

# JBPHH BASE OPERATIONS & SERVICES UPDATE

**August 7th, 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:**

- The following entry control points have modified operations:

**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 will remain open Monday-Friday, 0500- 1700**
- **Makalapa Gate:** Open 0500-2000, Mon-Fri. **Closed on Weekends**
- **West Loch Back Gate will remain open Monday-Friday, 0600-1600**
- **Whitmore Gate (AVG) (Back gate for Wahiawa Annex): Closed.** Please use Saipan Gate

### **VISITOR CONTROL CENTER/PASS & ID OFFICE:**

- Current operating hours 0600-1400, Mon-Fri
- **The Trusted Traveler program is still in effect. A suspension date is currently being evaluated.** Passes for visitors without an authorized ID can be obtained at Pass & ID.

### **MWR:**

- **All MWR Functions that are currently operating will remain open**

### **CHILD DEVELOPMENT CENTERS & CYP SERVICES:**

- **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):**

**Commissaries hours remain as currently advertised. 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](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
- **Most Food Court concessions are open with limited capacity/seating**
- Military Clothing will be **closed** on weekends
- Modified hours are: 1000-1800 Mon (no change) / 1000-1700 Tue-Fri

#### **NAVY EXCHANGE (NEX):**

- **NEX Mall: 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 no longer available—however, 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](mailto:Stephanie.abdul@nexweb.org) for details. 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, 0700-2000 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 will remain open
  - **NEX Barbershops will remain open to all authorized patrons**

#### **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 808-590-1402 or 808-312-0199 (MHO). Email address for MHO is [JBPHH.MHO@navy.mil](mailto: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:**

- 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 **will offer take-out service only**
- Hale Aina Dining Facility **will offer take-out service only**

#### **MILITARY & FAMILY SUPPORT CENTER:**

- MFSC business hours are 0730-1600, Mon-Fri. **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
- **Limited** in-person clinical services by appointment
- **The TAP class for the week of 3 August is still scheduled to occur for 10 in-person participants. All others via virtual platform**
- **Beginning 10 August 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 **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.

- 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 [Greatlife-hawaii/support/MFSC](https://www.greatlife-hawaii.com/support/MFSC) to see a list of available web classes
  - **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:  
<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 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](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:**

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](http://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](http://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](http://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](http://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

#### **Museums:**

- **All Museums will remain open utilizing current mitigations**

#### **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.