

JBPHH BASE

OPERATIONS & SERVICES UPDATE

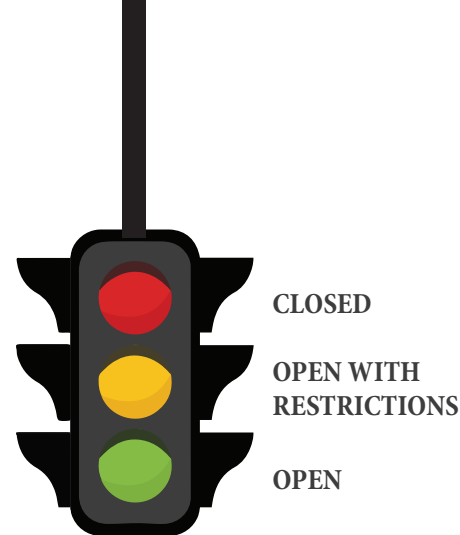
AUGUST 20, 2020

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.

JBPHH 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:



JBPHH GATE OPERATIONS		STATUS
Kuntz Gate	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	●
Luapele Gate	Open Mon-Fri. 0500-1700	●
Makalapa Gate	Open Mon-Fri. 0500-2000	●
West Loch Back Gate	Open Mon-Fri. 0600-1600	●
Whitmore Gate	(Back gate for Wahiwa Annex) Closed. Please use Saipan Gate	●

VISITOR CONTROL CENTER/PASS & ID OFFICE		STATUS
Current Hours	Open Mon-Fri. 0600-1800	●
Trusted Traveler Program	Still in effect. A suspension date is currently being evaluated. Passes for visitors without an authorized ID can be obtained at Pass & ID.	●

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

Beaches	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.	●
Beach Cottages	Closed temporarily until 26AUG due to staffing.	●
Mangiomo's	Closed until 22AUG.	●

CHILD DEVELOPMENT CENTERs & CYP SERVICES

STATUS

Child and Youth Programs will remain in CYP-1 operations with the following in effect:



- 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

COMMISSARY (DECA)

STATUS

Commissary hours remain as currently advertised.

- 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 Hours	Open Mon-Sun. 0900-2100	
Hickam Hours	Open Mon-Sun. 0900-2000	

AAFES

STATUS

Normal hours and patron access.

- REMINDER: All patrons (over the age of 2) are still required to wear a protective mask/face covering.
- 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.

Food Court Concession	Open with limited capacity/seating	
Military Clothing	Closed on weekends	













NAVY EXCHANGE (NEX)

STATUS

Normal hours and patron access.

- REMINDER: All patrons (over the age of 2) are still required to wear a protective mask.
- 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 Stephanie.abdul@nexweb.org for details.
- Dry cleaning and tailoring shops will remain open.
 - NEX Barbershops will remain open to all authorized patrons.

NEX Mall Hours	Mon-Sat. 0900-2000, Sun, 0900-1900	
NEX Mall Food Court	Reopened with limited seating/social distancing measures.	
Home Gallery	Open Daily 0900-1800	
Major Appliance Center	Open Daily 0900-1800	

NAVY EXCHANGE (NEX) (CONT.)		STATUS
Outdoor Living	Open Daily 0900-1800	
Car Care Center	Open Daily 0700-1900	
Optical Shop	Open Mon/Wed/Fri. 1100-1700, Tue/Thur/Sat. 0900-1730	
Flower Shop	Open Mon-Sat. 0900-2000, Sun. 0900-1900	
Wireless Advocates (NEX Mall)	Open Daily 0900-1700	
Spectrum (NEX Mall)	Open Mon-Sat. 0900-1800, Sun. 0900-1700	
Fleet Store	Open Mon-Fri. 0600-2100, Sat-Sun. 0700-2000	
Ford Island, Pearl City Mini-Marts	Open Daily 0700-1900	
Wahaiwa Mini-Mart	Open Mon-Fri. 0600-1900, Sat-Sun. 0700-1900	
Makalapa Mini-Mart	Open Mon-Fri. 0630-1630, Closed on weekends	
Touch N Go Mini-Mart	Open Daily 0700-1900	
Halsey Terrace and Iroquois Point Mini-Marts	Open Daily 0700-2100	

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.



NGIS	No Space-A reservations	
Unaccompanied Housing/Navy Gateway Inn & Suites	Normal hours of operation	

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

MILITARY & FAMILY SUPPORT CENTER (MFSC)**STATUS**

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.	




MILITARY & FAMILY SUPPORT CENTER (MFSC) (CONT.)**STATUS**

TAP Class (Cont.)	Beginning 10AUG in-person TAP classes are suspended. JBPHH web based TAP classes are available as well as JKO on-line Transition Assistance class. CAPSTONE and other TAP requirements are being provided via phone and in-person appointments with MFSC TAP personnel.	
MFSC Reception Area	Closed to walk-ins	
Loan Closet	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.	
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**

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
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Under HPCON C, the following restrictions are in effect at the JBPHH official portrait studio:

- Photos will be scheduled by appointment only. No walk ins.
- Please be on time so there is no overlap between appointments.
- 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.
- Keep your mask in place until the photographer instructs you to remove it for the photo.
- Those who are not able to follow these restrictions will be turned away and must resubmit for another appointment at a later date.





To make an appointment, email david.underwood.12@us.af.mil or call 448-0760

CHAPEL SERVICES	STATUS
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Joint Base Pearl Harbor Hickam Command Religious Program
 All services remain 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 (808) 448-6900	

NAVAL HEALTH CLINIC HAWAII	STATUS
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- 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

STATUS

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

STATUS

ASYMCA Food Pantry	Open Mon-Fri. 0800-1500 for walk-ins.	
ASYMCA Parent Participation Preschool and Early Learning Readiness	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 Blended Learning Enrichment Program	For children who want a safe and fun environment to conduct virtual learning. Teachers and TAs will supervise virtual learning, help with homework, and conduct additional enrichment lessons and activities. Visit https://www.asymca.org/blended-learning-honolulu or call (808) 473-3398 for more information.	
ASYMCA Ohana Food Drop	Monday, 26 August 1300-1500. Due to COVID-19 precautions, this month's event will be a drive-thru food pick-up. Visit the @ASYMCAHawaii Facebook page for up-to-date information.	

MUSEUMS

STATUS

All Museums will remain open utilizing current mitigations



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:

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



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.**