JBSA-RANDOLPH SERVICES

Effective September 25, 2020

- AAFES
- Career Assistance Advisor
- Child Development Centers
- Chapel
- Civilian Personnel
- Commissary
- Community Center
- Dental
- Dining Facilities
- Education Center
- Family Health
- Finance
- Fitness Assessment Cell
- Fitness Center
- First Term Airman's Center
- Immunizations
- Information, Tickets & Tours
- Labs
- Legal Assistance
- Library
- Lodging
- Mental Health
- Military & Family Readiness Center
- Military Personnel (ID Cards)
- Military Prsnl (MPS,MPD, PSD)
- MWR Bowling Center
- MWR Clubs
- MWR Frame Shop
- MWR Golf Course
- MWR Outdoor Recreation
- Pharmacy
- Public Affairs/Photo/Graphics
- Public Health
- Retiree Activities Office
- Tax Center
- Youth Center
- WAPS

OPEN | CLOSED | MODIFIED OPERATIONS | ACTIVE DUTY ONLY

JOINT BASE SAN ANTONIO
PHASED REOPENING
SEPTEMBER 25, 2020

JBSA- Randolph	
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	Patients should expect to see the following changes at all 59th MDW clinics:
	
	• 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
	  ○ Mon.-Fri. 0700-1700
	• **Pharmacy:**
	  ○ JBSA-Randolph Clinic Pharmacy
	  ○ Monday - Friday 0800 to 1600
	  ○ JBSA - Randolph Satellite Pharmacy:
	  ○ Monday - Friday 0800 to 1600
	  ○ ** Available for refill pick up only **
	  ○ Commissary Pharmacy: Closed
	• **Drive through screening is available Monday**
	  ○ Mon.- Fri. 1200-1600

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	• To-go meals only

AAFES Main Exchange	• **Randolph Main Store:** 1000-1800 Mon-Fri,1000-1700 Sat-Sun
	  ○ **Curbside Pickup available**
	  ▪ Order online at www.shopmyexchange.com and choose store pickup
	  ○ For more information go to https://www.facebook.com/JBSAExchange/
	• **Randolph MCS** Mon-Fri 1000-1700/Sat 1100-1600/Sun CLOSED
	• **Food court**
	  ○ **Charley's**: Mon - Fri 1000-1800/Sat-Sun 1100-1700
	  ○ **Subway**: Mon - Fri 1000-1800/Sat-Sun 1100-1700
	  ○ **Starbucks**: Mon - Fri 0800-1600/Sat-Sun 0900-1700
	  ○ **Popeye's**: Mon - Fri 1000-1800/Sat-Sun 1100-1700
	• **Shops**
	  ○ **GNC:** Mon-Fri 1000-1400/Sat Sun 1000-1600
	  ○ **Nail Salon:** By Appointment Only: Mon-Fri 0900-1700/Sat-Sun 0900-1600
	  ○ **Optical**: Mon, Weds, Fri 1200-1500/Tues,Thurs,Sat,Sun CLOSED
	  ○ **Alterations:** Mon-Fri 1000-1700/Sat 1100-1600/Sun CLOSED

	○ **H&R Block:** Mon-Fri 1000- 1700 ○ **Hair Salon:** CLOSED ○ **Wireless Advocates:** Mon-Fri 1000-1800/Sat-Sun 1000-1700 ○ **Military Memorabilia:** CLOSED ○ **Rug & Arts:** CLOSED ○ For updated information go to https://www.facebook.com/RandolphAirForceBExchange/ • **Home & Garden:** Mon-Fri 1000-1800/Sat-Sun 1000-1700 • **Express:** Mon-Fri 0700-2100/Sat 0800-2000/Sun 0900-2000 • **Burger King:** Mon-Fri 0700-1900/Sat-Sun 100-1700 Drive Through and To Go Orders Only • **Dry Cleaners:** Mon-Fri 0900-1700/Sat 1000-1400/Sun CLOSED • **Einstein Bagels:** CLOSED • **Retail Booth Gas Station Bldg. 1070:** Mon-Sat 1000-1800/Sun CLOSED • **Firestone:** Mon-Sat 0800-1600/Sun CLOSED
AAFES Barber Shops	• Mon-Fri 0900-1700/Sat -Sun 0900-1600
Canyon Lake Recreation Area	• Opening 1 May: (resale store/lodging check-in/marina) • DoD ID card holders only admitted to park • Hancock Cove and Sunnyside Cove ONLY ○ Sun-Thu: 0800-1800 ○ Fri-Sat: 0800-1900
Chapels	• **Active Duty and Dependents only** • All services will be held at the Religious Activity Center (Bldg 975) ○ (Max 150 attendees) • Catholic Mass - Sunday, 0830 • Protestant Service - Sunday, 1100
Child Development Center	• Supporting Mission Essential/Mission Critical Personnel only • 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/ChildYouthServices for contact info and hours.
Civilian Personnel Office	• Offices are open; Virtual services and appointments encouraged; ○ APF: (210) 652-2223 (Staffing), (210) 652-4657 (EMR) ○ NAF: (210) 652-5289
Commissary	• Hours: ○ Mon-Fri: 9 a.m.- 8 p.m. ○ Sat: 8 a.m.- 6 p.m. ○ Sun: 9 a.m.- 6 p.m. • No “Early Bird”
Dental	• Urgent Care, 0730-1630 Mon.-Fri. • Phone: (210) 916-9900
Dining Facilities	• Take-out only
Education Center	• Virtual services only; (210) 652-5964
Fam Camp	• Only open to current guests
Family Health	• Acute care only

	• Phone: (210) 916-9900
Finance	• Virtual services only • Phone: (210) 238-4025

Fitness Center	**All fitness centers open to uniformed service members, DoD Civilians w/CAC during normal operating hours.**
	
	Retirees and Dependents allowed DURING NON PEAK HOURS ONLY
	Block time: 0900-1100, 1300-1500, 1900-close.
	
	• <u>Rambler</u>
	  ○ Mon-Fri: 5 a.m.- 7 p.m.
	  ○ Sat: 9 a.m.- 4 p.m.
	  ○ Sun/Holidays: CLOSED
	• Requirements / Limitations
	  ○ **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
	  ○ 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
	  ○ 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
	
	Visit https://jbsatoday.com/Fitness for more information

Honor Guard	• Reduced services
IG	• Complains via phone or email; no walk-ins • Hotline: (210) 808-0120
Immunizations	• Acute care only
Information Ticket Office	• **Opening Sept. 29** • Tues-Sat: 9 a.m.-5 p.m. • 210-652-5147
Installation Personnel Readiness	• Virtual services only • Phone: (210) 652-2702

JBSA Bowling	• Open with reduced capacity
	  ○ Tues.-Thurs. from 11:30 a.m. to 7 p.m.
	  ○ Fri.-Sat. from 11:30 a.m. to 9 p.m.
	  ○ Sun. from 1-7 p.m

	• Snack Bars will be open for food and beverage orders for customers who have an assigned lane only. • Please call 210- 652-6271 to reserve a lane. • Please visit https://jbsatoday.com/events/3416 for more information
JBSA Golf	• 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) 652-4653
Legal	• All legal assistance will be Active Duty and dependents only, by appointment. • To make an appointment, please call: (210) 652-6781
Mental Health	• Acute care only, 0730-1630 • Phone: (210) 916-9900
MFRC	• Virtual services only • (210) 652-5321
Military Personnel Flight ID cards	• DEERS Appointments & emergencies ONLY, (210) 239-3068. • 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 Frame Shop	• 0900-1600 Mon.-Fri. • 210-652-5142

Outdoor Rec	• JBSA-Outdoor Recreation and Equipment Rental.
	  ○ **DoD ID card holders only**
	  ○ Mon-Fri, 0900-1600
	
	Visit www.JBSAToday.com for more information

Passports	• By appointment only • (210) 482-0137
Public Affairs	• All official photo appointments have been cancelled • No self-help service or equipment checkout
SARC	• 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 • Email: usaf.jbsa.502-abw.mbx.502-abw-sarc-workflow@mail.mil.
WAPS	• WAPs cycle on-going to 31 July. • Please contact ralph.koch@us.af.mil for more information
Youth Center	• 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 contact info and hours.