

Joint Base Pearl Harbor-Hickam OPERATIONS & SERVICES UPDATE

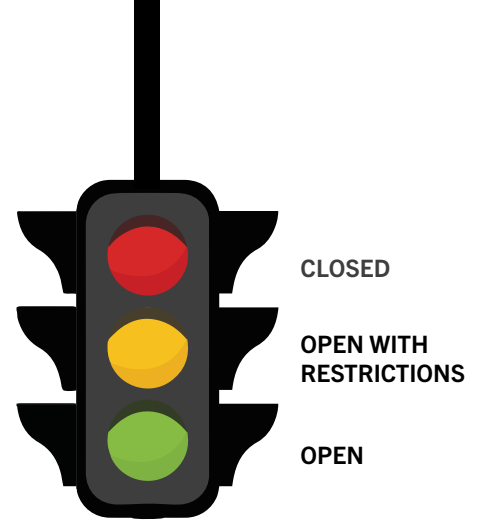
September 2, 2021

As the situation evolves regarding the spread of COVID-19, JBP HH is working daily to assess and implement measures to protect our service members, civilians, and their families.

JBP HH is currently at:

HEALTH PROTECTION CONDITION BRAVO+

You will continue to see changes geared toward matching social distancing and sanitation measures recommended by public health experts. The following is the current status of MWR, accommodations, food service, retail, and other operations:



JBP HH GATE OPERATIONS		STATUS
Nimitz Gate	Open 24/7	●
O'Malley Gate	Open 24/7	●
Kuntz Gate	Open Mon-Fri 0500-1800, Sat & Sun 0500-0900.	●
Luapele Gate	Open Mon -Fri 0500-0800 & 1530-1730.	●
Makalapa Gate	Open Mon -Fri 0500-2000.	●
West Loch Back Gate	Open Mon -Fri 0600-1600.	●
Whitmore Gate	Open Mon-Fri 0600-1800, closed on holidays.	●


VISITOR CONTROL CENTER/PASS & ID OFFICE		STATUS
Current Hours	Open Mon-Fri. 0600-1800.	●
Trusted Traveler Program	The Trusted Traveler Program is in effect.	●



MWR	STATUS
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All MWR functions that are currently operating will remain open with the following exceptions:


Beaches	Open with no more than 10 persons per group, separated by at least 6 feet.	●
Beach Cottages	Subject to gathering limitations.	●
Restaurants	All sit-down restaurants are currently open with mitigations*. Indoor dining allowed, limited to 10 per table.	●
Outdoor Rentals	Open with mitigations*.	●
Bowling Center	Open with mitigations*.	●
Bowling Center Snack Bars	Indoor dining with mitigations*	●

MWR (CONT.)		STATUS
Golf Operations	Open with mitigations*.	
Auto Skills	Hickam shop and car wash open with mitigations*.	

















CHILD DEVELOPMENT CENTERS & CYP SERVICES		STATUS
<p>Child and Youth Programs will remain in CYP-1 operations with the following in effect:</p> <ul style="list-style-type: none"> • Enhanced Health Screening for children, parents, staff, and visitors continue. • Face coverings and enhanced handwashing are required for staff. • Increased sanitation/custodial requirements. • Family Style Dining is suspended • Continue to support physical distancing strategies and manage group size in a classroom. 		

COMMISSARY (DECA)		STATUS
<p>Commissary hours remain as currently advertised.</p> <ul style="list-style-type: none"> • REMINDER: All patrons (over the age of 5) 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 Hours	Open Mon-Sun. 0900-2100.	
Hickam Hours	Open Mon-Sun. 0900-2000.	

AAFES		STATUS
<p>Normal hours and patron access.</p> <ul style="list-style-type: none"> • REMINDER: All patrons (over the age of 5) are still required to wear a protective mask/face covering. • Curbside pickup is available—order from 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 Concession	Dine in with mitigations*.	
Military Clothing	Closed on weekends.	
Barber Shop	Open to all authorized patrons. Enhanced sanitation and social distancing measures in place.	

<p>Normal hours and patron access.</p> <ul style="list-style-type: none"> • REMINDER: All patrons (over the age of 5) are still required to wear a protective mask. 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 for details. • Dry cleaning and tailoring shops will remain open. • NEX Barbershops will remain open to all authorized patrons. 		
NEX Mall Hours	Mon-Sat. 0900-2000, Sun, 0900-1900.	

*please refer to guidelines according to specific location

NAVY EXCHANGE (NEX) (CONT.)		STATUS
NEX Mall Food Court	Dine in with mitigations.	
Home Gallery	Open Daily 0900-1800.	
Major Appliance Center	Open Daily 0900-1800.	
Outdoor Living	Open Daily 0900-1800.	
Car Care Center	Open Daily 0700-1900.	
Optical Shop	Open Mon/Wed/Fri. 1100-1700, Tue/Thur/Sat. 0900-1730.	
Flower Shop	Open Mon-Sat. 0900-2000, Sun. 0900-1900.	
Wireless Advocates (NEX Mall)	Open Daily 0900-1700.	
Spectrum (NEX Mall)	Open Mon-Sat. 0900-1800, Sun. 0900-1700.	
Fleet Store	Open Mon-Fri. 0600-2100, Sat-Sun. 0700-2000.	
Ford Island, Pearl City Mini-Marts	Open Daily 0700-1900.	
Wahaiwa Mini-Mart	Open Mon-Fri. 0600-1900, Sat-Sun. 0700-1900.	
Makalapa Mini-Mart	Open Mon-Fri. 0630-1630, Closed on weekends.	
Touch N Go Mini-Mart	Open Daily 0700-1900.	
Halsey Terrace and Iroquois Point Mini-Marts	Open Daily 0700-2100.	
Barber Shop	Open to authorized patrons. Enhanced sanitation and social distancing measures in place.	

MILITARY HOUSING OFFICE & HOUSING SERVICE CENTER	STATUS
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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. Phone for HSC is 808-474-1820/1821. Hours of operation for those offices are between 0730-1600, Mon-Fri.

BASE ACCOMMODATIONS	STATUS
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REMINDER All Navy Lodge patrons (over the age of 5) are still required to wear a protective mask/face covering.

NGIS	No Space-A reservations.	
Unaccompanied Housing	Normal hours of operation.	
NavyLodge	Normal hours of operation.	

GALLEY SERVICES		STATUS
Silver Dolphin Bistro	Dine in with mitigations*	
Hale Aina Dining	Dine in with mitigations*	




MILITARY & FAMILY SUPPORT CENTER (MFSC)	STATUS
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Visit Facebook for JBPHH MFSC updates and information: <https://www.facebook.com/JBPHH.MFSC/>


MFSC Business Hours	Mon-Fri. 0730-1600. 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.	
TAP Class	TAP classes are virtual, through Greatlifehawaii.	
MFSC Reception Area	Closed to walk-ins.	
Loan Closet	The MFSC loan locker will open for loaner kit check-outs and check-ins by appointment only. Hours of operation are Mondays and Thursdays from 0800 to 1500. To make an appointment call 474-1999.	
Classes & On-Site Command GMTs	Available through virtual platforms. Check out Greatlifehawaii/support/MFSC to see a list of available web classes.	
MFSC Computer Resource Labs	Closed.	
In Home New Parent Support Home Visitation Services	Suspended. Services will be provided telephonically.	
Family Advocacy	To make a Family Advocacy report please call 474-1999 during duty hours or 590-7719 after hours.	
SAPR	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.	


DEERS/RAPIDS	STATUS
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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 Office	(808) 471-2364	
Hickam Hangar 2	(808) 449-0846	
Schofield	(808) 655-1272	
Fort Shafter	(808) 438-1600 Ext. 3195	

DEERS/RAPIDS (CONT.)		STATUS
Camp Smith	(808) 477-0160	
Tripler	(808) 433-6754	
USCG Sand Island	(808) 842-2062	


JBPHH OFFICIAL PORTRAIT STUDIO	STATUS
<ul style="list-style-type: none"> • Photos will be scheduled by appointment only. No walk ins. • Keep your mask in place until the photographer instructs you to remove it for the photo. <p>To make an appointment, email david.underwood.12@us.af.mil or call 448-0760</p>	

CHAPEL SERVICES	STATUS	
<p>Joint Base Pearl Harbor Hickam Command Religious Program Chapel services have resumed with mitigations.* Go to https://www.Facebook.com/JBPHH.CRP https://jbchapel.info for more details.</p>		
Pearl Offices	(808) 473-3971 jbphhchaplains@navy.mil	
Hickam Offices	(808) 449-1754 chapelhickam@gmail.com	

For emergency Chaplain assistance after normal working hours:

Navy Duty Chaplain	(808) 368-3142	
Air Force Chaplain	Contact Hickam Command Post (808) 448-6900	

NAVAL HEALTH CLINIC HAWAII	STATUS
<ul style="list-style-type: none"> • NHCH is seeing patients for primary and specialty care services via face-to-face appointments or virtual health resources. • Please note that face coverings (no masks with valves allowed) 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). • Patients will park in the designated parking pick up spots and walk to the back of the pharmacy space to pick up their medications. • As always, appointments are made through the Appointment Line (1-888-683-2778) or via TRICARE Online. 	

VETERINARY TREATMENT FACILITIES	STATUS
<p>Hickam Veterinary Treatment facilities have reopened for care for privately owned animals but with limited availability.</p> <p>Call 808-449-6481 for more information. Routine and emergency care continue for government owned animals (GOAs) and military working dogs (MWDs).</p>	

MUSEUMS

STATUS

Currently the Pearl Harbor National Memorial is open with mitigations*.
For other memorials and museums please check their associated websites for information.



VEHICLE REGISTRATION & LICENSING FOR MILITARY PERSON

STATUS

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



Facebook updates will continue to be posted as changes occur

JB PHH COVID-19 website

<https://www.cnic.navy.mil/regions/cnrh/om/coronavirus-disease-2019.html>

COVID-19 FAQs:

<https://www.cnic.navy.mil/regions/cnrh/om/coronavirus-disease-2019/jbphh-covid-19-frequently-asked-questions.html>

The City and County of Honolulu's Tiered Reopening Strategy

<https://www.oneoahu.org/reopening-strategy> | applicable off-base when approved by service-specific policy

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.