



March 27, 2020

JBPHH BASE OPERATIONS & SERVICES UPDATE

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 continued changes geared toward increasing social distancing. This is expected to continue over the coming days and weeks. The following is the status of MWR, accommodations, food service, retailing, and other operations:

CHILD DEVELOPMENT CENTERS and CYP SERVICES:

Effective, Monday, 30 March, Child and Youth Programs at JBPHH will change to CYP contingency operating plan - Level 2. Level 2 operations are for mission essential / critical employees only. Parents who believe they fall into this category will need to fill out the attached form and have an authorized command rep representative sign it.

To effectively accomplish and manage level 2 operations, Child Development Center operations will be consolidated into two locations - Wahiawa and Center Drive. School Age Care Programs will be consolidated into our Hickam location. This will also take effect Monday, 30 March with the start of business.

Parents should continue to work with their current centers if they have questions and should identify themselves as mission essential / critical (if applicable) as soon as possible so we can plan for your attendance Monday. Forms should be brought into your respective center(s) by close of business this Friday if possible or bring to the appropriate location (based on the consolidations above) on Monday.

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.

AAFES: Normal hours of operations. Purchase limits are in place on designated items. Food Court is take-out only. Individuals 60+ and/or disabled will be allowed to shop before others from 0800-0900.

Hickam Barber Shop

Social distancing/enhanced sanitation measures in place

Modified hours: Mon-Sat 0800-1700

Sunday 1000-1700

The following shops at HICKAM are now closed:

Alteration Shop

Laundry/Dry Cleaning

Spectrum

Salon Bobbi & Guy



Flower Shop
Tactical Shop
KS Jewelry
Do Terra

NAVY EXCHANGE (NEX): See separate flyer for new operating hours. Purchase limits are in place on designated items. Food Courts are take-out only. No fitting rooms open. Barbers and Salons are closed. Individuals 60+ and/or disabled will be allowed to shop before others from 0800-0900.

COMMISSARY (DECA): Store hours have been adjusted, beginning Wednesday, 25 March. See complete details in separate Facebook post. Purchase limits are in place on designated items. 100% ID checks at the door and no visitors allowed. No early bird shopping as of 19 March.

PASS & ID:

The JBPHH Visitor Control Center/Pass and ID adjacent to Nimitz Gate will be reducing operating hours from 24/7 to 0800-1600 (MON-FRI); effective 1600, TODAY, 27 MAR 20. In the event base access is required after hours, please use the Trusted Traveler program, requiring the sponsor to physically escort their guest onto the installation and maintain cognizance of them at all times.

BASE ACCOMMODATIONS:

- Unaccompanied Housing (UH) and NGIS – Normal Hours of Operations. No Space-A reservations at NGIS.

GALLEY SERVICES:

- Silver Dolphin Bistro: down for maintenance.
- Hale Aina DFAC: To-go only

MFSC: Hours of Operations have adjusted to: 0730-1600

- Providing individual in-person and/or phone appointments for MFSC programs/services (Financial Counseling, Relocation and Deployment support, Employment Readiness, EFMP, Family Advocacy, Sexual Assault Response, Victim Advocates, Transition support, etc.).
- Domestic Violence Offender Treatment groups and Parent Skill Building Treatment group will continue in-person with less than 10 participants and social distancing.
- New Parent Support Home Visitation services. In home visits are suspended. Services provided telephonically.
- All classes and on-site Command GMTs are suspended through 30 March. Anticipate suspending April classes. Exploring possible virtual class platforms for high demand and mission essential training/GMTs for 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 conference or 1:1 appointment with MFSC TAP personnel.

Beginning Monday, 30 March:

- MFSC computer resource labs will close.
- The Loan locker will be closed to walk-ins. Appointments will be available for Wednesdays 0800 to 1500. Call 474-1999 to schedule an appointment to pick up or return loan locker items.

CHAPEL SERVICES: All services will be live streamed or pre-recorded starting Sunday, 22 March.

MWR PROGRAMS THAT HAVE MODIFIED OPERATIONS:

- BOWLING ALLEYS: Take-out food operations only; no bowling
- CLUB PEARL AND TRADEWINDS BARS - Open with restrictions on capacity to accommodate social distancing
- LA FAMILIA (Par 3 golf course) – Take-out only
- THE LANAI - Take-out only
- PIZZA HUT/TACO BELL – Take-out only
- WRIGHT BROTHERS – Take out only

MWR PROGRAMS THAT HAVE SUSPENDED OPERATIONS

- Everything else

VETERINARY TREATMENT FACILITIES (VTFs):

VTFs are closed for care for privately owned animals (POA). Routine and emergency care continue for government owned animals (GOAs) and military working dogs (MWDs).

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.

ASYMCA:



- ASYMCA is offering limited hours from 0800-1300, which will allow for reduced staff, while still serving our families in need of food pantry or emergency financial assistance. All visitors to the building will be screened.
- 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.
- Food pantry is stocked with nonperishables and fresh vegetables.

FAMILY HOUSING:

- Housing Service Center (HSC)/Navy Aloha Center
- Military Housing Office (MHO)/Hickam Housing Office
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- Family Housing office for Navy/Hickam and Unaccompanied Housing has moved to a more virtual platform to improve social distancing for staff and customers, effective Tues, 24 Mar. Office doors are closed and signs have been posted providing contact phone number/email to provide further assistance for walk up customers.
- There will be no change to hours of operation. Housing customers who have scheduled appointments will be contacted and informed their appointment will be completed as a phone appointment. We will verify their contact number for their Phone Appointment and email to forward In-Briefing/TLA/Referral/Housing information to be briefed during their appointment. Continued social distancing and frequent surface cleaning will continue to be in place for staff.

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.