

JBPHH BASE OPERATIONS & SERVICES UPDATE

June 22, 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: **Updates to CDC and CYP services.**



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 (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:

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:

- **Centers will begin re-opening the week of 29 June, 2020.**
- 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 (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 all authorized patrons.**



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 open. 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.

BOWLING:

Hickam Bowling Center: Open Mon, Tues, Thurs, Fri 1300-2100; Sat 1100-2100; Sun 1100-1800
Pier Side Bowling Center: Open Tues-Thur 1100-1300/1700-2000; Fri 1100-1300/1700-2100; Sat 1100-2100; Sun 1100-1800, Closed Mon.

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

Classes: Registration now open for sessions beginning in July

<https://jbphh.greatlifehawaii.com/recreation/arts-crafts->

AUTO SKILLS CENTERS:

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

Moanalua Auto Skills Center: 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

Hickam Bowling Center Snack Bar:

448-9959

Mon-Fri 1000-2040 (except Wed closed); Sat 0900-2030; Sun 0900-1730

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 - highly 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 7:00 pm

Face covering required except when seated

Pier-side Bowling Center:

Take-out only

473-2574

Mon 0700-1400

Tues-Thurs 0700-1400/1630-2030

Fri. 0700-1400/1630-2030

Sat 0800-2030

Sun 0800-1730

Pizza Hut / Taco Bell at Club Pearl:

Take out only

Planet Smoothie (Hickam Fitness Center):

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: JB PHH and Hickam open to Active Duty Only; Wahiawa Fitness welcomes all authorized patrons; 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: Open 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. Guests are now authorized at NMGC and Barbers Point. No guests at other locations.
- 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.

GYMNASTICS:

- **Classes:** Registration now open for sessions beginning in July (422-2223)

LIBRARY:

Hickam Library: Reopened today, Mon, Wed, Fri and Sat: 1000-1700; Tues and Thurs: 1100-1900

- Check-out of books, audiobooks, DVDs and games only.
- Face masks required with social distancing.
- No more than twenty-five (25) patrons will be authorized inside at one time.
- Visits are limited to 20 minutes per person. No loitering permitted.

MAKAI REC:

- **Classes:** Registration now open for sessions beginning in July
<https://jbphh.greatlifehawaii.com/recreation/makai-recreation-center>

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 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 Greatlifelifehawaii/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:
- 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.