



**502d AIR BASE WING  
HPCON BRAVO  
FREQUENTLY ASKED QUESTIONS  
Current as of October 12, 2021**



## Questions & Answers

### **Q1: 1. Why do I have to wear a mask if I've already been vaccinated?**

A1: The intent of requiring masks is to protect our community and prevent the spread of COVID-19. This requirement is directed by the Office of the Secretary of Defense and requires the wear of masks indoors on Federal installations in areas of substantial or high community transmission.

### **Q2: Why is JBSA going back to Health Protection Condition (HPCON) BRAVO?**

A2: Current JBSA trends meet the Department of Defense's criteria for implementing the HPCON change based on JSBA's reported decrease in the daily case rate and in the 14-day positivity rate at our military medical treatment facilities as well as a review of the Bexar County hospital stress score. Although the HPCON has decreased, masks are still required in all JBSA buildings as a preventative measure to continue slowing the virus and reducing the spread of COVID-19 within our community. Ideally, by continuing to wear masks we can limit further spread of the virus and decrease our chances of having to move to higher HPCON levels.

### **Q3: Does this mean everyone who works or visits JBSA is required to wear a mask?**

A3: Yes; masks are still required in indoor settings on installations and other facilities owned, leased or otherwise controlled by DOD for all service members, Federal employees, onsite contractor employees, and visitors, regardless of vaccination status.

### **Q4: Will facility operations or hours be modified and where can I go to get updated service information?**

A4: Installation support and services will expand in a deliberate manner while continuing to implement public health measures to minimize the spread of COVID-19. Gate guards have resumed mandatory physical handling of all ID cards; JBSA Fitness Centers are open to all eligible users during normal operating hours; and JBSA clubs are expanding operations while maintaining proper COVID-19 mitigation protocols.

For the latest information, check the following resources:

- Installation gate availability and hours: <https://www.jbsa.mil/Gate-Hours>
- Morale, Welfare and Recreation opportunities: [www.JBSAToday.com](http://www.JBSAToday.com)
- COVID-19 updates: [www.jbsa.mil/coronavirus](http://www.jbsa.mil/coronavirus)
- Other services information: <https://www.jbsa.mil/Resources/>

### **Q5: Can I still get vaccinated and where can I go?**

A5: Department of Defense beneficiaries ages 12 and older can receive vaccinations at JBSA Medical Treatment Facilities:

- BAMC - Beneficiaries can make a same-day appointments on TRICARE Online or by calling the appointment line at 210-916-9900. The clinic is also offering walk-in hours Tuesdays, 10 a.m. to 5:30 p.m. and Wednesdays, 8 a.m. to 3 p.m.



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- Wilford Hall – Beneficiaries can make an appointment on TRICARE Online or by calling the appointment line at 210-916-9900, option 8. Walk-in hours are Thursdays and Fridays, 9 a.m. to 3 p.m.

DoD civilians who are not TRICARE beneficiaries may receive the vaccine from either location during walk-in hours. They will need to bring a CAC to prove eligibility.

**Q6: What happens if I don't have a mask?**

A6: Service members, Federal employees, onsite contract employees, and visitors, regardless of vaccination status, must wear a mask in indoor settings on any JBSA installation and at other facilities owned, leased, or otherwise controlled by DOD. Individuals who are not fully vaccinated will also maintain physical distancing consistent with CDC and DOD Force Health Protection guidelines. JBSA personnel will be provided a mask, if available. Visiting personnel are expected to provide their own masks to ensure entrance to facilities.

**Q7: Will personnel continue telework status?**

A7: Commanders and supervisors are encouraged to continue to authorize telework, flexible scheduling, and alternate work locations to meet occupancy standards, where possible. JBSA workplaces should maintain less than 50% of normal building occupancy. Commanders and supervisors at all levels must continue to accommodate high-risk members and those with family considerations.

**Q8: Where can I look to see the Commander's Guidance Memorandum and COVID-19 updates?**

A8: For the latest COVID-19 updates and Commander's guidance memoranda, visit [www.jbsa.mil/coronavirus](http://www.jbsa.mil/coronavirus)

**Q9: Will families still be able to attend BMT graduation?**

A9: Visitors, regardless of their vaccination status, will be required to wear masks indoors when on the installation. The current BMT COVID-19 protocols remain in place. Each trainee will be able to invite two vaccinated guests to their graduation. Proof of COVID-19 vaccination still required to enter the graduation ceremony. Local condition guidance is always subject to change.

**Q10: Will children attending a school on the installation be required to wear a mask?**

A10: Yes; the Department of Defense requires all service members, Federal employees, onsite contractor employees, dependents, and visitors, regardless of vaccination status, to wear a mask in indoor settings on JBSA installations and other facilities, owned, leased or otherwise controlled by Department of Defense.

**Q11: What happens if someone refuses to wear a mask?**

A11: Service members, Federal employees, onsite contract employees, and visitors, regardless of vaccination status, will wear a mask in indoor settings on any JBSA installation and at other facilities owned, leased, or otherwise controlled by DoD. Personnel not in compliance with the JBSA COVID-19 Guidance Memorandum 57 face the possibility of administrative action from their unit leadership or higher.