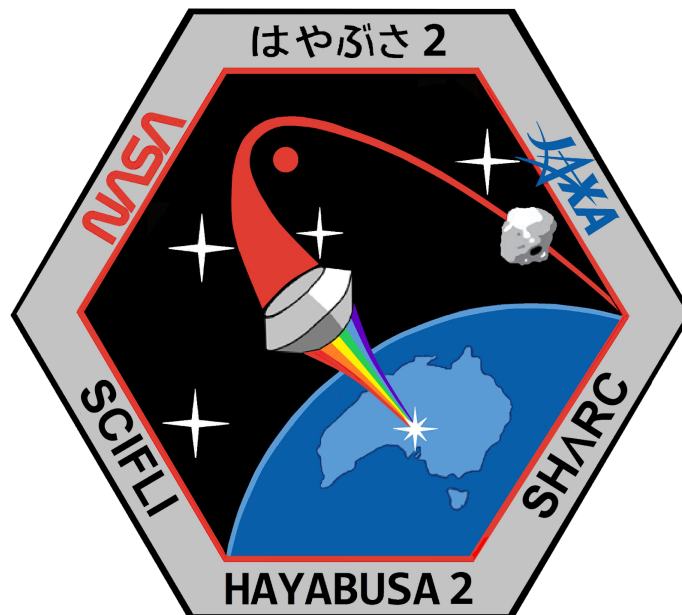


# DEPLOYMENT ORIENTATION GUIDE

ADELAIDE, AUSTRALIA (Nov - Dec, 2020)

*Basic local information and answers to many of the questions that you may have ahead of your arrival. Contact the Earth Science Project Office (ESPO) for further questions or details not covered in this document.*



LIVE DOCUMENT: LAST UPDATED 11/10/2020



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## NASA ANTI-HARASSMENT POLICY

“Each of us is expected to conduct ourselves appropriately and to treat each other -- as well as our partners and stakeholders -- with professionalism, respect, and dignity, to avoid engaging in any harassing conduct.” The success of NASA's mission depends on having a safe and effective workforce, which requires an inclusive and respectful workplace where employees are empowered to perform their duties, voice their concerns and ideas about issues requiring correction or improvement, and report risks, problems, and wrongdoing. “ NASA's anti-harassment policy, procedures, and resources <https://www.nasa.gov/offices/oeod/eoi/anti-harassment>.



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## MISSION DAILY COMMUNICATIONS & UPDATES

### PLAN OF THE DAY (POD)

A daily plan of the day (POD) will be communicated via the following three methods:

- Via **email** to the email list [hayabusa-2@espo.nasa.gov](mailto:hayabusa-2@espo.nasa.gov)
- To the SHARC **WhatsApp group** (see below)
- Posted on the **SHARC ESPO website** under Mission Planning => Daily Schedule:  
<https://espo.nasa.gov/sharc/daily-schedule>

The smartphone application **WhatsApp** will be the primary means for fast and real time communication with the teams. We have created the following groups, please keep content appropriate for each of them:

- **SHARC:** All mission related announcements, schedules, updates, etc.
- **SHARC-N520NA-LaRC:** Messages specific to crew and instrument teams from N520NA
- **SHARC-N992NA-JSC:** Messages specific to crew and instrument teams from N992NA
- **SHARC Fin:** fun sharing, photos, media. social sharing. Non-work related content

We will create the WhatsApp groups mentioned above with the cell phone information you provided. Everyone will be added to the SHARC and SHARC Fun groups. You can always either MUTE notifications for a specific group, or remove yourself from it.

Please let Jhony Zavaleta or Caitin Murphy know if you need your number changed or need to add anyone else to the list.

### INSTALLING WHATSAPP ON YOUR SMART DEVICES

WhatsApp is available for download to smartphones (iOS and Android). Once installed on a smartphone, WhatsApp can be synced to a desktop browser or a desktop application can also be downloaded for MacOS and Windows Operating systems. Download either version at <https://www.whatsapp.com/download/?lang=en>

## ESPO LOCAL SUPPORT IN ADELAIDE

The NASA Earth Science Project Office (ESPO) will be your main POC on the ground during the deployment. Please reach out to us for any questions that you may have.

Jhony Zavaleta, ESPO Mission Support- Project Manager (Primary)  
Cell: +1 (650) 224-4825  
Email: [jhony.r.zavaleta@nasa.gov](mailto:jhony.r.zavaleta@nasa.gov)

Caitlin Murphy, ESPO Mission Support - Project Coordinator (Primary)  
Cell: +1 (650) 680-7732  
Email: [caitlin.murphy@nasa.gov](mailto:caitlin.murphy@nasa.gov)

Quincy Allison, ESPO Mission Support- Deputy Project Manager (Alternate)  
Cell: +1 (650) 450-7645  
Email: [quincy.allison@nasa.gov](mailto:quincy.allison@nasa.gov)



## INITIAL ARRIVAL TO AUSTRALIA - QUARANTINE

Note: As of October 1st, 2020, South Australia (including Adelaide) accepts the quarantine incurred in Sydney -if that is your first Port of Entry into Australia, therefore a double quarantine period is no longer required. Although unlikely, this might change based on the COVID-19 situation in Australia at the time of your travel. It is recommended to book a flight with Adelaide as your first port of entry (usually via Qatar or Hong Kong). This however may be difficult due to the reduced number of options and cancelled flights, and Sydney might be your only option. ESPO will monitor the situation in Australia and inform the mission of any changes/updates to the interstate restrictions in Australia.

While arriving at the FBO terminal might move the process along quickly, arrival processing at the general passenger terminals is slow. Arriving passengers are processed by aircraft, and only after a full flight has been processed, the next one may start. Your aircraft might have to wait for some time (in one case ~1 hour) before anyone -including crew- is allowed to leave the aircraft

Once inside the terminal, you will undergo a medical screening process consisting of in-ear temperature checks and a one-on-interview with a nurse about your medical health. After processing, you will be transported by bus to the Medi-hotel assigned to you by the Australian government, where you will quarantine for the next 14 days. You will be transported to the hotel by the Australian Border Force, augmented by the Australian Army.

The exact end of the 14-day quarantine period depends on your arrival time: before noon, before 1800, after 1800 hours. See following example:

### **Quarantine Period Example:**

*Arrival date:* November 9, at 0820 hours

*Quarantine day 1:* from November 9 at 1030

*Quarantine ends:* November 23, morning (anytime after 0400). Check out of the quarantine hotel would be in the morning of November 23.

Check-out of Medi-Hotel and proceed to the hotel selected for the mission: *The Intercontinental Adelaide* (information below)

*Arrival date:* November 14, at 2130 hours

*Quarantine day 1:* from November 14 at 2400 until November 15, at 2400

*Quarantine ends:* at 2400 hours on November 28. Check out of the quarantine hotel would be in the morning of November 29.

Check-out of Medi-Hotel and proceed to the hotel selected for the mission: *The Intercontinental Adelaide* (information below).

Once you have been assigned to your Medi-hotel, please check in with ESPO via email or Whatsapp to let them know the hotel you are located, room number, date/time of arrival, and when you expect to be released from quarantine. The Australian government will attempt to put all SHARC participants in the same hotel, this is dependent upon availability.



### **Quarantine - COVID-19 Testing**

You will likely be tested for Covid-19 within the first 48 hours of your arrival and on day 10 or 12 of quarantine. Exact testing arrangements will depend on whether you are a NASA Civil Servant or a contractor/subcontractor. Non- NASA CS will go through the standard process and arrangements made by the Australian government. NASA CS will coordinate with ESPO and the US embassy for their testing. **(More information/clarification coming in the next few days).**

If you test positive, SA Health may require an extended stay in hotel quarantine or a medical facility to ensure appropriate care and/or treatment can be provided, and to prevent transmission into and across the community. In the unlikely event that you do test positive, any care or treatment is likely to be paid for by their insurer. If no adequate insurance is in place or if other unexpected issues arise, SA Health will waive any fees for treatment of COVID-19 for foreign nationals. Refer to the Deployment Safety Plan for further detail.

### **Quarantine - Hotel Stay**

You will be strictly limited to your room during the 14-day quarantine and food will be provided and brought to you in a contactless manner during this entire period. Each hotel room has a desk and office-style chair, Wi-Fi and cable internet access (at the desk).

All packages, including food, are delivered directly to your room in a contactless manner. Alcohol is permitted, however, this is limited to 6-pack of beer or one bottle of wine per day. If required, special alcohol requirements can be delivered to the hotel as required. Exercise equipment can also be arranged to be delivered to rooms. All requests for additional items are usually accommodated and every effort is made to make the guests as comfortable as possible. Waste is disposed of in accordance with infection control guidelines.

***When checking-in, remind the staff that you will be paying for your quarantine lodging costs directly, and that these are not to be billed to your company.***

***No exchange of items between personnel in quarantine is allowed. You may not send any items (as simple as a plug adapter for example) directly or indirectly to anyone else in quarantine. Ensure that you have everything you need when going into quarantine on day 1.***

**To use local food delivery apps, a local number might be needed. See Guide section on Local Phone/Data.**

### **Quarantine - Cost**

The Australian government has a flat fee of \$3,000AUD (\$2,216USD) to cover the quarantine costs, including the meals. The individual traveler will be invoiced. It is up to the traveler and their employer to work out any required reimbursement plans. Payment must be received within 30 days of billing. Any special meals or accommodations can be requested at additional costs. **(More information/clarification coming in the next few days).**

### **Quarantine - Emergency Situation Response**

The medi-hotels have a full emergency response plan in place, with fire wardens, medical support and management all trained in the processes required. All potential scenarios, including evacuations have been worked through extensively. Additionally, South Australia Police are on site 24 hours a day, seven



days per week.

## LODGING

### POST-QUARANTINE LODGING INFORMATION

ESPO has set up a room block reservation at the Intercontinental Hotel in Adelaide, Australia. Reservations should be made by each traveler or their travel coordinators no later than November 10, 2020 by contacting the hotel via phone, email, or the live link provided below. Be prepared to provide a credit card number for the room reservation. Please note that if a room reservation needs to be cancelled or modified, it must be done so 7 days before scheduled arrival, anything changes done with less time may incur penalty fees up to the entire length of the stay. *Each traveler is responsible for modifications to their own reservations.*

### THE INTERCONTINENTAL HOTEL: BOOKING DETAILS

**Address:**

InterContinental  
North Terrace  
Adelaide SA 5000, Australia

**Rate:** \$195.00 AUD (approximately \$138 USD), breakfast and GST included.

Please use one of the following methods to make your reservation, email is preferred, but not mandatory. (Please use the Booking Reference: "SHARC"):

**Phone:** +61-8-8238-2400

**Email:** [reservations.adelaide@ihg.com](mailto:reservations.adelaide@ihg.com)

**Website:**

<https://www.ihg.com/intercontinental/hotels/us/en/>

**Cancellation Policy:**

***Reservations must be made by November 10***

*Cancellations within 7 days of arrival will be charged 100% of the stay for the reservation*

Check-in time: Daily: 3:00 pm

*ESPO will request early check-in for the entire team, but it will be subject to availability and not guaranteed.*

**Check-out time:**

Daily: 11:00 am

*Requests for late checkout are subject to availability at the time of check out, and it may incur a surcharge.*

**Amenities**

- Air conditioning
- Hypo-allergenic bedding
- Linens
- Pillow Menu
- Hair Dryer
- Separate bathtub and shower
- Towels
- Cable channels
- Premium Channels
- Pay movies



- Bathrobes and designer body products
- Coffee/ tea maker
- Electric Kettle
- Minibar
- Desk
- Free newspapers
- Iron/ ironing board

### Onsite Services

- Room Deliveries (\$ 8 AUD per package)
- Business Center- with internet and printing facilities
- Guest Services and Tour Desk
- Laundry Facilities- valet service
- Valet Parking
- Outdoor swimming pool
- Sauna and Spa
- Fully equipped gymnasium
- Oncall doctor available (for a fee)



### Hotel & Room Cleaning Protocols

Room service is available upon request. Guests can pick up new linens, towels, and toiletries from the front desk. You may also request to have them dropped off at your room.

## SHIPPING OF SMALL PACKAGES

Last minute parcel shipments should go to the *InterContinental hotel* and should be addressed with Attention to Michele Rogers (Mobile: +61 417 802 465, Fax: +61 8 8231 1120, email: [michele.rogers@ihg.com](mailto:michele.rogers@ihg.com)) on behalf of you. She will hold them at the front desk on your behalf to ensure they are looked after. If you choose to have a package delivered to your room you will incur an \$8.00 AUD per package fee.

Attention: Michele Rogers

[You Name]

InterContinental

North Terrace

Adelaide SA 5000, Australia

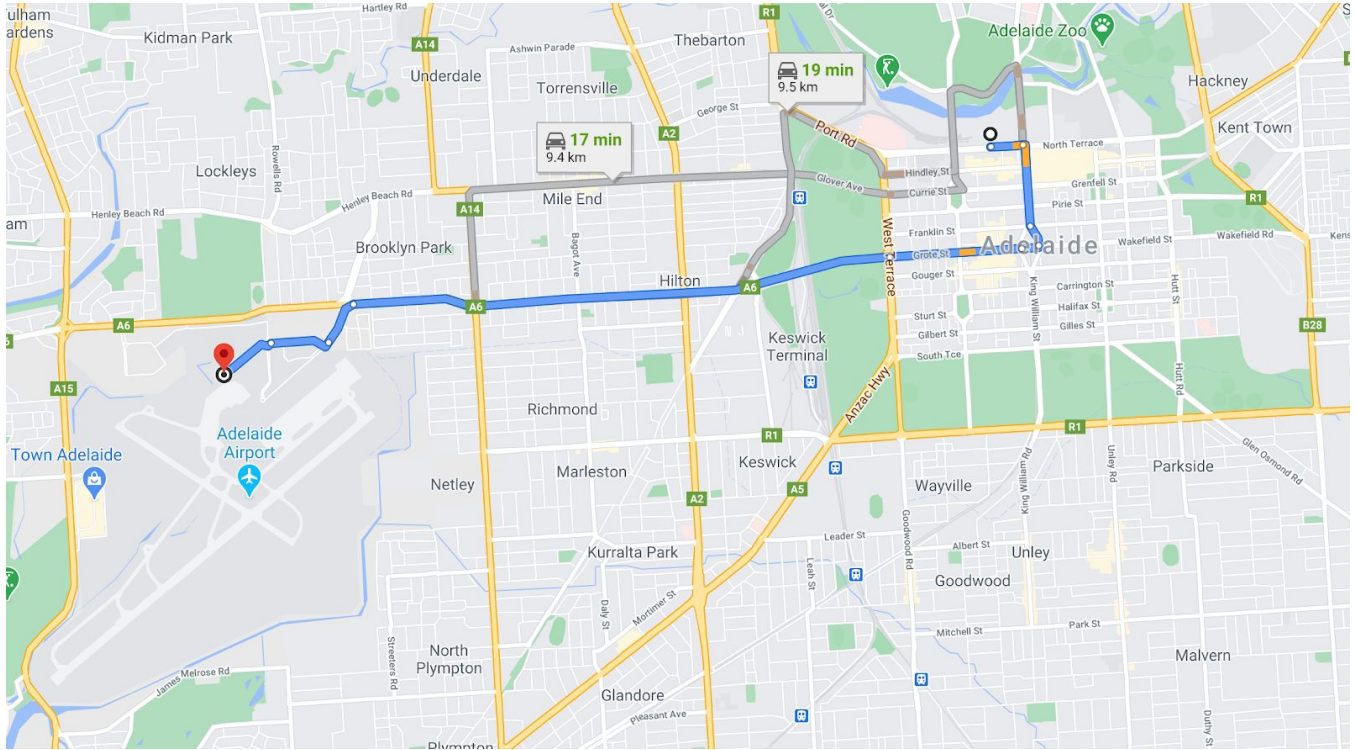
The fastest way to ship small parcels to Adelaide from the United States is using **DHL** (<https://www.dhl.com/en.html>) Depending on what day of the week your package is sent, it can take anywhere from 6 - 8 calendar days for the package to arrive in Australia. A 20 lb box measuring about 13.27" x 12.68" x 7.09" costs about \$500USD, plus any importation duties.

## SHARC AIRPORT OPERATIONS

Operations at the airport will be limited to access for aircraft and instrument maintenance and calibration and flight day operations. Both NASA aircraft will be located in the VIP Terminal of the Airflite /Cobham FBO building located at *28 James Schofield Drive, Adelaide*. The FBO building is located about a 20 minute drive from the hotel



(5mi / 8Km). See figures below for location on the map. ESPO will coordinate with the Airflite/Cobhan FBO for access to the facilities for mission personnel. Keep an eye out for further instructions.



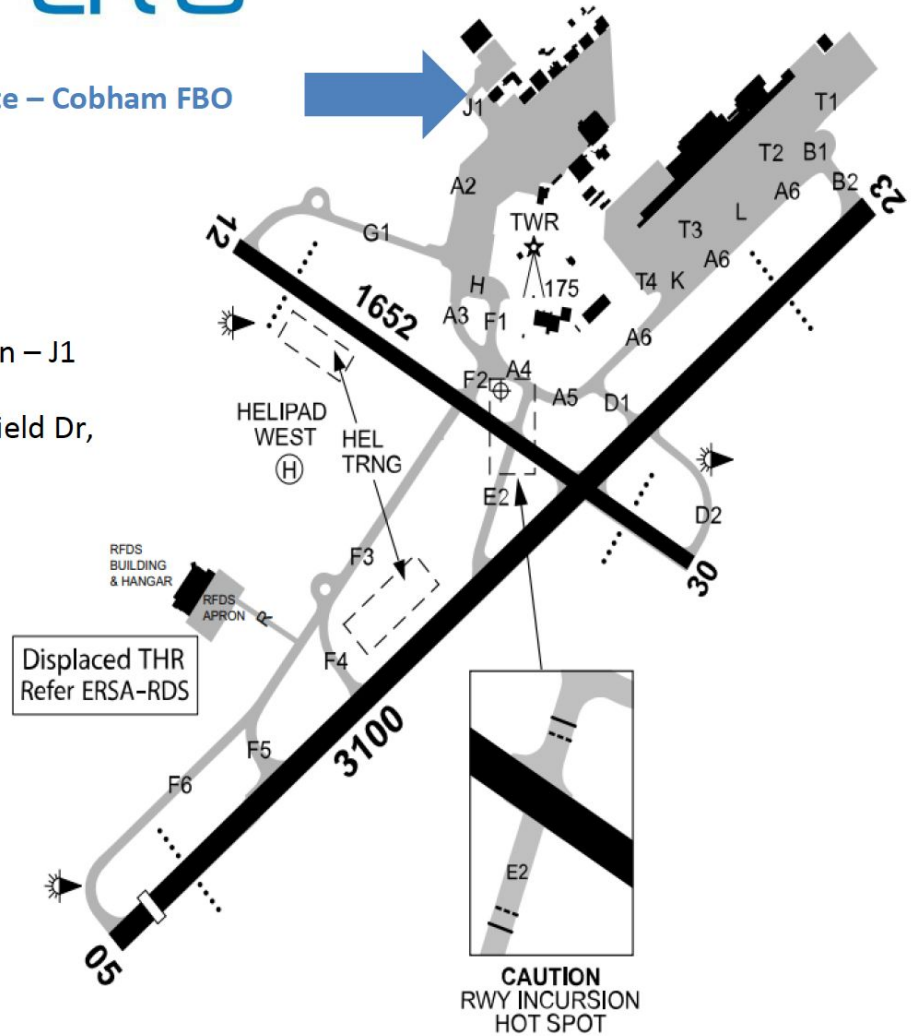


Airflite – Cobham FBO

**Location Map**

**Airside:** Cobham Reception – J1

**Roadside:** 28 James Schofield Dr,  
Adelaide Airport



**TRANSPORTATION & DRIVING IN AUSTRALIA**

A limited number of personnel will rent vehicles in Australia. Personnel sharing rental vehicles should belong to the same group/bubble.

**CARPPOOLING**

Carpooling is discouraged during this mission, however we understand that driving at night or during long days in a foreign country can be disorienting and the extra sets of eyes might prove to be beneficial and minimize the risks of accidents. If you choose to carpool:

- you must carpool with those within your working team or “bubble,” do not carpool with those that you do not work with.



- You must maintain the same carpool team throughout the duration of the mission, do not swap carpool members, even if they are on the same team.

#### Additional Rules for Carpooling:

- Assign designated drivers at all times. Limit the number of people who will drive
- Make sure that all drivers are well rested and not distracted by other mission priorities
- Rent a larger vehicle with a good safety rating, make sure it has good sightlines out of it (small, sporty cars are not recommended!)
- Have a passenger riding in the front seat help maintain vigilance, and work with the driver to be safe
- Make sure other passengers limit driver distractions, keep music off – it can provide a false sense of calm and cause the mind to wander
- Give yourself at least 10 minutes extra to make the drive, so that you are not rushing or stressed by time.

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## TRAFFIC LAWS

Common Traffic laws everyone should know about and adhere to. Use of Mobile phones is not permitted while driving.

- Always wear your seatbelt
- Do not Drink and Drive
- Obey Speed limits
- Do not use your horn unless notifying other drivers of imminent danger
- No U-turns, unless in Victoria

Additional Traffic Laws can be found: <https://www.legislation.sa.gov.au> South Australia Road Rules

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## DRIVING TIPS

- Australians drive on the left side of a two way road.
- While on this mission, safety is a paramount concern, not just due to the pandemic. , One custom that many of us may not be used to is driving on the opposite side of the road which can be life threatening.
- Below are tips from SHARC team member Richard Schwartz, who has experience driving in Australia and is also an on-track high performance driving instructor.
  - When we, as Americans, drive in Australia, it is almost like being in a weird dream. Things are almost identical, except for those very important things that are very different. We can read all of the signs, but some may be in a different format than we expect. And most importantly, we will be on the wrong side of the road, with a car that has the steering wheel on the wrong side. This is very disorientating at the start, and can quickly become so again even after an extended time behind the wheel when tired or distracted. It is critical that all drivers realize that they are in a new and dangerous environment, and maintain vigilance. You will not develop the same muscle memory and experience driving in Australia for a few days or weeks that you have while driving in the US. From personal experience, this is what helped me:
    - Always maintain clear sight far ahead, and look where you want to go (driving instruction 101 anywhere). However, when “on the wrong side”, this is especially critical. You will need the extra few moments to cogitate on which side of the road you need to be on, or how to handle the lane changing in a round-about (traffic circle – they



have plenty of them there), so take your time and realize that YOU WILL NEED EXTRA TIME FOR BRAIN PROCESSING to do even the simple things.

- Clearly think and identify the lane you want to be in when you make a turn at an intersection. This is critical.
- Remember, pedestrians may be walking onto the street from the other side of the car that you are used to, keep a close watch at all times.
- Street signs can be just different enough to be confusing – study up before going.
- I found that I was keeping the car too far to the side of the road at times, almost going off road. This was a visual issue, as our brains are calibrated to the asymmetry of driving here. Be vigilant, or you may find that you're getting flat tires or hitting ditches.
- Remain vigilant at all times – I got comfortable and found myself making mistakes

## AROUND TOWN

### WEATHER & TIME ZONE IN ADELAIDE

The weather in November and December typically average highs of 80F (27C) with lows of 60F (15.6C), these are considered the drier months with only 1.1” of rainfall on average in the month of December. Humidity is roughly 39% on average during this time of year. With an average of 9.5 hours of sun and a UV index of 12, it is recommended that participants take all of the standard precautions to guard against sun damage, including:

- Limiting exposure to the sun particularly between the hours of 10 am and 4 pm.
- Sun-protective clothing- long sleeved shirt and pants, a wide brimmed hat, UVA and UVB-blocking sunglasses
- Sun screen

Adelaide Australia is in Australian Central Daylight Time Zone (UTC +10:30).

### CURRENCY

#### Australian Dollar

Australia uses the Australian Dollar (AUD). Notes come in \$5, \$10, \$20, \$50, and \$100; coins come in increments of 5, 10, 20, 50 cents and 1 and 2 dollars respectively.

#### Currency Exchange



Currency exchange is available at banks, international airports, most hotels and ATMs. As of October 1 the exchange rate was: \$1AUD to \$0.71 USD. Current exchange rates can be found at <https://www.x-rates.com/table/?from=USD&amount=1>

#### Other Monetary tips

- Travelers Checks are not widely accepted and if you do choose to use one, it is recommended that it be in Australian Currency.
- Tipping is not common, unless at a high end restaurant, in which case 10% of the bill is recommended for good service.
- Bargaining/ Hagglng is not customary in Australia

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### CREDIT CARD USAGE

Australia's Electronic payment system is widely available, allowing for the use of credit cards and debit cards. Fees may be charged on transactions, particularly if withdrawing from an international account. It is recommended that you notify your credit card company before traveling to understand potential overseas charges and inform them of the countries you will be traveling to ensure that your purchases are not held. Use a card that does not add a foreign transaction fee, if possible.

Visa and Mastercard are accepted everywhere, American Express and Diners Club are accepted at most major retail chains, supermarkets, and tourist destinations. It is recommended to carry multiple forms of payment.

There may be the ability to pay with Apple Pay or Paywave where you tap your contactless card on the checkout terminal. Ask your bank for a new card with the new chip technology or ask to set a PIN number. If you do not have a PIN, you may be able to sign for your purchase. Many cards will allow you to set up a PIN either by website, phone, text or some you may have to wait to receive in the mail.

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### TELEPHONE CALLS IN/TO/FROM AUSTRALIA

Mobile Network access is available throughout Australia, though it may be limited in some remote areas. The international country code for Australia is **+61**

**Calling to Australia from the US:** Type the **US exit code:** 011 (or + sign, which can be entered by pressing and holding the zero for about three seconds) **and the nine-digit number** which includes the area code.

Example of calling a fixed line in Adelaide (area code 8):

011-~~8~~XX-XXX-XXX or from a cell phone in the US: +61-~~8~~XX-XXX-XXX

Each region has its own area code (When dialing from outside of Australia leave out the "0"):

- Central and West (Western Australia, **South Australia**, and Northern Territory) **+08**
- Central East (New South Wales, Australia Capital Territory) +02
- South East (Victoria and Tasmania) +03
- North East (Queensland) +07
- **Australian Mobile phones (Australia-wide) +04**

Example of calling a cellular phone in Australia (area code 4):

011-61-~~4~~XX-XXX-XXX or from a cell phone in the US: +61-~~4~~XX-XXX-XXX





**Calling numbers in Australia when in Australia from a US phone:** Usually, your phone's automated dial assist feature should recognize your location and therefore the fact that the number you are trying to call is a local number. So just enter the 9 digit number as indicated above and press [Call]. many times, only 8 digits are provided, it is assumed that you will add the last digit depending on the territory you are in, specially in the case of calling a fixed line. If that doesn't work, try using the **+ sign and the instructions above:**

+61-8XX-XXX-XXX for a fixed line or +61-4XX-XXX-XXX for a cellular line.

**Calling US numbers from a US phone, when both in Australia:** Usually, the automated dial assist feature of your phone should figure out how to do this without much effort. HOWEVER, some numbers might be confused as local numbers, especially those with similar area codes. If you have issues with dialing a number of a US person (when they are either in Australia or the USA) try dialing their number in the following format: **+1-(XXX)-XXX-XXXX**. As a frequent international traveler, it is a good habit to save all your contact information with a country code in front avoid issues when traveling and calling from abroad.

---

## AT&T SUBSCRIBERS

- You must be enrolled in one of the international calling plans before arriving in Australia.
- Things to do before you leave the country as listed on the AT&T website:  
<https://www.att.com/support/article/wireless/KM1009436/>.
- Prior to traveling to Australia, contact AT&T either via phone at 1-800-331-0500, online at <https://www.att.com/offers/international-plans/country.html#/AUS>, or via your personal AT&T account to enroll in one of the International Calling Plans.

*Need help while abroad?*

- Chat with us when available. Keep in mind, chat isn't available for AT&T PREPAID<sup>SM</sup> (formerly GoPhone<sup>®</sup>).
- Call +1.314.925.6925 (free from your AT&T wireless phone).

### [Adelaide, Australia Coverage Map](#)

Wi-Fi calling is available through AT&T once you are enrolled in one of the two International Calling Plans. If you do not enroll in one of the plans, then you will be charged roaming charges for all calls made in and to any phone # in Australia or any calls made back to the United States. The roaming charge is \$0.35 per minute for the. for the 10gb package, calls made within Australia to each other, after 250 minutes, calls are charged at \$ 0.45 per minute.

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## VERIZON SUBSCRIBERS

### [Adelaide, Australia Coverage Map](#)

1. To enroll in an International Calling Plan with Verizon, please call 1-800-922-0204. They do not recommend going through your own account to enroll in a plan.
  - a. There are three plans available
    - i. Travel Pass
    - ii. Monthly International Travel Plan
    - iii. Pay As You Go
2. A customer service agent will walk you through the process of enrolling in one of the plans.

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## T-MOBILE SUBSCRIBERS

### [Adelaide, Australia Coverage Map](#)

To enroll in an International Calling Plan with T-Mobile, you can log-in to your account at [www.t-mobile.com](http://www.t-mobile.com) to enroll.

You may call them directly at 1-800-866-2453 from any phone or from your T-Mobile phone you may call 611.

- a. There are three plans that are available for international usage.
  - i. Simple Global
  - ii. [International Data Pass](#) - this is the plan was recommended by T-Mobile
  - iii. Other Plans

Wi-Fi calling while in Australia to phone numbers in Australia and calls back to the U.S. are free as long as the signal is adequate, otherwise roaming charges will be charged. You do not need to be enrolled in an international calling plan to make calls using Wi-Fi with T-Mobile.

- b. Roaming charges are based on your current plan.

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## LOCAL CELL PHONE PLANS

There are several options available, you should have your own **carrier-unlocked** cell phone (Android or Apple). The purchase (the hotel could buy one for you and bill it to your room) and activation process are simple and straightforward. For example, a \$30AUD starter pack (no lock-in contract) can give you 30GB of data for 30 days of use at LTE speeds.

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## INTERNET AND ELECTRICAL POWER

### **Internet**

Most hotels have a combination of free high speed wifi and ethernet cable connection available in each room. Also, there are various cafes that offer free internet and the city of Adelaide also provides city wide free internet access. It is advised to use VPN, particularly when using a government device.

### **Local Power**

Main voltage in Australia is 230V 50Hz. It is recommended that US and Japanese participants bring power adapters for their various electronic devices.



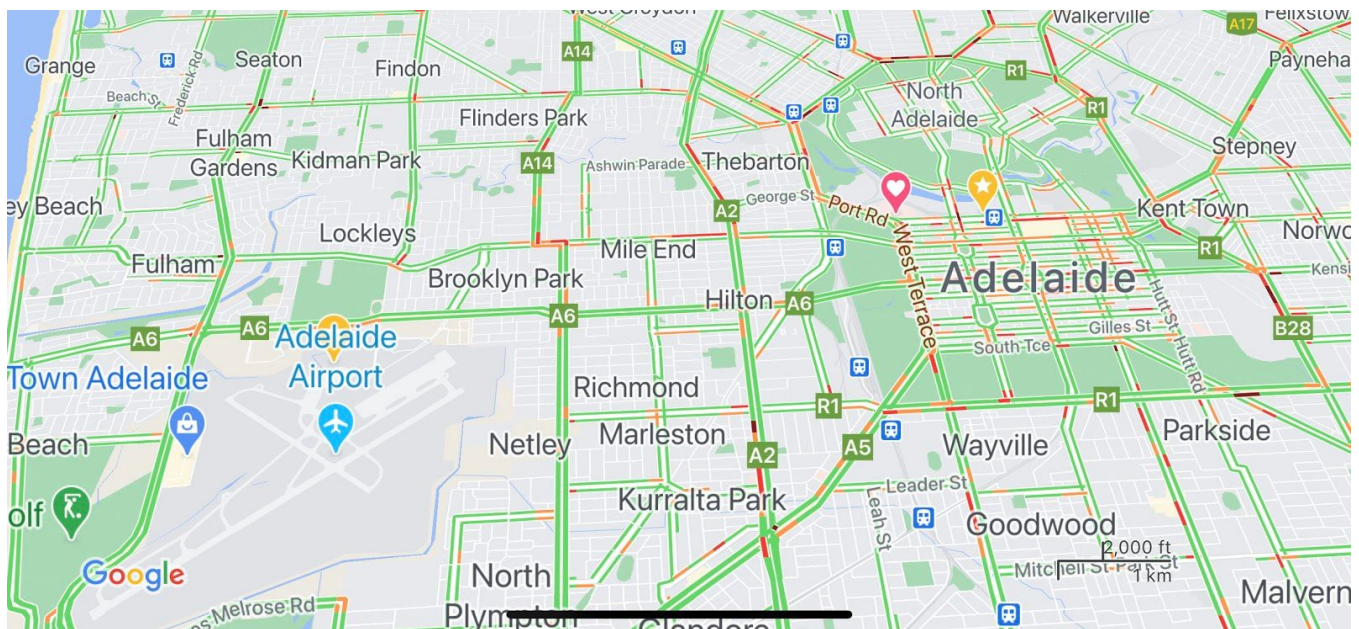


## MEDICAL & EMERGENCY INFORMATION

The Emergency Number throughout Australia is: **000**. This will connect you to the police, fire department, and ambulance services, as needed.

### HOSPITAL

The closest hospital in Adelaide is the **Royal Adelaide Hospital** ([www.rah.sa.gov.au](http://www.rah.sa.gov.au)) it is located on Port Rd, Adelaide SA 5000, Australia (phone: +61 8 7074 0000). The hospital has a 24/7 emergency Room. It is located about 10 min drive (2.2miles / 3.4Km) from the InterContinental hotel and about 15min - 20min (4.4miles / 7Km) from the Airflite-Cobham FBO building.



The gold stars represent the FBO building (on the left under the airport title) and the hotel location (right gold star near downtown). The hospital is indicated by the red heart icon.

### PHARMACIES AND PRESCRIPTION MEDICATIONS

A Google Maps search for pharmacies near our hotel will yield several options, including:

#### Central Station Pharmacy Pty Ltd

Address: 4/52-54 Hindley St, Adelaide SA 5000, Australia  
Phone: +61882318834  
Hours: Monday- Saturday: 7AM-7PM  
Sunday: Closed

#### Cacas Day/ Night Chemist

Address: 105 Hindley St, Adelaide SA 5000, Australia  
Phone: +61882313550  
Hours: Monday- Sunday: 8:30 AM- 5:30 PM



### Superpharmacy- Adelaide

Address: 41 Hindley St, Adelaide SA 5000, Australia

Phone: +61882117044

Hours: Monday- Friday: 8:00 AM- 5:30 PM

Saturday: 11:00 AM- 4:00 PM

Sunday: Closed

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### PRESCRIPTION MEDICATIONS

Please review these sites for important information about prescription medications:

<https://www.odc.gov.au/travellers>

<https://www.tga.gov.au/medicinal-cannabis-importation-and-travellers-exemption>

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### TRAVEL INSURANCE

**Travel insurance is recommended.**

- Civil Servants are covered by International SOS
  - [www.internationalsos.com](http://www.internationalsos.com), NASA membership # 11B108879166 is needed to access this website.
  - NASA dedicated phone lines are open 24/7 for assistance
    - 1-800-905-5924 or 1-215-942-8462
  - <https://inside.nasa.gov/information-nasa-civil-service-employees-international-business-travel#close>
  
- Contractors' travel insurance is optional but recommended
  - Here is a link to one option for your consideration:  
<https://www.geobluetravelinsurance.com/products/single-trip/voyager-quote-results.cfm?qid=i8Zf9Ez4Up1916727>



## APPENDIX A. TO DO LIST

- Self-Isolate 14 days prior to travel
- Schedule and take a COVID-19 test prior to travel
- Print out ETA Visa to take on flights to Australia.
- Check with your insurance provider to gather information on their international coverage.
  - sign up for additional international coverage if your insurance is deemed less than supportive.
- Get a prescription for enough medicine for deployment and some extra prescription medicines.
  - Get a letter from your doctor for any prescriptions that you take so you can pass through customs easily and keep in original prescription bottles
- MTS account and familiarization [https://espo.nasa.gov/content/ASP\\_Mission\\_Tools\\_Suite](https://espo.nasa.gov/content/ASP_Mission_Tools_Suite).
- Install the WhatsApp application on your smartphone and validate your phone before flying overseas
- International Travelers insurance (optional).
- Call your credit card company to notify them that you will be traveling and check for any potential foreign transaction fees. Some vendors in Australia require a PIN, ensure that you know the PIN for the cards you plan to use.
- Register your travel plans with the US State Department's STEP Program <https://step.state.gov> if you are a U.S. Citizen or if you are from another country, contact your Embassy where you are travelling
- Get a pre-deployment medical checkup
- Download the Adelaide area for Offline Access on your smartphone Map application (Google maps or iPhones' map.)

## APPENDIX B. ADVICE ON MANAGING THE HEALTH RISKS FROM COVID-19 ON INTERNATIONAL FLIGHTS

### What is Australia doing?

Air travellers must quarantine in designated accommodation for 14 days after entering Australia. Travellers may also be subject to health screening at the airport.

Entry restrictions apply to all foreign travellers, except New Zealand citizens living in Australia.

The 'COVID-19 information for international travellers' fact sheet is given to everyone arriving at international airports.

More information is available at the arrival halls of every Australian airport. This information explains the symptoms of COVID-19 and encourages travellers to report to biosecurity officers if they have symptoms.

Staff will assess sick travellers on aircraft using the 'Traveller with Illness Checklist'. This checklist includes questions to screen for COVID-19.

The Australian Government is also working with the airlines to support crew members travelling to and from international destinations. Crew are advised to:

- take particular care on layovers
- use dedicated private transport
- avoid crowded public spaces
- practise good hygiene
- use personal protective equipment (PPE) when needed
- monitor for symptoms
- not to fly if they have any symptoms of a respiratory illness.

### How can we reduce the risk to passengers and crew?

The risk to passengers and crew is influenced by the COVID-19 situation in the departure country and other countries where passengers have recently travelled. This includes the prevalence of cases, the presence of community transmission and geographical spread of cases.

Crew should follow their existing infection prevention work instructions when in contact with sick passengers. This includes using personal protective equipment (PPE) like masks and gloves when recommended.

### Steps to help reduce the risk of spreading COVID-19 while on board

#### **Hygiene**

- Encourage crew and passengers to practise good hand hygiene and good sneeze/cough hygiene by:
  - Washing hands often with soap and water, or using alcohol-based hand rub before and after eating, and after going to the toilet.
  - Covering nose and mouth when coughing and sneezing, disposing of tissues and immediately washing hands.



- Avoiding touching their mouth, eyes and nose with unwashed or gloved hands.
- Support good hygiene with signs, reminders and appropriate facilities or hand hygiene products and waste disposal bins.

### ***Physical Distancing***

- Maintain physical distancing and measures to decrease touch and increase spacing during check in, boarding and disembarkation.
  - This could include boarding by rows or in other smaller groups of passengers.
  - Limit passengers to one small piece of hand luggage.
- Minimise contact between aircrew and passengers. For example, provide pre-packaged meals and limit meal and drink services.
- Space travellers out wherever possible and seat flight crew away from passengers for take-off and landing.
  - Use a maximum of 80 per cent capacity of a flight.
  - Leave empty seats between passengers.
  - Do not change assigned seats.
  - Seat groups together and separate non-related groups.

### ***Movement***

- Minimise movement of passengers and crew. Passengers should remain in their allocated seat unless going to the toilet.
- Crew should have a separate rest area for the use of crew only. Crew may use a designated bathroom.

### ***PPE***

- Passengers should wear a mask for the whole flight, according to the manufacturer's instructions.
  - Staff should wear a mask while interacting with passengers to reduce the risk of transmission.
- PPE should be fitted and worn properly, with training provided to crew on appropriate use.
- Crew should wear gloves when touching passenger items or other potentially contaminated items. Gloves should be removed or washed and hands washed after these activities.
- Designate an area such as the galley, as a clean area for one-way traffic. Clean PPE enters galley and moves one way looping around in a horseshoe direction to remove PPE and dispose.
- No PPE to be worn in crew area unless freshly applied and clean.
- If a crew member helps a passenger (and their close personal contacts) who is sick, the crew member should:
  - Wear a surgical mask, disposable full-length gown, gloves and eye protection.
  - Remove any PPE without touching the front of the mask, gown or outside of gloves to avoid self-contamination. Wash hands after removing PPE.
  - Dispose of used PPE in biohazard bags and use alcohol-based hand sanitiser after tying the bag closed.
  - Wear gloves to clean then disinfect surrounding surfaces with a broad spectrum disinfectant and use alcohol-based hand rub after removing gloves.

## ***Aircraft setup***

- Pre-load sick bags into seats and snacks into self-help bars.
- Remove magazines from seat backs.
- Provide passengers with individual waste bags in each seat pocket as well as masks, hand sanitiser and government paperwork.

## ***Cleaning***

- Airlines should arrange cleaning and disinfecting of high use areas between and during each flight, such as bathrooms. The disinfectant should be a broad spectrum disinfectant with a claim for effectiveness against norovirus infection.
- Crew should wear gloves, a disposable full-length gown and a surgical mask to clean toilets or surfaces contaminated with body fluids or used by a sick person.
- Aircrew should review guidelines and ensure enhanced infection control measures as part of normal in-flight practices.
- Consider additional training or inflight specialist support for infection control.
- Collect passenger waste at the end of meal service and place it in waste bags and store in waste carts.
- Remove any PPE without touching the front of mask, gown or outside of gloves to avoid self-contamination. Wash hands after removing PPE.
- Dispose of used PPE in biohazard bags and use alcohol-based hand sanitiser after tying the bag closed.

## **Should we conduct pre-flight screening?**

Passengers who have tested positive for COVID-19 should not fly until released from isolation by the local public health authority, if possible.

You should conduct pre-flight screening for international flights. Recommended questions and actions are in Appendix 1.

You should also continue normal processes for the assessment of health risks related to flights.

## **What should I do if a passenger or crew member becomes sick while on a flight?**

If possible, crew and sick passengers (including their close personal contacts and family members) experiencing cough, fever, sore throat, sweats or chills should:

- Maintain distance from other travellers. Keep at least one spare seat on either side of them or a window seat with a spare seat next to them. Keep the row empty if possible.
- Wear a surgical mask.
- Use an allocated toilet for sick people.

Crew members should:

- wear gloves when handling and taking items from affected passengers
- remove gloves before touching other people or any surfaces
- use alcohol-based hand sanitiser after removing gloves and contact with any people or surfaces





- use appropriate PPE if close contact with a sick passenger or their bodily fluids is required
- notify ground officials.

## For layovers at any international destination

While in transit crew should:

- Wear a surgical mask and maintain at least 1.5 metres from people when transiting through airport terminals and other crowded places.
- Proceed directly to the crew hotel on exiting the terminal.
- Avoid crowded or public places, stay at the crew hotel, including for meals.
- Practise good hand hygiene and good sneeze/cough hygiene.
- Avoid touching mouth, eyes and nose with unwashed hands.
- Limit interactions with other crew and hotel staff and avoid unnecessary interaction with other people.
- Practise physical distancing and avoid physical contact with others.

## What are aircraft required to report?

All aircraft entering Australian territory are legally required to report sick passengers and crew on the pre-arrival report. A biosecurity officer will then meet the aircraft to screen for COVID-19 and other listed human diseases. Biosecurity officers go through the 'Traveller with Illness Checklist' with the sick passenger or crew member. A biosecurity officer or human biosecurity officer may then issue directions for the management of a suspected case of COVID-19, which are legally required to be followed.

## Who is exempt from the mandatory 14 day quarantine requirements?

There are some exemptions for specific industry groups provided they adhere to the advice in this fact sheet. Exemptions for specific groups are granted because of the industry infection prevention requirements and training these groups have done. They support the vital air bridge between Australia and the rest of the world and ensure supply of critical services during this time.

Note: state and territory governments may enforce additional requirements to those outlined below. Always check the requirements of the state/territory you are arriving in.

The following industry groups are exempt from the mandatory 14 day quarantine requirements, unless otherwise required by the relevant state/territory government:

- All air crew (for example airline, medevac, business, air ambulance and general aviation crew), including off-shift crew who are travelling as passengers on an aircraft to reposition at another location.
  - All air crew who have been on international flights, other than flights to New Zealand, must quarantine in their crew accommodation or home for 14 days after arrival, or until their next flight, whichever is shorter.
  - Essential flight-related duties from a regulatory or safety perspective may be undertaken during this time. This may include flight simulation training, safety and security training.
  - Medevac and air ambulance crew may request an exemption from home quarantine requirements to return to duties beyond the essential flight-related duties already exempt. A



request for exemption must be made to the relevant [state or territory](#), and will be assessed on a case-by-case basis.

The following groups are exempt from home quarantine requirements, provided they have only been within Australia and New Zealand for the past 14 days:

- All air crew operating international flights between Australia and New Zealand.

All aircrew should:

- take care on lay overs
- use dedicated private transport
- avoid crowded public spaces
- monitor for symptoms
- not fly if they are sick.

## Other information

The Department of Health is providing information for passengers and crew on-board all aircraft into Australia and at all Australian international airports. This information explains what COVID-19 is and what to do if they have come from a risk area and are sick, or become sick. The information sheets are updated as significant developments take place and are available at [www.health.gov.au/covid19-resources](http://www.health.gov.au/covid19-resources)

## Where can I get more information?

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au).

Call the National Coronavirus Health Helpline on 1800 020 080. The line operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts).

If you have concerns about your health, speak to your doctor.





## Appendix 1

### *COVID -19 screening questionnaire*

This questionnaire is to support facilities to screen for COVID-19 where an infectious case detected would be detrimental. It is designed to be adapted for local use according to risk.

#### **Questions**

1. Do you feel unwell with any cold or flu like symptoms such as runny nose, shortness of breath, cough or sore throat?
2. Do you/have you felt feverish or had a temperature in the last 14 days?
3. Have you been on a cruise ship or in close contacts with a cruise ship passenger in the last 14 days?
4. Have you been in contact with someone that is a suspected (being tested) or confirmed a COVID-19 case in the last 14 days?

#### **Temperature**

- An airline may consider taking a person's temperature as part of screening requirements if the passenger answers YES to any of the above questions.
- **If anyone answers YES to question 1-4, and/or the temperature recording is  $>37.5$  °C they may require further assessment.**
- **Identify an appropriate referral pathway.**