

JBPBH BASE OPERATIONS & SERVICES UPDATE

June 11, 2020

As the situation evolves regarding the spread of COVID-19, JBPBH 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 matching social distancing measures with what is recommended by public health experts. This is expected to continue over the coming weeks and months. The following is the current status of MWR, accommodations, food service, retail, and other operations:

Executive summary changes: Naval Health Clinic Hawaii announces new procedures, including seeing patients for primary and specialty care services via face-to-face appointments; Planet Smoothie (at Hickam Fitness Center) announces its reopening date.



JBPBH 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 (AVG)** (Back gate to Makalapa): **Closed**. Please use Borchers.
 - **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 Gate (AVG)** (Back gate for Wahiawa Annex): **Closed**. Please use Saipan Gate.



VISITOR CONTROL CENTER/PASS & ID OFFICE:

New HP CON Charlie operating hours 0600-1800, Mon-Fri.

- REMINDER: The trusted traveler program at JBPBH has been suspended as of 18 April. That means 100% military/DoD ID checks will be in effect at the installation gates for anyone 14 and over. 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 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 three locations – Wahiawa, Center Drive and Peltier. 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.

- If you would like to get information on educational updates from the State Department of Education (HIDOE), please visit greatlifehawaii.com. Under COVID-19 updates, find the Education Banner. You will see DOE informational highlights, along with resources and contact information for the JBPHH School Liaison Officer. There is also a link for a CYP Facebook GROUP, with additional information for parents with children.



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 0900-1000 Uniform Only; 1000-2100 Open
Tues 0900-1000 60+/Disabled Only; 1000-2100 Open
Wed 0900-1000 60+/Disabled Only; 1000-2100 Open
Thur 0900-1000 Uniform Only; 1000-2100 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 0900-1000 Uniform Only; 1000-2000 Open
Tues 0900-1000 60+/Disabled Only; 1000-2000 Open
Wed 0900-1000 60+/Disabled Only; 1000-2000 Open
Thur 0900-1000 Uniform Only; 1000-2000 Open
Fri 0900-1000 60+/Disabled Only; 1000-2000 Open
Sat 0800-0900 60+/Disabled Only; 0900-2000 Open
Sun Regular/no priority hours; 0900-2000 Open

AAFES:

60+ and disabled hours are no longer in effect.

REMINDER: All patrons (over the age of 2) are 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 (closed Sat/Sun)
- **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 active duty only.**



MWR:

The following operations are open with limited/modified service. See <https://jbphh.greatlifehawaii.com/covid-19-updates> for continued updates to service.

BEACHES:

All beaches have opened. Social distancing must be observed in compliance with state guidelines.

BEACH COTTAGES:

Barbers Point Beach cottages are now opened. Service is limited to authorized patrons residing on Oahu that are not currently subject to quarantine according to base or state regulations. Cabin capacity and social distancing conditions will be enforced.

ARTS & CRAFTS CENTER: (448-9907)

Office: Tues-Sat 0900-1700

Gallery: Tues-Fri 0900-1700

Sales Store: Tues-Thur 1000-1800, Fri-Sat 0900-1700

Wood Shop: Tues-Thur 1300-2000, Sat-Sun 1000-1700

Ceramics/Pottery and Frame Shop: Tue-Sat 0900-1700

Engraving Shop: Tues-Fri 0900-1700

AUTO SKILLS CENTERS:

Hickam Auto Skills Center: Tues-Fri 0700-1600, Sat 0900-1600. (449-2554)

Moanalua Auto Skills Center: Reopened, effective 4 June. Mon, Thurs & Fri 1200-1900, Sat-Sun 0900-1600. (471-9072)

- Limited services, please check jbphh.greatlifehawaii.com for full details/restrictions
- Safety Inspection by appointment only

- DIY stalls/lifts limited to basic maintenance only. i.e. Oil/Brake/Filter changes.
- Recommend customers bring own tools as tool checkout will be extremely limited/restricted.

CAR WASH:

Hickam Car Wash: Open daily, 0800-1800

Moanalua Car Wash: Open daily except Tues, 0700-1900

DINING/FOOD COURT OPERATIONS:

La Familia

Take out Only

Tuesday - Sunday : 11:00 am – 8:00 pm

Monday: Closed

422-9987

Face covering required

Lanai at Mamala Bay

Sit down dining available

Sunday - Friday: 11:00 a.m. - 7:00 p.m.

Saturday: 12:00 p.m. - 7:00 p.m.

Reservations - Strongly Recommended.

Restaurant: 422-3002

Central Reservations: 424-458-3121

Face covering required except when seated

Mangiamo by 604 Navy Marine Golf Course:

Sit down dining available

Monday - Thursday: 3:00 pm to 9:00 pm

Friday and Saturday: 3:00 pm to 10:00 pm

Sunday: 3:00 pm to 9:00 pm

Face covering required except when seated

Pier-side Bowling Center:

Take-out only

473-2574

Mon- Fri 7am-2pm

Sat & Sun 8am-2pm

Pizza Hut / Taco Bell at Club Pearl:

Take out only

Planet Smoothie (Hickam Fitness Center)

(Opens 15 June)

Take-out Only

Mon-Fri 0700-1800

Sat 0800-1600

Sun/Hol Closed

Restaurant 604:

Sit down dining available

Monday - Thursday: 11:00 am to 9:00 pm

Friday and Saturday: 10:00 am to 11:00 pm

Sunday: 10:00 am to 9:00 pm

808-888-7616

Face covering required except when seated

Wright Brothers

Take out Only

Monday - Friday: 06:30 am – 09:00 am / 10:30 am – 1:30 pm

Saturday: 07:00 am – 09:00 am / 10:30 am – 1:30 pm

Sunday: 07:00 am – 12:00 pm

Face covering required

FITNESS:

Hickam & JBHH Fitness Centers: Mon-Fri 0500-1900; Sat-Sun 0700- 1700

- Closed for deep cleaning Mon-Fri 0900-1000, 1400-1500; Sat/Sun 1100-1200.

Wahiawa Fitness Center: Mon-Fri 0500-1900, Sat-Sun 1200-1700

Pier side Gym, Family Fitness, and unmanned facilities remain closed.

- Limited access and capacity: Open to Active Duty Only; swap out patrons every hour
- No towel service, sports equip or accessory check out
- **No Locker room / Shower access (toilets only)**
- **Bring your own towel and be dressed for workout**
- **Masks required for all patrons except when utilizing cardio equipment**
- Basketball and Racquetball courts closed
- Limited Free Weights, reduced number of cardio pieces open to allow social distance.
- No Group Exercise, Personal Training or Massage services, saunas remain closed
- No command PT/FEP sessions

GOLF:

Mamala Bay Golf Course: Open Wed-Sun (closed Mon-Tues), 0630-1800
(449-2304)

Navy-Marine Golf Course: 7 days a week, 0630-1800 (471-0142)

Ke'alohe Par 3 Golf Course: 7 days a week, 0630-1800 (448-2318)

Barbers Point Golf Course: Will open 12-14 JUN for limited schedule. 19 JUN moves to 5-days: Fri-Tues (Closed Wed-Thur) 0630-1800 (682-2098).

- Reservations recommended. Stand-by now ok, as available.
- Open to Authorized Patrons (Active Duty, Retirees, DoD civ) with valid DoD ID only. NO GUESTS.
- Facemasks required inside all buildings. Social distancing for all areas. No loitering.
- Bring own supplies: water, clubs, pull carts, etc.

- Single-rider carts only (Except for household family members).
- Driving range and practice areas now open to Authorized Patrons with valid DoD ID.
- Dining services are for take-out only.

MARINAS:

- Harbor movements for recreational craft are permitted.
- Hickam Harbor and Rainbow Bay Marina boat ramps are open.

OUTDOOR EQUIPMENT RENTAL: Mon-Fri except Wed, 1000-1600, Sat 0800-1400.

POOLS:

Scott Pool: Lap Swim Only Mon-Fri 0500-0700, 1100-1300, 1400-1700; Sat-Sun 1000-1700

Training Pool: Lap Swim Only Mon-Fri 0500-0700, 1100-1300

- Active Duty only for lap swim. Swimmers must bring their own towels. Cleanings between sessions.

FISHING:

- Fishing is once again permitted at approved locations.

TENNIS COURTS:

- Open for singles open play only. No lessons or tournaments until further notice.

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 has reopened, for 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 training, customers can call 474-1999.
- MFSC is providing in-person clinical services by appointment



- MFSC reception area remains closed to walk-ins
- Beginning 8 June, 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 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.).
- All in-person classes and on-site Command GMTs are suspended until further notice. 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 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:
- 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:

- 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.