



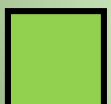
# JBSA-FORT SAM HOUSTON / CAMP BULLIS SERVICES

Effective June 09, 2020

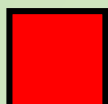
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|--|------------------------------|--|------------------------------------|
|  | AAFES                        |  | Library                            |
|  | AMED & FSH Museums           |  | Lodging                            |
|  | Aquatic Center               |  | 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 Alley / Golf Course    |
|  | Commissary                   |  | MWR Auto Hobby / Frame Shop        |
|  | Community Center             |  | MWR Outdoor Recreation             |
|  | 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

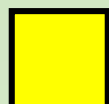
|  |                 |  |                        |
|--|-----------------|--|------------------------|
|  | AAFES Shoppette |  | MWR Outdoor Recreation |
|  | Dining Facility |  | Taylor Burk Clinic     |
|  | Fitness Centers |  | Taylor Burk Pharmacy   |



**OPEN**



**CLOSED**



**MODIFIED  
OPERATIONS**



**ACTIVE DUTY  
ONLY**



## JOINT BASE SAN ANTONIO PHASED REOPENING



### JBSA- Fort Sam Houston

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| <b>BAMC</b>  | <p>Patients should expect to see the following changes at all BAMC clinics:</p> <p><b><u>Entrance Information and Hours: Monday – Friday</u></b></p> <ul style="list-style-type: none"><li>• The Garden Entrance will be open 24/7<ul style="list-style-type: none"><li>○ Primary entrance for all staff</li><li>○ Only entrance for all personnel: 2000-0700.</li></ul></li><li>• The Bed Tower/Flagpole entrance will be open 0700-2000<ul style="list-style-type: none"><li>○ Entrance for patients and visitors</li><li>○ Entrance for staff riding the Garage Shuttle</li></ul></li><li>• The Women's Health entrance will be open 0700-2000<ul style="list-style-type: none"><li>○ Entrance for patients and visitors</li></ul></li><li>• Emergency Department will be open 24/7<ul style="list-style-type: none"><li>○ For emergent patients only</li></ul></li></ul> <p><b><u>Entrance Information and Hours: Saturday and Sunday</u></b></p> <ul style="list-style-type: none"><li>• The Garden Entrance will be open 24/7<ul style="list-style-type: none"><li>○ For all personnel</li></ul></li><li>• Emergency Department will be open 24/7<ul style="list-style-type: none"><li>○ For emergent patients only</li></ul></li><li>• Delayed elective surgeries</li><li>• Temporary suspense of in-person routine care, telehealth appointments will be available</li></ul> <p><b>Pharmacy</b></p> <ul style="list-style-type: none"><li>• <u>BAMC, Moreno Clinic, FSH Pharmacy</u><ul style="list-style-type: none"><li>○ Mandatory curb-side drop of and pick up</li><li>○ Mon – Fri 0800-1800</li></ul></li><li>• <u>Commissary Pharmacy: Closed</u></li><li>• <b>BAMC drive-thru screening is available:</b><ul style="list-style-type: none"><li>○ Mon – Fri 0700 to 1900</li><li>○ Sat - Sun 1000 to 1600</li></ul></li></ul> |
| <p>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.</p> <p>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.</p> |  |
| <b>AAFES Food Services</b>   | <ul style="list-style-type: none"><li>• To-go meals only</li></ul>   |

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| <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>Canyon Lake Recreation Area</b> | <ul style="list-style-type: none"> <li>• Opening 1 May: (resale store/lodging check-in/marina)</li> <li>• DoD ID card holders only admitted to park</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>   |
| <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, 0800 and 0900</li> <li>• Protestant service – Sunday, 1000 and 1100</li> </ul>   |
| <b>Child Development Center</b>    | <ul style="list-style-type: none"> <li>• Supporting direct mission readiness</li> </ul>  |
| <b>Civilian Personnel Office</b>   | <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>   |
| <b>Commissary</b>                  | <ul style="list-style-type: none"> <li>• 100% ID check;</li> <li>• ID card holders only, no visitors</li> <li>• Hours: <ul style="list-style-type: none"> <li>○ 0900 to 2000 Mon. - Fri.</li> <li>○ 0800 to 1800 Sat.</li> <li>○ 0900 to 1800 Sun.</li> </ul> </li> <li>• No “Early Bird”</li> </ul>   |
| <b>Dental</b>                      | <ul style="list-style-type: none"> <li>• Urgent Care 0730-1630 Mon.-Fri. (210) 916-9900</li> </ul>   |
| <b>Dining Facilities</b>           | <ul style="list-style-type: none"> <li>• Meal Card Holders/ESM only</li> </ul>   |
| <b>Education Center</b>            | <ul style="list-style-type: none"> <li>• Virtual services only<br/>(210) 221-0597</li> </ul>   |

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| <b>Fam Camp</b>               | <ul style="list-style-type: none"> <li>Only open to current guests</li> </ul>  |
| <b>Family Health</b>          | <ul style="list-style-type: none"> <li>Acute care only</li> <li>Phone: (210) 916-9900</li> </ul>   |
| <b>Finance</b>                | <ul style="list-style-type: none"> <li>Virtual services only</li> <li>Phone: (210) 238-4025</li> </ul>   |
| <b>Fitness Centers</b>        | <p style="text-align: center;"><b>Increase to 50% capacity with social distancing</b></p> <ul style="list-style-type: none"> <li>Jimmy Brought: <ul style="list-style-type: none"> <li>Mon-Fri: 0500-1900 Sat: 0800-1600 Sun: Closed</li> <li>Expanded access to DoD civilians/retirees/dependents <ul style="list-style-type: none"> <li>Mon.-Fri. 0900-1100, 1300-1500, 1900-close ONLY</li> </ul> </li> </ul> </li> <li>METC: <ul style="list-style-type: none"> <li>Open to Uniformed Military Members Only</li> <li>Military uniform/official PT uniform must be worn when entering facility</li> <li>Mon-Fri: 0530-1930 Sat/Sun: Closed</li> </ul> </li> <li>Central Post: <ul style="list-style-type: none"> <li>Mon-Fri: 0600-2000 Sat/Sun: Closed</li> <li>Expand access to DoD civilians/retirees/dependents <ul style="list-style-type: none"> <li>Mon.-Fri. 0900-1100, 1300-1500, 1900-close ONLY</li> </ul> </li> </ul> </li> <li>Requirements <ul style="list-style-type: none"> <li>100% ID check is mandatory when not in uniform</li> <li>100% health 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-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> </ul> </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>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> <li>Limitations <ul style="list-style-type: none"> <li>Limit Fitness Center visit 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> </ul> </li> </ul> <p style="text-align: center;">Visit <a href="http://www.JBSAToday.com">www.JBSAToday.com</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>  |

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| <b>JBSA Bowling</b>                         | <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> <li>• The following protective measures are in place to protect both staff and customers: <ul style="list-style-type: none"> <li>○ Wearing mask/cloth coverings is required when entering and exiting the facility but may be removed when eating and bowling</li> <li>○ Maintain at least six feet separation from others</li> <li>○ Wash hands often and for 20 seconds or use hand sanitizer with at least 60% alcohol</li> <li>○ Hand sanitizer has been placed at the point-of-sale system</li> <li>○ No more than six patrons per lane and only every other two lanes will be used</li> <li>○ Balls will be sanitized between users</li> <li>○ Shoes will be issued from the counter and sanitized between users</li> <li>○ Tables in dining area are set up in accordance with the social distancing guidelines; please refrain from moving chairs</li> <li>○ Single-use condiment packages</li> <li>○ Only canned/bottled beverages</li> <li>○ Only pre-packaged/wrapped utensils</li> </ul> </li> <li>• Since we are at a reduced capacity, advanced reservations for bowling is required by calling ahead to reserve your lane <ul style="list-style-type: none"> <li>○ (210) 221-4740</li> </ul> </li> </ul> |
| <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>   |
| <b>Military Personnel Flight ID Cards</b>   | <ul style="list-style-type: none"> <li>• DEERS emergencies ONLY, (210) 816-0325</li> <li>• All other services offered virtually</li> <li>• Online ID card renewal service is available to all dependents and retirees whose ID card expires soon</li> <li>• <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></li> </ul>   |
| <b>Outdoor Rec</b>                          | <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>   |
| <b>Public Affairs</b>                       | <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>  |
| <b>Retiree Activities Office</b>            | <ul style="list-style-type: none"> <li>• Virtual Services Only, Phone: (210) 221-9004</li> </ul>   |

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| <b>SARC</b>                    | <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>  |
| <b>Soldier For Life-TAP</b>    | <ul style="list-style-type: none"> <li>• Virtual Services Only, Phone (619) 995-9124</li> </ul>   |
| <b>Youth Center</b>            | <ul style="list-style-type: none"> <li>• School Age Care supporting direct mission readiness</li> </ul>   |
| <b>JBSA- Camp Bullis</b>       |   |
| <b>AAFES JBSA Barber Shops</b> | <ul style="list-style-type: none"> <li>• Mon - Sat: 1000-1700; Sun: Closed</li> </ul>   |
| <b>AAFES Shoppette</b>         | <ul style="list-style-type: none"> <li>• <b>Camp Bullis Express:</b> Mon - Fri: 0700-1800; Sat -Sun: 0900-1600</li> </ul>   |
| <b>Fitness Center</b>          | <ul style="list-style-type: none"> <li>• <b>Open May 26</b></li> <li>• Camp Bullis Fitness Center Mon-Fri: 1100-1900 Sat/Sun: Closed</li> <li>• Open to Uniformed Military Members Only <ul style="list-style-type: none"> <li>◦ Military ID required</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>◦ Gloves and masks (if social distancing cannot be maintained) required</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> <li>• Limitations <ul style="list-style-type: none"> <li>◦ Limit Fitness Center visit to 60 minutes maximum)</li> <li>◦ Locker rooms are used for restrooms or changing when necessary</li> <li>◦ Limit cardio machine use to 30-minute sessions</li> <li>◦ NO Equipment checkout (i.e. weight belts, bands, etc.)</li> </ul> </li> </ul> |
| <b>Outdoor Rec</b>             | <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>  |
| <b>Pharmacy</b>                | <ul style="list-style-type: none"> <li>• <u>Taylor Burk Pharmacy</u> - Drive through only</li> </ul>  |
| <b>WAPS</b>                    | <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>   |