



Controlled Monitoring Area FAQ's

CMA Hotline: (253) 964-3953

1. What address do families and friends use if they want to send mail to their service member or civilian personnel in the JBLM CMA?

A. They can send mail to the following:

**Soldiers Rank, Name (or civilian equivalent)
Box 339540
JBLM, WA 98433**

If someone wishes to use FedEx or UPS use the address below:

**Soldiers Rank, Name
523d Transportation Company
12321 D St BLDG P12321
Tacoma, WA 98433**

2. If a service member has already been checked out Ebola free before leaving the deployed location, why is this necessary?

A. The incubation period for Ebola Virus Disease (EVD) is 2-21 days. The CDC recommends Active Monitoring for 21 days after leaving a country with widespread Ebola virus transmission (even if the individual had no known exposures to Ebola virus). The purpose of active monitoring is to ensure that if symptoms of EVD develop, they are detected as soon as possible. This provides maximum protection for the Soldier, his or her Family, and the community at large. Proper management of active monitoring includes detailed record keeping and prompt access to medical evaluation and treatment if fever or symptoms of EVD develop. The Secretary of Defense has determined that the best way to administer active monitoring for returning service members is through controlled monitoring at selected sites in the Continental U.S. (CONUS) as part of post deployment processing.

3. When does the service members' 21-day clock start?

A. When they leave the deployed location. The 21-day monitoring ends on day 22 at 8:00 a.m.

4. What if a family member needs to contact the CMA?

A. They can contact the mayor cell at (253) 964-3953.

5. Will my service member be able to enjoy a Thanksgiving meal while in the CMA?

A. The dining facility is preparing a Thanksgiving meal with all the fixings for those in the controlled monitoring area. It is our goal to ensure their holiday is as enjoyable as possible.

6. Will my service member have internet access?

A. The CMA is set up with Wi-Fi, computers, and phones so personnel can stay connected with family and friends.



7. If my service member has to go on emergency leave, will he/she have to return to JBLM?

A. If the emergency leave ends prior to the end of his/her 21-day controlled monitoring, service members are required to return to the CMA from which he/she departed on emergency leave in order to complete the 21-day controlled monitoring period.

8. Why can't my service member return home?

A. It is a policy directed by the Chairman of the Joint Chiefs of Staff Instruction, CJCSI 4220.01, dated Nov. 14, 2014, that all DOD service members, including active, reserve, and National Guard will undergo a 21-day controlled monitoring program upon returning from, deployment to, transitioning through, or having been stationed in the Ebola outbreak area in West Africa. Controlled monitoring is all about protecting our service members. We want to eliminate any potential for exposure.

9. What happens to the rest of the cohort if someone has Ebola symptoms?

A. If a service member exhibits symptoms of EVD, they will immediately be removed from their cohort population, placed into sick call, and isolated until EVD trained medical personnel arrive. The rest of the members of the cohort will continue to be monitored. Members of the group who remain asymptomatic will not restart their 21-day clock unless a group member test positive for Ebola.

10. Can we come to JBLM and visit with our service member?

A. No. Service members will not be allowed to have physical contact with their families until they have completed their 21-days of controlled monitoring and are cleared for release. However, they will have access to phones, Wi-Fi, and computers which will keep them connected with their family and friends.

11. What will happen to a service member if he/she shows Ebola symptoms during the 21-day controlled monitoring period?

A. If a service member exhibits symptoms of EVD, they will immediately be removed from their cohort population, placed into sick call, and isolated until EVD trained medical personnel arrive.

12. Will service members have access to any resources so that they can purchase any necessary or comfort items (books, snacks, toiletries, etc.)?

A. Yes. AFFES will set-up a store within the CMA and they will also provide an ordering service for those who want to order items from the main Exchange.

13. Will they be able to drink alcohol or order food besides what's available from the DFAC deliveries while in the CMA?

A. Possession or consumption of alcoholic beverages is prohibited for all personnel within the CMA. The CMA commander may permit personnel within the CMA to consume no more than two drinks on special occasions. Outside ordering of food must be coordinated through the Black Jack Mayor Cell.