

# JBP HH BASE OPERATIONS & SERVICES UPDATE

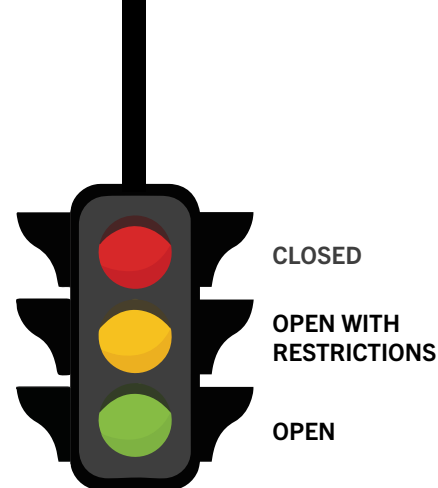
## September 17, 2020

As the situation evolves regarding the spread of COVID-19, JBP HH is working daily to assess and implement measures to protect our service members, civilians, and their families.

JBP HH is currently at:

### HEALTH PROTECTION CONDITION CHARLIE

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:





JBP HH GATE OPERATIONS		STATUS
<b>Kuntz Gate</b>	Open 0500-1800, Mon-Fri. Open on Saturdays and Sundays (0500-0900) 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	●
<b>Luapele Gate</b>	Open Mon-Fri. 0500-1700	●
<b>Makalapa Gate</b>	Open Mon-Fri. 0500-2000	●
<b>West Loch Back Gate</b>	Open Mon-Fri. 0600-1600	●
<b>Whitmore Gate</b>	(Back gate for Waihiwa Annex) Closed. Please use Saipan Gate	●


VISITOR CONTROL CENTER/PASS & ID OFFICE		STATUS
<b>Current Hours</b>	Open Mon-Fri. 0600-1800	●
<b>Trusted Traveler Program</b>	Suspended as of 04 September	●

MWR	STATUS
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All MWR functions that are currently operating will remain open with the following exceptions:


<b>Beaches</b>	Lounging or congregations at beaches will no longer be permitted in compliance with City & County declarations. Patrons will be allowed to transverse the beach for water exercise activity only.	●
<b>Beach Cottages</b>	Subject to gathering limitations.	●
<b>Restaurants</b>	Take out only except for the following: Mangiomo's (Navy Marine Golf Course): Closed Restaurant 604: Closed 60Fore (Barbers Point Golf Course): Closed	● ● ● ●
<b>Bowling Center</b>	Closed	●
<b>Bowling Center Snack Bars</b>	Take-out only	●

















MWR (CONT.)		STATUS
<b>Golf Operations</b>	Navy Marine and Barbers Point Golf Courses are closed.	
<b>Auto Skills</b>	Moanalua shop and car wash are closed.	

CHILD DEVELOPMENT CENTERS & CYP SERVICES		STATUS
<b>Child and Youth Programs will remain in CYP-1 operations with the following in effect:</b>		
<ul style="list-style-type: none"> <li>• Fees will be waived for parents who continue to keep their children at home</li> <li>• 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 <a href="https://militarychildcare.com/">https://militarychildcare.com/</a> to give themselves the best opportunity for a full-time spot</li> <li>• 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</li> </ul>		

COMMISSARY (DECA)		STATUS
<b>Commissary hours remain as currently advertised.</b>		
<ul style="list-style-type: none"> <li>• REMINDER: All patrons (over the age of 2) are still required to wear a protective mask/face covering.</li> <li>• 100% ID checks. Valid ID or Agent Card is required for entry.</li> <li>• No early bird shopping.</li> <li>• Purchase limits are in place on designated items.</li> </ul>		
<b>Pearl Harbor Hours</b>	Open Mon-Sun. 0900-2100	
<b>Hickam Hours</b>	Open Mon-Sun. 0900-2000	

AAFES		STATUS
<b>Normal hours and patron access.</b>		
<ul style="list-style-type: none"> <li>• REMINDER: All patrons (over the age of 2) are still required to wear a protective mask/face covering.</li> <li>• Curbside pickup is available—order from <a href="http://www.shopmyexchange.com">www.shopmyexchange.com</a> 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.</li> <li>• No reusable bags.</li> <li>• Purchase limits are in place on designated items.</li> </ul>		
<b>Food Court Concession</b>	Take-out only. No sit-down dining.	
<b>Military Clothing</b>	Closed on weekends	
<b>Barber Shop</b>	Open to all authorized patrons. Enhanced sanitation and social distancing measures in place.	

<b>Normal hours and patron access.</b>		
<ul style="list-style-type: none"> <li>• REMINDER: All patrons (over the age of 2) are still required to wear a protective mask.</li> <li>• NEX has continued its Restriction of Movement Support Program. Delivery is limited to the JBPHH ROM buildings, ROM ships and the Navy Lodge. Contact is <a href="mailto:Stephanie.abdul@nexweb.org">Stephanie.abdul@nexweb.org</a> for details.</li> <li>• Dry cleaning and tailoring shops will remain open.</li> <li>• NEX Barbershops will remain open to all authorized patrons.</li> </ul>		
<b>NEX Mall Hours</b>	Mon-Sat. 0900-2000, Sun, 0900-1900	

NAVY EXCHANGE (NEX) (CONT.)		STATUS
<b>NEX Mall Food Court</b>	Take-out only. No sit-down dining.	
<b>Home Gallery</b>	Open Daily 0900-1800	
<b>Major Appliance Center</b>	Open Daily 0900-1800	
<b>Outdoor Living</b>	Open Daily 0900-1800	
<b>Car Care Center</b>	Open Daily 0700-1900	
<b>Optical Shop</b>	Open Mon/Wed/Fri. 1100-1700, Tue/Thur/Sat. 0900-1730	
<b>Flower Shop</b>	Open Mon-Sat. 0900-2000, Sun. 0900-1900	
<b>Wireless Advocates (NEX Mall)</b>	Open Daily 0900-1700	
<b>Spectrum (NEX Mall)</b>	Open Mon-Sat. 0900-1800, Sun. 0900-1700	
<b>Fleet Store</b>	Open Mon-Fri. 0600-2100, Sat-Sun. 0700-2000	
<b>Ford Island, Pearl City Mini-Marts</b>	Open Daily 0700-1900	
<b>Wahaiwa Mini-Mart</b>	Open Mon-Fri. 0600-1900, Sat-Sun. 0700-1900	
<b>Makalapa Mini-Mart</b>	Open Mon-Fri. 0630-1630, Closed on weekends	
<b>Touch N Go Mini-Mart</b>	Open Daily 0700-1900	
<b>Halsey Terrace and Iroquois Point Mini-Marts</b>	Open Daily 0700-2100	
<b>Barber Shop</b>	Open to authorized patrons. Enhanced sanitation and social distancing measures in place.	

MILITARY HOUSING OFFICE & HOUSING SERVICE CENTER	STATUS
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**Closed for in-person customers.**



For assistance by phone for Housing Referrals services, arrival/departure Temporary Lodging Allowance (TLA) counseling, please call 808-590-1402 or 808-312-0199 (MHO). Email address for MHO is JBPHH.MHO@navy.mil. Phone for HSC is 808-474-1820/1821. Hours of operation for those offices are between 0730-1600, Mon-Fri.

BASE ACCOMMODATIONS	STATUS
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• REMINDER: All Navy Lodge patrons (over the age of 2) are still required to wear a protective mask/face covering.

<b>NGIS</b>	No Space-A reservations	
<b>Unaccompanied Housing</b>	Normal hours of operation	
<b>NavyLodge</b>	Normal hours of operation	

GALLEY SERVICES		STATUS
Silver Dolphin Bistro	Take-Out service only	
Hale Aina Dining	Take-Out service only	





MILITARY & FAMILY SUPPORT CENTER (MFSC)	STATUS
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Visit Facebook for JBPHH MFSC updates and information: <https://www.facebook.com/JBPHH.MFSC/>


MFSC Business Hours	Mon-Fri. 0730-1600. Closed to walk-ins; Appointments required. To schedule an individual appointment or find out about available virtual and upcoming in-person training, customers can call 474-1999	
TAP Class	The TAP class for the week of 3AUG is still scheduled to occur for 10 in-person participants. All others via virtual platform.	
MFSC Reception Area	Closed to walk-ins	
Loan Closet	On 21 Sept. the MFSC loan locker will open for loaner kit check-outs and check-ins by appointment only. Hours of operation are Mondays and Thursdays from 0800 to 1500. To make an appointment call 474-1999	
Classes & On-Site Command GMTs	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.	
MFSC Computer Resource Labs	Closed	
In Home New Parent Support Home Visitation Services	Suspended. Services will be provided telephonically.	
Family Advocacy	To make a Family Advocacy report please call 474-1999 during duty hours or 590-7719 after hours.	
SAPR	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	

DEERS/RAPIDS	STATUS
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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 Office	(808) 471-2364	
Hickam Hangar 2	(808) 449-0846	
Schofield	(808) 655-1272	
Fort Shafter	(808) 438-1600 Ext. 3195	





DEERS/RAPIDS (CONT.)		STATUS
Camp Smith	(808) 477-0160	
Tripler	(808) 433-6754	
USCG Sand Island	(808) 842-2062	


JBPHH OFFICIAL PORTRAIT STUDIO	STATUS
<ul style="list-style-type: none"> <li>• Photos will be scheduled by appointment only. No walk ins.</li> <li>• Come photo ready. No changing rooms are available as we do not have the staff to clean after each appointment. That means, if you need photos in two different types of uniforms, you must make two separate appointments.</li> <li>• Keep your mask in place until the photographer instructs you to remove it for the photo.</li> </ul> <p>To make an appointment, email <a href="mailto:david.underwood.12@us.af.mil">david.underwood.12@us.af.mil</a> or call 448-0760</p>	

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

NAVAL HEALTH CLINIC HAWAII	STATUS
<ul style="list-style-type: none"> <li>• NHCH is seeing patients for primary and specialty care services via face-to-face appointments or virtual health resources.</li> <li>• Please note that face coverings (no masks with valves allowed) are to be worn when inside the clinic and only one visitor is permitted per patient being seen (to include pharmacy/lab/radiology).</li> <li>• 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).</li> <li>• For more information on the new wait-in-car option and other services follow the NHCH Facebook Page.</li> <li>• As always, appointments are made through the Appointment Line (1-888-683-2778) or via TRICARE Online.</li> </ul>	

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

ARMED SERVICES YMCA		STATUS
<b>ASYMCA Food Pantry</b>	Open Mon-Fri. 0800-1500 for walk-ins.	
<b>ASYMCA Parent Participation Preschool and Early Learning Readiness</b>	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 <a href="http://www.asymcahi.org">www.asymcahi.org</a>	
<b>ASYMCA Monthly Food Drop</b>	In partnership with the Hawaii Food Bank, ASYMCA on JBPHH offers Ohana Food Drops every last Wednesday of the month from 1 pm to 3 pm. This month's event is on September 23, 2020 and open to all military and DoD families in need. Families can choose fruits, vegetables, canned goods and baked goods that would otherwise go to waste. Volunteers are always needed and welcomed to help set up event. Call 473-3398 for more information.	
<b>Fall Break Enrichment Program -Dr. Frankenstein's Science Lab</b>	Fun-filled Fall Break week of STEAM-based activities and projects for children 7 to 11 years old. October 5 to 9, 8:00am to 1:00pm, \$149 registration fee. Visit <a href="http://www.asymcahi.org">www.asymcahi.org</a> or call 473-3398 for more information.	

MUSEUMS	STATUS
All museums, including Pearl Harbor National Memorial, Pearl Harbor Aviation Museum and Battleship Missouri Memorial, are closed.	

VEHICLE REGISTRATION & LICENSING FOR MILITARY PERSON	STATUS
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:  <a href="https://www.cnmc.navy.mil/regions/cnrh/installations/jb_pearl_harbor_hickam/om/city---county-of-honolulu-pearl-harbor-satellite-vehicle-registr.html">https://www.cnmc.navy.mil/regions/cnrh/installations/jb_pearl_harbor_hickam/om/city---county-of-honolulu-pearl-harbor-satellite-vehicle-registr.html</a>	



Facebook updates will continue to be posted as changes occur

**JB PHH COVID-19 website:**

<https://www.cnmc.navy.mil/regions/cnrh/om/coronavirus-disease-2019.html>

**COVID-19 FAQs:**

<https://www.cnmc.navy.mil/regions/cnrh/om/coronavirus-disease-2019/jbphh-covid-19-frequently-asked-questions.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.**