



# JBSA-RANDOLPH SERVICES

Effective October 26, 2020

AAFES	Legal Assistance
Career Assistance Advisor	Library
Child Development Centers	Lodging
Chapel	Mental Health
Civilian Personnel	Military & Family Readiness Center
Commissary	Military Personnel (ID Cards)
Community Center	Military Prsnl (MPS,MPD, PSD)
Dental	MWR Bowling Center
Dining Facilities	MWR Clubs
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	Youth Center
	WAPS

 **OPEN**
 **CLOSED**
 **MODIFIED OPERATIONS**
 **ACTIVE DUTY ONLY**



# JOINT BASE SAN ANTONIO PHASED REOPENING OCTOBER 26, 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:**
  - Mon-Thur 0900-1800
  - Fri-Sat 0900-1900
  - Sun 1000-1800
  - Curbside Pickup available

For updated information visit

[www.shopmyexchange.com](http://www.shopmyexchange.com) or  
<https://www.facebook.com/RandolphAirForceBExchange/>

- **Randolph AFMCS**
  - Mon-Fri 10:00-17:00/Sat 11:00-16:00/Sun Closed
- **Food court**

- Charley's:
  - Mon-Fri 1000-1700
  - Sat-Sun 1100-1700
- Subway:
  - Mon-Thu 1000-1800
  - Fri-Sat 1000-1900
  - Sun 1000-1700
- Starbucks:
  - Mon-Fri 0800-1700
  - Sat-Sun 0900-1500
- Popeye's:
  - Mon-Fri 1000-1800
  - Sat-Sun 1100-1700
- **Shops**
  - GNC:
    - Mon-Fri 1000-1800
    - Sat-Sun 1000-1600
  - The Nail Spot:
    - Mon - Fri 1000-1700
    - Sat 1000-1600
    - Sun Closed
  - Optical:
    - Monday - Sat 1000-1700
    - Sun Closed
  - Hair Salon:
    - Mon-Fri 1000-1600
    - Sat 1000-1500
    - Sun by appt. only
  - Military Memorabilia:
    - Mon-Fri 1000-1800
    - Sat 1000-1700
    - Sun 1000-1600
  - Robert's Fine Jewelry
    - Mon-Fri 1000-1800
    - Sat-Sun 1000-1600
  - Wireless Advocates
    - Mon-Fri 1000-1800
    - Sat-Sun 1000-1700
  - Orpen
    - Mon-Fri 1000-1800
    - Sat-Sun 1000-1600
- Home & Garden:
  - Mon-Thu 0900-1800
  - Fri-Sat 0900-1900
  - Sun 1000-1800
- Express:
  - Mon-Fri 0700-2100
  - Sat 0800-2100
  - Sun 0900-2000
- Burger King:
  - Mon-Fri 0700-1800
  - Sat 1100-1700
  - Sun Closed
- Save Cleaners:
  - Mon-Fri 0900-1700
  - Sat-Sun Closed
- Einstein Bagels: CLOSED
- Retail Booth Gas Station Bldg. 1070:
  - Mon-Sat 1000-1800

	<ul style="list-style-type: none"> <li>○ Sun CLOSED</li> <li>● Firestone: <ul style="list-style-type: none"> <li>○ Mon - Sat 0800 – 1600</li> <li>○ Sun Closed</li> </ul> </li> <li>● Mirror Image Auto Detailing <ul style="list-style-type: none"> <li>○ Mon-Fri 1000-1500</li> <li>○ Sat-Sun Closed</li> </ul> </li> </ul>
<b>AAFES Barber Shops</b>	<ul style="list-style-type: none"> <li>● Mon-Fri 0800-1730</li> <li>● Sat 0800-1600</li> <li>● Sun 0900-1600</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></li> <li>● All services will be held at the Religious Activity Center (Bldg 975) (Max 150 attendees) <ul style="list-style-type: none"> <li>○ Catholic Mass - Sunday, 0830</li> <li>○ Protestant Service - Sunday, 1100</li> </ul> </li> </ul>
<b>Child Development Center</b>	<ul style="list-style-type: none"> <li>● Supporting Mission Essential/Mission Critical Personnel only</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> </ul> <p>Please visit <a href="https://jbsatoday.com/ChildYouthServices">https://jbsatoday.com/ChildYouthServices</a> for contact info and hours.</p>
<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) 652-2223 (Staffing), (210) 652-4657 (EMR)</li> <li>○ NAF: (210) 652-5289</li> </ul> </li> </ul>
<b>Commissary</b>	<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>
<b>Dental</b>	<ul style="list-style-type: none"> <li>● Urgent Care, 0730-1630 Mon.-Fri.</li> <li>● Phone: (210) 916-9900</li> </ul>
<b>Dining Facilities</b>	<ul style="list-style-type: none"> <li>● Take-out only</li> </ul>
<b>Education Center</b>	<ul style="list-style-type: none"> <li>● Virtual services only; (210) 652-5964</li> </ul>
<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>

<p style="text-align: center;"><b>Fitness Center</b></p>	<p style="text-align: center;"><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>• <u>Rambler</u> <ul style="list-style-type: none"> <li>○ Mon-Fri: 5 a.m.- 7 p.m.</li> <li>○ Sat: 9 a.m.- 4 p.m.</li> <li>○ Sun/Holidays: CLOSED</li> </ul> </li> <li>• Requirements / Limitations <ul style="list-style-type: none"> <li>○ <b>Limit operations to 75% 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-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 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 outfielders – 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>
<p style="text-align: center;"><b>Honor Guard</b></p>	<ul style="list-style-type: none"> <li>• Reduced services</li> </ul>
<p style="text-align: center;"><b>IG</b></p>	<ul style="list-style-type: none"> <li>• Complains via phone or email; no walk-ins</li> <li>• Hotline: (210) 808-0120</li> </ul>
<p style="text-align: center;"><b>Immunizations</b></p>	<ul style="list-style-type: none"> <li>• Acute care only</li> </ul>
<p style="text-align: center;"><b>Information Ticket Office</b></p>	<ul style="list-style-type: none"> <li>• <b>Opening Sept. 29</b></li> <li>• Tues-Sat: 9 a.m.-5 p.m.</li> <li>• 210-652-5147</li> </ul>
<p style="text-align: center;"><b>Installation Personnel Readiness</b></p>	<ul style="list-style-type: none"> <li>• Virtual services only</li> <li>• Phone: (210) 652-2702</li> </ul>
<p style="text-align: center;"><b>JBSA Bowling</b></p>	<ul style="list-style-type: none"> <li>• Open with reduced capacity <ul style="list-style-type: none"> <li>○ Tues.-Thurs. from 11:30 a.m. to 7 p.m.</li> <li>○ Fri.-Sat. from 11:30 a.m. to 9 p.m.</li> <li>○ Sun. from 1-7 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- 652-6271 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) 652-4653</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) 652-6781</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>MFRC</b>	<ul style="list-style-type: none"> <li>• Virtual services only</li> <li>• (210) 652-5321</li> </ul>
<b>Military Personnel Flight ID cards</b>	<ul style="list-style-type: none"> <li>• Phone: (210) 239-3068.</li> <li>• Mon-Fri 7:30 a.m.- 4 p.m. <ul style="list-style-type: none"> <li>○ Walk-In available</li> <li>○ Appointments are reserved for CAC users only</li> <li>○ For appointments please visit: <a href="https://idco.dmdc.osd.mil/idco/locator">https://idco.dmdc.osd.mil/idco/locator</a></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>○ For Online issuance &amp; renewal service please visit: <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> </li> </ul>
<b>MWR Frame Shop</b>	<ul style="list-style-type: none"> <li>• 0900-1600 Mon.-Fri.</li> <li>• 210-652-5142</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>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>
<b>Passports</b>	<ul style="list-style-type: none"> <li>• By appointment only</li> <li>• (210) 482-0137</li> </ul>
<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>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>WAPS</b>	<ul style="list-style-type: none"> <li>• WAPs cycle on-going to 31 July.</li> <li>• Please contact <a href="mailto:ralph.koch@us.af.mil">ralph.koch@us.af.mil</a> for more information</li> </ul>
<b>Youth Center</b>	<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> </ul>

- COV-19 protective measures/increased sanitation/distancing
- Please visit <https://jbsatoday.com/ChildYouthServices> for contact info and hours.