



## JBPHH BASE OPERATIONS & SERVICES UPDATE

*May 28, 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 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: **Kupuna hours at NEX are going away 1 June.**



### 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:

HP CON Charlie operating hours 0800-1600, Mon-Fri.

- REMINDER: The trusted traveler program at JBPHH has been suspended as of Saturday, 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, 0800-1600, 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 two locations - Wahiawa and Center Drive. 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](http://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:

- Normal hours of operations; individuals 60+ and/or disabled will be allowed to shop before others from 0800-0900.
- REMINDER: All patrons (over the age of 2) are required to wear a protective mask.
- **Curbside pickup is available—order from [www.shopmyexchange.com](http://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 is take-out only.
- Military Clothing will be **closed** on weekends.
- Modified hours are: 1000-1800 Mon (no change) / 1000-1700 Tue-Fri
- The following shops at Hickam are **closed**:
  - Barber Shop
  - Alteration Shop
  - Laundry/Dry Cleaning
  - Spectrum
  - Salon Bobbi & Guy
  - Flower Shop
  - Tactical Shop
  - KS Jewelry
  - Do Terra





#### NAVY EXCHANGE (NEX):

- **NEX Mall: Effective Monday, 1 June, 60+ and disabled hours will no longer be in effect.**  
NEX Mall's hours are 0900-2000 (Mon-Sat) and 0900-1900 (Sunday).

- 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.
  - Food Court is take-out only.
  - Barbers and Salons are **closed**.



#### NAVY FEDERAL CREDIT UNION (NAVY FCU):

- Modified branch hours: 1000-1600, Mon-Fri. This temporary time change applies to all Navy FCU branches on island.
- For further information, contact Navy Federal Credit Union via web: [navyfederal.org](http://navyfederal.org) or phone: 888-842-6328



#### MWR:

- All MWR programs and facilities are **closed**, except for those listed below with the following modified operations:

The waterways accessible from **Hickam Beach** and **Kamehameha Beach (No Dog Beach)** are open with the following restrictions geared at maintaining social distancing:

**Water activities allowed with appropriate social distancing:** swimming, surfing, paddle-boarding (SUP), kayaking, and floating (must be moving and not congregating).

**NOT allowed:** lounging, sitting, standing, laying down, sunbathing, loitering, fishing, congregating, floating in large groups, walking or running on the beach except to access the water, umbrellas, beach chairs, and anything not expressly allowed in the aforementioned water activities listing.

\*Beach and water regulations are subject to change based on evolving operational risk and mission needs.

Lifeguards at Hickam Beach on duty Tues – Sunday 0900 – 1700 (Beach open for water activities on Mondays, but no lifeguards) **No equipment rentals**.

**MWR has opened up most of the golf courses again to limited play with a few restrictions. Course opening times below:**

MAMALA BAY GOLF COURSE: Open Fri-Sun, 0630-1800 starting Friday 15 May (449-2304)

NAVY-MARINE GOLF COURSE open 0630-1800, 7 days a week starting Monday 18 May (471-0142)

KE'ALOHI PAR 3 GOLF COURSE open 0630-1800, 7 days a week starting Monday 18 May (448-2318)

BARBERS POINT GOLF COURSE: CLOSED. Opening date TBD

- Tee Time must be reserved. NO STAND BY.
- Open to Authorized Patrons only. NO GUESTS.
- Facemasks required inside all buildings. Social distancing for all areas.
- Bring own supplies: water, clubs, pull carts, etc.
- Single-rider carts only (Except for household family members).
- Driving range and practice areas for Tee-Time holders only.
- Reservations taken starting TODAY (May 15).
- Dining services are for take-out ONLY.

Harbor movements for recreational craft are permitted, effective 7 May.

**Hickam Harbor and Rainbow Bay Marina** boat ramps are open.

**Hickam Car Wash** resumed operations on Monday, 11 MAY 2020. Open daily from 0800 – 1800. Moanalua Car Wash remains closed until further notice.

**Tennis Courts** are reopened.

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

- **Dining/food court operations:**

- Pier-side Bowling Center: Take-out only
- La Familia (Par 3 golf course): Take-out only
- The Lanai: Take-out only
- Pizza Hut/Taco Bell at Club Pearl: Take-out only
- Wright Brothers Café: Take-out only
- Restaurant 604: Take-out only



**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, effective 11 May, for take-out only.
- Hale Aina Dining Facility is take-out only.



#### MILITARY & FAMILY SUPPORT CENTER:

- MFSC is **closed** to walk-in and in-person services.
- 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.
- Virtual services 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.).
- 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.
- All classes and on-site Command GMTs are **suspended** through 31 May 2020.
- 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.
- In home New Parent Support Home Visitation services are **suspended**. Services will be provided telephonically.
- Loan Closet is **closed** for walk-ins. Appointments to turn in loaner kits are available Wed 0800-1500. Call 474-1999 to schedule an appointment.
- MFSC computer resource labs are **closed**.
- 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](mailto:jbphhchaplains@navy.mil)
  - Hickam offices: (808) 449-1754 [chapelhickam@gmail.com](mailto: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:

- 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.



#### 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).



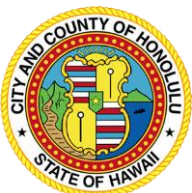
#### ARMED SERVICES YMCA:

- ASYMCA Food Pantry has reopened, effective 13 May, for walk-ins.
- 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.



#### 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](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.