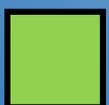




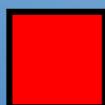
JBSA-LACKLAND SERVICES

Effective September 25, 2020

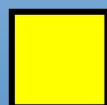
Civilian Personnel	Military Personnel (ID Cards)
Commissary	Military Prsnl (MPS,MPD, PSD)
Community Center	MWR Auto Hobby
Dental	MWR Bowling Center
Dining Facilities	MWR Club - Gateway Club
Education Center	MWR Frame Shop
Family Health	MWR Golf Course
Finance	MWR Outdoor Recreation
Fitness Assessment Cell	Pharmacy
Fitness Center	Public Affairs/Photo/Graphics
First Term Airman's Center	Public Health
Immunizations	Retiree Activities Office
Information, Tickets & Tours	Tax Center
Labs	WAPS Testing
	Youth Center



OPEN



CLOSED



**MODIFIED
OPERATIONS**



**ACTIVE DUTY
ONLY**



JOINT BASE SAN ANTONIO PHASED REOPENING

SEPTEMBER 25, 2020



JBSA- Lackland

For safety purposes, masks with valves or vents will no longer be permitted for wear in JBSA or SAMHS facilities, to include BAMC, WHASC and all outlying clinics.

59th Medical Wing	<p>Patients should expect to see the following changes at all 59th MDW clinics:</p> <ul style="list-style-type: none"> • Delayed elective surgeries • Temporary suspense of in-person routine care, telehealth appointments will be available • Nurse Advice line: 1-800-TRICARE • COVID-19 Nurse Line: 210-581-2266 Option 6 <ul style="list-style-type: none"> ○ Mon.-Fri. 0700-1700 • Pharmacy <ul style="list-style-type: none"> ○ <u>Wilford Hall</u>: Mon. – Fri. 0700-1600 ○ <u>JBSA - Lackland Satellite</u>: Closed ○ <u>Commissary Pharmacy</u>: Closed ○ <u>Gateway Bulverde</u>: Mon.-Fri. 0800-1600 • Drive Thru COVID-19 Testing <ul style="list-style-type: none"> ○ WHASC Parking Garage lower level ○ Mon.- Fri.0800-1200
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The Army and Air Force Exchange Service and the Defense Commissary Agency are considers mission essential. Therefore, patrons will still be able to make purchases at the Base Exchange and Commissary.

Please be aware that JBSA is currently open for Official Business only. Only military members, civilian employees and other Department of Defense affiliated personnel (e.g., retirees, dependents, contractors) who are conducting official duties or business, or have appointments at a medical or mission support facility, will be allowed on the installation.

AAFES Food Services	<ul style="list-style-type: none"> • To-go meals only
AAFES	<ul style="list-style-type: none"> • Main Exchange 1000-1800 Mon-Fri, 1000-1700 Sat-Sun <ul style="list-style-type: none"> ○ Curbside Pickup available <ul style="list-style-type: none"> ▪ Order online at www.shopmyexchange.com and choose store pickup ○ For more information go to https://www.facebook.com/JBSAExchange/ • Main Exchange Food court <ul style="list-style-type: none"> ○ Charley's: Mon - Fri 1000-1800, Sat - Sun 1000-1700 ○ Subway: Mon - Fri. 1000-1800, Sat - Sun. 1000-1700 ○ Starbucks: Mon -Sun 0800 - 1600 ○ Manchu Wok: Mon - Fri 1000-1800, Sat - Sun 1000-1700 ○ Qdoba: Mon - Fri 1000-1800, Sat - Sun 1030-1700 ○ Arby's: Mon - Fri 10-18000, Sat - Sun 1000 -1700 ○ Anthony's Pizza: Mon - Sat 1000-1800, Sat - Sun 1000-1700

- **Main Exchange Shops**
 - GNC: Mon- Fri 1000-1700, Sat-Sun 1000- 1600
 - GameStop: Mon-Fri 1000-1700, Sat-Sun 1000-1600
 - Claire's: Closed
 - Nail Salon: Closed
 - Wondering Cowboy: Closed
 - Art Of Threading: Closed
 - Optical Shop: Closed
 - US Patriots: Closed
 - Enterprise (Bldg.1285): Closed
 - Save Cleaners (Bldg.1285): Mon- Fri 1000- 1800, Sat 1030- 1700,
Sun Closed
 - UPS Store (Bldg1285): Mon- Fri: 0930- 0800, Sat: 0930 - 1600, Sun:
Closed
- **North Troop Store (Gas Station):** Mon- Sun 0800- 2000
- **North Troop Food Court**
 - Subway: Mon- Sun 1100- 2000
 - Starbucks: Mon- Sun 0800- 2000
 - Burger King: Mon- Sun 0800- 2000
 - Anthony's Pizza: Mon- Sun 1100- 2000
- **North Troop Services**
 - Save Cleaners: Mon- Sat 0830- 1930, Sun 0900- 1930
 - Wireless Advocates: Mon- Fri 1000- 1800, Sat- Sun 1000- 1700
 - US Patriots: Mon- Fri 1000- 1700, Sat- Sun Closed
 - PC Gear T-Shirt Shop: Mon- Wed 1430- 2000, Thu- Fri 1100- 2000
 - Sat 0900- 1200, Sun 0900- 1700
 - Military Pride: Mon- Sat 0830- 1930, Sun 0900, 1930
 - Mementos Fusion: Mon- Wed 1430- 2000, Thu- Fri 1000- 2000
 - Sat 0900- 2000, Sun 0900- 1700
 - Military Ring Store: Closed
- **South Troop Mini Mall:** Mon- Sun 0800- 1800
- **South Troop Mini Mall Food Court**
 - Subway: Mon- Fri 1100- 1800, Sat- Sun Closed
 - Popeye's: Mon- Fri 1100 – 1800, Sat- Sun Closed
 - Starbucks: Mon- Fri 0630- 1600, Sat- Sun 0800- 1700
 - Arby's: Mon- Sat 1100- 1800, Sun Closed
 - Domino's Pizza: Sun- Thu 0900- 2300, Fri- Sat 0900- 0000
- **South Troop Mini Mall Services**
 - Save Cleaners: Mon- Sat 1000- 1800, Sun 1000- 1700
 - Military Pride: Mon- Sat 0900- 1800, Sun 0900- 1700
 - Momentos Fusion: Mon- Sat 0900- 1800, Sun 0900- 1700
 - PC Gear: Closed
 - T-Shirt Shop: Mon- Wed 1000- 1900, Thu 0900- 1900, Fri- 1000- 1900, Sat
0900- 1900, Sun 0900- 1700
- **Military Clothing Store (Bldg 7037):** Mon- Fri 0900- 1600, Sat 0830- 1500,
Sun Closed
- **Save Cleaners Alterations(Bldg 7037):** Mon- Fri 0900- 1600,
Sat 0830- 1500,
Sun Closed
- **Medina Express:** Mon- Fri 0800- 1900, Sat- Sun 1100- 1800
- **Lackland Express/Gas Station:** Mon-Fri 0500-2200, Sat-Sun 0700-2200
- **Popeye's:** Mon-Fri 1030-1900, Sat-Sun Closed

	<ul style="list-style-type: none"> ○ Drive thru service only - Effective July 18 ● Burger King Drive Through Only: Mon-Fri 0700-1900/Sat-Sun 10:30-18:00 ○ Drive thru service only - Effective July 18
Barber Shops	<ul style="list-style-type: none"> ● Main Exchange Barber (Bldg.1385): Closed ● Main Exchange Hair Salon (Bldg.1385): Mon- Sun 1000- 1700 ● South Troop Mini all Barber (Bldg 7025): Mon- Sun 1000- 1700 ● North Troop Mini mall Barber (Bldg. 10345): Mon- Sun 1000 – 1800 ● North Troop Hair Salon (Bldg. 10345): Mon- Sun 1000- 1700 ● Security Hill (Bldg. 2017): Closed ● WHASC Barbershop (Bldg. 4554): Closed
Canyon Lake Recreation Area	<ul style="list-style-type: none"> ● Resale store, lodging check-in, marina ● DoD ID card holders only admitted to park – No guests may be sponsored <ul style="list-style-type: none"> ○ 100% ID Check ● Hancock Cove and Sunnyside Cove ONLY <ul style="list-style-type: none"> ○ Sun-Thu: 0800-1800 ○ Fri-Sat: 0800-1900 <p>Please visit: https://jbsatoday.com/events/canyonlake-reopening for more information</p>
Chapels	<ul style="list-style-type: none"> ● BMT Services <ul style="list-style-type: none"> ○ <i>Services will be pre-recorded for trainees</i> ● Installation Ministry ● Active Duty and Dependents only <ul style="list-style-type: none"> ○ <i>Continue Livestream services</i> ○ Services held at Freedom Chapel (Max 200 attendees) <ul style="list-style-type: none"> ▪ Catholic Confession – Saturday, 1600 ▪ Catholic Mass – Saturday, 1700 ▪ Contemporary Protestant service – Sunday, 0930 ▪ Gospel Protestant service – Sunday, 1230 ○ Services held in Interfaith Chapel (Bldg 7452) (Max 75 attendees) <ul style="list-style-type: none"> ▪ Salaat al Jumu’ah – Friday, 1330 ○ Services held in Airmen Memorial Chapel (Bldg 5432) (Max 100 attendees) <ul style="list-style-type: none"> ▪ Jewish Sabbath Worship – Friday, 1700 ▪ Orthodox Christian service – Sunday, 0800
Child Development Center	<ul style="list-style-type: none"> ● All authorized, enrolled patrons allowed to return. ● Continued care for Mission Essential /Mission Critical families who are temporarily enrolled as space and staffing permits. ● Center will continue care for all children current receiving care as required. ● COV-19 protective measures/increased sanitation/limited capacity/distancing. ● Please visit https://jbsatoday.com/ChildDevelopmentProgram for contact info and hours.
Civilian Personnel Office	<ul style="list-style-type: none"> ● Offices are open; Virtual services and appointments encouraged; <ul style="list-style-type: none"> ○ APF: (210) 671-1237 (Staffing), (210) 671-0006 (EMR) ○ NAF: (210) 925-9331
Commissary	<ul style="list-style-type: none"> ● Hours: <ul style="list-style-type: none"> ○ Mon-Fri: 9 a.m.- 8 p.m. ○ Sat: 8 a.m.- 6 p.m.

	<ul style="list-style-type: none"> ○ Sun: 9 a.m.- 6 p.m. ● No “Early Bird”
Dental	<ul style="list-style-type: none"> ● Urgent Care 0730-1630 Mon.-Fri. (210) 916-9900
Dining Facilities	<ul style="list-style-type: none"> ● Meal Card Holders/ESM only
Education Center	<ul style="list-style-type: none"> ● Virtual services only (210) 671-6012
Fam Camp	<ul style="list-style-type: none"> ● Only open to current guests
Family Health	<ul style="list-style-type: none"> ● Acute care only ● Phone: (210) 916-9900
Finance	<ul style="list-style-type: none"> ● Virtual services only ● Phone: (210) 238-4025
Fitness Centers	<p style="text-align: center;">All fitness centers open to uniformed service members, DoD Civilians w/CAC during normal operating hours.</p> <p style="text-align: center;">Retirees and Dependents allowed DURING NON PEAK HOURS ONLY Block time: 0900-1100, 1300-1500, 1900-close.</p> <ul style="list-style-type: none"> ● Warhawk <ul style="list-style-type: none"> ○ Mon-Fri: 5 a.m.- 9 p.m. ○ Weekends/Holidays: 9 a.m.- 5 p.m. ● Chaparral <ul style="list-style-type: none"> ○ Will reopen Oct. 5 ○ Mon-Fri: 5 a.m.- 7 p.m. ○ Weekend/Holidays: CLOSED ● Kelly <ul style="list-style-type: none"> ○ Mon-Fri: 6 a.m.- 3 p.m. ○ Weekends/Holidays: CLOSED ● Gateway <ul style="list-style-type: none"> ○ Mon-Fri: 6 a.m.- 3 p.m. ○ Weekends/Holidays: CLOSED ● Gillum <ul style="list-style-type: none"> ○ Will reopen Sept. 28 ○ Mon-Fri: 5 a.m.- 7 p.m. ○ Weekend/Holidays: CLOSED ● Chapman Annex <ul style="list-style-type: none"> ○ Mon-Fri: 5 p.m.- 6 p.m. ○ Weekends/Holidays: CLOSED ● Requirements / Limitations <ul style="list-style-type: none"> ○ Limit operations to 50% of max capacity ○ 100% ID check ○ Masks/cloth coverings must be worn when entering/exiting the facility and in all areas when six-feet social distancing cannot be maintained ○ Patrons must wipe down equipment prior and after use

	<ul style="list-style-type: none"> ○ Patrons must limit their total workout time to 60 minutes maximum ○ Limit cardio machine use to 30-minute sessions ○ NO Equipment checkout (i.e. weight belts, bands, etc.) ○ Encourage towel use to provide buffer between patron and equipment ● Available services <ul style="list-style-type: none"> ○ Locker rooms and showers available with distancing ○ Outdoor exercise classes ○ Outdoor functional fitness equipment available (Beaver Fit) ○ Basketball court – unit PT / shoot around ONLY ○ Softball outfields – Unit PT by reservation ONLY ○ Weight rooms – Social distancing / limited capacity ○ Cardio rooms – Social Distancing / limited capacity ○ Functional fitness rooms – Social distancing / limited capacity ○ Exercise rooms – Social distancing / limited capacity <p style="text-align: center;">Visit https://jbsatoday.com/Fitness for more information</p>
Honor Guard	<ul style="list-style-type: none"> ● Reduced services
IG	<ul style="list-style-type: none"> ● Complains via phone or email; no walk-ins ● Hotline: (210) 808-0120
Immunizations	<ul style="list-style-type: none"> ● Acute care only
Information Ticket Office	<ul style="list-style-type: none"> ● Opening Sept. 29 ● Tues-Sat: 9 a.m.-5 p.m. ● 210-671-3059
Installation Personnel Readiness	<ul style="list-style-type: none"> ● Virtual services only ● Phone: (210) 671-7197
JBSA Bowling	<ul style="list-style-type: none"> ● Open with reduced capacity <ul style="list-style-type: none"> ○ Tues.-Thurs. from noon to 8 p.m. ○ Fri.-Sat. from noon to 10 p.m. ○ Sun. from noon to 6 p.m. ○ Snack Bars will be open for food and beverage orders for customers who have an assigned lane only. ● Please call 210-671-1234 to reserve a lane ● Please visit https://jbsatoday.com/events/3416 for more information
JBSA Golf	<ul style="list-style-type: none"> ● Opening 1 May, (pro shop/course/driving range) ● DoD ID card holders only ● 0630-Sunset Daily ● Tee times taken in advance by phone 1000-1400 today thru Friday ● (210) 671-3466
Legal	<ul style="list-style-type: none"> ● All legal assistance will be Active Duty and dependents only, by appointment. ● To make an appointment, please call: (210) 671-3367
Mental Health	<ul style="list-style-type: none"> ● Acute care only, 0730-1630

	<ul style="list-style-type: none"> • Phone: (210) 916-9900
Military and Family Readiness Center	<ul style="list-style-type: none"> • Virtual services only • Phone: (210) 671-3722
Military Personnel Flight ID Cards	<ul style="list-style-type: none"> • DEERS emergencies ONLY, (210) 671-6006 • All other services offered virtually • Online ID card renewal service is available to all dependents and retirees whose ID card expires soon • http://www.jbsa.mil/Resources/802d-Manpower-and-Personnel-Flight/ID-Cards/
MWR Auto Hobby Shop	<ul style="list-style-type: none"> • COVID-19 protective measures <ul style="list-style-type: none"> ○ Enhanced sanitation ○ Social Distancing ○ Limited Capacity • Tues.- Fri. 0900-1700, Sat 0800-1600 <p>Please visit https://jbsatoday.com for more information</p>
JBSA Bowling	<p style="text-align: center;">Closed until further notice</p> <p>Please visit https://jbsatoday.com/events/bowlingclosed for more information</p>
MWR Frame Shop	<p style="text-align: center;">Closed until further notice</p> <p>Please visit https://jbsatoday.com for more information</p>
Outdoor Rec	<ul style="list-style-type: none"> • JBSA-Outdoor Recreation and Equipment Rental. <ul style="list-style-type: none"> ○ DoD ID card holders only ○ Mon-Fri, 0900-1600 <p>From July 20 to July 24, the JBSA-Lackland Outdoor Recreation office will reduced operations and allow only customers with equipment to return or customers with existing reservations to access the program. All other customers are encouraged to utilize our Outdoor Recreation offices at JBSA-Fort Sam Houston and JBSA-Randolph during this time. We apologize for any inconvenience this may create.</p> <p>Visit www.JBSAToday.com for more information</p>
Passports	<ul style="list-style-type: none"> • By appointment only • (210) 482-0137
Public Affairs	<ul style="list-style-type: none"> • All official photo appointments have been cancelled • No self-help service or equipment checkout
SARC	<ul style="list-style-type: none"> • In person follow up or response for critical/urgent issues • Other normal services via email and phone • Phone: 210-808-8981 or Hotline for urgent issues (210) 808-7272

	<ul style="list-style-type: none">• Email: usaf.jbsa.502-abw.mbx.502-abw-sarc-workflow@mail.mil.
WAPS	<ul style="list-style-type: none">• WAPs cycle on-going to 31 July.• Please contact 37MSS.DPMPE3@us.af.mil for more information
Youth Center	<ul style="list-style-type: none">• Mission Essential/Mission Critical Personnel only• Will continue care for all children current receiving care as required• Provided School Age Care and Camps• No Open Recreation and No organized Youth Sports• COV-19 protective measures/increased sanitation/distancing• Please visit https://jbsatoday.com/ChildYouthServices for additional information.