



April 7, 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:

Today's executive summary of changes/updates:
Navy Federal Credit Union (Navy FCU) has modified lobby hours.

CHILD DEVELOPMENT CENTERS and CYP SERVICES:

Effective, 30 March, Child and Youth Programs at JBPHH have changed 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 respective form and have an authorized command representative sign it.

To effectively accomplish and manage level 2 operations, Child Development Center 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 are being 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.

Patrons shopping at all base retail establishments, such as commissaries and exchanges, will be required to wear a protective mask, beginning Thursday. Mask can be homemade and/or improvised, but must be of layered cloth material that covers the nose and mouth. This applies to all patrons, military and civilian. JBPHH strongly encourages you not to wait – act now!

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.

The following shops at HICKAM are now closed:

- Barber Shop
- 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.

Optical Shop opened on a modified schedule, Tues/Thur/Sat, 1000-1700. Call 423-3204 for more info.

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 has reduced operating hours from 24/7 to 0800-1600 (MON-FRI); effective 1600, 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.

Personnel Support Detachment (PSD) Pearl Harbor (PH) will be closed until 8 April. PSD staff members will not be in office during this time but are continuing to work through teleworking. Please ensure service members are working through their Command Pay/Personnel Administrators (CPPA) to address the pay/personnel issues.

The closure also applies to the Pearl Harbor DEERS/RAPIDS office. If you need an ID card or any DEERS/RAPIDS related items, please contact the following sites:

- * 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

Please access the RAPIDS Appointment Scheduler, <https://rapids-appointments.dmdc.osd.mil>, to schedule appointments or to obtain any additional information about a site."

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:

MFSC is closed to walk-in and in-person services. 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.).

MFSC business hours are 0730 - 1600. To schedule an individual appointment or find out about available virtual training customers can call 474-1999.

To make a Family Advocacy report please call 474-1999 during duty hours or after hours 590-7719. To make a SAPR report call the 24/7 - SAPR Crisis Hotline Number 808-722-6192, or Safe Helpline at 877-995-5247, or SARC 808-221-0663

All classes and on-site Command GMTs are suspended through 30 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 appointments with MFSC TAP personnel.

New Parent Support Home Visitation services. In home visits are suspended. Services provided telephonically.

Loan Closet is closed for walk-ins. Appointments to turn in loaner kits are available Wednesday 0800-1500. Call 474-1999 to schedule an appointment.

MFSC computer resource labs are closed.

Check us out on Facebook and see what is happening at your JBPHH MFSC.
<https://www.facebook.com/JBPHH.MFSC/>

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

MWR PROGRAMS THAT HAVE MODIFIED OPERATIONS:

- PIER SIDE BOWLING – Take-out only
- 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): 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).

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 taking Food Pantry and emergency financial assistance requests by appointment. Military families can call the Branch Director at 473-3398 and leave a message with their name, number of people in their family, any special dietary restrictions and their contact number. Our staff will then pre-bag the family's food and call them back to schedule a time for pick up at the ASYMCA Branch aboard JBPHH.
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- 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.
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- Navy Federal Credit Union (Navy FCU):
- As a precaution to ensure the safety and health of members, team members and communities, Navy Federal Credit Union (Navy FCU) has modified lobby hours effective 6 April. New branch hours are: Monday - Friday 1000 - 1600. This temporary time change applies to all Navy FCU branches on island.
- For further information, contact Navy Federal Credit Union via web: navyfederal.org or phone: 888-842-6328

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.