



# JBSA-FORT SAM HOUSTON / CAMP BULLIS SERVICES

Effective September 25, 2020

AAFES	Library
AMED & FSH Museums	Lodging
Aquatic Center	Mental Health
Career Assistance Advisor	Military & Family Readiness Center
Child Development Centers	Military Personnel (ID Cards)
Chapels	Military Prsnl (MPS,MPD, PSD)
Civilian Personnel	MWR Bowling Center
Commissary	MWR Frame Shop
Community Center	Outdoor Recreation / Golf Course
Dental	Pharmacy / Labs
Dining Facilities	Public Affairs/Photo/Graphics
Education Center	Public Health
Family Health	Retiree Activities Office
Finance	Soldier for Life-TAP
Fitness Centers	Tax Center
Immunizations	Warrior & Family Support Center
Information, Tickets & Tours	WAPS Testing
Legal Assistance	Youth Center

## CAMP BULLIS

AAFES Shoppette	MWR Outdoor Recreation
Dining Facility	Taylor Burk Clinic
Fitness Centers	Taylor Burk Pharmacy

OPEN	CLOSED	MODIFIED OPERATIONS	ACTIVE DUTY ONLY
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# JOINT BASE SAN ANTONIO PHASED REOPENING SEPTEMBER 25, 2020



## JBSA- Fort Sam Houston

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.

Patients should expect to see the following changes at all BAMC clinics:

### **Entrance Information and Hours: Monday – Friday**

- The Garden Entrance will be open 24/7
  - Primary entrance for all staff
  - Only entrance for all personnel: 2000-0700.
- The Bed Tower/Flagpole entrance will be open 0700-2000
  - Entrance for patients and visitors
  - Entrance for staff riding the Garage Shuttle
- The Women's Health entrance will be open 0700-2000
  - Entrance for patients and visitors
- Emergency Department will be open 24/7
  - For emergent patients only

### **Entrance Information and Hours: Saturday and Sunday**

- The Garden Entrance will be open 24/7
  - For all personnel
- Emergency Department will be open 24/7
  - For emergent patients only
- Delayed elective surgeries
- Temporary suspense of in-person routine care, telehealth appointments will be available

## **BAMC**

### **Pharmacy**

- BAMC, Moreno Clinic, FSH Pharmacy
  - Mandatory curb-side drop of and pick up
  - Mon – Fri 0800-1800
- Fort Sam Houston Community Pharmacy
  - Mon.- Fri. 0800-1700
- Commissary Pharmacy: Closed
- **BAMC drive-thru screening is available:**
  - Mon – Fri 0800 to 1200
  - Closed Sat and Sun

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.

<b>AAFES Food Services</b>	<ul style="list-style-type: none"> <li>To-go meals only</li> </ul>
<b>AAFES</b>	<ul style="list-style-type: none"> <li><b>Main Exchange:</b> Mon-Sun 0900-1900</li> <li><b>PXtra:</b> Mon-Sun 0900-1730</li> <li><b>Food Court</b> <ul style="list-style-type: none"> <li>Charley's: Mon - Sun: 1030-1930</li> <li>Anthony's Pizza: Mon-Sat: 1030-2000; Sun: 1030-1800</li> <li>American Eatery: Mon - Sun: 0900-1400</li> <li>Subway: Mon –Fri: 0700-1900; Sat –Sun: 0900-1800</li> <li>Baskin Robbins: Mon - Sun: 1200-1600</li> </ul> </li> </ul>
<b>AAFES JBSA Barber Shops</b>	<ul style="list-style-type: none"> <li><b>Main Store:</b> Mon-Sun: 0900-1900</li> <li><b>Mini Mall:</b> Mon - Fri:1100-1900; Sat:1000-1800; Sun:1000-1700</li> <li><b>MEDCoE:</b> Closed</li> <li><b>BAMC:</b> Closed</li> </ul>
<b>AAFES Class VI</b>	<ul style="list-style-type: none"> <li>M-T: 0900-2000; Fri - Sat: 0900-2100; Sun: 1000-1700</li> </ul>
<b>AAFES Shoppettes</b>	<ul style="list-style-type: none"> <li><b>Walters Express:</b> Mon - Sat: 0530-2300; Su: 0630-2200</li> <li><b>Schofield Express:</b> Mon - Sat: 0630-1800; Su: Closed</li> <li><b>MEDCoE Express:</b> Closed</li> <li><b>Mini Mall Troop Store:</b> Mon - Sun: 0700-2100</li> </ul>
<b>Aquatic Center</b>	<ul style="list-style-type: none"> <li>Open for recreation swim periods to permanent party and families only with season passes and on walk-in bases up to the established limited capacity for each swim period.</li> <li>Active duty students/trainees will not be granted access during recreation swim periods <ul style="list-style-type: none"> <li>They may continue use of the aquatics center during lap swim times if schedules permit.</li> </ul> </li> </ul> <p>Please visit <a href="https://jbsatoday.com/events/3356">https://jbsatoday.com/events/3356</a> for more information</p>
<b>Canyon Lake Recreation Area</b>	<ul style="list-style-type: none"> <li>Resale store, lodging check-in, marina</li> <li><b>DoD ID card holders only admitted to park – No guests may be sponsored</b> <ul style="list-style-type: none"> <li><b>100% ID Check</b></li> </ul> </li> <li>Hancock Cove and Sunnyside Cove ONLY <ul style="list-style-type: none"> <li>Sun-Thu: 0800-1800</li> <li>Fri-Sat: 0800-1900</li> </ul> </li> </ul> <p>Please visit: <a href="https://jbsatoday.com/events/canyonlake-reopening">https://jbsatoday.com/events/canyonlake-reopening</a> for more information</p>
<b>Chapels</b>	<ul style="list-style-type: none"> <li><b>Active Duty and Dependents only</b> <ul style="list-style-type: none"> <li><b>Maximum of 50 attendees</b></li> </ul> </li> <li>All services will be held at AMEDD Chapel</li> <li>Catholic Mass – Sunday, 0830</li> <li>Protestant service – Sunday, 1000</li> </ul>

<p><b>Child Development Center</b></p>	<ul style="list-style-type: none"> <li>• All authorized, enrolled patrons allowed to return.</li> <li>• Continued care for Mission Essential /Mission Critical families who are temporarily enrolled as space and staffing permits.</li> <li>• Center will continue care for all children current receiving care as required.</li> <li>• COV-19 protective measures/increased sanitation/limited capacity/distancing.</li> <li>• Please visit <a href="https://jbsatoday.com/ChildDevelopmentProgram">https://jbsatoday.com/ChildDevelopmentProgram</a> for contact info and hours.</li> </ul>
<p><b>Civilian Personnel Office</b></p>	<ul style="list-style-type: none"> <li>• Offices are open; Virtual services and appointments encouraged. <ul style="list-style-type: none"> <li>○ APF: (210) 221-1401 (Staffing), (210) 221-2028 (EMR)</li> <li>○ NAF: (210) 808-0670</li> </ul> </li> </ul>
<p><b>Commissary</b></p>	<ul style="list-style-type: none"> <li>• Hours: <ul style="list-style-type: none"> <li>○ Mon-Fri: 9 a.m.- 8 p.m.</li> <li>○ Sat: 8 a.m.- 6 p.m.</li> <li>○ Sun: 9 a.m.- 6 p.m.</li> </ul> </li> <li>• No “Early Bird”</li> </ul>
<p><b>Dental</b></p>	<ul style="list-style-type: none"> <li>• Urgent Care 0730-1630 Mon.-Fri. (210) 916-9900</li> </ul>
<p><b>Dining Facilities</b></p>	<ul style="list-style-type: none"> <li>• Uniform service members with orders, meal cards and BAS only</li> </ul>
<p><b>Education Center</b></p>	<ul style="list-style-type: none"> <li>• Virtual services only (210) 221-0597</li> </ul>
<p><b>Fam Camp</b></p>	<ul style="list-style-type: none"> <li>• Only open to current guests</li> </ul>
<p><b>Family Health</b></p>	<ul style="list-style-type: none"> <li>• Acute care only</li> <li>• Phone: (210) 916-9900</li> </ul>
<p><b>Finance</b></p>	<ul style="list-style-type: none"> <li>• Virtual services only</li> <li>• Phone: (210) 238-4025</li> </ul>
<p><b>Fitness Centers</b></p>	<p><b>All fitness centers open to uniformed service members, DoD Civilians w/CAC during normal operating hours.</b></p> <p><b>Retirees and Dependents allowed DURING NON PEAK HOURS ONLY</b> <b>Block time: 0900-1100, 1300-1500, 1900-close.</b></p> <ul style="list-style-type: none"> <li>• Jimmy Brought: <ul style="list-style-type: none"> <li>○ Mon-Fri: 5 a.m.- 8 p.m.</li> <li>○ Weekends/Holidays: 8 a.m.- 4 p.m.</li> </ul> </li> <li>• METC: <ul style="list-style-type: none"> <li>○ Mon-Fri: 5:30 a.m.- 8:30 p.m.</li> <li>○ Weekends/Holidays: 10 a.m.- 6 p.m.</li> </ul> </li> <li>• Central Post: <ul style="list-style-type: none"> <li>○ Mon-Fri: 5 a.m.-7 p.m.</li> <li>○ Weekends/Holidays: CLOSED</li> </ul> </li> <li>• Requirements / Limitations <ul style="list-style-type: none"> <li>○ <b>Limit operations to 50% of max capacity</b></li> <li>○ 100% ID check</li> <li>○ Masks/cloth coverings must be worn when entering/exiting the facility and in all areas when six-feet social distancing cannot be maintained</li> <li>○ Patrons must wipe down equipment prior and after use</li> <li>○ Patrons must limit their total workout time to 60 minutes maximum</li> <li>○ Limit cardio machine use to 30-minute sessions</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ NO Equipment checkout (i.e. weight belts, bands, etc.)</li> <li>○ Encourage towel use to provide buffer between patron and equipment</li> <li>● Available services <ul style="list-style-type: none"> <li>○ Locker rooms and showers available with distancing</li> <li>○ Outdoor exercise classes</li> <li>○ Outdoor functional fitness equipment available (Beaver Fit)</li> <li>○ Basketball court – unit PT / shoot around ONLY</li> <li>○ Softball outfields – Unit PT by reservation ONLY</li> <li>○ Weight rooms – Social distancing / limited capacity</li> <li>○ Cardio rooms – Social Distancing / limited capacity</li> <li>○ Functional fitness rooms – Social distancing / limited capacity</li> <li>○ Exercise rooms – Social distancing / limited capacity</li> </ul> </li> </ul> <p style="text-align: center;">Visit <a href="https://jbsatoday.com/Fitness">https://jbsatoday.com/Fitness</a> for more information</p>
<b>Honor Guard</b>	<ul style="list-style-type: none"> <li>● Reduced services</li> </ul>
<b>IG</b>	<ul style="list-style-type: none"> <li>● Complains via phone or email; no walk-ins</li> <li>● Hotline: (210) 808-0120</li> </ul>
<b>Immunizations</b>	<ul style="list-style-type: none"> <li>● Acute care only</li> </ul>
<b>Information Protection</b>	<ul style="list-style-type: none"> <li>● Virtual services only via email or phone; no walk-ins</li> <li>● Finger-printing paused</li> </ul>
<b>Information Ticket Office</b>	<ul style="list-style-type: none"> <li>● Opening Sept. 29</li> <li>● Tues-Sat: 9 a.m.-5 p.m.</li> <li>● 210-808-1378 / 1376</li> </ul>
<b>JBSA Bowling</b>	<ul style="list-style-type: none"> <li>● Open with reduced capacity <ul style="list-style-type: none"> <li>○ Tues.-Thurs. from 11 a.m. to 3 p.m.</li> <li>○ Fri. from 11 a.m. to 10 p.m.</li> <li>○ Sat. from noon to 10 p.m.</li> <li>○ Sun. from noon to 5 p.m.</li> </ul> </li> <li>● Snack Bars will be open for food and beverage orders for customers who have an assigned lane only.</li> <li>● Please call 210-221-4740 to reserve a lane</li> </ul> <p style="text-align: center;">Please visit <a href="https://jbsatoday.com/events/3416">https://jbsatoday.com/events/3416</a> for more information</p>
<b>JBSA Golf</b>	<ul style="list-style-type: none"> <li>● Opening 1 May, (pro shop/course/driving range)</li> <li>● DoD ID card holders only</li> <li>● 0630-Sunset Daily</li> <li>● Tee times taken in advance by phone 1000-1400 today thru Friday</li> <li>● (210) 222-9386</li> </ul>
<b>Legal</b>	<ul style="list-style-type: none"> <li>● All legal assistance will be Active Duty only, by appointment.</li> <li>● To make an appointment, please call: (210) 808-0169</li> </ul>
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>● Acute care only, 0730-1630</li> <li>● Phone: (210) 916-9900</li> </ul>
<b>Military and Family Readiness Center</b>	<ul style="list-style-type: none"> <li>● Virtual services only</li> <li>● Phone: (210) 221-2705/2428/9698</li> </ul>

<p><b>Military Personnel Flight ID Cards</b></p>	<ul style="list-style-type: none"> <li>• Phone: 210-221-0415/210-221-2784</li> <li>• In-person services include the following categories ONLY: <ul style="list-style-type: none"> <li>○ Initial issuance of CAC</li> <li>○ Lost/Stolen CAC</li> <li>○ Dep/Ret ID card that expired prior to 1 January 2020</li> </ul> </li> <li>• Online issuance &amp; renewal service include the following categories ONLY: <ul style="list-style-type: none"> <li>○ Initial Issuance of Dep/Ret (initial issuance age increased from 10 to 14)</li> <li>○ Replacement of lost/stolen Dep/Ret ID card</li> <li>○ Change in "affiliation" (examples: AD to Retired/Retired to 65/100% DAV/Age 21 to 23, full time student/Age 23 with Tricare young adult)</li> <li>○ An ID card technician will call/email to schedule a pickup date and time. All dependents must be present to pick up and sign the new ID card.</li> </ul> </li> </ul> <p><a href="http://www.jbsa.mil/Resources/802d-Manpower-and-Personnel-Flight/ID-Cards/">http://www.jbsa.mil/Resources/802d-Manpower-and-Personnel-Flight/ID-Cards/</a></p>
<p><b>Outdoor Rec</b></p>	<ul style="list-style-type: none"> <li>• JBSA-Outdoor Recreation and Equipment Rental. <ul style="list-style-type: none"> <li>○ <b>Opening 1 May: DoD ID card holders only</b></li> <li>○ Mon-Fri, 0900-1600</li> </ul> </li> </ul> <p>Visit <a href="http://www.JBSAToday.com">www.JBSAToday.com</a> for more information</p>
<p><b>Passports</b></p>	<ul style="list-style-type: none"> <li>• By appointment only</li> <li>• (210) 482-0137</li> </ul>
<p><b>Public Affairs</b></p>	<ul style="list-style-type: none"> <li>• All official photo appointments have been cancelled</li> <li>• No self-help service or equipment checkout</li> </ul>
<p><b>Retiree Activities Office</b></p>	<ul style="list-style-type: none"> <li>• Virtual Services Only, Phone: (210) 221-9004</li> </ul>
<p><b>SARC</b></p>	<ul style="list-style-type: none"> <li>• In person follow up or response for critical/urgent issues</li> <li>• Other normal services via email and phone</li> <li>• Phone: 210-808-8981 or Hotline for urgent issues 210-808-7272</li> <li>• Email: <a href="mailto:usaf.jbsa.502-abw.mbx.502-abw-sarc-workflow@mail.mil">usaf.jbsa.502-abw.mbx.502-abw-sarc-workflow@mail.mil</a>.</li> </ul>
<p><b>Soldier For Life-TAP</b></p>	<ul style="list-style-type: none"> <li>• Virtual Services Only, Phone (619) 995-9124</li> </ul>
<p><b>WAPS</b></p>	<ul style="list-style-type: none"> <li>• WAPs cycle on-going to 31 July.</li> <li>• Please contact <a href="mailto:dennis.j.findley.civ@mail.mil">dennis.j.findley.civ@mail.mil</a> for further coordination</li> </ul>
<p><b>Youth Center</b></p>	<ul style="list-style-type: none"> <li>• Mission Essential/Mission Critical Personnel only</li> <li>• Will continue care for all children current receiving care as required</li> <li>• Provided School Age Care and Camps</li> <li>• No Open Recreation and No organized Youth Sports</li> <li>• COV-19 protective measures/increased sanitation/distancing</li> <li>• Please visit <a href="https://jbsatoday.com/ChildYouthServices">https://jbsatoday.com/ChildYouthServices</a> for contact info and hours</li> </ul>
<p><b>JBSA- Camp Bullis</b></p>	
<p><b>AAFES JBSA Barber Shops</b></p>	<ul style="list-style-type: none"> <li>• Mon - Sat: 1000-1700; Sun: Closed</li> </ul>
<p><b>AAFES Shoppette</b></p>	<ul style="list-style-type: none"> <li>• <b>Camp Bullis Express:</b> Mon - Fri: 0700-1800; Sat -Sun: 0900-1600</li> </ul>
<p><b>Fitness Center</b></p>	<p><b>All fitness centers open to uniformed service members, DoD Civilians w/CAC during normal operating hours.</b></p>

	<p style="text-align: center;"><b>Retirees and Dependents allowed DURING NON PEAK HOURS ONLY</b>  <b>Block time: 0900-1100, 1300-1500, 1900-close.</b></p> <ul style="list-style-type: none"> <li>• Hours <ul style="list-style-type: none"> <li>○ Mon-Fri: 11 a.m.- 7 p.m.</li> <li>○ Weekends/Holidays: CLOSED</li> </ul> </li> <li>• Requirements <ul style="list-style-type: none"> <li>○ Military uniform/official PT uniform must be worn when entering facility</li> <li>○ 100% ID check</li> <li>○ 100% heath screening for all personnel prior to entering the fitness centers</li> <li>○ Masks/cloth coverings must be worn when entering/exiting the facility and in all areas when six-foot social distancing cannot be maintained</li> <li>○ Patrons must wipe down equipment prior and after use</li> <li>○ Patrons must limit their total workout time to 60 minutes maximum</li> <li>○ Limit cardio machine use to 30-minute sessions</li> <li>○ NO Equipment checkout (i.e. weight belts, bands, etc.)</li> <li>○ Encourage towel use to provide buffer between patron and equipment</li> </ul> </li> <li>• Available services <ul style="list-style-type: none"> <li>○ Locker rooms: for changing and restroom use ONLY</li> <li>○ Outdoor exercise classes</li> <li>○ Weight rooms – Social distancing / limited capacity</li> <li>○ Exercise rooms – Social distancing / limited capacity</li> </ul> </li> </ul> <p style="text-align: center;">Visit <a href="http://www.JBSAToday.com">www.JBSAToday.com</a> for more information</p>
<p style="text-align: center;"><b>Outdoor Rec</b></p>	<ul style="list-style-type: none"> <li>• JBSA-Outdoor Recreation and Equipment Rental. <ul style="list-style-type: none"> <li>○ <b>DoD ID card holders only</b></li> <li>○ Mon-Fri, 0900-1600</li> </ul> </li> </ul> <p style="text-align: center;">Visit <a href="http://www.JBSAToday.com">www.JBSAToday.com</a> for more information</p>
<p style="text-align: center;"><b>Pharmacy</b></p>	<ul style="list-style-type: none"> <li>• <u>Taylor Burk Pharmacy</u> - Drive through only</li> </ul>
<p style="text-align: center;"><b>Rod-n-Gun Rec Center</b></p>	<ul style="list-style-type: none"> <li>• <u>210-295-7577 / 7529</u></li> </ul>