

JBPHH BASE OPERATIONS & SERVICES UPDATE

July 10, 2020

As the situation evolves regarding the spread of COVID-19, JBPHH is working daily to assess and implement measures to protect our service members, civilians, and their families. We are at **Health Protection Condition Bravo+**. You will continue to see changes geared toward matching social distancing and sanitation measures with what is recommended by public health experts. The following is the current status of MWR, accommodations, food service, retail, and other operations:

Executive summary changes: **Luapele and West Loch Back gates reopening.**



JBPHH GATE OPERATIONS:

- The following entry control points have modified operations:

Kuntz Gate: Open 0500-1800, Mon-Fri. Open on Saturdays and Sundays (0600-0900) in order to alleviate large amounts of commercial vehicles entering Nimitz and O'Malley Gates. POVs will be authorized to process inbound through Kuntz Gate during that window; outbound will remain closed on weekends..

- **Luapele Gate will resume operations beginning 13 July. Operating hours will be Monday-Friday, 0500- 1700**
- **Makalapa Gate:** Open 0500-2000, Mon-Fri. **Closed** on Weekends.
- **West Loch Back Gate will resume operations beginning 13 July. Operating hours will be Monday-Friday, 0600-1600**
- **Whitmore Gate (AVG) (Back gate for Wahiawa Annex): Closed.** Please use Saipan Gate.



VISITOR CONTROL CENTER/PASS & ID OFFICE:

Current operating hours 0600-1800, Mon-Fri.

Trusted Traveler has been reinstated. Guests are considered escorted and must remain with their sponsor at all times. Reminder that Trusted Traveler does not apply to Foreign Nationals or vendors, contractors, service providers and suppliers conducting business on the installation. These personnel must obtain access through Pass & ID. Trusted Traveler does not apply to West Loch, Lualualei or Red Hill annexes. Passes for visitors without an authorized ID can be obtained at Pass & ID, 0600-1800, Mon-Fri.

CHILD DEVELOPMENT CENTERS & CYP SERVICES:

- Child and Youth Programs is transitioning back to CYP-1 operations with the following changes in progress:
 - Non-essential personnel who had a spot in the program prior to the COVID-19 will be contacted about returning to their respective programs. This will be an ongoing process over several days. Please be patient.
 - **If parents need care PRIOR to being contacted, they may bring in a Mission essential / critical letter for the time being until their normal spot is restored.**
 - Fees will be waived for parents who continue to keep their children at home.
 - Mission essential / critical personnel who did not have care prior to the COVID-19 response will retain care (if needed) as space / availability allows. This is not a permanent spot and

parents are STRONGLY encouraged to make sure that they have signed up for care on the Military Child Care web-site <https://militarychildcare.com/> to give themselves the best opportunity for a full-time spot.

- If any parents have any questions that they feel are not being adequately addressed, they can contact CYP Management at the following numbers: 907-322-9658 or 808-375-1657.

Also, please note that there will be no more “temporary” mission essential designations accepted.



COMMISSARY (DECA):

Commissaries have gone back to regular hours. There are no longer special hours for 60+/disabled/uniformed personnel.

- REMINDER: All patrons (over the age of 2) are still required to wear a protective mask/face covering.
- 100% ID checks. Valid ID or Agent Card is required for entry.
- No early bird shopping.
- Purchase limits are in place on designated items.
- Pearl Harbor Operating Hours:

Mon-Sun 0900-2100

Hickam Commissary Operating Hours:

Mon-Sun 0900-2000

AAFES:

60+ and disabled hours are no longer in effect.

REMINDER: All patrons (over the age of 2) are still required to wear a protective mask. Curbside pickup is available—order from www.shopmyexchange.com and be sure to indicate curbside pickup for your items. There are four reserved parking spaces with a sign for this service. Please call the number on the sign when you arrive.

- No reusable bags.
- Purchase limits are in place on designated items.
- **Most Food Court concessions have reopened with limited capacity/seating.**
- Military Clothing will be **closed** on weekends.
- Modified hours are: 1000-1800 Mon (no change) / 1000-1700 Tue-Fri
- **Most AAFES retail, to include barbershops, dry cleaning and tailoring have reopened.**



NAVY EXCHANGE (NEX):

- **NEX Mall: 60+ and disabled hours are no longer in effect.**

NEX Mall's hours are 0900-2000 (Mon-Sat) and 0900-1900 (Sunday).

NEX Mall food court has reopened with limited seating/social distancing measures.

- Modified Operating hours:
- **Home Gallery:** 1200-1700, daily
- **Major Appliance Center:** 0900-1800, daily
- **Outdoor Living:** 0900-1800, daily
- **Optical Shop:** 1000-1700, Tue/Thu/Sat
- **Wireless Advocates (NEX Mall):** 0900-1700, daily

- **Spectrum (NEX Mall):** 0900-1800 Mon-Sat; 0900-1700 Sun
- **Fleet Store:** 0700-1900 Mon-Fri Sat-Sun. 0700-2000
- **Ford Island, Pearl City, Wahiawa Mini-Marts:** 0700-1900
- **Makalapa Mini-Mart:** 0630-1500 Mon-Fri (closed Sat/Sun)
- REMINDERS:
 - All patrons (over the age of 2) are required to wear a protective mask.
 - Purchase limits are in place on designated items.
 - Dry cleaning and tailoring shops have reopened.
 - **NEX Barbershops have reopened to all authorized patrons.**

MILITARY HOUSING OFFICE (MHO) & HOUSING SERVICE CENTER:

- **Closed** for in-person customers. For assistance by phone for Housing Referrals services, arrival/departure Temporary Lodging Allowance (TLA) counseling, please call 808-448-0856 (MHO) or 808-474-1820/1821 (HSC) between 0700-1600, Mon-Fri.

BASE ACCOMMODATIONS:

- Normal hours of operations at Unaccompanied Housing/Navy Gateway Inn and Suites.
- REMINDER: All Navy Lodge patrons (over the age of 2) are required to wear a protective mask.
- No Space-A reservations at NGIS.



GALLEY SERVICES:

- Silver Dolphin Bistro is take-out only.
- Hale Aina Dining Facility is take-out only.



MILITARY & FAMILY SUPPORT CENTER:

- MFSC business hours are 0730-1600, Mon-Fri. To schedule an individual appointment or find out about available virtual and upcoming in-person training, customers can call 474-1999.
- MFSC is providing in-person clinical services by appointment
- Beginning 22 June, in-person by appointment services will be expanded to include all MFSC Programs (Clinical Counseling, Financial Counseling, Relocation and Deployment support, Employment Readiness, EFMP, Family Advocacy, Sexual Assault Response, Victim Advocates, Transition support, etc).
- MFSC reception area remains closed to walk-ins
- Loan Closet is accepting appointments for loaner kits check out and check in Mondays and Thursdays from 0800 to 1100. No walk-ins accepted. Call 474-1999 to schedule an appointment.
- Virtual services including individual appointments for all MFSC programs/services will be offered.
- Classes and on-site Command GMTs are available through virtual platforms. Some in-person classes will resume in July/August utilizing social distancing and CDC guidelines. Check out Greatlifehawaii/support/MFSC to see a list of available web classes.



- TAP classes are suspended - those who are preparing to separate are being referred to JKO for the on-line Transition Assistance class. CAPSTONE and other TAP requirements are being provided via phone and in-person appointments with MFSC TAP personnel.
- MFSC computer resource labs are **closed**.
- In home New Parent Support Home Visitation services are suspended. Services will be provided telephonically.
- - To make a Family Advocacy report please call 474-1999 during duty hours or 590-7719 after hours.
- - To make a SAPR report call the 24/7 SAPR Crisis Hotline Number at 722-6192, or the Safe Helpline at 877-995-5247, or the SARC at 221-0663.
- Visit Facebook for JBPHH MFSC updates and information:
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<https://www.facebook.com/JBPHH.MFSC/>



DEERS/RAPIDS Services:

- Please access the RAPIDS Appointment Scheduler, <https://rapids-appointments.dmdc.osd.mil>, to schedule appointments or obtain any additional information. Alternatively, contact the following sites:
 - Pearl Harbor DEERS/RAPIDS office: (808) 471-2364
 - Hickam Hanger 2: (808) 449-0846
 - Schofield: (808) 655-1272
 - Fort Shafter: (808) 438-1600, ext. 3195
 - Camp Smith: (808) 477-0160
 - Tripler: (808) 433-6754
 - USCG Sand Island: (808) 842-2062



CHAPEL SERVICES:

- Joint Base Pearl Harbor Hickam Command Religious Program
- All services live-streamed or pre-recorded, details available at:
 - <https://www.Facebook.com/JBPHH.CRP>
 - <https://jbchapel.info>
- Contact Information:
 - Pearl Offices: (808) 473-3971 jbphhchaplains@navy.mil
 - Hickam offices: (808) 449-1754 chapelhickam@gmail.com
- For emergency Chaplain assistance after normal working hours:
 - Navy Duty Chaplain (808) 368-3142
 - Air Force Chaplain, contact Hickam Command Post at (808) 448-6900



NAVAL HEALTH CLINIC HAWAII:

NHCH is seeing patients for primary and specialty care services via face-to-face appointments or virtual health resources. Please note that face coverings are to be worn when inside the clinic and only one visitor is permitted per patient being seen (to include pharmacy/lab/radiology). Patients are asked to utilize the drive up pharmacy for all pharmacy needs unless they are already inside the clinic for an appointment. Please note, the BHC Makalapa Drive Up Pharmacy has relocated to the ambulance bay (first left when driving to the clinic). For more information on the new wait-in-car option and other services please follow the NHCH Facebook Page. As always, appointments are made through the Appointment Line (1-888-683-2778) or via TRICARE Online



VETERINARY TREATMENT FACILITIES (VTFs):

- Hickam Veterinary Treatment facilities have reopened for care for privately owned animals but with limited availability. Call 808-449-6481 for more information. Routine and emergency care continue for government owned animals (GOAs) and military working dogs (MWDs).



ARMED SERVICES YMCA:

- ASYMCA Food Pantry open 0800-1500 Monday –Friday for walk-ins.
- ASYMCA Parent Participation Preschool and Early Learning Readiness are open utilizing Center for Disease Control and Prevention virus mitigation guidelines. Currently accepting registrations. Please contact the branch director at 473-3398 with questions or visit the website at www.asymcahi.org.
- ASYMCA Elementary Summer Learning Loss Adventures in small groups begin 22 June utilizing Center for Disease Control and Prevention virus mitigation guidelines. Please contact the branch director at 473-3398 or visit the website at www.asymcahi.org for more information.
- ASYMCA `Ohana Food Drop Monday, 24 June 1300-1500. Please contact the branch director at 473-3398 or visit the website at www.asymcahi.org for more information.
- ASYMCA Parents' Night Out Friday, 10 July 1700-2100. Please contact the branch director at 473-3398 or visit the website at www.asymcahi.org for more information.
- ASYMCA Kids in the Kitchen Friday, 24 July 1200-1300. Please contact the branch director at 473-3398 for more information.



FACEBOOK:

- Updates will continue to be posted as changes occur.



VEHICLE REGISTRATION AND LICENSING FOR MILITARY PERSONNEL:

- For current information on the City and County of Honolulu's plan to support vehicle and license renewals, please visit the Joint Base webpage for details:

https://www.cnic.navy.mil/regions/cnrh/installations/jb_pearl_harbor_hickam/om/city---county-of-honolulu-pearl-harbor-satellite-vehicle-registr.html

*Other curtailments of operations may be necessary based on local circumstances. As we all work together to navigate this challenging situation, be assured, we will continue to communicate to all families what additional operational changes may be warranted.