:

- Pots, pans, silverware, plates, other kitchen items
- Laundry detergent
- Anything otherwise unstated.
- Smoking rooms – Individuals will be allowed to smoke only during their outdoor times. Additional smoke breaks are NOT authorized.

Services offered:

Medical checks: Our Public Health professionals conduct daily checks on every individual in ROM status. Additionally, the building is manned 24/7 in case of emergency.

- Individuals experiencing COVID-19 symptomology will have access to medical care and may be tested.

Food: Breakfast, lunch, and dinner are provided, with utensils, by the post Dining Facility. Again, sponsors can deliver groceries, kitchen equipment, meals, etc.

Outdoor access: Individuals in Bldg. 180 will be granted no less than two opportunities (approximately 45 minutes each) to get outside in a dedicated and supervised 100m by 100m area.

In-processing: Individuals will be able to conduct portions of in-processing virtually and/or in-person during their 14-day ROM.

Services not offered at Bldg. 180:

Dedicated Physical Training Time: Individuals are encouraged to remain physically fit bearing in mind the physical constraints of their rooms and the outdoor area. However, there will not be fitness equipment access or dedicated group PT.

Access outside of Bldg. 180: Outside of the supervised outdoor times and specific in-processing tasks, individuals will not leave their ROM quarters for anything other than emergencies.

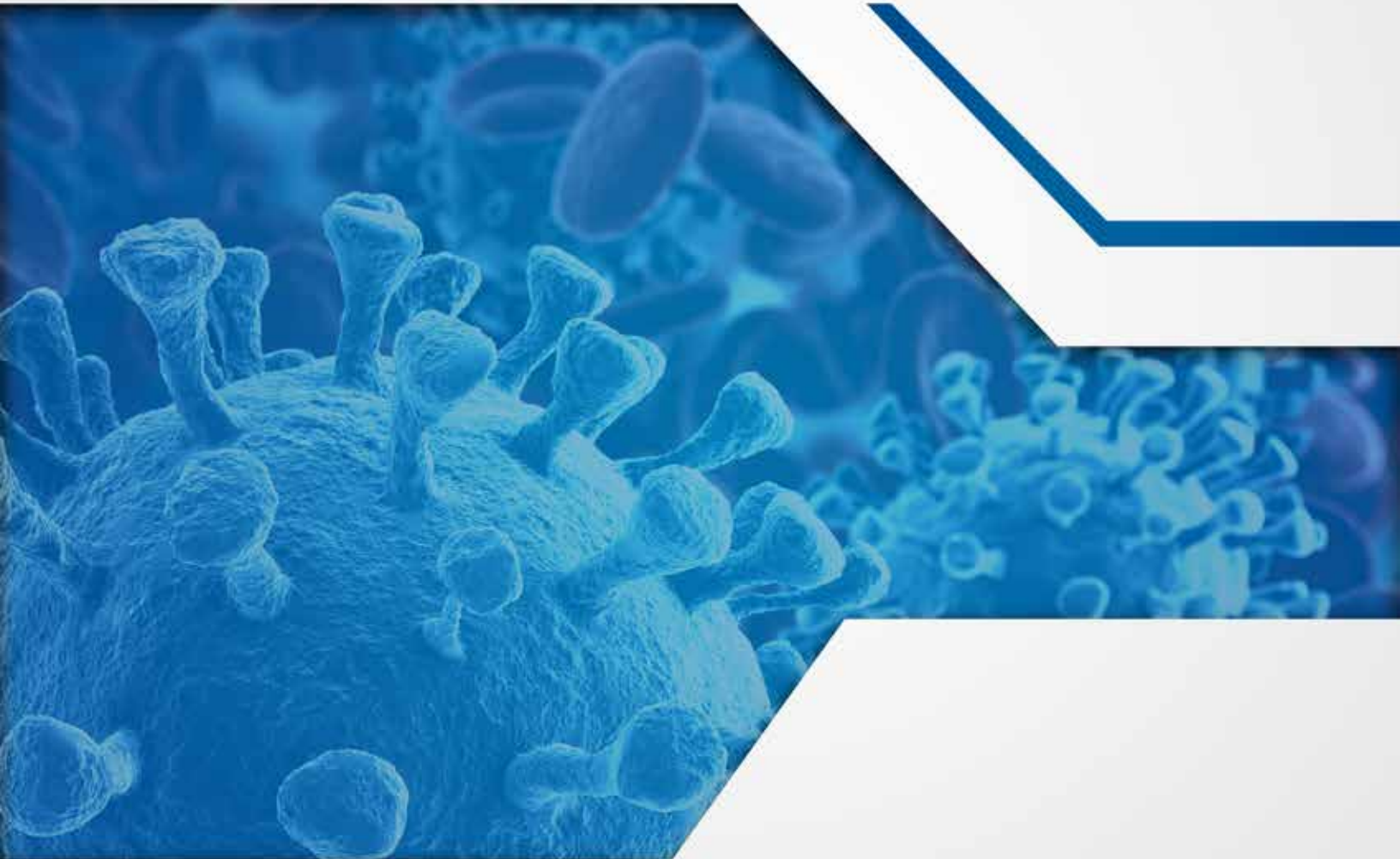
ROM for Unaccompanied (continued)

Prior to release from ROM:

All individuals are required to clean and sanitize their living spaces before he or she is released upon receipt of a 'Release from ROM Memorandum' from our Public Health Professionals.



ROM FACILITY FOR ACCOMPANIED SERVICE MEMBERS/CIVILIANS (*VILLAGGIO AFH*)



ROM for accompanied Service Members and Civilians will be conducted in Army Family Housing (AFH) units on Villaggio. Units/Sponsors are required to provide food for their Families residing in ROM at Villaggio. Other than emergencies, Families will NOT leave the confines of the ROM unit and attached yard. While in ROM Service Members and Civilians will call the Unit/ Sponsors to dispose of trash accumulated. The Service Members and Civilians will double bag the trash and place it outside the AFH. The Units/Sponsors are required to pick up and deliver the trash to the dumpster closest to the house within Villaggio.

Housing Unit Comes Equipped with:

- 2 to 4 bedrooms, living room, kitchen, dining room, 2 bathrooms
- Bedroom: 1 double size bed (master), 1 twin bed (per additional room); 1 dresser, 2 night tables and 1 closet per room
- Dining Room: table for 4 w/chairs
- Kitchen:
 - Furnished with the following appliances: Stove, refrigerator, dishwasher, washing machine and dryer
- Living Room: sofa, 2 easy chair, 1 coffee table, 2 table ends
- Wired for Armed Forces Network (AFN)
- Wi-Fi



Not Included:

- Food
- Linen and towels
- Hangers
- Television, cable TV, internet (availability varies per unit)
- Microwave
- Coffee Maker

Sponsor will obtain from Army Community Service (lending closet):

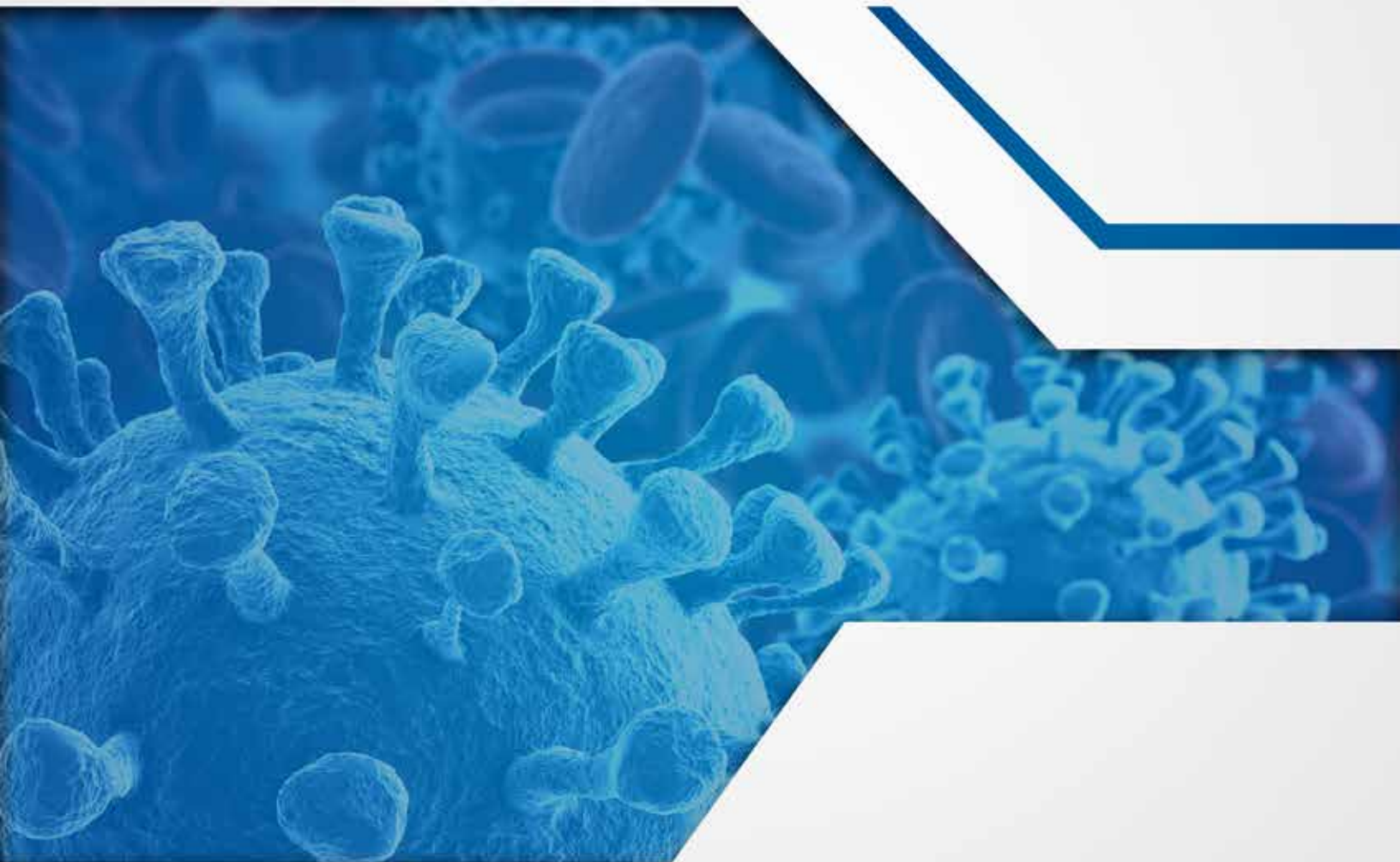
- Kitchen Tote (utensils and plates for 4; basic cooking utensils)

Additional Available Lending Closet Items:

- Car seat, booster, stroller umbrella, stroller, pac-n-play, high chair w/tray, iron and board, coffee maker, toaster, hand mixer, baking dish



LENDING CLOSET FORM



The below forms are an example of the form your sponsor will fill out to utilize the Army Community Service (ACS) Lending Closet, available through Relocation Readiness.

You can find the downloadable form on the [MWR Website](#).

Form Examples

ARMY COMMUNITY SERVICE LOAN ITEM RECEIPT	
SPONSOR'S INFO NAME (L, F, MI):	RANK/GRADE:
CMR, BOX AND APO:	STATUS: AD-CIV/RET/NG
UNIT/ORGANIZATION:	CELL PHONE:
HOME PHONE:	DUTY PHONE:
Mail M8 Email:	(Date of Birth)
Personal Email:	

ITEMS AVAILABLE	QUANTITY
CAR SEAT, BOOSTER	
CAR SEAT	
STROLLER/UMBRELLA	
STROLLER	
PAC-N-PLAY	
HIGH CHAIR W/TRAY	
IRONING BOARD LG SIZE	
IRONS	
KITCHEN TOTE (includes items below)**	
BAKING DISH	
COFFEE MAKER	
TOASTER	
HAND MIXER	

I. LOAN CONDITIONS:

Prior to acceptance, all items must be thoroughly inspected to ensure they are clean, in good working, etc. Items must not be accepted if they are cracked, or otherwise not in good condition.

We suggest re-chalking or washing all dishes and other utensils before they are used. A suitable detergent and hot water or washed by hand, or an automatic dishwasher may be used. Rinsing in a diluted household bleach solution is also recommended.

Car seats, highchairs should be wiped with a diluted bleach solution before you use them.

Inappropriate repair or replacement charges may be assessed on any damaged or lost items. Loaned items must not be further lent or transferred to another individual.

Loading and unloading the items are the responsibility of the borrower.

****KITCHEN TOTE includes:** Dinner set; 4 large Plates, 4 x Salad Plates, 4 x Bowls, 4 x Cups, 4 x Glasses. Pan's 1x Large pot and Lid, 1x Small pot and Lid, 1 x Frying Pan. Flatware: 4 x Knives, 4 x Forks, 4 x small Spoons, 4 x Spoons. Cooking Utensils: 1 x Spatula, 1 x Spoon, 1 x Ladle. Mixing Bowl, Kitchen Knife Set, 1 x large Knife, 1 x small Knife. Measuring Cup; Measuring Spoons, Cuisinart; Can Opener; Cutting Board

II. HOLD HARMLESS AGREEMENT:

The availability and loan of an item does not constitute Army endorsement of the product or its manufacturer. The signing of this form denotes acceptance of full liability and responsibility for the use of loaned items, and for the safety of any person who uses the items, instructions, if provided, must be read and followed.

The signer agrees to hold harmless and defend the Government of the United States and all its agents, acting officially or otherwise, from any and all liability, claims, demands, actions, debts, and attorney's fees arising from, claimed on account of, or in any manner predicated on the loss or damage to the property of and injuries to or death of any persons whatsoever, which may occur from the use of these items.

III. RETURN POLICY:

Loan items must be returned on or before the date specified, or an extension must be requested. To request an extension, contact ACS Relocation. Your unit commander will be contacted if borrowed items are not returned in a timely manner.

IV. CERTIFICATION: Receipt is acknowledged for items listed here on in quantities indicated. My signature, when signed to this document, indicates my understanding of the conditions relating to the loan, use, and return of these items.

I have read the loan conditions and the return policy by signing below.

CUSTOMER SIGNATURE: _____ DATE: _____

ACS STAFF SIGNATURE: _____ DATE: _____

PERSONAL DATA - PRIVACY ACT OF 1974

Lending Closet Client Name _____		DOB _____	
Item Loaned	Qty	Ret'd	
Baking Dish Glass: Rec Small			
Baking Dish Glass: Rec w/lid			
Baking Dish Glass: Loaf			
Baking Dish Glass: Rectangle			
Baking Dish Glass: Square			
Blue Storage Tub w/lid			
Blue Storage Tub w/o lid			
Can Opener			
Cereal Bowl			
Coffee Cup			
Coffee Maker			
Fry Pan: 8in			
Fry Pan: 10in			
Glasses			
Glass Measuring Cup			
Knife: Large			
Knife: Medium			
Knife: Small			
Laundry Basket			
Mixing Bowl Glass: Large			
Mixing Bowl Glass: Med			
Mixing Bowl Glass: Small			
Plate: Large			
Plate: Small			
Pot/Pan Lid: Large			
Pot/Pan Lid: Medium			
Pot/Pan Lid: Small			
Rice Cooker: Large			
Rice Cooker: Small			
Sauce Pan: Large, 6QT			
Sauce Pan: Medium			
Sauce Pan: Small, 1 5/2 QT			
Serving Spoon			
Serving Spoon Slotted			
Silicone Spatula			
Spatula			
Toaster			
Tongs			
Whisk			

CHECKED OUT: _____
Customer's Signature and

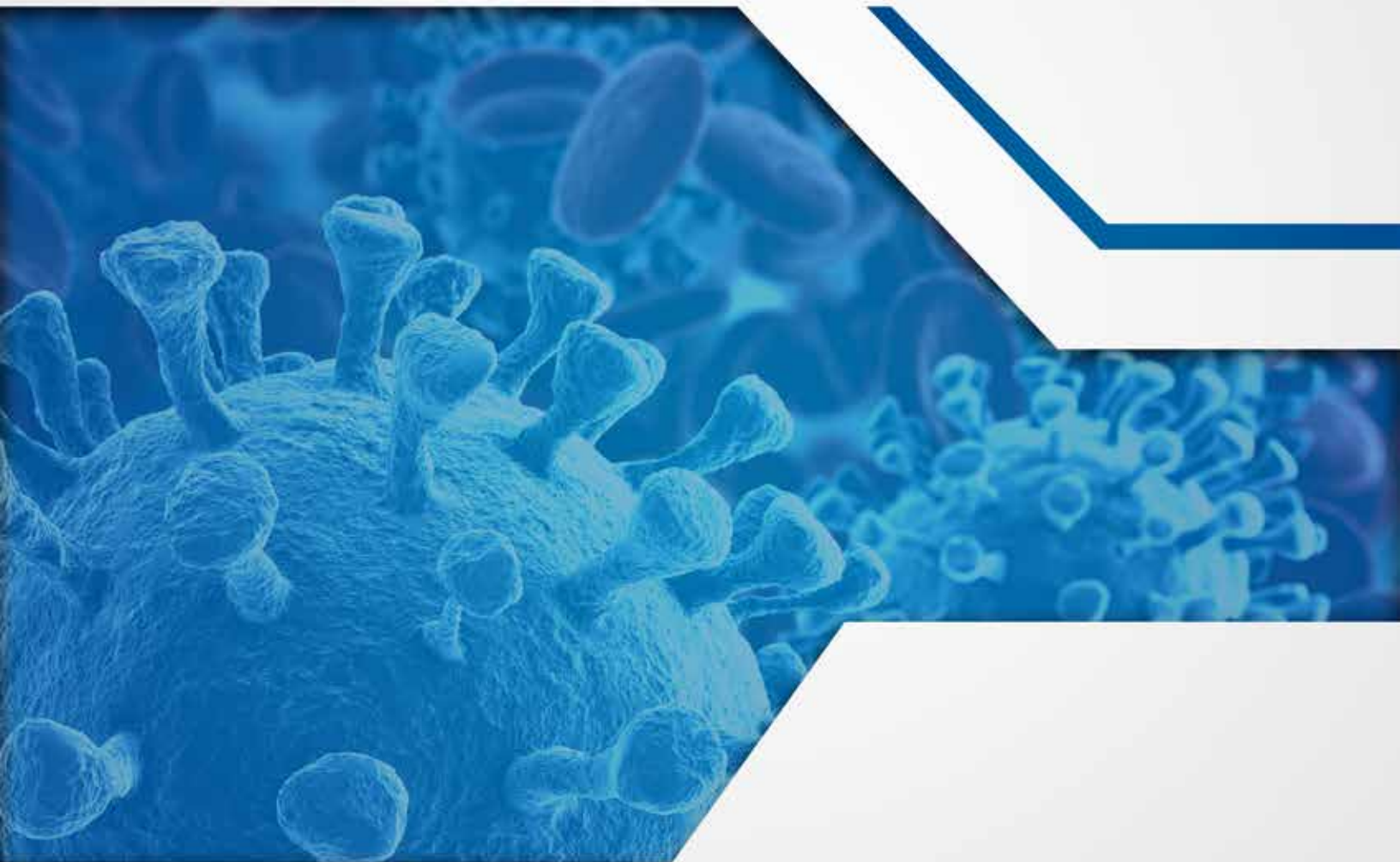
DMWR/ACS Signature and

RETURNED: _____
Customer's Signature and

DMWR/ACS Signature and

Verification of Orders/ID are completed: _____
(Initial of DMWR/ACS staff member)

PURCHASING/GAINING ITALIAN PHONE SERVICE





Obtaining Italian Phone Service



KEY CONTACT INFORMATION:

- Caserma Ederle Kiosk: 0444.302.249
- Email: wireless.vicenza@gmail.com

STORE HOURS:

- MON – FRI: 0900 – 1900
- SAT: 1000 – 1800
- SUN: 1100 – 1600

Does individual possess an unlocked Phone?

NO

Solution 1: Individual must contact State-side carrier and have phone unlocked.

Solution 2: Individual must purchase phone.

YES

Individual must possess:

- Photo ID (Valid driver's license OR passport)
- If using driver's license, a copy must be made of the front AND back of document
- Cash (Euro/USD) OR Credit Card for payment. (AMEX & DISCOVER Cards not Accepted)
- Place of birth (City, State, Country) must be provided.

CARRIER OPTION 1

Sim card: 10 Euro
Activation fee: 10 Euro



Euro 9.99 // Month

"CALL YOUR COUNTRY SUPER"

- 20 GB DATA
- 500 minutes to Italy
- 250 minutes to the US

Euro 11.99 // Month

"CALL YOUR COUNTRY PREMIUM"

- 40 GB DATA
- 500 minutes to Italy
- 200 minutes to the US

Euro 19.99 // Month

"CALL YOUR COUNTRY ONE"

- 100 GB
- Unlimited minutes to Italy
- 500 minutes to the US

****Prices & Phone Selection is Subject to change on a monthly basis****

CARRIER OPTION 2

Sim card: 10 Euro
Activation fee: 10 Euro



Euro 24.99 // Month

"RED SMART"

- 40 GB + unlimited data on chat, maps, social media and music apps,
- Unlimited calls and texts in Italy (only SMS not MMS)
- Auto-Pay (Debit/Credit) will reduce cost to 18.99 monthly.

Euro 34.99 // Month

"RED ULTRA"

- 60 GB + unlimited data on chat, maps, social media and music apps
- Unlimited calls and texts in Italy (only SMS not MMS)
- 1000 minutes to the US (not PR or other islands), Euro 34.99 monthly.
- Auto-Pay (Debit/Credit) will reduce cost to 24.99 monthly

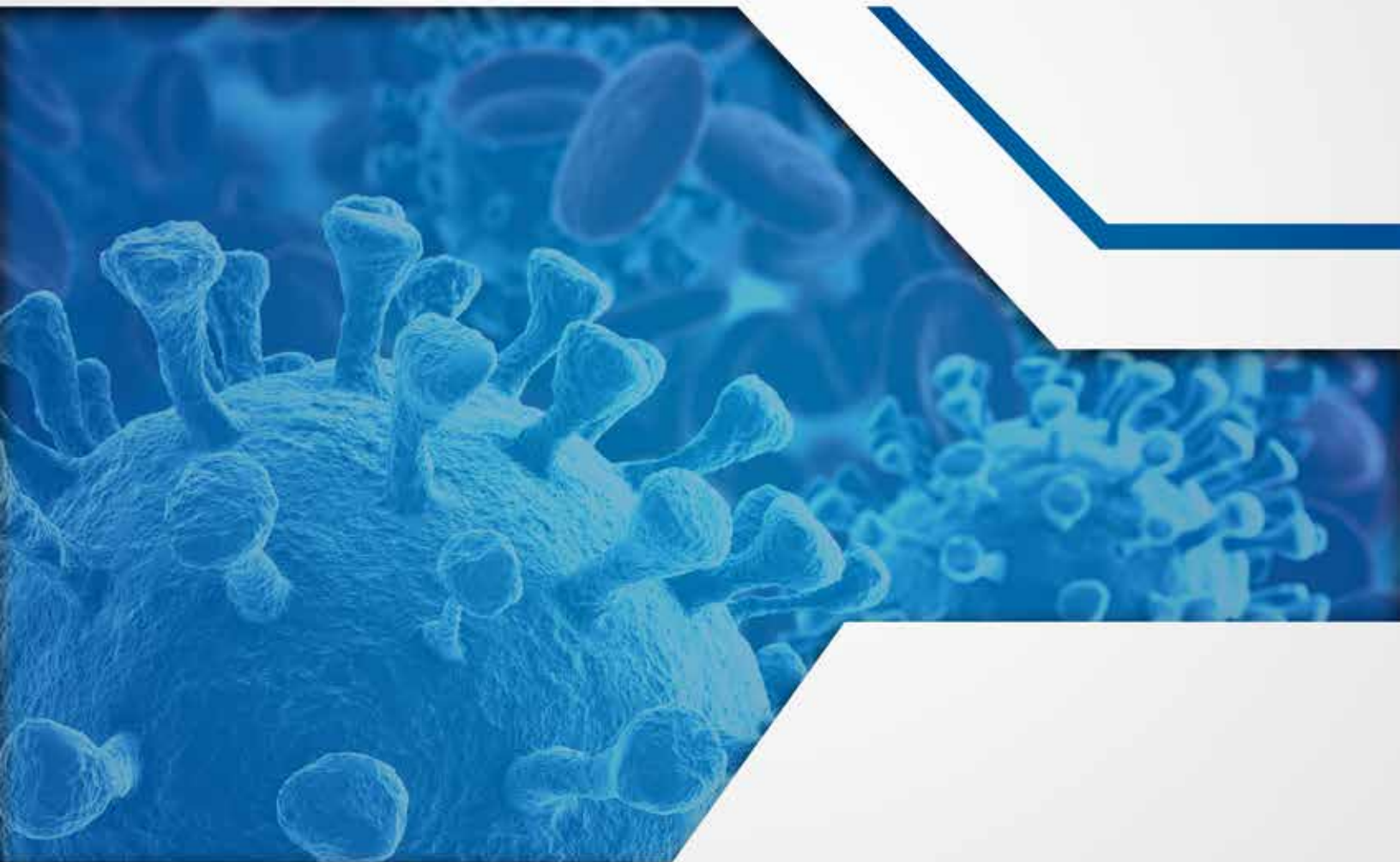
Euro 59.99 // Month

"RED BLACK"

- Unlimited GB
- Unlimited calls and texts in Italy (only SMS not MMS).
- Auto-Pay (Debit/Credit) will reduce cost to 39.99 monthly

Information in this chart was provided by the Caserma Ederle Wireless Phone Center, located in the Post Exchange.

PURCHASING AAFES PRODUCTS





Making AAFES Purchases

**KEY CONTACT INFORMATION:**

- Caserma Ederle PX:
 - DSN: 314.634.8550
 - COMM: 0444-250-630

STORE HOURS:

- Mon - Fri 0900-1900
- Sat & Sun 1000-1800
- Holidays 1000-1800

Administrative Notes:

- Prior to check-out, ensure items are available for pick-up at the Vicenza AAFES Store.
- Only essential items will be purchased. (No high-dollar/leisure items/etc)
- Pick-up of all purchases will be made by the designated sponsor.

STEP 1: Reference the “AAFES Personal Shopping” Guide and select items from the prepared list.

STEP 2: Call the Caserma Ederle PX Customer Service Line to place and pay for the order.

In addition to providing your personal information, make sure you provide:

1. Personal Contact Number & Email address
2. The full name and phone number of your sponsor
(Photo ID verification required for pickup)

Following the purchase of the order, the sales associate will provide a pick-up time for the order.

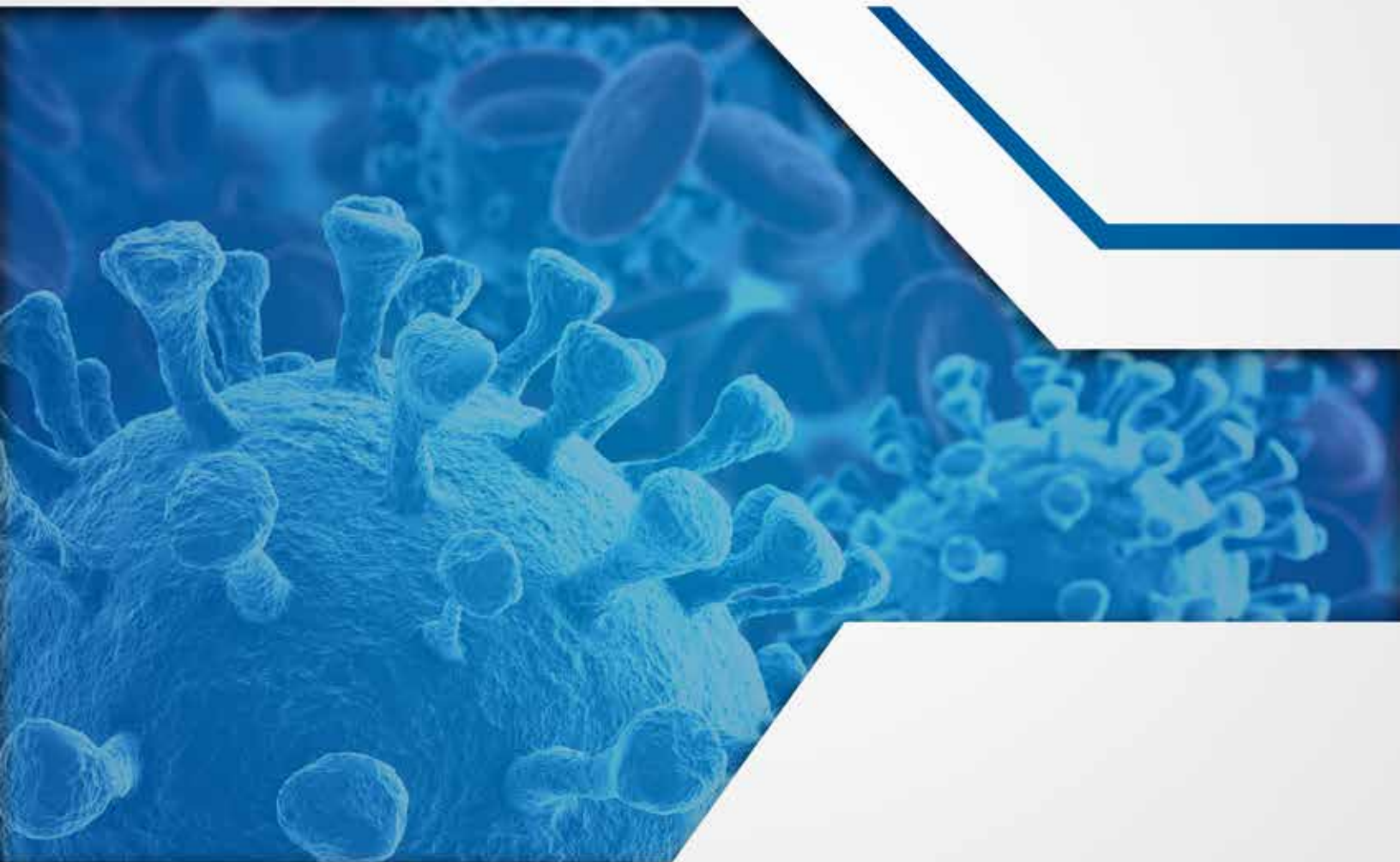
STEP 3: Designated Shopper/Sponsor can proceed to PX Customer Service Area to pick up the order.

1. A phone call / email conformation will be provided to the customer for situational awareness.
2. Designated Shopper/Sponsor will be required to sign for the shopping order.

Information in this flow-chart is derived from “shopmyexchange.com” and was reviewed by the AAFES-Vicenza Store Management

[Click here to download the form.](#)

PURCHASING COMMISSARY PRODUCTS



KEY CONTACT INFORMATION

- Administrative Office:
- DSN: 314.646.6550
- COMM: (0039) 0444.71.6550
- Website: <https://commissaries.com>

STORE HOURS:

- Sunday 1000-1900
- Monday CLOSED
- Tuesday 1000-2000
- Wed - Sat 1000-1900

Administrative Notes for Agent Shopping Program:

- All shopping and point-of-sale processes will take place at the commissary.
- All sponsors (designated shoppers) will be trained on the shopping process and will be provided instructions and Commissary order forms.
- Only credit cards can be used for payment (A debit card can be used, if run as credit).
- A Commissary order form is included in the ROM guide and printed copies are available at the cashier stands at the commissary as well.
- The Cashier will keep the completed order form for their records.
- Sponsors (designated shoppers) are not to ask for credit card information.

STEP 1:

- Individuals in quarantine requiring commissary items will contact their sponsor (designated shopper) to provide a grocery list.
 - NOTE:
 - The grocery list can be sent by picture to the sponsor, but the sponsor must still fill out and provide a Commissary order form at the time of sale that includes:
 1. Customer Name, Address and Phone Number
 2. Sponsor Name, Phone Number and Signature
 - Identify special requests, allergies and price limits.

STEP 2:

- Sponsor (designated shopper) will conduct shopping at Commissary during normal business hours.
- Sponsor (designated shopper) will shop and fill the order, calling customer if substitutions or clarification is needed.

STEP 3:

- Upon completion of shopping, the sponsor (designated shopper) will proceed to any checkout register and inform the cashier that they are shopping for a customer in quarantine.

STEP 4:

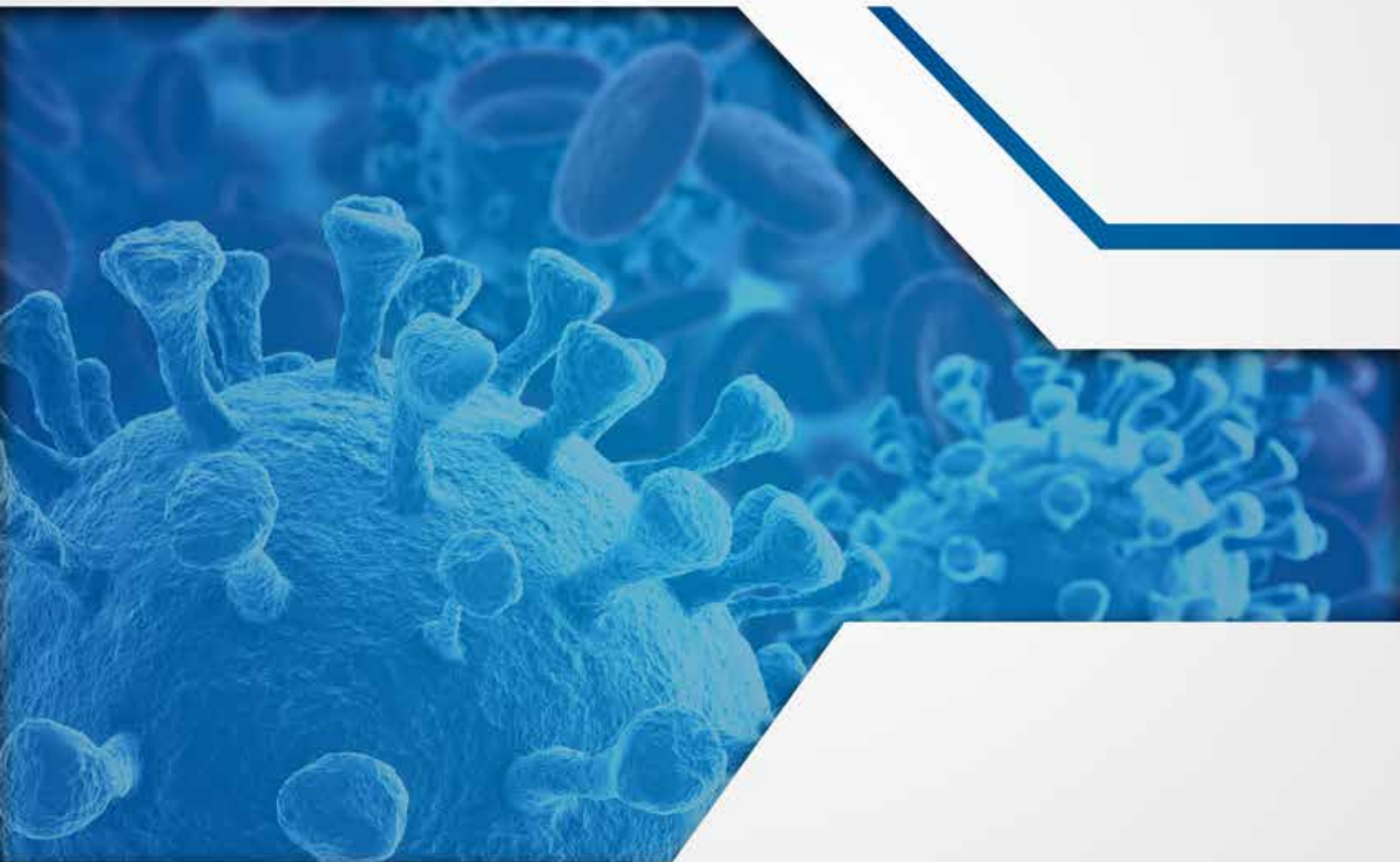
- Once the order is “rung-up” the cashier will call the individual to complete the payment process by asking for customer credit card information.
- Once credit card has been processed, the Cashier will print two receipts:
 - One for the customer and one that will be stapled to the Commissary order form and kept for Commissary records.
 - All receipts will have TO (telephone order) written on the signature line.

STEP 5:

- The sponsor (designated shopper) will deliver the groceries to the customer’s home.

[Click here to download the form.](#)

ADDITIONAL PURCHASING SUPPORT



There are a number of other resources available to make your time in ROM more comfortable. Talk to your Unit/Sponsor about coordinating food delivery from an area restaurant or a grocery store.

There are some restaurants that will deliver food, however you will need to coordinate this effort with someone outside your immediate household. Delivery drivers are unable to come on to post and must be met at the gate. While you are in quarantine, you cannot meet a delivery driver at the gate.

Various local grocery stores offer curbside pick-up. Talk to your sponsor and see if they can schedule grocery pick up, if you place an order. Below is a link to the nearest grocery store to the base that provides curbside pick-up. You can find detailed instructions on how to shop online at one of the local grocery stores, follow the links below.

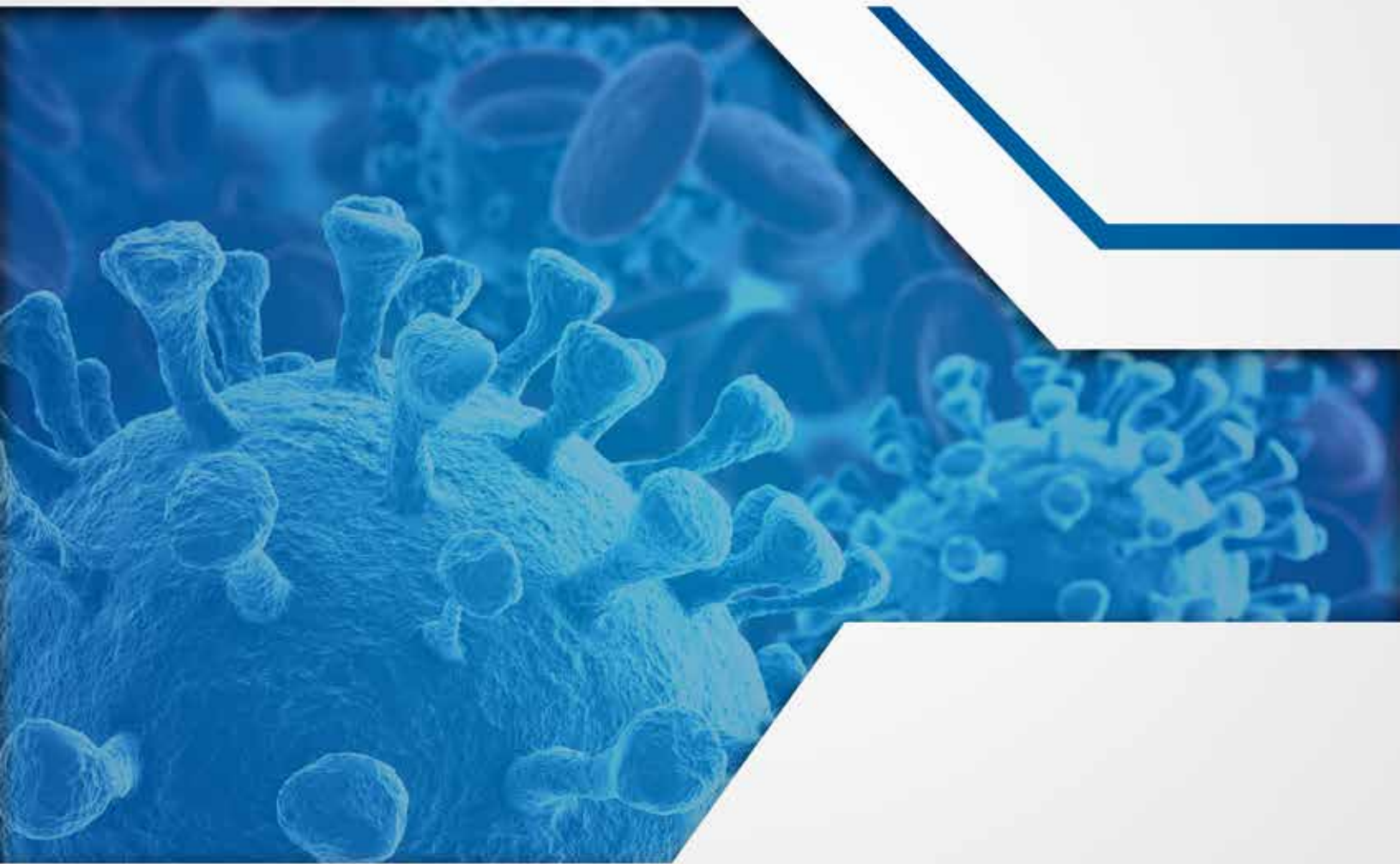
Local Grocery Store Website Link:

[Click Here](#)

Step-by-Step Instructions for Website:

[Click Here](#)

DAY-TO-DAY LIFE IN ROM *WHAT TO EXPECT*



Observations from a family in ROM with kids (Villaggio):

Housing Conditions:

“The ROM housing was extremely well appointed and comfortable. If we needed items, we were able to request them from the lending closet or our gaining command. We specifically asked for a Coffee Maker and Microwave.”

Entertainment:

“There was a great deal of boredom for the first few days of our ROM. Televisions did not come with housing. We did a lot of reading, and the kids used iPads/computers. Kids were allowed to play outside, as long as social distancing rules were adhered to. We followed the rules, and stayed inside the entire time.”

Medical Checks:

“We received calls once a day from medical personnel to monitor for COVID symptoms. When it was time for me (service member) to be tested for COVID, the test was administered at our temporary housing on Villaggio.”

In-Processing:

“I didn’t start in-processing until the fifth day of our stay, I thought that was kind of inefficient, but eventually, after Day 5, we were able to start. This might have changed.”

Purchase Items:

“All commissary food requests were processed quickly and efficiently by my gaining command/sponsor. There was more than enough support.”

Religious Services and Behavioral Health:

“Religious support was offered, and available upon request. In addition, behavioral health support is available as well.”

Day-To-Day Life in ROM (continued)

Observations from a Single Soldier in Building 180 (Caserma Ederle):

What material/items would you have brought with you that you did not? (Clothing/entertainment/food/drinks/etc)

"I would have brought laundry detergent, European power outlet adapters, bed sheets specifically fitted for barracks bed, books, TV and/or game consoles, and a laptop/iPad."

What items have you purchased (essential/important) since under ROM?

"We were able to buy small TVs, European adapters and books from the PX."

"We were able to buy essential items and take-away food from AAFES "shoppette."

"We were also able to buy food from the food trucks and Burger King."

What does your typical day consist of?

"DFAC meals are brought to the door three times per day, we're checked by medical at least once a day, and we are allowed three, 45 minute outdoor recreation sessions per day."

How is the food?

"Unless we buy groceries or have delivery food, we eat what is cooked at the DFAC."

Do you have roommates?

"Some occupants who travel together may (potentially) room together, depending on the Building 180 capacity and the availability of space. If there's enough space, each occupant will have a room to themselves."

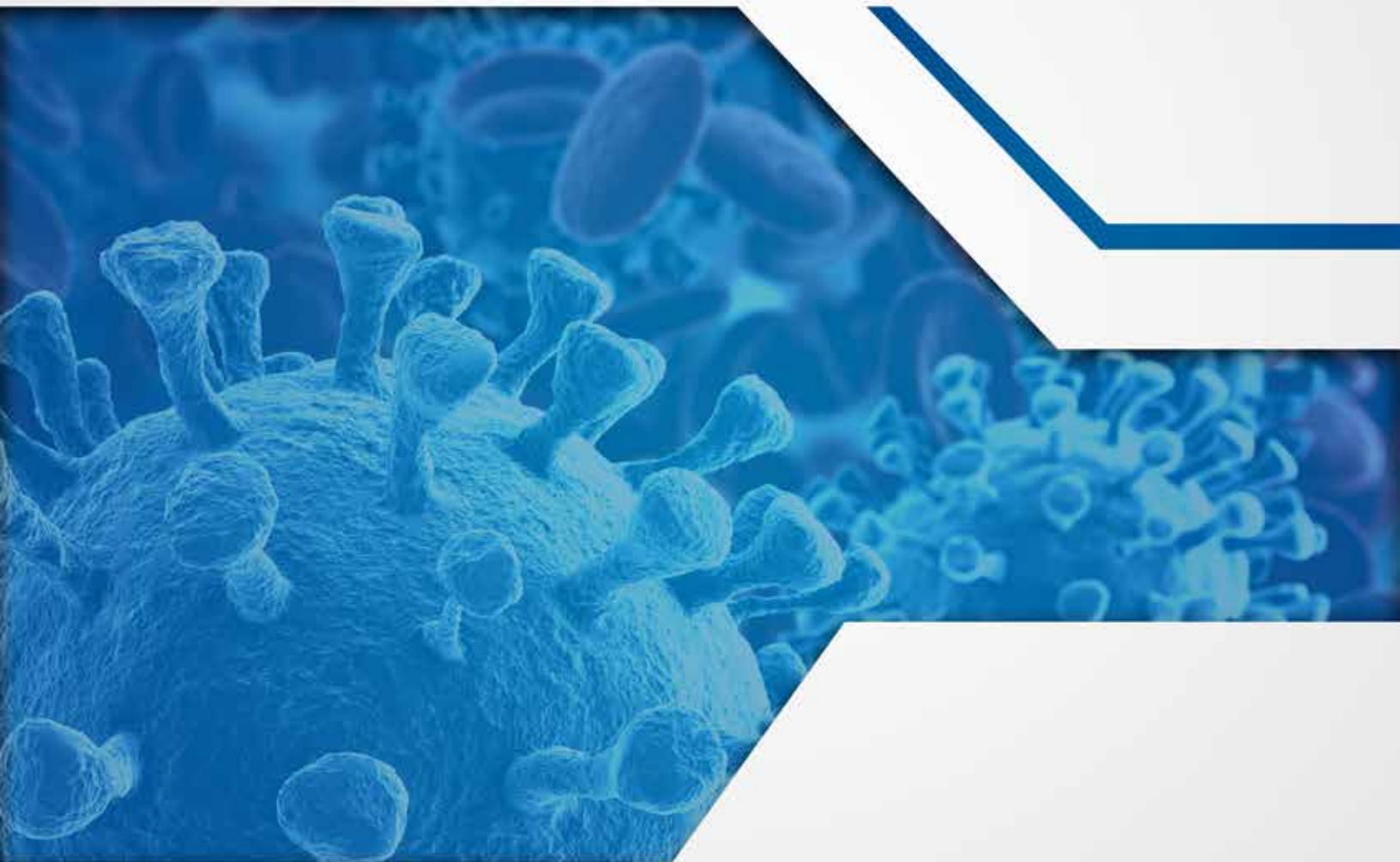
Do you have enough support from your gaining unit/other support organizations?

"Some TDY travelers struggle to find outside support to bring PX or commissary items to them, since they are not assigned to, or have unit's local to Caserma Ederle."

NOTE: The American Red Cross will provide support to Soldiers who fall into this category.



IN PROCESSING WITH CVR (*MICROSOFT TEAMS*)



Welcome to Vicenza! We are currently conducting in-processing using the Microsoft Teams Commercial Virtual Remote (CVR) Environment! The CVR Environment was created to help the DoD community work remotely during the COVID-19 national emergency.

We have a two week rotating calendar. Upon arrival you will jump into the current calendar rotation. This system allows us flexibility for ROM.

If you have received a Welcome Email to your DoD email account with your username and temporary password, follow the below steps:

- STEP 1: Visit the CVR Hub: <https://dodtelework.sharepoint.com/sites/CVRHub> (Please use the Microsoft Edge browser)
 - Tip 1: You must disconnect from your VPN to access the CVR Hub for the first time.
 - Tip 2: You may have a more seamless experience using a device that is not connected to NIPRNet. If you are using a government device, you may need to copy and paste the above URL to your web browser.
- STEP 2: Proceed to enter the username and temporary password that was provided. **Note: The username and temporary password provided expires 7 days after notification.** If you did not set up your account within the 7 days, please call 119 from any DSN phone and tell them you need to reset your temporary password.
- STEP 3: When you initially sign in to the CVR Environment, you will be prompted to change your temporary password. Try not to forget your new password, you will need it to continue accessing the CVR Environment.
- STEP 4: As prompted, set up your multi-factor authentication (MFA).
 - The User Log-on Guide (available here: <https://go.usa.gov/xv3tc>) provides details regarding this step.
 - Note: If possible, use the Microsoft Authenticator application because there are limited licenses for other MFA options.

In-Processing with CVR (continued)

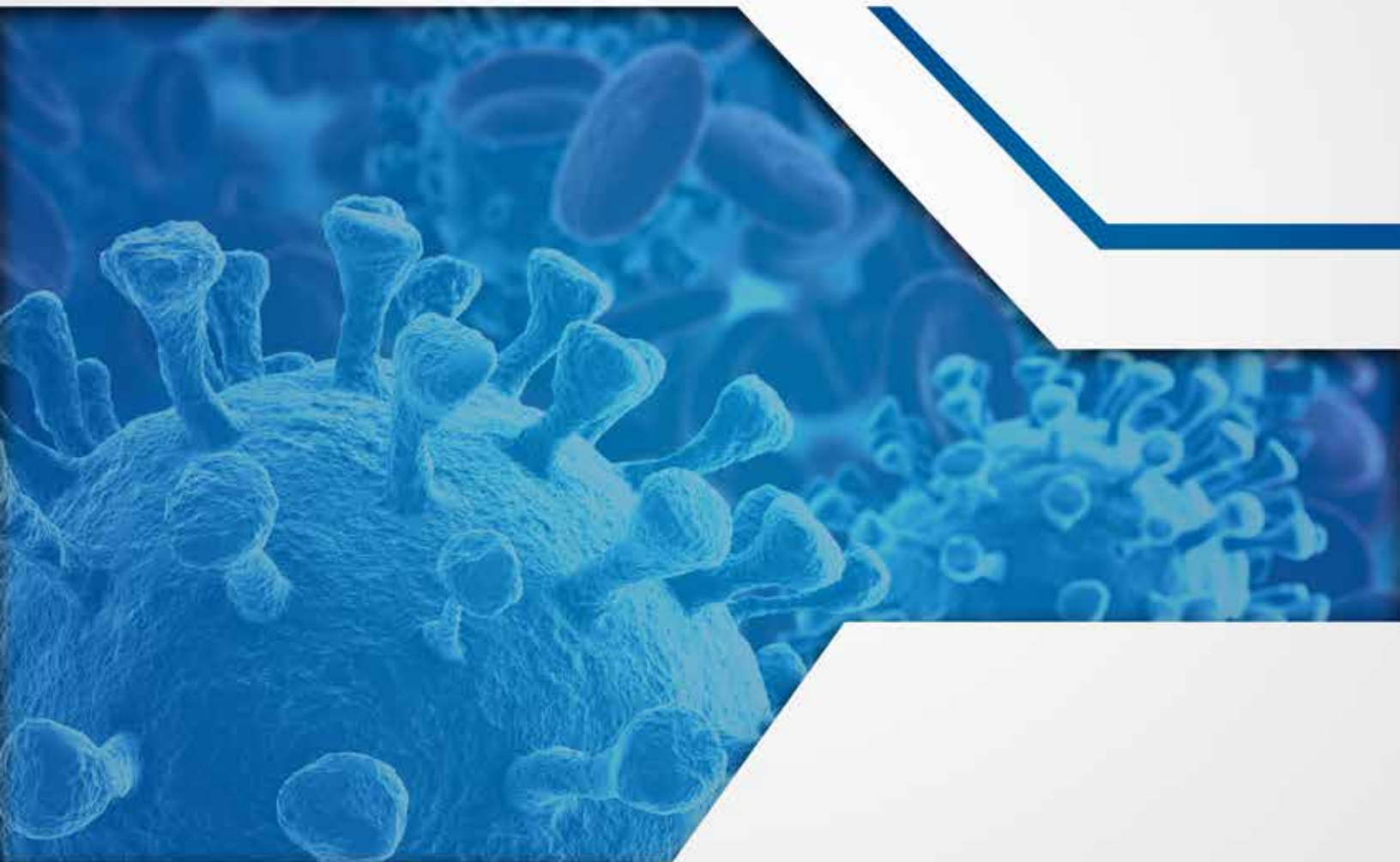
- STEP 5: You are almost there!
 - **On your personal computer** - open your web browser and go directly to the Microsoft Teams website: <https://teams.microsoft.com/> or install the Microsoft Teams desktop application: <https://teams.microsoft.com/download>. It's free.
 - **On your personal phone** - you can download Microsoft Teams and other apps from mobile app stores (i.e., Apple App Store and Google Play).
 - **On your DoD issued phone and/or NIPR computer** - go to <https://go.usa.gov/xv3tc> for more information about how to get access to Microsoft Teams via an approved browser or application.
 - **Visit the CVR Hub** - Take a look around the CVR Hub (<https://dodtelework.sharepoint.com/sites/CVRHub>) to learn more about CVR and how to get assistance if you encounter any issues.
- STEP 6: Request to join the USAG-Italy In-Processing Team by emailing tameka.l.harris.civ@mail.mil & aaron.a.heberle,mil@mail.mil and provide the associated email used to access the CVR Environment.

DON'T have a Welcome Email or CVR account? No worries. We can set up a guest account using your personal email and device. Send an email to tameka.l.harris.civ@mail.mil & luís.s.sotoperez.mil@mail.mil and we will add you to the team! Next, follow step 5 above and you will be part of the team!

Logging into a class: Once you are part of the USAG-Italy In-processing Team, we will invite you to the in-processing classes via Outlook calendar invites. Each invite will include a hyperlink to click in order to join the classes.



OUT-PROCESSING ROM



Once the service member (or) family has been in ROM for 14 days and has not shown any COVID symptoms, the USAG Italy Public Health Team will produce a release from ROM memorandum and notify the USAG-Italy Emergency Operations Center (EOC). ROM personnel can begin clearing from ROM facilities once the Release from ROM Memo is received.

For Personnel under ROM at Villaggio:

Sponsors will:

1. Assist occupants to clear assigned housing.

- a. Must receive a release memo prior to exiting ROM
- b. Ensures Family understands cleaning and release standards.
- c. Ensures keys are turned in after release.
- d. Ensure that linens are returned to Ederle Inn, if applicable.
- e. Ensure that Kitchen Items are returned to ACS, if applicable.
- f. Ensure to advice occupant about completing the [ROM survey](#), (QR Code Below)

2. Transports Family to lodging.

3. Assists occupant in returning CLEANED Lending Closet & Cleaning Items.

For Personnel under ROM at Building 180, Caserma Ederle:

Occupants will clean and clear room according to barracks standards.

Sponsors will:

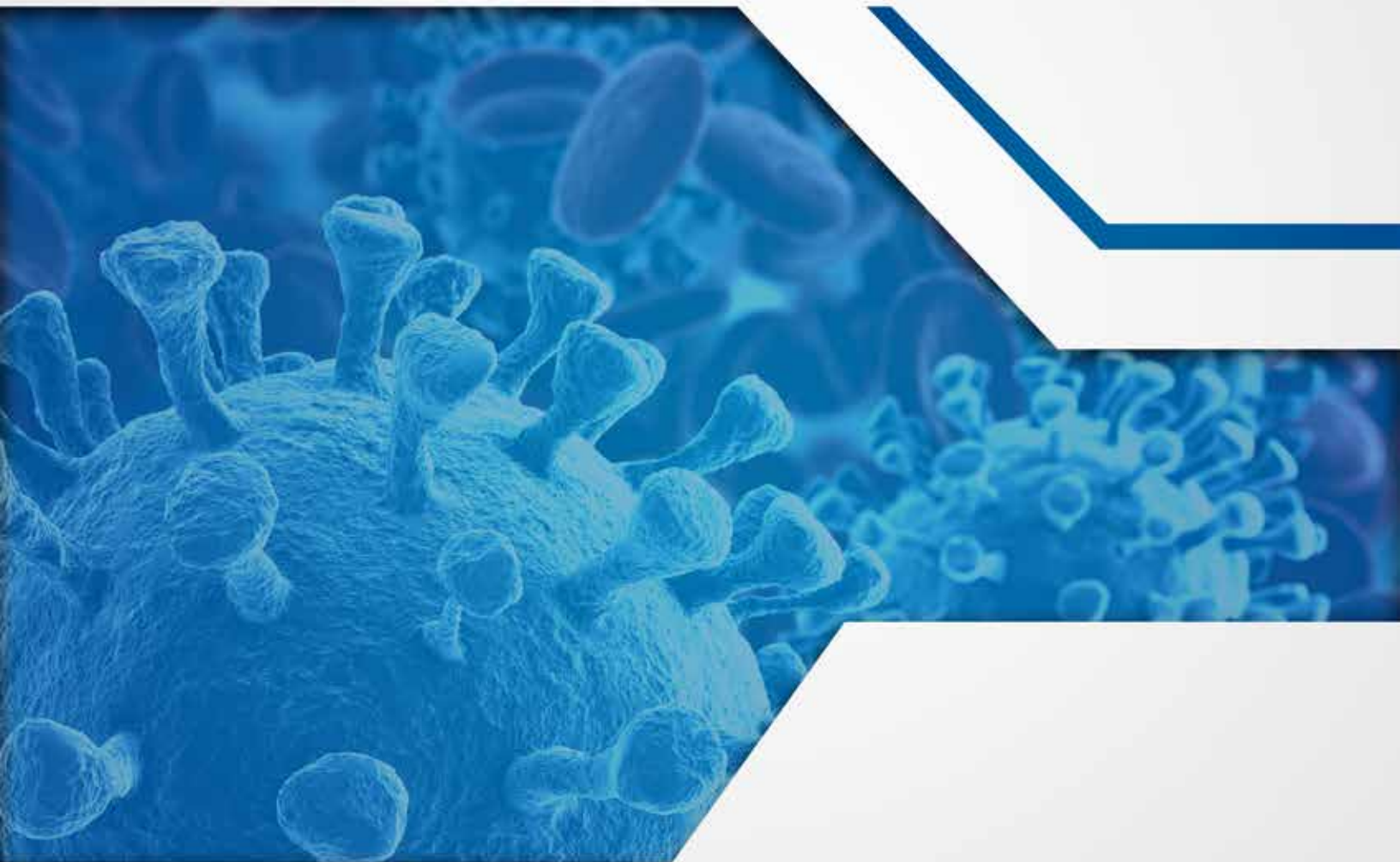
- 1. Must receive a release memo prior to exiting ROM**
- 2. Transport SM to Ederle Inn or assigned barracks room.**
- 3. Ensure occupant advised about completing the [ROM Survey](#).**



ROM Survey:

<https://www.surveymonkey.com/r/ROM-Italy>

DoDEA PARENT GUIDE





DoDEA Online Registration System (DORS)

Parent Guide

This guide is for parents/guardians **new** to the Vicenza/Livorno military communities enrolling a student into DoDEA schools. DoDEA Online Registration for Students (DORS) eliminates manual forms and makes it easy for parents to register their child for school. Once a student's information is entered into DORS, it can be quickly updated at any time and from any computer with Internet access.

DORS WEBSITE: <https://dodea-registration.hosted.src-solutions.com/>

TECHNICAL ASSISTANCE:

Google Chrome is the suggested internet browser for using DORS.

Please email the appropriate school's registrar or call the school if you encounter any issues related to the online registration process:

BEFORE YOU BEGIN, PLEASE GATHER THE FOLLOWING:

- Household information - quarters or home address, mailing address and phone numbers.
- Parent information - orders/employment status, phone numbers, and email addresses.
- Student Information - birth certificate, demographic, and health/medication information.
- Emergency contacts – names, phone numbers, addresses.

THINGS TO CONSIDER:

- The enrollment process may take 15-30 minutes.
- Parents can save at any point in the process and return at a later time to continue.
- Required fields display with a **red asterisk****.
- Parents must click the Save/Next button to proceed to the next step in the process.
- Parent can upload supporting documents in DORS.
- Parents must physically visit the school to complete the registration process.
- It is recommended parents complete the online enrollment process prior to visiting the school.
- Parents must click the "I have completed this student" and "Save and Next" once all student information has been entered & verified.

EMAIL ACCOUNTS:

Every parent will need a valid email address. If you do not have an existing email address, you can create one for free. Some of the more prominent free email sites are:

- Google Gmail: <https://www.google.com>
- Yahoo: <https://www.yahoo.com>

For additional information regarding eligibility and enrollment, click on the link below:

<https://www.dodea.edu/registration-process.cfm>

DoDEA PARENT GUIDE (continued)

For additional information regarding eligibility and enrollment, click on the link below:

<https://www.dodea.edu/registration-process.cfm>

NOTE:

Parents should be cognizant with spelling, capitalization and punctuation as schools will receive the data exactly as it is entered. Dates should be entered as mm/dd/yyyy and phone numbers in the international format. (Example: +39-555-1212). Student names should be entered exactly as shown on the birth certificate.



Vicenza Elementary School
Phone: +39-0444-61-8640
VicenzaES.Registrar@dodea.edu



Vicenza High School
Phone: +39-0444-61-8600
VicenzaHS.Registrar@dodea.edu



Vicenza Middle School
Phone: +39-0444-61-8670
VicenzaMS.Registrar@dodea.edu

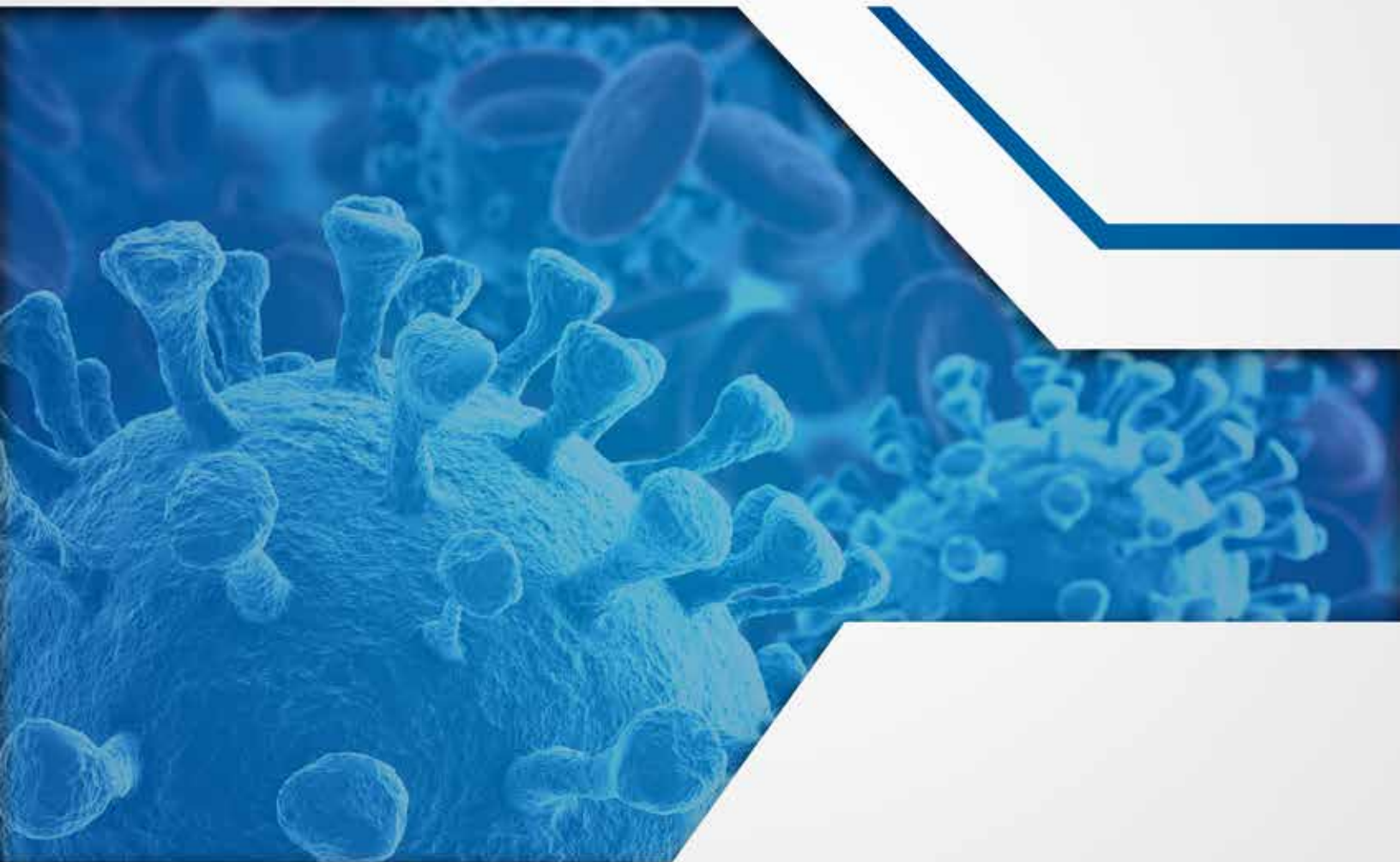


Livorno Elementary/Middle School
Phone: +39-0444-61-8712
LivornoEHSRegistrar@dodea.edu



DEPARTMENT OF DEFENSE EDUCATION ACTIVITY

RED CROSS PRESENTS: RESILIENCY IN QUARANTINE



VICENZA RED CROSS
PRESENTS



RESILIENCE IN QUARANTINE

A safe place where spouses can learn resiliency skills as preventative tools for the challenges that come with living during a pandemic AND military life.

This workshop is free, confidential, and led by a licensed mental health professional.

CREATING CALMNESS
VIRTUAL WORKSHOP
OFFERED TWICE A MONTH ON MONDAYS
FOR SPOUSES: 1100-1200
FOR SPONSORS: 1300-1400

REGISTER HERE

<https://www.eventbrite.com/e/red-cross-service-to-armed-forces-covid-19-virtual-resiliency-workshop-tickets-103786827194>

Questions? Contact us at Vicenza@redcross.org or 0444-71-5053

USEFUL PHONE NUMBERS



Dialing Instructions			
	646-XXXX		0444-71-XXXX
	637-XXXX		0444-61-XXXX
	633-XXXX		0444-59-XXXX
	From USA to 646-XXXX		011-39-0444-71-XXXX
	From USA to 637-XXXX		011-39-0444-61-XXXX
	From USA to 633-XXXX		011-39-0444-59-XXXX
Organization	DSN	Mobile/CIV	Email
Emergency Operations Center (EOC)	314-646-5700	0444-71-5700	usarmy.usag-italy.id-europe.mbx.installation-operations@mail.mil
HHC, USAG-I	314-646-5621	334-656-6405	
	314-646-5622	335-132-0476	
Sponsorship	314-646-5132		usarmy.usag-italy.id-europe.mbx.army-sponsorship@mail.mil
Army Community Service (ACS)	314-646-5817		usarmy.usag-italy.id-europe.mbx.fmwr-vmc-acs@mail.mil
Lending Closet	314-646-5829		
	314-646-5843		
Housing	314-646-2766	0444-71-2766	usarmy.usag-italy.id-europe.mbx.housing-division@mail.mil
		331-689-2535	
Army Lodging Ederle Inn (DFMWR)	314-646- 5084	0444-71-5084	usarmy.usag-italy.id-europe.mbx.fmwr-vmc-ederle-inn@mail.mil
Central Processing Facility (CPF)	314-646-5147	0444-71-5147	usarmy.usag-italy.id-europe.mbx.cpf@mail.mil
	314-646-3198	0444-71-3198	
USO	314-646-4776	0444-71-4775	info.vicenza@uso.org
Red Cross	314-646-5735	0444-71-5735	
Veterinary Clinic	314-636-9160	0444-61-9160	
MP Desk	314-646-5300	0444-71-5300	
Fire Department	314-646-7117	0444-71-7117	
Ambulance		118	
Behavioral Health, Military Life & Family Counseling (MFLC)		345-077-0476	
		347-229-3781	
		333-489-8967	
Domestic Abuse		335-805-7867	Emergencies Call MP Station
SHARP	314-646-8540	335-103-8785	
Housing Emergency (after hours)		0444-239-149	
Housing Emergency (duty hours)	314-646-2700	0444-71-2700	

For additional phone numbers:

<https://home.army.mil/italy/index.php/contact/phonebook>

https://army.deps.mil/army/cmds/imcom_eur-usag/Italy/Pages/Sponsorship.aspx

<https://crg.amedd.army.mil/guides/usareur/vicenza/Pages/default.aspx>

<https://reopen.eu/en>

