



JBPHH BASE OPERATIONS & SERVICES UPDATE

April 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 remain at **Health Protection Condition Charlie**. You will see changes geared toward increasing social distancing. This is expected to continue over the coming days and weeks. The following is the current status of MWR, accommodations, food service, retail, and other operations, with changes highlighted in yellow:



JBPHH GATE OPERATIONS:

- Effective 7 April, the following entry control points have modified operations:
 - Kuntz Gate: Open 0500-1800, Mon-Fri. **Closed** on weekends.
 - Luapele (AVG) (Back gate to Makalapa Compound): **Closed**. Please use Borcher's ECP.
 - Makalapa Gate: Open 0500-1800, Mon-Fri. **Closed** on Weekends.
 - West Loch Back Gate (Back gate to West Loch Annex): **Closed**. Please use West Loch Main Gate.
 - Whitmore (AVG) (Back gate for Wahiawa Annex): **Closed**. Please use Saipan Gate.



VISITOR CONTROL CENTER/PASS & ID OFFICE:

- Reduced operating hours: 0800-1600, Mon-Fri.
- If access is required after hours, sponsors should use the Trusted Traveler program to physically escort their guest onto the installation and maintain cognizance of them at all times.



CHILD DEVELOPMENT CENTERS & CYP SERVICES:

- Child and Youth Programs remain at contingency operating plan level 2. Level 2 operations are for mission essential/critical employees only. Parents who believe they fall into this category need to fill out the appropriate form and have it signed by an authorized command representative.
- To effectively accomplish level 2 operations, CDC operations have been consolidated into two locations - Wahiawa and Center Drive. School Age Care Programs have been consolidated into our Hickam location. Sickness queries and temperature screening have been implemented for facility entry/re-entry.
- If any parents have any questions that they feel aren't being adequately addressed, they can contact CYP Management at the following numbers: 907-322-9658 or 808-375-1657.



COMMISSARY (DECA):

- REMINDER: All patrons (over the age of 2) are required to wear a protective mask.
- No reusable bags.
- 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 1100-1200 Uniform Only; 1200-2100 Open
Tues 0900-1000 60+/Disabled Only; 1000-2100 Open
Wed 0900-1000 60+/Disabled Only; 1000-2100 Open
Thur 1100-1130 Uniform Only; 1130-2100 Open
Fri 0900-1000 60+/Disabled Only; 1000-2100 Open
Sat 0900-1000 60+/Disabled Only; 1000-2100 Open
Sun 0900-1000 60+/Disabled Only; 1000-2100 Open

- Hickam Commissary Operating Hours:

Mon 1100-1200 Uniform Only; 1130-2000 Open
Tues 0900-1000 60+/Disabled Only; 1000-2000 Open
Wed 0900-1000 60+/Disabled Only; 1000-2000 Open
Thur 1100-1130 Uniform Only; 1130-2000 Open
Fri 0900-1000 60+/Disabled Only; 1000-2000 Open
Sat 0800-0900 60+/Disabled Only; 0900-2000 Open
Sun 0900-2000 Open



AAFES:

- Normal hours of operations; individuals 60+ and/or disabled will be allowed to shop before others from 0800-0900.
- REMINDER: All patrons (over the age of 2) are required to wear a protective mask.
- No reusable bags.
- Purchase limits are in place on designated items.
- Food Court is take-out only.
- Military Clothing will be **closed** on weekends.
- Modified hours are: 1000-1800 Mon (no change) / 1000-1700 Tue-Fri

- The following shops at Hickam are **closed**:
 - Barber Shop
 - Alteration Shop
 - Laundry/Dry Cleaning
 - Spectrum
 - Salon Bobbi & Guy
 - Flower Shop
 - Tactical Shop
 - KS Jewelry
 - Do Terra



NAVY EXCHANGE (NEX):

- Modified Operating hours:
 - **NEX Mall:** 0800-0900 60+/Disabled Only; 0900-1900, daily
 - **Home Gallery:** 0900-1800, daily
 - **Major Appliance Center:** 0900-1800, daily
 - **Outdoor Living:** 0900-1800, daily
 - **Optical Shop:** 1000-1700, Tue/Thu/Sat
- REMINDER: All patrons (over the age of 2) are required to wear a protective mask.
- Purchase limits are in place on designated items.
- Fitting rooms are closed.
- Food Court is take-out only.

- Barbers and Salons are **closed**.



NAVY FEDERAL CREDIT UNION (NAVY FCU):

- Modified branch hours: 1000-1600, Mon-Fri. This temporary time change applies to all Navy FCU branches on island.
- For further information, contact Navy Federal Credit Union via web: navyfederal.org or phone: 888-842-6328



MWR:

- All MWR programs and facilities are **closed**, except for those listed below with the following modified operations:
 - Pier-side Bowling Center: Take-out only
 - La Familia (Par 3 golf course): Take-out only
 - The Lanai: Take-out only
 - Pizza Hut/Taco Bell at Club Pearl: Take-out only
 - Wright Brothers Café: Take-out only
 - Restaurant 604: Take-out only



MILITARY HOUSING OFFICE (MHO) & HOUSING SERVICE CENTER:

- **Closed** for in-person customers. For assistance by phone for Housing Referrals services, Arrival 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 **closed** for maintenance.
- Hale Aina Dining Facility is take-out only.



MILITARY & FAMILY SUPPORT CENTER:

- MFSC is **closed** to walk-in and in-person services.
- MFSC business hours are 0730-1600, Mon-Fri. To schedule an individual appointment or find out about available virtual training, customers can call 474-1999.
- Virtual services for all MFSC programs/services will continue to be offered (Clinical Counseling, Financial Counseling, Relocation and Deployment support, Employment Readiness, EFMP, Family Advocacy, Sexual Assault Response, Victim Advocates, Transition support, etc.).
- 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.

- All classes and on-site Command GMTs are **suspended** through 30 April.
- 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 appointments with MFSC TAP personnel.
- In home New Parent Support Home Visitation services are **suspended**. Services will be provided telephonically.
- Loan Closet is **closed** for walk-ins. Appointments to turn in loaner kits are available Wed 0800-1500. Call 474-1999 to schedule an appointment.
- MFSC computer resource labs are **closed**.
- Visit Facebook for JBPHH MFSC updates and information:
<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:

- All services will be live streamed or pre-recorded.



NAVAL HEALTH CLINIC HAWAII:

- Please only come to the clinic or MTF when you need immediate medical care. If you are feeling well or have mild cold symptoms, DO NOT go to the clinics. Stay home instead. A surge in well patients can overwhelm our healthcare system, and inadvertently expose you to sick people. This is in accordance with Center for Disease Control (CDC) guidelines. If you have a fever, cough or other respiratory illness symptoms, please call 1-888-MTF-APPT or 1-800-TRICARE to speak with a nurse.



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 is taking Food Pantry and emergency financial assistance requests by appointment. Military families can call the Branch Director at 473-3398 and leave a message with their name, number of people in their family, any special dietary restrictions, and a contact number. Our staff will then pre-bag the family's food and call them back to schedule a time for pick up at the ASYMCA Branch aboard JBPHH.
- ASYMCA early learning programs are utilizing distance learning. Please contact the branch director at 473-3398 with questions.
- ASYMCA will distribute 60 Eka Le'alea (bags of fun) every Friday by utilizing a drive through process for JBPHH kids registered in ASYMCA programs. Please contact 473-3398 with questions.



FACEBOOK:

- Updates will continue to be posted daily.

*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.