



March 24, 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 have moved to Health Protection Condition Charlie. You should be seeing ongoing 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:

The health, safety, and welfare of our personnel and the children they care for continues to be our priority. JBPHH childcare programs are a critical need for our Service members who require childcare to enable their service to our nation both at home and abroad. During the current COVID-19 crisis we are adapting our operations to meet both the DOD's mission and family requirements while ensuring children in our care and our working professionals are healthy and safe. Beginning Friday morning, 20 March, the following limitations will be in place:

- All programs/services that are not full-time childcare (ages 0-12) are cancelled/postponed until further notice
- All hourly childcare is cancelled (unless emergency/ mission essential)
- All youth sports, youth/teen programs, fieldtrips away from JBPHH childcare facilities cancelled
- No new childcare enrollees into JBPHH operated programs (unless emergency/mission essential)
- Parents are required to self-care for their own children at home if full-time telework agreements have been executed; parent fees will be waived and spaces will be saved
- Parent fees will be waived/spaces saved for all personnel who elect to voluntarily temporarily withdraw their child for at least two weeks or until May 1, 2020

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:

- Alteration Shop
- Laundry/Dry Cleaning
- Spectrum



- Salon Bobbi & Guy

- Flower Shop

- Tactical Shop

- KS Jewelry

- Do Terra

NAVY EXCHANGE (NEX): Normal hours of operations. 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 are being 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.

BASE ACCOMMODATIONS:

- Unaccompanied Housing (UH) and NGIS – Normal Hours of Operations.

GALLEY SERVICES:

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

MFSC: Hours of Operations will be 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.).
- Loan locker open Tuesday to Thursday 0800-1530 (closed 1100-1200)
- 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.



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

AAFES and NEX barber shops and salons—Operations suspended effective 23 March.

MWR PROGRAMS THAT HAVE MODIFIED OPERATIONS:

- CLUB PEARL AND TRADEWINDS BARS - Open with restrictions on capacity to accommodate social distancing
- POOLS: Scott pool open; all other pool operations suspended.
- LIBERTY CENTERS: Beeman Center open with restrictions on capacity to accommodate social distancing; Makai Rec and Wahiawa Annex locations closed
- PIZZA HUT/TACO BELL – Take-out only
- MANGIAMO'S (Navy Marine Golf Course) / Restaurant 604 -- Take-out only
- LA FAMILIA (Par 3 golf course) – Take-out only
- WRIGHT BROTHERS – Take out only
- THE LANAI - Limited operations - Reduced Seating
- BOWLING: Take-out food operations only; no bowling

MWR PROGRAMS THAT HAVE SUSPENDED OPERATIONS

- FITNESS CENTERS
- ITT OFFICES
- LIBRARIES
- MWR LEISURE CLASSES
- AUTO SKILLS CENTERS
- ARTS & CRAFTS CENTER
- GOLF COURSES
- SHARKEY THEATER
- OUTDOOR RECREATION
 - All Classes
 - Equipment Rental
 - Beach Rentals
- PAVILION RENTALS
- BEACHES
- BARBERS POINT BEACH COTTAGES
- FORD ISLAND CONFERENCE CENTER

FACEBOOK: Updates will continue to be posted daily

VETERINARY TREATMENT FACILITIES (VTFs): VTFs will no longer provide routine care for privately owned animals (POA). Routine and emergency care continue for government owned animals (GOAs) and military working dogs (MWDs). The VTF will continue to provide the following services for POAs:



- Health certificates for animals leaving the island within 14 days, and all associated appointments
- Rabies vaccines for adult animals whose vaccines will lapse prior to a decrease in the HPCON level
- Vaccinations and deworming for juvenile animals under the age of five months.
- Pharmacy refill services

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

- · All early learning programs are utilizing distance learning.
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- · ASYMCA provided 60 Eka Le`alea (bags of fun) to JBPHH kids in the programs today (drive through distribution).
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- · `Ohana Food Drop is scheduled for tomorrow. JBPHH ASYMCA Branch staff will prebag and deliver as patrons drive through. All necessary sanitation and physical distancing precautions will be in effect.
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- · Food pantries are stocked.
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- · ASYMCA will be limiting branch hours from 0800-1300 Monday through Friday. This will allow utilization of reduced staff, while still serving our families in need of food pantry or emergency financial assistance.
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- · ASYMCA will screen any visitors to the branch.
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- 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 signage has been posted providing contact phone number/email to provide further assistance for walk up customers.
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- 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.

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*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.